

NEIL ABERCROMBIE
Governor



BRUCE A. COPPA
Comptroller

RYAN OKAHARA
Deputy Comptroller

**STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD**

**Board Meeting
Thursday, January 13, 2011
10:00 am**

**Kalanimoku Building Conference Room
Room 410
1151 Punchbowl Street
Honolulu, HI 96813**

AGENDA

- I. Call to order
- II. Introductions
- III. Executive Session
- IV. Review and Approval of Minutes from December 2, 2010 Board Meeting
- V. Committee Updates by Chairs.
 - a. Finance Committee – Russell Lundberg
 - b. Technical Committee – Victor Ramos
 - c. Communications Committee - Paul Ferreira
- VI. PSAP Status Updates
 - a. Kauai – Mark Begley
 - b. Oahu – Gordon Bruce
 - c. Molokai – Victor Ramos
 - d. Maui – Clayton Tom
 - e. Hawaii – Paul Ferreira
- VII. Items for Discussion, Consideration and Action
 - a. Monthly Financial Report
 - a. Discussion on possible interim financial audit.
 - b. Approve the following new Board members (§138-2 (1) & (4), HRS)
 - i. Bruce A. Coppa, Comptroller, State of Hawaii, or designee.
 - ii. Jeffrey Ono, Consumer Advocate, State of Hawaii, or designee.
 - c. Approve the following new signatories for Board bank account:
 - i. Bruce A. Coppa, Comptroller, State of Hawaii, or designee.
 - ii. Paul Ferreira, Board Vice Chair

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- d. Nominations and approval for new Board Chair and Vice Chair.
- e. Request approval for travel expenses for the 9-1-1 Goes to Washington Conference (March 28-31, 2011) for PSAPs and Executive Director. Estimated cost per attendee- NTE \$3,600.00.
- f. Request approval for expenses incurred for the Pictometry Future View Conference (October 24-27, 2010) attended by Kauai Senior Analyst. Total incurred- \$3,273.00
- g. Update on submittal of legislation to expand the scope of the Board
 - i. Review and approval of legislative informational flyer.
- h. Update on status of PSAP projects with funds pending expenditure.
- i. Update on FY 2010/2011 Budget for PSAPs.
- j. Honolulu Police Department Request for funding CAD upgrade.
- k. Briefing of State Senate Ways and Means Committee hearing.
- l. Discussion on 2011 meeting schedule.
- m. Update on status of TKC Consulting Group, LLC Wireless E911 Board Executive Director Services.

VIII. Announcements

IX. Next meeting date – Thursday, February 10, 2011, 10am, Room 410

X. Adjournment.

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10:00 am**

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Room 410
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Minutes

Members in Attendance: : Paul Ferreira, Goldie Cross, Bruce Coppa, Cedric Apaka, James LaClair, Clayton Tom, Victor Ramos, Jeffrey Ono, Gordon Bruce, Mark Begley, Russell Lundberg.

Members Absent: None

Staff in Attendance: Courtney Tagupa, Pat Ohara, Kerry Yoneshige

Guests in Attendance: Tony Ramirez, Clement Chan, Kenison Tejada, John Thompson, Janet Crotteau, Corianne Lau, Morris Tamanaha, Thalia Burns, Shelby Furikawa, Thera Bradshaw

I. Call to order

The meeting was called to order by Mr. Paul Ferreira, Vice Chair, at 10:00 a.m., Thursday, January 13, 2011.

II. Introductions

Introductions were made of all attendees.

III. Executive Session

The Executive Session was cancelled.

IV. Review and Approval of Minutes from December 2, 2010 Board Meeting

Mr. James LaClair moved to approve the minutes. It was seconded by Mr. Lundberg and was unanimously approved by voice vote without discussion.



V. Committee Updates by Chairs.

- a. Finance Committee – Russell Lundberg**
Mr. Lundberg had nothing to report
- b. Technical Committee – Victor Ramos**
Mr. Ramos had nothing to report.
- c. Communications Committee - Paul Ferreira**
Mr. Ferreira had nothing to report

VI. PSAP Status Updates

- a. Kauai – Mark Begley**
Mr. Begley had nothing to report
- b. Oahu – Gordon Bruce**
Mr. Bruce had nothing to report
- c. Molokai – Victor Ramos**
Mr. Ramos had nothing to report
- d. Maui – Clayton Tom**
Mr. Tom had nothing to report
- e. Hawaii – Paul Ferreira**
Mr. Ferreira had nothing to report

VII. Items for Discussion, Consideration and Action

a. Monthly Financial Report

Mr. Tagupa had summarized the Monthly Cash Report with the following highlights:

- Cash Receipts for the month of January- \$515,249
- Cash Disbursements for the month of January- \$271,074
- Cash Receipts for the first 6 months of the Fiscal Year- \$4,038,934
- Cash Disbursements for the first 6 months of the Fiscal Year were- \$1,003,841

Mr. Tagupa had further elaborated that the forecasted yearend spending will experience an under spending of \$286,296 due mainly to the delayed engagement of the program management services of Akimeka, LLC.

Mr. Tagupa had also stated that the cash disbursements were partially delayed due to the lack of the required signatories for check issuance; the Board had only 1 signatory remaining and 2 signatories are required.

1. Discussion on possible interim financial audit.

Mr. Tagupa stated that the Board may wish to consider an interim financial audit in view of the recent transitions that have occurred on Board. Mr. Tagupa further stated that the audit requirement of the Board is for one every two years and the 2 year period ends on June 30, 2011. Mr. Tagupa concurs with the recommendation of the



Joint Technical and Finance committee's that the Board forgo an interim audit and consider in its place the required audit at the end of this fiscal year in view of the major scheduling challenge related to the timing of an interim audit which conflicts with the tax preparation season that lasts thru April 15.

Mr. Gordon Bruce recommended that the Board schedule a comprehensive financial audit to be coordinated with DAGS as soon as possible after the end of the fiscal year on June 30, 2011 and that all efforts will be made to expedite the audit process to minimize the time from the end of the fiscal year to the review of the audit report by the Joint Technical, Finance and Communications Committee and the Board.

Ms. Goldie Cross moved to approve the motion to move forward with the financial audit for the period ending June 30, 2011. The motion was seconded by Mr. Lundberg and approved unanimously by voice vote without discussion.

- b. Approve the following new Board members (§138-2 (1) & (4), HRS)**
- i. Bruce A. Coppa, Comptroller, State of Hawaii, or designee.**
 - ii. Jeffrey Ono, Consumer Advocate, State of Hawaii, or designee.**
- §138-2 (1) & (4), HRS requires the Comptroller and the Consumer Advocate of the State of Hawaii or their designees to be members of the Board.

Mr. Gordon Bruce moved to approve Mr. Bruce Coppa and Mr. Jeffrey Ono as Board members. The motion was seconded by Mr. Lundberg and approved unanimously by voice vote without discussion.

- c. Approve the following new signatories for Board bank account:**
- i. Bruce A. Coppa, Comptroller, State of Hawaii, or designee.**
 - ii. Paul Ferreira, Board Vice Chair**

Mr. Tagupa advised the Board that there existed only 1 signatory on the Board's bank account and a minimum of 2 signatures are necessary to cut a check for Board approved disbursements. Mr. Tagupa recommended Mr. Bruce Coppa and Ms. Goldie Cross as the new signatories which will bring the total to 3. Mr. Tagupa also mentioned that as soon as an Executive Director is approved by the Board s/he should be added as a signatory.

Mr. Lundberg made a motion to approve Mr. Bruce Coppa and the future Vice Chair as signatories on the Board's bank account. The motion was seconded and unanimously approved by voice vote with no discussion.



d. Nominations and approval for new Board Chair and Vice Chair.

Board member Ms. Goldie Cross nominated Mr. Paul Ferreira as Board Chair. The nomination was seconded. Further nominations were solicited and none were forthcoming. There was a motion by Mr. Ramos to approve the nomination of Mr. Paul Ferreira as Board Chair. The motion was seconded and was approved by voice vote with Mr. Ferreira abstaining.

Mr. Gordon Bruce nominated Ms. Goldie Cross for Board Vice Chair. The motion was seconded by Mr. Lundberg and approved by voice vote without further discussion. Ms. Goldie Cross abstained.

e. Request approval for travel expenses for the 9-1-1 Goes to Washington Conference (March 28-31, 2011) for PSAPs and Executive Director. Estimated cost per attendee- NTE \$3,600.00.

Mr. Tagupa had advised the Board that \$40,000 have been allocated for the Conference. The Chair requested that each PSAP submit their recommended attendees at the next Joint Technical, Finance and Communications meeting.

Mr. Russ Lundberg moved to approve the amount of \$40,000 for the 9-1-1 Goes to Washington Conference scheduled for March 28, 2011. In addition, the recommended participants are to be identified at the Joint Technical, Finance, and Communications meeting next month. The motion was seconded and was passed unanimously by voice vote without discussion.

f. Request approval for expenses incurred for the Pictometry Future View Conference (October 24-27, 2010) attended by Kauai Senior Analyst. Total incurred- \$3,273.00.

Mr. James LaClair moved to approve the \$3,273 expenditure for the Pictometry Future View Conference by the Kauai PSAP and was seconded and approved unanimously by voice vote without discussion.

g. Update on submittal of legislation to expand the scope of the Board
i. Review and approval of legislative informational flyer.

Mr. Ferreira stated that as part of the handout, there is a copy of the proposed legislation that was submitted to the Department of Accounting and General Services (DAGS) and an informational flyer summarizing the proposed legislation to be presented to the legislators to facilitate their understanding of the new legislation. Currently the proposed legislation is at the Governor's office under review.



Mr. Ferreira also stated that there may be amendments to the proposed legislation that would include:

- changing the scope of the fund from Special fund to Trust Fund
- adding a permanent staff to facilitate the responsibilities of the Board and assist the Executive Director if the services of the Board were expanded as a result of the passing of the proposed legislation.
- a change of the legislation to include the transfer of responsibilities for handling disbursements to the State of Hawaii.

Any approved amendments would be introduced while the bill is being process through the legislative process.

The proposed amendments are to be placed on the agendas of the of the Joint Technical, Finance and Communications and Legislative Committees and the Board meetings for their respective approvals.

Several Board and Committee members voiced their concerns over the transfer of the disbursements to the State and its possible ramifications. Mr. Coppa stated that by having the disbursements handled by the State, it would give satisfaction to the legislature that there would be a secondary overview and possibly assist in the passage of the proposed legislation.

Mr. Ferreira requested an action item requesting that the legislative amendments be added to next month's Joint Committee Meeting.

Mr. LaClair moved to accept the use of the attached Legislative Justification sheet as a Legislative flyer for the legislature. The move was seconded and approved by voice vote without discussion.

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

Kauai CAD Upgrade procurement: Mr. Mark Begley stated that the Kauai CAD upgrade procurement in its best and final offer stage and the selection process is anticipated to be completed during the month of April,

Akimeka, LLC Project Management Services: Major Janet Crotteau stated that HPD met with Akimeka, LLC in December and discussed HPD's clarification on the deliverables on the proposal. Mr. Tony Ramirez of Akimeka, LLC stated that he is preparing a response due within a few days.



Akimeka, LLC provides general services to Hawaii, Maui and Kauai counties such as GIS MSAG and wireless services in support of the testing of the 911 system.

i. Update on FY 2010/2011 Budget for PSAPs.

An action item was requested by the Joint Committee for the PSAPs to update their financial projections for FY 2012 and FY 2013 and include a strategic plan that will support their FY 2012 & 2013 expenditures as well as a legislative ceiling increase above the current \$9M level. Mr. Tagupa will coordinate this action with the PSAPs.

j. Honolulu Police Department Request for funding CAD upgrade.

Major John Thompson stated that the Honolulu Police Department CAD system is quickly becoming obsolete and there is a risk of failure on the software and hardware. HPD is requesting funding for software upgrading in the amount of \$2M over the next 2 years. In the case of the hardware, HPD is requesting that the Board approve reimbursement estimated at \$1.1M for the fiscal year 2011. HPD understands that funds for FY 2011 from the Wireless Fund are limited and HPB will be willing to settle for any unspent funds available at the end of FY2011 subject to the approval of the Board.

No approval action will be taken until further review by the Joint Committee next month.

k. Briefing of State Senate Ways and Means Committee hearing.

Mr. Yoneshige stated that Ms. Bradshaw and Mr. Tagupa were present at the WAM Committee meeting but their testimony was not required.

l. Discussion on 2011 meeting schedule.

The Board Chair had issued an action item to Mr. Tagupa to solicit input from Board member to determine their preferences for Committee and Board meeting dates.

m. Update on status of TKC Consulting Group, LLC Wireless E911 Board Executive Director Services.

A motion was made to advance this agenda item to just after item IV. The motion was seconded and the motion was approved unanimously by voice vote without discussion.



Ms. Thera Bradshaw stated that the existing Executive Director's subcontract was terminated as of January 6, 2011 and she recommended to the Board that she be approved as Executive Director. Ke'aki Technologies LLC will continue to perform the Administrative and Financial responsibilities but at an increased level. Ms. Bradshaw requested that the Board also approve Mr. Tagupa as Deputy Executive Director to better serve the increasing needs of the Board.

Mr. Paul Ferreira recommended that the request for Board approval for Ms. Bradshaw as Executive Director and Mr. Tagupa as Deputy Executive Director be tabled until the next Board meeting.

VIII. Announcements

Mr. James LaClair stated that Hawaiian Telcom has completed the 911 system upgrade to be IP capable. This will require coordination and implementation with the PSAPs to begin within the next two weeks and is anticipated to be completed by the 2nd quarter of this year.

IX. Next meeting date – Thursday, February 10, 2011, 10am, Room 410

X. Adjournment.

Mr. Mark Begley had moved that the meeting be adjourned. I was seconded and approved unanimously by voice vote without discussion.

The meeting was adjourned at 11:20am.

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

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	\$ 46,610,752.21	\$ 514,480.74	\$ 47,125,232.95
Interest Income	\$ 1,819,246.76	\$ 768.84	\$ 1,820,015.60
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,562,010.75	\$ 768.84	\$ 1,562,779.59
Subtotal Cash Inflow	\$ 48,172,762.96	\$ 515,249.58	\$ 48,688,012.54
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (15,851,517.38)	\$ (159,839.16)	\$ (16,011,356.54)
Board Member Travel Expense	\$ (78,373.95)	\$ (1,956.20)	\$ (80,330.15)
DB&F Revenue Assessments	\$ (2,210,456.81)	\$ (106,003.55)	\$ (2,316,460.36)
DB&F Administrative Expense Assessments	\$ (446,291.56)	\$ (3,275.31)	\$ (449,566.87)
WSP Reimbursement	\$ (742,632.78)		\$ (742,632.78)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,587,171.67)		\$ (1,587,171.67)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,721.81)		\$ (1,721.81)
Membership	\$ (100.00)		\$ (100.00)
Subtotal Cash Outflow	\$ (37,382,071.37)	\$ (271,074.22)	\$ (37,653,145.59)
Total Cash Balance	\$ 10,790,691.59	\$ 244,175.36	\$ 11,034,866.95
Encumbrances			
Total Unencumbered Cash Balance	\$ 10,790,691.59	\$ 244,175.36	\$ 11,034,866.95

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

Month of December	
	TOTAL
DESCRIPTION	Dec 2010
Total Receipts	515,250
Disbursements:	
Board Member Travel	1,956
DB&F Assessments	
DB&F Admin. Exp. Assess	3,275
DB&F Revenue Assessment	106,004
Total DB&F Assessments	109,279
PSAP Expenses	
CAD Related Expenses	
CAD Related Expenses - Other	46,658
Total CAD Related Expenses	46,658
Computers	
Computers - Other	109,080
Total Computers	109,080
Conferences	
NASNA Conference	776
Total Conferences	776
Hawaiian Telcom Charges	
Ocean Safety CML Charges	3,325
Total Hawaiian Telcom Charges	3,325
Total PSAP Expenses	159,839
Total Disbursements	271,074
Net Cash Receipts/(Disbursements)	244,175

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

Fiscal Year-to-Date				
ITEMS	TOTAL			
	Actual YTD Expense Jul - Dec 10	Annual Budget	\$ Over/(Under) Budget	% of Budget
Total Income	4,038,934	8,500,000	(4,461,066)	47.5%
Disbursements:				
Board Member Travel	6,435	27,000	(20,565)	23.8%
Consulting Expense				
TKC Consulting Group, LLC	135,417	325,000	(189,583)	41.7%
Total Consulting Expense	135,417	325,000	(189,583)	41.7%
DB&F Assessments				
DB&F Admin. Exp. Assess	35,661	236,207	(200,546)	15.1%
DB&F Revenue Assessment	168,374	415,000	(246,626)	40.6%
Total DB&F Assessments	204,035	651,207	(447,172)	31.3%
NASNA Dues	100	100	-	100.0%
PSAP Expenses				
Akimeka Program Mgmt	142,905	1,665,138	(1,522,233)	8.6%
CAD Related Expenses	-	3,800,000	(3,800,000)	0.0%
Computers				
KVM Switches	3,971	4,100	(129)	96.9%
Positron Equip SW Maintenance	-	40,000	(40,000)	0.0%
UPS Battery-HPD	24,112	24,136	(24)	99.9%
Total Computers	28,083	68,236	(40,153)	41.2%
Conferences				
APCO Conference	25,997	51,000	(25,003)	51.0%
NASNA Conference	776	-	776	100.0%
Nena Conference	25,734	51,000	(25,266)	50.5%
Total Conferences	52,507	102,000	(49,493)	51.5%
Excom911 Logging Recorder Maint	-	31,650	(31,650)	0.0%
Hawaiian Telcom Charges				
Haw Tel Frame Relay & CIR	1	-	1	100.0%
Haw Telcom Network	13,609	60,000	(46,391)	22.7%
Hawaiian Telcom Trunk	110,561	111,398	(837)	99.2%
Ocean Safety CML Charges	3,325	-	3,325	100.0%
Total Hawaiian Telcom Charges	127,496	171,398	(43,902)	74.4%
Pictometry License Agreement	207,218	1,929,685	(1,722,467)	10.7%
Software Maintenance				
GeoComm Maintenance	18,586	48,586	(30,000)	38.3%
Total Software Maintenance	18,586	48,586	(30,000)	38.3%
Total PSAP Expenses	576,795	7,816,693	(7,239,898)	7.4%
WSP Cost Recovery				
Sprint/Nextel	81,059	180,000	(98,941)	45.0%
Total WSP Cost Recovery	81,059	180,000	(98,941)	45.0%
Total Disbursements	1,003,841	9,000,000	(7,996,159)	11.2%
Net Cash Receipts/(Disbursements)	3,035,093	(500,000)	3,535,093	

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

FY 2011 FORECASTED SPENDING															
DESCRIPTION	FY2011	Actuals						Forecast						Total	(Over)/Under Budget
	Budget	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011		
Disbursements:															
Board Member Travel	27,000	1,357	480	970	1,673		1,956	8,178	1,500	1,500	1,500	1,500	6,386	27,000	0
TKC Consulting Group, LLC	325,000	54,167	27,083	54,167				54,166	27,083	27,083	27,083	27,083	27,085	325,000	-
DB&F Admin. Exp. Assess	236,207	71,450					3,275	30,719			112,269		18,494	236,207	(0)
DB&F Revenue Assessment	415,000	32,386					96,923	85,890			85,890		113,911	415,000	0
NASNA Dues	100	100											100	100	-
Akimeka Program Mgmt	1,665,138			70,282	72,623			138,762	138,762	138,762	138,762	138,762	490,005	1,326,717	338,421
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											40,000		40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
Other														-	-
Conferences															
APCO Conference	51,000		1,801	17,730	6,467									25,998	25,002
Nena Conference	51,000	19,631			6,103								25,266	51,000	(0)
NASNA							776							776	(776)
9-1-1 Goes to Wash.DC											40,000			40,000	(40,000)
Integrgraph Users Conference									3,007					3,007	(3,007)
Pictometry Future View Conf.									3,273					3,273	(3,273)
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			3,325	5,000	5,000	5,000	5,000	5,000	18,067	60,000	(0)
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217						757,626			1,004,842	1,969,685	(40,000)
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	86,866	-	106,255	322,715	268,624	4,729,971	442,154	172,345	1,774,056	8,713,704	286,296

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

Fiscal Year-to-Date			
ITEMS	Hawaii PSAP		
	Actual YTD Expense Jul - Dec 10	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses			
Akimeka Program Mgmt	72,623	435,739	(363,116)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences			
APCO Conference	6,467	6,000	467
NASNA Conference	-		
Nena Conference	6,103	6,000	103
Total Conferences	12,570	12,000	570
Pictometry License Agreement	-	1,039,000	(1,039,000)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	85,193	1,526,739	(1,441,546)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	85,193	1,526,739	(1,441,546)

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

Fiscal Year-to-Date			
		Kauai PSAP	
ITEMS	Actual YTD Expense Jul - Dec 10	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses			
Akimeka Program Mgmt	0	300,076	(300,076)
CAD Related Expenses	-	3,800,000	(3,800,000)
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	-	6,000	(6,000)
NASNA Conference	-		
Nena Conference	2,521	6,000	(3,479)
Total Conferences	2,521	12,000	(9,479)
Pictometry License Agreement	207,218	198,930	8,288
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	320,301	4,422,404	(4,102,103)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	320,301	4,422,404	(4,102,103)

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

Fiscal Year-to-Date				
		Maui PSAP		
ITEMS		Actual YTD Expense Jul - Dec 10	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses				
	Akimeka Program Mgmt	70,282	421,692	(351,410)
	CAD Related Expenses			-
	Computers			
	KVM Switches	-		
	Positron Equip SW Maintenance	-		
	UPS Battery-HPD	-		
	Total Computers	-		
	Conferences			
	APCO Conference	-	6,000	(6,000)
	NASNA Conference	-		
	Nena Conference	-	6,000	(6,000)
	Total Conferences	-	12,000	(12,000)
	Pictometry License Agreement	-	396,750	(396,750)
	Software Maintenance			
	GeoComm Maintenance	-		
	Total Software Maintenance	-		
	Total PSAP Expenses	70,282	830,442	(760,160)
	WSP Cost Recovery			
	Sprint/Nextel	-		
	Total WSP Cost Recovery	-		
	Total Disbursements	70,282	830,442	(760,160)

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

Fiscal Year-to-Date			
ITEMS	Oahu PSAP		
	Actual YTD Expense Jul - Dec 10	Annual Budget	\$ Over/(Under) Budget
PSAP Expenses			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses	-		
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112	24,136	(24)
Total Computers	28,083	28,236	(153)
Conferences			
APCO Conference	17,730	30,000	(12,270)
NASNA Conference	-		
Nena Conference	17,109	30,000	(12,891)
Total Conferences	34,839	60,000	(25,161)
Pictometry License Agreement	-	295,005	(295,005)
Software Maintenance			
GeoComm Maintenance	18,586	48,586	(30,000)
Total Software Maintenance	18,586	48,586	(30,000)
Total PSAP Expenses	98,443	1,031,108	(932,665)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	98,443	1,031,108	(932,665)

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

Fiscal Year-to-Date			
ITEMS	Operations		
	Actual YTD Expense Jul - Dec 10	Annual Budget	\$ Over/(Under) Budget
Disbursements:			
Board Member Travel	6,435	27,000	(20,565)
Consulting Expense			
TKC Consulting Group, LLC	135,417	325,000	(189,583)
Total Consulting Expense	135,417	325,000	(189,583)
DB&F Assessments			
DB&F Admin. Exp. Assess	35,661	236,207	(200,546)
DB&F Revenue Assessment	168,374	415,000	(246,626)
Total DB&F Assessments	204,035	651,207	(447,172)
NASNA Dues	100	100	-
Conferences			
APCO Conference	1,801	3,000	(1,199)
NASNA Conference	776		776
Nena Conference	-	3,000	(3,000)
Total Conferences	2,576	6,000	(3,424)
WSP Cost Recovery			
Sprint/Nextel	81,059	180,000	(98,941)
Total WSP Cost Recovery	81,059	180,000	(98,941)
Total Disbursements	429,622	1,189,307	(759,685)

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

• PSAP Operations

9-1-1 Call Volume – December 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,209	3,862	37.8%	6,347	62.2%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
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	10,209	3,862	37.8%	6,347	62.2%	0	0.0%	1,094	10.7%
November	9,646	3,867	40.1%	5,779	59.9%	0	0.0%	993	10.3%
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	120,094	46,998	39.1%	73,093	60.9%	3	0.0%	13,546	11.3%
AVG PER MO	10,008	3,917		6,091		0		1,129	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
		Wireline			Wireless			Admin			
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	1,879	914	48.6%	23.7%	965	51.4%	15.2%	0	0.0%	27	1.4%
November	1,958	932	47.6%	24.1%	1,026	52.4%	17.8%	0	0.0%	41	2.1%
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%	1,029	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	22,450	10,813	48.2%	23.0%	11,627	51.8%	15.9%	8	0.0%	398	1.8%
AVG PER MO	1,871	901			969			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.)

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

- PSAP Operations (continued)**

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2010 vs. 2009

HAWAII	PSAP 9-1-1 CALL VOLUME						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	# of Calls
2008	122,849	54,899	44.7%	67,910	55.3%	40	13,418
2009	118,554	49,440	41.7%	69,096	58.3%	18	13,368
Y/Y Change	(4,295)	(5,459)		1,186		(22)	(50)
% Change	-3.5%	-9.9%		1.7%		-55.0%	-0.4%
2010	120,094	46,998	39.1%	73,093	60.9%	3	13,546
Y/Y Change	1,540	(2,442)		3,997		(15)	178
% Change	1.3%	-4.9%		5.8%		-83.3%	1.3%

Total PSAP 9-1-1 Call Volumes increased by 1.3% in 2010 from 2009 -- with Wireline calls declining by 4.9% offset by the increase in Wireless calls by 5.8%. The trend and shift toward more Wireless E9-1-1 calls continues with 60.9% Wireless E9-1-1 calls and 39.1% Wireline E9-1-1 calls.

Total Administrative calls also decreased by 83.3% in 2010 from 2009.

Total Abandoned calls declined by 0.4% in 2009 as compared to 2008.

HAWAII	TRANSFERRED TO FIRE						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	# of Calls
2008	21,819	12,019	55.1%	9,789	44.9%	11	439
2009	21,587	11,325	52.5%	10,254	47.5%	8	424
Y/Y Change	(232)	(694)		465		(3)	(15)
% Change	-1.1%	-5.8%		4.8%		-27.3%	-3.4%
2010	22,450	10,813	48.2%	11,629	51.8%	8	398
Y/Y Change	863	(512)		1,375		0	(26)
% Change	4.0%	-4.5%		13.4%		0.0%	-6.1%

Total 9-1-1 Calls Transferred to Fire increased by 4.0% in 2010 from 2009 -- with associated Wireline calls declining by 4.5% offset by the increase in Wireless calls by 13.4%.

Total Abandoned calls declined by 6.1% in 2010 as compared to 2009.

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

- **PSAP Operations (continued)**

Wireless Test – December 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

Current Month PSAP Operations Activities – December 2010

- 12/06/10 Akimeka assisted the Hawai'i County PSAP in obtaining information and documentation for CALEA training accreditation.
- 12/07/10 Akimeka received and provided information regarding Simple Mobile (a new prepaid Wireless carrier) with the Hawai'i County PSAP. Simple Mobile will be utilizing the T-Mobile network and their ESRK ranges. Exigent circumstances contact information from Simple Mobile was also provided to the PSAP.
- 12/14/10 Akimeka personnel worked on addresses for Puakō Beach Drive in Kamuela which is currently not in six-digit format.
- 12/29/10 Akimeka personnel provided basic Enhanced 9-1-1, CML, and mapping system training to two (2) new Hawai'i County Police dispatchers.
- 12/31/10 Akimeka completed mapping preparation to establish Emergency Service Zone (ESZ) and corresponding Emergency Service Number (ESN) that correctly match the County MSAG Communities/Towns/Municipalities map layers. Akimeka will schedule a meeting with the Hawai'i County PSAPs to review and confirm the ESZ polygons for area jurisdictional response.

Once approval is received from the Hawai'i County PSAPs to proceed, Akimeka will forward the tabular data and GIS mapping layers to Hawaiian Telcom, Inc. (HTI) for processing. Programming updates to both HTI and 3rd party database provider (Intrado) will be required.

Once HTI and Intrado complete their respective programming updates, Akimeka can begin the process to assign a new ESZ/ESN that identifies the jurisdictional responsibilities for Police, Fire, and Emergency Medical Services (EMS) to all County streets, street ranges, and addresses. However, only a daily maximum of 50 MSAG record change requests can be processed as instructed by HTI.

The assignment of ESZ/ESNs will ensure proper routing of emergency responders and reduce the response time. Once all County streets, street ranges, and addresses have been updated, Hawai'i County will be operating in a fully compliant Enhanced 9-1-1 network.

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

• PSAP Operations (continued)

Success Stories

12/28/10 A Hawai'i County rescue helicopter rescued two women, ages 31 and 20, who got lost on a trail to Pu'u 'O'o volcano. The women wandered into the rain forest and were not able to get back on the main trail. Luckily they were able to call 9-1-1 from their wireless phone and the helicopter located the women. Both women were rescued within less than an hour and ten minutes and fortunately were not injured.

Open Issues (To be Monitored and Tracked by Akimeka)

12/01/10 -- Ongoing 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.

12/01/10 -- Ongoing Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers.

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

12/01/10 -- Ongoing Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

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

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

• **MSAG**

Current Month – December 2010

									(a)	(b)	
2010		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	376	371	201	106	11	8	43	4,339	5	0	0

Revised categories and report format changes effective April 2009.

During the month of December 2010, 371 9-1-1Net requests were completed relating to the MSAG database, with 4,330 customer ANI/ALI records updated as a direct result. Five (5) 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 December 31, 2010.

Year-to-Date (YTD) Summary – 2010

									(a)	(b)	
HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December	376	371	201	106	11	8	43	4,339	5	0	0
November	157	145	74	50	4	0	17	2,490	12	0	0
October	469	468	170	206	35	2	55	7,581	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	3,002	2,666	977	949	261	225	252	22,622	336		
AVG PER MO	250	222	81	79	22	19	21	1,885	28		

(*) 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.

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

- Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2010 (Includes December 2010 Activity)

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	12/28/10			Per VZW CRS
	12/21/10		12/21/10	
	12/17/10			Per T-Mobile CRS
			12/06/10	
	11/24/10			Per Nextel CRS
	11/19/10			Per AT&T Mobility CRS
	11/17/10			
	11/10/10			Per VZW CRS
	11/08/10			
	11/08/10			Per AT&T Mobility CRS
	11/05/10			
	11/05/10			Per VZW CRS
	11/04/10			
	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	
	09/30/10			Per VZW CRSS
	09/29/10			Per VZW Annual Audit
	09/23/10			Per AT&T Mobility CRSS
	09/17/10			VZW -- Changed Lat/Long
	09/14/10			
	09/07/10			Per VZW Annual Audit
			08/04/10	
	07/20/10		07/20/10	Per AT&T Mobility CRSS
	07/09/10			
	06/04/10			Per Mobi PCS Annual Audit
			05/27/10	
	04/29/10			Per Sprint CRSS
04/26/10			Per VZW CRSS	
		04/21/10	Uploaded the new Cell Tower layer to fix calls that were not plotting correctly on the map	
04/07/10			Added VZW tower per CRSS	
04/07/10			Per Mobi PCS CRSS	
03/08/10			Per T-Mobile CRSS	
02/26/10			Per AT&T Mobility Annual Audit	
02/22/10				
		02/16/10		
02/12/10			Per Sprint CRSS -- 1 tower/3 sectors	
		01/29/10		
01/19/10			Added VZW towers per CRSS	

(*) 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 December 1, 2010 – December 31, 2010

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

Calendar Year Summary 2010 (Includes December 2010 Activity) (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Street Centerline	12/21/10		12/21/10	
	12/06/10		12/06/10	Added and made changes to Akimeka's Street Centerline layer based on Hawaii County's updated Street Centerline layer.
	12/01/10			Added attributes required for Intergraph CAD for new street centerlines received from the Hawaii County Planning Department.
			10/24/10	
	10/22/10			
			09/21/10	
	09/15/10			
			08/04/10	
	07/22/10			
	07/21/10			
			07/20/10	Edited data to Intergraph standards.
	07/06/10 - 07/09/10			
	06/18/10 -- 06/28/10			
			05/27/10	
	05/26/10			
	05/11/10			Corrected errors necessary for Intergraph CAD
	05/10/10			
	05/06/10			
	04/23/10			
	04/19/10			
			04/16/10	
	04/01/10 - 04/13/10			
			02/16/10	
02/15/10				
02/03/10				
02/02/10				
		01/29/10		
01/20/10 - 01/28/10				

(*) 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 December 1, 2010 – December 31, 2010

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

Calendar Year Summary 2010 (Includes December 2010 Activity) (continued)

HAWAII					
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/ Edits Performed	Date Uploaded to Server			
Address Points			12/21/10		
	12/21/10			Added Milepost Marker 23 on Highway 190 in Kailua Kona as an address point as required for the Intergraph CAD.	
	12/16/10			Added and made changes to Akimeka's Address Point layer based on Hawaii County's updated Address Point layer.	
	12/08/10			Added Kilauea Field Station with an address point type as POI.	
				12/06/10	
	12/03/10			Added attributes required for Intergraph CAD to new addresses received from the Hawaii County Planning Department.	
	12/02/10				
	12/01/10				
				10/24/10	
	10/22/10				
	09/28/10				
				09/21/10	
				08/04/10	
	07/22/10			07/20/10	Edited data to Intergraph standards.
	07/21/10				
	07/06/10 - 07/12/10				
	06/18/10 - 06/28/10				
	05/27/10			05/27/10	
	05/14/10				Added common name
	05/12/10				Corrected errors necessary for Intergraph CAD
	04/22/10				
	04/19/10				
				04/16/10	
	04/07/10				
	04/01/10				
	03/01/10 - 03/15/10				
	02/26/10				
	02/25/10				
				02/16/10	
	02/02/10 - 02/05/10				
			01/29/10		
01/21/10 - 01/29/10					

(*) 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 December 1, 2010 – December 31, 2010

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

Calendar Year Summary 2010 (Includes December 2010 Activity) (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Parcels	08/16/10	08/16/10		Uploaded the updated Hawaii County Parcel layer provided by Cheryl Chan of Hawaii County
Churches	01/29/10			
Coastal Names	05/27/10			
			04/16/10	
	03/23/10			
	03/03/10			
	03/01/10			
	02/26/10			
Communities	01/29/10			
Critical Infrastructure				
Emergency Callboxes	02/16/10		02/16/10	
Fire Beats				
Fire District			02/16/10	Aesthetic changes were made to the Fire Districts based on input received from Fire Dispatch.
Fire ESZ	12/21/10		12/21/10	
	04/16/10			
	04/15/10			
			02/16/10	
	01/20/10 - 01/29/10		01/29/10	
Fire Stations	08/13/10			Updated metadata
	05/27/10			Pahoa Fire Station relocated, edited per Hawai'i County Fire Department (HFD)
			04/16/10	
	03/12/10			
	03/03/10			
Food & Beverage	01/29/10			
			04/16/10	
	03/09/10			
Hospitals	03/01/10			
	02/26/10			
	01/29/10			
Hotels				

(*) 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 December 1, 2010 – December 31, 2010

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

Calendar Year Summary 2010 (Includes December 2010 Activity) (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Major Roads	08/16/10	08/16/10		Uploaded the Major Roads layer. This layer was previously loaded in PowerMap prior to Akimeka. Akimeka used the current street centerline schema to update the attributes of the Major Roads layer and load it into the geodatabase. An update to the Major Roads layer in PowerMap was done previously.
			07/20/10	
	07/06/10			Akimeka created a new Major Roads layer in its GeoDatabase based off an old Major Roads layer that was downloaded from the Positron database. This layer was updated as requested by Hawai'i County Fire Department (HFD).
Medical Facilities	08/13/10	08/13/10		Created a new layer for Medical Facilities. Downloaded Assisted Living and Skilled Nursing medical facilities GIS layers from the State GIS website.
Milepost Markers	12/21/10		12/21/10	Added Milepost Marker 23 on Highway 190 in Kailua Kona as requested by the Hawaii County Fire Department.
National and State Parks			04/16/10	
	03/03/10			
	03/01/10			
	02/26/10			
Ocean Rescue				
Points of Interest	12/21/10		12/21/10	
			08/04/10	
	07/20/10		07/20/10	
	06/28/10			
			05/27/10	
	04/22/10			Created a new layer of National Parks
			04/16/10	
	03/24/10			
	03/03/10			
	03/01/10			
	02/26/10			
02/25/10				
01/29/10				
Police Beat Boundaries			05/27/10	
	04/19/10			Edited per Hawaii County Police request
Police District	04/19/10			Edited to align with new Police Beats per Hawaii County Police request
			04/16/10	
Police ESZ	04/19/10			Edited Kona side per Hawaii County Police request
	04/05/10 - 04/13/10			
	03/05/10 - 03/29/10			Per requested changes from Hawaii County Police
			01/29/10	

(*) 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 December 1, 2010 – December 31, 2010

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

Calendar Year Summary 2010 (Includes December 2010 Activity) (continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Police Stations	09/17/10			Removed Kailua Village substation per Sergeant Souther (Kona District) since it no longer exists.
			04/16/10	
	03/24/10			
	01/29/10			
Post Office				
Schools			04/16/10	
	03/03/10			
	03/01/10			
	02/26/10			
02/25/10				
Service Station			02/16/10	New service station layer was added to the map
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
<u>Note:</u>	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 – December 2010

12/03/10 -- Akimeka GIS personnel sent Meryl Iwasaki from the Hawai'i County GIS Department a list of errors found when Akimeka compared the November 2010 and October 2010 Address Points and Street Centerline layers. This information was also shared with Lieutenant Wana.

On December 15, 2010, Akimeka GIS personnel ran a comparison between Hawai'i County's updated Address Points and Street Centerline and Akimeka's current Address Points and Street Centerline layer. Any required changes were incorporated into Akimeka's Address Points and Street Centerline layers.

12/07/10 Akimeka assisted Time Warner Cable with MSAG address validation.

12/07/10 Akimeka GIS personnel analyzed the GPS Street Centerlines that were collected on October 18 - 19, 2010.

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

• Service Requests Transactions

Open Service Requests – December 2010 (November 27 – December 29, 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). Record pending with telcos.
3	10/20/10	265	<u>Incorrect Address:</u> TN = 808/328-2269	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on October 27, 2010.
4	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
5	11/12/10	282	<u>Incorrect Address:</u> TN = 808/965-9207	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 18, 2010.
6	12/22/10	289	Incorrect Information Displayed: TN = 939-9817	MSAG - ANI/ALI Discrepancy	Normal	MSAG database correction in progress (12/27/10).
Documented Items Per April 9 Intergraph Conference Call						
7	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications. Pending since May 25, 2010.

Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	4	5	7	1	1	3	4	0	0	0	0
November	13	11	8	0	0	13	11	0	0	0	0
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	123	116	7	19	17	103	98	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

Kauai County Wireless E9-1-1 Status Report December 1, 2010 – December 31, 2010

• PSAP Operations

9-1-1 Call Volume – December 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,146	1,156	36.7%	1,990	63.3%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		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
December	3,146	1,156	36.7%	1,990	63.3%	0	0.0%	687	21.8%
November	2,837	956	33.7%	1,881	66.3%	0	0.0%	681	24.0%
October	3,173	1,063	33.5%	2,109	66.5%	1	0.0%	614	19.4%
September	2,930	1,010	34.5%	1,920	65.5%	0	0.0%	543	18.5%
August	2,949	1,014	34.5%	1,929	65.5%	6	0.2%	538	18.2%
July	3,199	1,168	36.5%	2,031	63.5%	0	0.0%	558	17.4%
June	2,744	1,040	37.9%	1,704	62.1%	0	0.0%	540	19.7%
May	2,990	1,108	37.1%	1,882	62.9%	0	0.0%	589	19.7%
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	35,544	12,767	35.9%	22,753	64.1%	24	0.1%	6,958	19.6%
AVG PER MO	2,962	1,064		1,896		2		580	

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.)

Kauai County Wireless E9-1-1 Status Report December 1, 2010 – December 31, 2010

- PSAP Operations (continued)**

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2010 vs. 2009

KAUAI	PSAP 9-1-1 CALL VOLUME						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	# of Calls
2008	38,291	15,230	39.8%	23,036	60.2%	25	7,499
2009	35,796	13,516	37.9%	22,143	62.1%	137	7,017
Y/Y Change	(2,495)	(1,714)		(893)		112	(482)
% Change	-6.5%	-11.3%		-3.9%		448.0%	-6.4%
2010	35,544	12,767	35.9%	22,753	64.1%	24	6,958
Y/Y Change	(252)	(749)		610		(113)	(59)
% Change	-0.7%	-5.5%		2.8%		-82.5%	-0.8%

Total PSAP 9-1-1 Call Volumes decreased by 0.7% in 2010 from 2009 -- with Wireline calls declining by 5.5% offset by an increase in Wireless calls by 2.8%.

Total Abandoned calls declined by 0.8% in 2010 as compared to 2009.

Wireless Test – December 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

Current Month PSAP Operations Activities – December 2010

12/16/10 Akimeka personnel met with Kauai County Police Commanders Contrades and Perez to correct discrepancies with the Police Beat Boundaries. 9-1-1 Dispatch maps were corrected and downloaded at the PSAP.

Akimeka personnel met with the Kauai County Fire GIS personnel to add a new Fire Station and adjust all affected beat boundaries as needed. New Fire Beat Boundaries were loaded in the 9-1-1 Dispatch Center.

Akimeka personnel also met with Kauai County IT to review the process of the "Drop and Run" Evacuation site for the 9-1-1 Dispatch Center. Equipment issues and Police requirements are being researched as the project continues to move forward.

Kauai County Wireless E9-1-1 Status Report December 1, 2010 – December 31, 2010

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

12/01/10 -- Ongoing 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.

12/01/10 -- Ongoing Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers.

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

12/01/10 -- Ongoing Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

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

Kauai County Wireless E9-1-1 Status Report December 1, 2010 – December 31, 2010

• **MSAG**

Current Month – December 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
KAUAI	0	0	0	0	0	0	0	0	0	0	0
Revised categories and report format changes effective April 2009.											

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL									# of Transactions	TNs Affected
December	0	0	0	0	0	0	0	0	0	0	0
November	2	2	2	0	0	0	0	0	0	0	0
October	5	5	5	0	0	0	0	0	0	0	0
September	1	0	0	0	0	0	0	0	1	0	0
August	42	42	39	0	0	2	1	0	2	0	0
July	96	95	75	0	3	1	16	13	1	0	0
June	47	47	27	0	0	20	0	0	0	0	0
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	428	420	277	5	42	55	41	580	10		
AVG PER MO	36	35	23	0	4	5	3	48	1		
(*) 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.

Kauai County Wireless E9-1-1 Status Report December 1, 2010 – December 31, 2010

- Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2010 (Includes December 2010 Activity)

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			12/22/10	
	12/21/10			Per VZW CRS
	12/15/10			Per AT&T Mobility CRS
			12/03/10	
	11/24/10			Per Nextel CRS
			11/23/10	
	11/19/10			
	11/17/10			Per AT&T Mobility CRS
	11/08/10			
	11/05/10			
	11/04/10			Per VZW CRS
	10/29/10			Per Sprint CRSS
	10/29/10			Per AT&T Mobility CRSS
	10/27/10		10/27/10	
	10/25/10			Per Sprint CRSS
	10/01/10			Per Mobi PCS CRSS
	09/23/10			Per AT&T Mobility CRSS
	09/17/10			VZW -- Changed Lat/Long
	09/07/10			Per VZW Annual Audit
				Per VZW CRSS
	08/13/10			Per Sprint CRSS -- added a tower and sector
	07/08/10			Per Mobi PCS CRSS
			05/26/10	
05/14/10			Per Sprint CRSS	
04/26/10			Per VZW CRSS	
04/19/10			Per AT&T Mobility CRSS. Change in sector compass orientation and azimuth.	
		02/26/10		
02/23/10				
02/17/10			Per AT&T Mobility Annual Audit	
		01/29/10		
01/19/10			Added VZW Towers per CRSS	
Street Centerlines			10/27/10	
	10/04/10			
	09/29/10			
	09/28/10			PMRF Streets
	09/27/10			
	09/24/10			
	09/23/10			Added new street centerlines per County Planning Department and Pacific Missile Range Facility (PMRF) maps.
	09/22/10			
	07/08/10			
	07/02/10			
			04/14/10	
	04/12/10			
	03/11/10 - 03/23/10			
02/17/10				
02/04/10				
		01/29/10		

(*) 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 December 1, 2010 – December 31, 2010

- **Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

KAUAI					
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/ Edits Performed	Date Uploaded to Server			
Address Points			10/27/10		
	10/13/10			Edited Address Points per Grant Honma of the County of Kauai Planning Department.	
	09/29/10			PMRF Addresses	
	09/28/10				
	09/27/10				
	09/24/10				
	09/23/10				
		09/22/10			Added new address per Addressing Authority and address for PMRF.
		08/31/10			
		08/19/10			Added emergency call boxes to the Address Point layer
		08/03/10			
		07/02/10 - 07/30/10			
		06/01/10 - 06/17/10			
		05/27/10			
		05/26/10		05/26/10	
		05/07/10 - 05/25/10			
		05/05/10			Edits made per emails from Grant Honma of the County of Kauai Planning Department
		04/20/10 - 04/29/10			
				04/14/10	
		04/13/10			
	04/01/10				
	03/08/10 - 03/23/10				
			02/26/10		
	02/23/10				
	02/16/10				
	02/04/10				
	01/29/10		01/29/10		
	01/05/10 - 01/28/10				
MSAG Address Points (aka Pseudo Address Points)	08/11/10				
			04/14/10		
	04/12/10				
	04/09/10				
			02/26/10		
	02/25/10				
	02/11/10				
			01/29/10		

(*) 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 December 1, 2010 – December 31, 2010

- **Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Parcels	12/01/10 - 12/30 10			Parcels adjustments were made to improve the spatial accuracy of the existing parcels layers.
	11/01/10 - 11/30/10			
	10/22/10 - 10/29/10			
	10/13/10			Edited parcel addresses per Grant Honma of the County of Kauai Planning Department
Coastal Names	04/12/10			
	03/23/10			
	03/22/10			New layer created.
Coastline	12/21/10			Aligned Response Area Polygon to the GIS Coastline for the entire island of Kauai.
	12/20/10			
Common Places				
Communications				
Communities				
Emergency Callboxes	06/18/10			
	06/17/10			
	06/16/10			Edited to synchronize with current ANI/ALI records.
EMS Zones				
Fire ESZ			12/22/10	
	12/09/10			Akimeka received a GIS layer from Kauai County Fire Department containing Fire Beat polygons. Akimeka is reviewing and updating this layer to meet Akimeka GIS standards.
				Renamed Fire Beat Boundaries to Fire ESZ
Fire Stations	12/13/10			Updated Fire Station GIS file with new station and attributes.
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Medical Facilities	08/13/10	08/13/10		Created a new layer for Medical Facilities. Downloaded Assisted Living and Skilled Nursing medical facilities GIS layers from the State GIS website.
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest	07/02/10			Request from Kauai County Police Department to add Kilauea Slippery Slides. Included on Address Point layer as well.
			04/14/10	
	03/12/10			
	03/11/10			New layer created.

(*) 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 December 1, 2010 – December 31, 2010

- **Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Police Beats			12/22/10	
	02/25/10		02/26/10	Re-loaded to reflect new beat numbers
Police District Boundaries				
Post Offices				
Radio Towers				
Schools				
Subdivisions			04/14/10	
	03/19/10			
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 does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

Current Month GIS Activities – December 2010

12/01/10 Akimeka personnel configured Pictometry integration with PowerMap using the pre-loaded 100% coverage dataset.

Kauai County Wireless E9-1-1 Status Report December 1, 2010 – December 31, 2010

- **Service Requests Transactions**

Open Service Requests – December 2010 (November 27 – December 29, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	3	4	0	3	3	0	1	0	0	0	0
November	0	0	1	0	0	0	0	0	0	0	0
October	2	1	1	0	0	2	1	0	0	0	0
September	2	2	0	1	1	1	1	0	0	0	0
August	1	1	0	0	0	1	1	0	0	0	0
July	1	1	0	0	0	1	1	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	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	14	14	0	7	7	7	7	0	0	0	0
<u>Note:</u>		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 December 1, 2010 – December 31, 2010

- PSAP Operations**

9-1-1 Call Volume – December 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,159	2,691	33.0%	5,468	67.0%
MOLOKAI	224	140	62.5%	84	37.5%

(*) 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						Abandoned	
		Wireline		Wireless		Admin			
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	8,159	2,691	33.0%	5,468	67.0%	0	0.0%	1,285	15.7%
November	7,874	2,742	34.8%	5,132	65.2%	0	0.0%	1,332	16.9%
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	97,861	32,965	33.7%	64,886	66.3%	10	0.0%	16,711	17.1%
AVG PER MO	8,155	2,747		5,407		1		1,393	
<u>Note:</u>	Total Calls include Administrative calls that are not direct 911 calls.								

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

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
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	224	140	62.5%	84	37.5%	0	0.0%	29	12.9%
November	276	134	48.6%	142	51.4%	0	0.0%	28	10.1%
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	3,214	1,913	59.6%	1,298	40.4%	3	0.1%	521	16.2%
AVG PER MO	268	159		108		0		43	

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.)

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2010 vs. 2009

MAUI PSAP	PSAP 9-1-1 CALL VOLUME						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	# of Calls
2008	100,430	39,620	41.5%	55,855	58.5%	17	15,903
2009	94,899	34,584	36.4%	60,305	63.6%	10	15,700
Y/Y Change	(5,531)	(5,036)		4,450		(7)	(203)
% Change	-5.5%	-12.7%		8.0%		-41.2%	-1.3%
2010	97,861	32,965	33.7%	64,886	66.3%	10	16,711
Y/Y Change	2,962	(1,619)		4,581		0	1,011
% Change	3.1%	-4.7%		7.6%		0.0%	6.4%

Total PSAP 9-1-1 Call Volumes increased by 3.1% in 2010 from 2009 – with Wireline calls declining by 4.7% offset by the increase in Wireless calls by 7.6%. The shift toward more Wireless E9-1-1 calls continue. Total Abandoned calls increased by 6.4% as compared to 2009.

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

• **PSAP Operations (continued)**

**9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2010 vs. 2009
(continued)**

MOLOKAI PSAP	PSAP 9-1-1 CALL VOLUME						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	# of Calls
2008	3,390	2,408	71.1%	977	28.9%	5	536
2009	3,616	2,477	68.6%	1,135	31.4%	4	595
Y/Y Change	226	69		158		(1)	59
% Change	6.7%	2.9%		16.2%		-20.0%	11.0%
2010	3,214	1,913	59.6%	1,298	40.4%	3	521
Y/Y Change	(402)	(564)		163		(1)	(74)
% Change	-11.1%	-22.8%		14.4%		-25.0%	-12.4%

Total PSAP 9-1-1 Call Volumes decreased by 11.1% in 2010 from 2009 -- with Wireline calls decreasing by 22.8% and Wireless calls increasing by 14.4%. The year-over-year comparison needs to take into account the increase in calls in 2009 partly due to a June 2009 Pacific LightNet (PLNI) fiber issue which caused the administrative lines at Maui Police to be out-of-service. 9-1-1 calls on Maui were re-routed to the Molokai PSAP. Excluding 2009, total PSAP 9-1-1 Call Volumes decreased by 5.2% in 2010 as compared to 2008 levels.

Total Administrative calls decreased by 25.0% in 2010 from 2009.

Total Abandoned calls decreased by 12.4% in 2010 as compared to 2009.

Wireless Test – December 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
None					

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

• PSAP Operations (continued)

Current Month PSAP Operations Activities – December 2010

12/01/10 -- Ongoing Akimeka completed the creation of Emergency Service Zone (ESZ) boundaries and their corresponding Emergency Service Number (ESN) that correctly match the County MSAG Communities/Towns/Municipality map layers. Akimeka received approval from the Maui County PSAPs on October 28, 2010. With the approval to proceed, Akimeka forwarded the tabular data and GIS mapping layers to Hawaiian Telcom, Inc. (HTI) for processing on October 28, 2010. Programming updates to HTI and 3rd party database provider (Intrado) servers and switches with the expanded ESZ/ESN numbering scheme is still pending as of December 31, 2010.

Once HTI/Intrado complete their respective programming updates, Akimeka can begin the process to assign a new ESZ/ESN that identifies the jurisdictional responsibilities for Police, Fire, and Emergency Medical Services (EMS) to all County streets, street ranges, and addresses. This effort will take approximately six months to complete the estimated 6,746 MSAG records that need to be updated due to HTI's maximum allowable daily MSAG record change requests of 50.

The assignment of ESZ/ESNs will ensure proper routing of emergency responders and reduce the response time. Once all County street, street ranges and addresses have been updated, Maui County will be operating in a fully compliant Enhanced 9-1-1 network.

12/07/10 Akimeka received a mobile laptop from Chuck Davis, Systems Analyst, Maui Police Department Infrastructure Team. Akimeka is currently evaluating the unit and its software.

12/08/10 Akimeka completed editing an Index Table for an ESN Map Book that is being created for the Maui County PSAPs.

Success Stories

12/18/10 Molokai highway drama ends safely. A 19-year old driver lost control of his vehicle when the accelerator froze and the vehicle began to pick up speed. The driver was not able to shut off the engine and the driver's vehicle started barreling at 70 mph toward the island's most populous town.

The driver called 9-1-1 for assistance and received help from a police officer who was heading in the opposite direction, which happened to be the driver's cousin. Fortunately, the driver did not sustain any injuries.

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

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

12/01/10 -- Ongoing 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.

12/01/10 -- Ongoing Akimeka will continue to monitor and track the work with Telematics providers, OnStar, Hughes, and ATX. The Executive Director of the State of Hawaii Enhanced Wireless 9-1-1 Board volunteered to coordinate and chair implementation calls (August 2010). There have been no updates or further testing scheduled by the Telematics providers.

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

12/01/10 -- Ongoing Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

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

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

• **MSAG**

Current Month – December 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
MAUI COUNTY	42	41	18	7	4	2	10	1,655	1	1	1
Revised categories and report format changes effective April 2009.											

During the month of December 2010, 41 change requests were completed relating to the Maui County MSAG database, with 1,655 customer ANI/ALI records updated as a direct result. One (1) ALI discrepancy report was 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 is currently one request in Suspended status as of December 31, 2010.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL									# of Transactions	TNs Affected
December	42	41	18	7	4	2	10	1,655	1	1	1
November	88	87	42	33	2	2	8	4,628	1	0	0
October	165	165	94	38	2	7	24	7,267	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	1,551	1,492	429	461	292	227	83	14,646	59		
AVG PER MO	129	124	36	38	24	19	7	1,221	5		
(*) 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 December 1, 2010 – December 31, 2010

- Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2010 (Includes December 2010 Activity)

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	12/15/10			Per AT&T Mobility CRS
	Maui			12/07/10	
	Maui/Molokai	11/24/10			Per Nextel CRS
	Maui	11/17/10			
	Maui	11/05/10			Per AT&T Mobility CRS
	Maui	11/04/10			Per VZW CRS
	Maui/Molokai	11/01/10			Per T-Mobile Annual Audit
	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
	Maui	09/23/10			Per VZW CRSS
	Maui	09/22/10			Per VZW CRSS -- Changed azimuth and sector compass orientation
	Maui/Molokai	09/17/10			VZW -- Changed Lat/Long
	Maui	09/14/10			Per VZW CRSS
	Maui	09/09/10			Per VZW CRSS
	Maui	09/07/10			Per VZW Annual Audit
	Maui			08/18/10	
	Molokai			08/12/10	
	Molokai	08/03/10			Per VZW CRSS
	Maui	07/09/10			Per VZW CRSS
	Maui	06/25/10			Per Mobi PCS Annual Audit
	Maui	06/21/10			Per VZW CRSS
	Maui	05/14/10			Per Mobi PCS CRSS
	Maui	04/26/10			Per VZW CRSS
	Maui	04/09/10			Added VZW tower
	Maui	04/07/10			
	Maui	03/23/10			Per Nextel CRSS
	Maui	03/16/10			Per Nextel CRSS
	Maui	03/10/10			Per T-Mobile TVW
	Maui	03/09/10			Per Sprint TVW
	Maui	03/03/10			Per Verizon Wireless CRSS
	Maui	02/26/10			Per Sprint CRSS
	Maui			02/25/10	
Maui/Molokai	02/24/10				
Maui/Molokai	02/19/10				
Maui/Molokai	02/18/10			Per AT&T Mobility Annual Audit	
Maui/Molokai	02/16/10				
Maui	02/12/10			Per AT&T Mobility CRSS	
Maui	02/05/10			Per T-Mobile CRSS	
Maui	01/19/10			Corrected VZW Tower per CRSS	
Maui	01/07/10			Per Sprint CRSS	

(*) 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 December 1, 2010 – December 31, 2010

- Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
Street Centerlines	Maui/Molokai	12/28/10			Corrected attributes required by the Intergraph CAD. Also corrected geometry requirements and made street name corrections with the County's approval.
	Maui/Molokai	12/23/10			
	Maui/Molokai	12/22/10			
	Maui			12/07/10	
	Maui	11/10/10 - 11/29/10			
	Maui	10/26/10			Updated centerline attribute tables with updated ESN information
	Maui	09/09/10			Edited the Street Centerline layer used to load into Positron.
	Maui	09/08/10			Edited one street range.
	Maui	08/26/10			
	Maui	08/16/10			
	Molokai			08/12/10	
	Maui	08/12/10			
	Maui	08/10/10			
	Maui	08/09/10			
	Maui	08/06/10			
	Maui/Molokai	08/05/10			Edited Akimeka Street Centerlines to match GPS'd Street Centerlines
	Maui	08/04/10			
	Maui	08/03/10			
	Maui	07/29/10			
	Maui/Molokai	07/26/10			
	Maui	07/15/10 - 07/23/10			
	Maui/Molokai	07/14/10			
	Maui	07/08/10 - 07/13/10			
	Maui	06/17/10 - 06/25/10			
	Maui/Molokai	06/16/10			Spatial adjustment project
	Maui	06/15/10			
	Maui	06/11/10			
	Maui/Molokai	06/10/10			
	Maui	06/09/10			
	Maui	06/08/10			
	Maui/Molokai	06/04/10			
	Maui	06/03/10			
	Maui/Molokai	06/02/10			
	Maui	06/01/10			
	Maui	05/20/10 - 05/28/10			
	Maui/Molokai	05/19/10			
	Maui	05/03/10 - 05/18/10			
	Maui	04/30/10			
	Maui/Molokai	04/15/10			
	Maui/Molokai	04/09/10			Akimeka delivered the spatially correct centerlines to Intergraph on April 20, 2010.
Maui/Molokai	04/08/10				
Maui	02/23/10				
Maui/Molokai	02/08/10				
Maui	02/01/10 - 02/03/10				
Molokai	01/29/10				
Maui	01/06/10 - 01/28/10				
Maui/Molokai	01/05/10				
Molokai	01/04/10				

(*) 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 December 1, 2010 – December 31, 2010

- Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
Address Points	Maui	12/29/10			Changed addresses for all emergency callboxes to comply with Intergraph CAD requirements for a CAD address.
	Maui/Molokai	12/28/10			Corrected attributes required for the Intergraph CAD.
	Maui	12/23/10			Spatially corrected 100 address points using Pictometry imagery.
	Maui/Molokai	12/23/10			Corrected attributes required for the Intergraph CAD.
	Maui/Molokai	12/22/10			Made street name corrections with the County's approval.
	Maui	12/20/10			
	Maui	12/17/10			
	Maui	12/10/10			Added Honoapiilani Park as a POI as requested by the Maui PSAP. Added a Common Name for Honua Kai Resort & Spa's address point.
	Maui			12/07/10	
	Maui	12/06/10			
	Maui	11/29/10			
	Maui/Molokai	11/23/10			
	Maui	11/22/10			
	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.
	Maui	09/30/10			Added MM 430-2 and MM 430-5 for reference purposes as requested by the Maui PSAP.
	Maui	09/21/10			
	Maui	09/20/10			
	Maui	09/15/10			Made a correction per Maui Police.
	Maui	09/14/10			Corrected lao School address per Maui Police.
	Maui	09/08/10			Edited common names.
	Maui/Molokai	08/27/10			Changed common names per Maui Dispatch request.
	Maui	08/26/10			
	Maui/Molokai	08/25/10			
	Maui	08/24/10			
	Maui	08/23/10			Changed two (2) common names per Maui Dispatcher's request.
	Maui	08/20/10			
	Maui	08/19/10			Added/Changed two (2) common names per Maui Dispatch request. Also edited attributes to meet Intergraph standards.
	Maui	08/18/10			Edited attributes to meet Intergraph CAD standards.
Maui	08/17/10			Changed three (3) common names per Maui Dispatcher's request.	
Maui	08/16/10				
Molokai			08/12/10		
Maui	08/09/10				
Maui	08/06/10			Edited to meet Intergraph CAD standards and requirements.	
Maui	08/04/10				
Maui	08/03/10			Per Maui Police's request to add KAUAULA as a common name.	

(*) 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 December 1, 2010 – December 31, 2010

- **Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
Address Points	Maui	07/29/10			
	Maui	07/21/10			
	Maui/Molokai	07/20/10			
	Maui	07/15/10 - 07/19/10			
	Maui/Molokai	07/14/10			
	Maui	07/13/10			
	Maui/Molokai	07/12/10			
	Maui	07/08/10	07/08/10		Copied Lanai mile markers to the Address Point layer.
	Maui	06/01/10 - 06/11/10			
	Maui	05/28/10			Added address points from DSA County assigned address maps
	Maui	05/20/10			
	Molokai	05/19/10			
	Maui	05/03/10 - 05/18/10			
	Maui	04/21/10			
	Maui	04/20/10			
	Maui	04/19/10 - 04/21/10			
	Maui/Molokai	04/15/10			
	Maui	04/14/10			
	Maui	04/13/10			
	Maui/Molokai	04/08/10 - 04/12/10			
	Maui	04/07/10			04/07/10
	Maui	04/01/10 -04/06/10			
	Maui	03/31/10			
	Maui	03/30/10			
	Maui/Molokai	03/24/10 - 03/29/10			
	Maui	03/01/10 - 03/19/10			
	Maui	02/26/10			
	Maui	02/25/10			02/25/10
	Maui	02/24/10			
	Maui	02/23/10			
	Maui/Molokai	02/22/10			
	Maui	02/16/10 - 02/19/10			
	Maui/Molokai	02/08/10 - 02/12/10			
Maui	02/05/10				
Maui	02/04/10				
Maui/Molokai	02/03/10			02/03/10	
Maui/Molokai	02/02/10				
Maui	02/01/10				
Maui	01/06/10 - 01/29/10				

(*) 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 December 1, 2010 – December 31, 2010

- Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
MSAG Address Points (aka Pseudo Address Points)	Maui	08/27/10			MSAG Address Points
	Molokai			08/12/10	
	Molokai	08/11/10			
	Maui	08/09/10			
	Maui	08/04/10			
	Maui	07/22/10 - 07/30/10			
	Maui	04/22/10			
	Maui	04/09/10			
	Maui	04/08/10			
	Maui			04/07/10	
	Maui	03/31/10			
	Molokai	03/24/10			
	Maui	03/04/10 - 03/12/10			
	Molokai	03/02/10			
	Maui	02/25/10		02/25/10	
Maui	02/10/10 - 02/23/10				
Maui			02/03/10		
Maui	01/08/10 - 01/14/10				
Parcels	Maui	12/08/10			Continued working on a parcel address spreadsheet which was obtained from the Maui County website. The data will be included in Akimeka's parcel layer as attributes.
	Maui			12/07/10	
	Maui	12/07/10			Worked on a parcel address spreadsheet which was obtained from the Maui County website. The data will be included in Akimeka's parcel layer as attributes.
	Molokai	12/06/10			
	Maui/Molokai	12/03/10			Populated the spatially accurate parcels attribute table with existing data from current parcel layer.
	Maui	10/01/10 - 10/18/10			
	Maui/Molokai	09/30/10			Spatial adjustment project effort
	Molokai	09/22/10 - 09/29/10			
	Maui	09/01/10 - 09/21/10			
	Maui	08/02/10 - 08/31/10			
	Maui	07/02/10 - 07/29/10			
	Maui	06/17/10 - 06/28/10			
	Maui	06/07/10			Conferred and established a methodology for parcel horizontal spatial improvement.
	Maui	06/04/10			
	Maui	06/03/10			
	Maui	06/02/10			Established order of accuracy for data to be used for horizontal spatial correction methodology for parcels.
	Maui	05/11/10 - 05/14/10			
Molokai	05/10/10				
Molokai	05/07/10				
Molokai	05/05/10			Adjusted parcels to spatially accurate data	

(*) 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 December 1, 2010 – December 31, 2010

- **Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
Airports					
Bridges	Molokai			08/12/10	
Cane Fields					
Coastal Names	Molokai			08/12/10	
	Maui/Molokai	03/22/10			
	Maui/Molokai	03/19/10			
	Maui	03/16/10			
Common Places					
Emergency Callboxes	Molokai			08/12/10	
	Maui	08/09/10			
	Maui	06/01/10			
	Maui	05/28/10			
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	Molokai			08/12/10	
Fire ESZ	Maui	01/19/10			
Fire Stations	Maui			03/03/10	
	Maui/Molokai	03/02/10			
	Maui/Molokai	02/17/10			
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurants layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
	Maui			02/03/10	New Restaurants layer added to the map
Gate Codes	Maui	05/12/10			
	Maui			04/07/10	
	Maui	04/05/10			Edited per Service Request #169
	Maui	03/10/10			
	Maui	03/03/10		03/03/10	
	Maui			02/03/10	
	Maui	01/19/10			
High Resolution Imagery					
Hospitals					
Hotels					
MSAG Communities	Maui	08/13/10			
	Maui	08/12/10			

(*) 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 December 1, 2010 – December 31, 2010

- Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
Major Roads	Maui	08/16/10	08/16/10		Uploaded the Major Roads layer. This layer was previously loaded in PowerMap prior to Akimeka. Akimeka extracted the layer from the PSAP GIS server and is updating the layer.
Medic Beat Boundaries					
Medic Stations					
Medical Facilities	Maui/Molokai	08/13/10	08/13/10		Created a new layer for Medical Facilities. Downloaded Assisted Living and Skilled Nursing medical facilities GIS layers from the State GIS website.
Milepost Markers	Maui	09/30/10			Added MM 430-2 and MM 430-5 for reference purposes as requested by the Maui PSAP.
	Maui	07/08/10			Added Lanai mile markers. More accurate positions for mile markers will be collected when GPS data collection commences.
National and State Parks	Maui	12/10/10			Added Honoapiilani Park
	Maui	10/25/10			Added Kahekili Park
	Molokai			08/12/10	
Ocean Rescue Boundaries					
Park Polygon	Maui	12/10/10			Added Honoapiilani Park
	Maui			10/28/10	
	Maui	10/25/10			Added Kahekili Park
Points of Interest	Maui	12/10/10			Added Honoapiilani Park
	Maui			08/18/10	
	Molokai			08/12/10	
	Maui	07/29/10			Updates requested by Maui Dispatchers who were unable to find what they wanted or needed using the Intergraph CAD. Both systems, PowerMap and Intergraph CAD, will have these additions and changes reflected.
	Maui	07/12/10			
	Maui/Molokai	06/14/10			
	Maui/Molokai	03/15/10			
Police Beat Boundaries	Maui			08/18/10	New layer created
	Maui	07/02/10			
	Maui/Molokai	01/21/10			
Police Dispatch Group (District)	Maui			08/18/10	
	Maui	07/02/10			
	Maui/Molokai	01/21/10			
Police ESZ	Maui	11/09/10 - 11/12/10			
	Maui	07/02/10			
	Maui	06/14/10			Per Maui Police request #222, modified ESZ 24 and ESZ 47.
	Maui/Molokai	01/21/10			
	Maui/Molokai	01/20/10			
Police Reporting Areas					
Police Stations	Maui			03/03/10	
	Maui/Molokai	03/02/10			

(*) 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 December 1, 2010 – December 31, 2010

- **Mapping Layers Updated/Loaded Into GIS**

Calendar Year Summary 2010 (Includes December 2010 Activity)

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		
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions	Molokai	07/07/10			
	Maui	03/23/10			
	Maui	03/19/10			
Tow Truck					
	Maui	01/21/10			
Towns					
Trails	Maui			08/18/10	
	Maui/Molokai	06/14/10			
	Maui	03/15/10			
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.

Current Month GIS Activities – December 2010

- 12/08/10 Akimeka personnel worked with the County to obtain clarification for eighteen (18) street names. There was a discrepancy between the Street Centerline name and the Address Point Street name. The street discrepancies were for all three islands -- Maui, Lanai and Molokai.
- 12/14/10 Akimeka personnel performed an Intergraph CAD push to the PSAP.

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

- Service Requests Transactions**

Open Service Requests – December 2010 (November 27 – December 29, 2010)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	10/19/10	264	Incorrect Address: TN = 808/575-9024	MSAG - ANI/ALI Discrepancy	High	Customer records were researched and correction request submitted on October 27, 2010.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	0	1	1	0	1	0	0	0	0	0	0
November	1	2	2	1	1	0	1	0	0	0	0
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	20	19	1	11	11	9	8	0	0	0	0

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

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

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2010 (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	0	0	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0
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.									

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

JUSTIFICATION SHEET

DEPARTMENT: Accounting and General Services

TITLE: A BILL FOR AN ACT RELATING TO ENHANCED 911 SERVICES.

PURPOSE: The purpose of this bill is to establish a single entity to administer enhanced 911 services for the State of Hawaii.

MEANS: Amend chapter 138, Hawaii Revised Statutes.

JUSTIFICATION: The State of Hawaii is only one of six states that does not have a single entity for the coordination of enhanced 911 services. The State of Hawaii established and appointed the Wireless Enhanced 911 Board to administer wireless enhanced 911 service in the State of Hawaii. 911 technologies providing enhanced services have matured and converged to a point where systems today required to provide such service are blended. The current wireless enhanced 911 board does not include representation of other communications service providers. This legislation is amended and proposed to establish a single state entity to administer enhanced 911 services for the State of Hawaii, expand representation on the oversight board, and expand responsibility of the board to include all 911 services coordination.

Public Law 110-283; New and Emerging Technologies 911 Improvement Act of 2008, became law on July 23, 2008; facilitating the rapid deployment of IP-enabled 911 and E-911 services, encourages the Nation's transition to a national IP-enabled emergency network, and improve 911 and E-911 access to those with disabilities.

The State of Hawai'i is only one of six states that does not have a single entity that coordinates all enhanced 911 services.

Currently there is only one state board, the Wireless Enhanced 911 Board that was established in 2004, that administers enhanced 911 services in the State of Hawai'i, however strictly for deployment of wireless 911 services.

The current Wireless Enhanced 911 Board recognizes that the efficient management of 911 Emergency Networks saves lives and dramatically reduces the liability of government entities and agencies. Furthermore, the technologies involved in providing enhanced 911 services have converged to a point that systems required to provide such service are blended and enhanced 911 systems are evolving to accept other forms of communications such as text, video and Telematics data.

Under the current law, the surcharges for wireline and wireless enhanced 911 service do not account for new and emerging technologies such as broadband service or IP-enabled services. Additionally, the current Wireless Enhanced 911 Board does not include representation of other communications service providers.

Therefore, in the interest of the safety of the public and visitors to Hawai'i, the following legislation is proposed to address the need for a single state entity to administer enhanced 911 services for the State of Hawai'i.

Impact on the public: Improved 911 emergency telephone reporting services that will allow for the delivery of a request for emergency services via 911 from all communications technologies. In addition, the public will benefit from a more comprehensive, efficient and coordinated implementation, administration and operations of 911 services for the State of Hawaii.

Impact on the department and other agencies:
Improved coordination of the implementation,
administration, and operation of Enhanced
911 Services for county and local public
safety entities and the State of Hawaii.

GENERAL FUND: None.

OTHER FUNDS: Wireless Enhanced 911 Fund.

PPBS PROGRAM
DESIGNATION:

OTHER AFFECTED
AGENCIES: None.

EFFECTIVE DATE: Upon approval.

Report Title:

Enhanced 911 Services; Surcharge; Fund; Board

Description:

Establishes a single entity to administer enhanced 911 services for the state. Expands the membership and responsibilities of the Wireless Enhanced 911 Board.

A BILL FOR AN ACT

RELATING TO ENHANCED 911 SERVICES.

BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF HAWAII:

1 SECTION 1. Chapter 138, Hawaii Revised Statutes, is
2 amended to read as follows:

3 "~~[]~~CHAPTER 138~~[]~~

4 ENHANCED 911 SERVICES [~~FOR MOBILE PHONES~~]

5 ~~[]~~§138-1~~[]~~ **Definitions.** As used in this chapter, unless
6 the context requires otherwise:

7 "911" means the digits, address, Internet protocol address,
8 or other information used to access or initiate a call to a
9 public safety answering point.

10 "9-1-1 Coordinator" means the person designated to carry
11 out the responsibilities of coordinating 9-1-1 services as
12 required in Section 3(b) of Wireless Telecommunications Act of
13 1999 (9-1-1 Act)

14 "911 system" means an emergency communications system that:

15 (1) Enables the user of a voice communications service
16 connection such as telephone, computer, or commercial
17 mobile radio service, Interconnected VoIP service or a

____.B. NO. _____

1 data communications service connection that transmits
2 data exclusively, such as text messaging, to reach a
3 public safety answering point by accessing 911, or via
4 a service/relay bureau or accessing a 911 system
5 through some other means ; and

6 (2) Provides enhanced 911 service.

7 "Automatic location identification" means an enhanced 911
8 service capability that enables the automatic display of
9 information indicating the address or approximate geographic
10 location of the communication device used to place a 911 call.

11 "Automatic number identification" means [~~a wireless~~] an
12 enhanced 911 service capability that enables the automatic
13 display of the ten-digit [~~wireless~~] telephone number [~~used to~~
14 ~~place a 911 call in accordance with the Federal Communications~~
15 ~~Commission order.~~] or some other unique identifier of the device
16 from which a 911 call is placed.

17 "Board" means the [~~wireless~~] enhanced 911 board established
18 under this chapter.

19 "Commercial mobile radio service" means commercial mobile
20 radio service under sections 3(27) and 332(d) of the Federal

____.B. NO. _____

1 Telecommunications Act of 1996, 47 U.S.C. 151 et seq., and the
2 Omnibus Budget Reconciliation Act of 1993, P.L. 103-66, August
3 10, 1993, 107 Stat. 312.

4 "Commercial mobile radio service connection" means each
5 active wireless telephone number assigned to a commercial mobile
6 radio service customer, including end-users of resellers whose
7 place of primary use is within the State.

8 [~~"Federal Communications Commission order" means the~~
9 ~~original order issued in the Federal Communications Commission~~
10 ~~Docket No. 94-102 governing wireless enhanced 911 service and~~
11 ~~any other Federal Communication Commission orders related to the~~
12 ~~provision of wireless enhanced 911 service.]~~

13 "Call" means any communication, message, signal, or
14 transmission.

15 "Communication service" means a service capable of
16 accessing, connecting with, or interfacing with a 911 system, by
17 dialing, initializing, or otherwise activating the 911 system by
18 means of a local telephone device, commercial mobile radio
19 service device, interconnected voice over Internet protocol
20 (VoIP) device, indirect communication through a service bureau

____.B. NO. _____

1 or call relay service, such as alarm companies or telematic
2 providers, or any other means.

3 "Communications service connection" means each telephone
4 number or device's unique identifier assigned to a residential
5 or commercial subscriber by a communications service provider,
6 without regard to technology deployed.

7 "Communications service provider" means an entity that
8 provides communications service to a subscriber.

9 "Database service provider" means a service supplier who
10 maintains and supplies or contracts to maintain and supply an
11 automatic information location database or master street address
12 guide.

13 "Enhanced 911 fund" or "fund" means the special fund
14 established by section 138-3.

15 "Enhanced 911 service costs" means all capital,
16 nonrecurring, and recurring costs directly related to the
17 implementation, operation, and administration of enhanced 911
18 services.

19 "Prepaid connections" means the sale of a communications
20 service which is paid for in advance or sold in predetermined

____.B. NO. _____

1 units of which the number of units declines with use of the
2 services.

3 "Proprietary information" means customer lists and other
4 related information (including the number of customers),
5 technology descriptions, technical information, or trade
6 secrets, and the actual or developmental costs of [~~wireless~~]
7 enhanced 911 service that are developed, produced, or received
8 internally by a [~~wireless~~] communications service provider or by
9 a provider's employees, directors, officers, or agents.

10 "Public safety agency" means a functional division of a
11 governmental entity that provides or has authority to provide,
12 or a private entity contracted by a governmental entity that
13 provides, firefighting, law enforcement, ambulance, medical, or
14 other emergency services.

15 "Public safety answering point" means the public safety
16 agency that receives incoming 911 calls and dispatches
17 appropriate public safety agencies to respond to those calls.

18 "Reseller" means a person or entity that purchases
19 [~~commercial mobile radio service~~] communications services from a
20 [~~wireless~~] communications service provider for the purpose of

___B. NO. _____

1 reselling [~~commercial mobile radio service~~] communications
2 services to end-users.

3 "Telematics" means the blending of computers and wireless
4 telecommunications technologies, associated with a motor vehicle
5 which conveys data associated with events related to said
6 vehicle to a call center or PSAP.

7 [~~"Wireless enhanced 911 commercial mobile radio service~~
8 ~~costs" means all capital, nonrecurring, and recurring costs~~
9 ~~directly related to the implementation and operation of phase I~~
10 ~~or phase II wireless enhanced 911 services pursuant to the~~
11 ~~Federal Communications Commission order.~~]

12 [~~"Wireless enhanced 911 fund" or "fund" means the statewide~~
13 ~~special fund established to ensure adequate cost recovery for~~
14 ~~the deployment of phase I and phase II wireless enhanced 911~~
15 ~~service in Hawaii.~~]

16 [~~"Wireless provider" means a person or entity that is~~
17 ~~authorized by the Federal Communications Commission to provide~~
18 ~~facilities-based commercial mobile radio service within the~~
19 ~~State.~~]

___**.B. NO.**___

1 "Universal emergency number service" or "911 service" means
2 public communications service that provides service users with
3 the ability to reach a public safety answering point by
4 accessing a 911 system.

5 "Interconnected voice over Internet protocol (VoIP)" means
6 a service that: (1) enables real-time, two-way voice
7 communications; (2) requires a broadband connection from the
8 user's location; (3) requires Internet protocol-compatible
9 customer premises equipment (CPE); and (4) permits users
10 generally to receive calls that originate on the public switched
11 telephone network and to terminate calls to the public switched
12 telephone network."

13 "Interconnected VoIP service provider" means an entity that
14 provides interconnected voice over Internet protocol service.

15 "Competitive Local Exchange Carrier (CLEC)" means a alternative
16 provider of local communication services other than the
17 Incumbent Local Exchange Carrier (ILEC).

18 [+]§138-2[+] [~~Wireless enhanced~~] Enhanced 911 board. (a)

19 There is created within the department of accounting and
20 general services, for administrative purposes, [~~a wireless~~] an

____.B. NO. _____

1 enhanced 911 board consisting of [~~eleven~~] Thirteen voting
2 members; provided that the membership shall consist of:

3 (1) The comptroller or the comptroller's designee;

4 (2) Three representatives from the wireless communications
5 service providers, who shall be appointed by the
6 governor as provided in section 26-34[~~, except as~~
7 ~~otherwise provided by law~~];

8 (3) Representation from each county public safety answering
9 point (PSAP) will be represented by one (1) employee
10 or manager with the exception of Oahu, with two (2)
11 individuals, whose first representative will be an
12 employee or manager from the Oahu Primary PSAP, and a
13 second representative, chosen by the Mayor of the City
14 and County of Honolulu who shall be appointed by the
15 governor, as provided in section 26-34.

16 (4) The consumer advocate or the consumer advocate's
17 designee; [~~and~~]

18 (5) One representative from a communications service
19 company that offers Interconnected VoIP services, who

____.B. NO. _____

1 shall be appointed by the governor as provided in
2 section 26-34;

3 ~~[(+5)]~~(6) One representative of the current Local Exchange
4 carrier.

5 (b) ~~[Six members]~~ A simple majority shall constitute a
6 quorum, whose affirmative vote shall be necessary for all
7 actions by the board.

8 (c) The chairperson of the board shall be elected by the
9 members of the board by simple majority and shall serve a term
10 of one year.

11 (d) The board shall meet upon the call of the chairperson,
12 but not less than quarterly.

13 (e) The members representing wireless, Local Exchange
14 carrier, and Interconnected VoIP service providers shall be
15 appointed by the governor for terms of two years~~[, except that~~
16 ~~terms of the two members initially appointed shall be for~~
17 ~~eighteen months]~~.

18 (f) Each member shall hold office until the member's
19 successor is appointed and qualified. Section 26-34 shall apply

____.B. NO. _____

1 only insofar as it relates to succession, vacancies, and
2 suspension of board members, and as provided in subsection (a).

3 (g) The board has the authority to promulgate, carry out
4 and enforce Rules to carry out the power and duties related to
5 this act

6 [g](h) The members shall serve without compensation.
7 Members shall be entitled to reimbursements from the [~~wireless~~]
8 enhanced 911 fund for reasonable traveling expenses incurred in
9 connection with the performance of board duties.

10 [~~h~~] (i) The board or its chairperson, with the approval
11 of the board, may retain independent, third-party accounting
12 firms, consultants, or other third party to:

13 (1) Create reports, make payments into the fund, process
14 checks, and make distributions from the fund, as
15 directed by the board and as allowed by this chapter;
16 and

17 (2) Perform administrative duties necessary to administer
18 the fund or oversee operations of the board, including
19 providing technical advisory support~~[-]~~; provided that
20 no third-party accounting firm, consultant, or other

____.B. NO. _____

1 third party hired to perform these administrative
2 duties may be retained if the accounting firm,
3 consultant, or other third party, either directly or
4 indirectly, has a conflict of interest or is
5 affiliated with the management of or owns a pecuniary
6 interest in any entity subject to the provisions of
7 this chapter.

8 [~~(i)~~] (j) The board shall develop reasonable procedures to
9 ensure that all [~~wireless providers~~] members receive adequate
10 notice of board meetings and information concerning board
11 decisions.

12 (k) The board shall fund the development, the deployment,
13 and the sustaining of [~~phase I and phase II wireless~~] enhanced
14 911 service, including funding future E911 technologies.

15 (l) There will be a person appointed by the Governor,
16 designated as the State 9-1-1 Coordinator as required by Section
17 3(b) of the federal Wireless Telecommunications and Public
18 Safety Act of 1999(9-1-1 Act) who will coordinate with the Board
19 on matters related to 9-1-1 services

____.B. NO. _____

1 (1) The State 9-1-1 Coordinator shall serve without
2 compensation from the Fund. The State 9-1-1
3 Coordinator shall be entitled to reimbursements from
4 the [wireless] Fund for reasonable traveling expenses
5 incurred in connection with the performance of board
6 duties.

7 [~~§~~138-3[~~§~~] [~~Wireless enhanced~~] Enhanced 911 fund. There
8 is established outside the state treasury a special fund, to be
9 known as the [wireless] enhanced 911 fund, to be administered by
10 the board. The fund shall consist of amounts collected under
11 section 138-4. Moneys paid into the fund are not general fund
12 revenues of the State. The board shall place the funds in an
13 interest-bearing account at any federally insured financial
14 institution, separate and apart from the general fund of the
15 State. Moneys in the fund shall be expended exclusively by the
16 board for the purposes of ensuring adequate [~~cost recovery~~]
17 funding for the deployment, sustaining of [~~phase I and phase II~~
18 ~~wireless~~] enhanced 911 service, and developing and funding
19 future E911 technologies and for expenses of administering the
20 fund.

____.B. NO. _____

1 ~~[f]~~**S138-4**~~[t]~~ (a) A monthly ~~[wireless]~~ enhanced 911
2 surcharge, subject to this chapter, shall be imposed upon each
3 ~~[commercial mobile radio]~~ communications service connection.

4 (b) ~~[The effective date of the surcharge shall be July 1,~~
5 ~~2004.]~~ The rate of the surcharge shall be set at 66 cents per
6 month for each ~~[commercial mobile radio]~~ communications service
7 connection. The surcharge shall have uniform application and
8 shall be imposed on each ~~[commercial mobile radio]~~
9 communications service connection operating within the ~~[State]~~
10 state except:

- 11 (1) Connections billed to federal, state, and county
12 governmental entities
- 13 (2) Prepaid connections; or
- 14 (3) Local exchange carrier providing land line E911
15 services through HRS 269-16.95

16 (c) All ~~[wireless]~~ communications service providers and
17 resellers shall bill to and collect from each of their customers
18 a monthly surcharge at the rate established for each ~~[commercial~~
19 ~~mobile radio]~~ communications service connection. The ~~[wireless]~~
20 communications service provider or reseller may list the

____.B. NO. _____

1 surcharge as a separate line item on each bill. If a [~~wireless~~]
2 communications service provider or reseller receives a partial
3 payment for a monthly bill from a [~~commercial mobile radio~~]
4 communications service customer, the [~~wireless~~] communications
5 service provider or reseller shall apply the payment against the
6 amount the customer owes the [~~wireless~~] communications service
7 provider or reseller, before applying the partial payment
8 against the surcharge.

9 (d) A [~~wireless~~] communications service provider that:

10 (1) Is collecting the surcharge and remitting appropriate
11 portions of the surcharge to the fund pursuant to this
12 chapter; and

13 (2) Has been requested by a public safety answering point
14 to provide [~~phase I or phase II wireless~~] enhanced 911
15 service in a particular county or counties;

16 may recover [~~wireless~~] enhanced 911 [~~commercial mobile radio~~]
17 service costs as provided in this chapter.

18 (e) Each [~~wireless~~] communications service provider or
19 reseller may retain two per cent of the amount of surcharges

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1 collected to offset administrative expenses associated with
2 billing and collecting the surcharge.

3 (f) A [~~wireless~~] communications service provider or
4 reseller shall remit to the [~~wireless~~] enhanced 911 fund, within
5 sixty days after the end of the calendar month in which the
6 surcharge is collected, an amount that represents the surcharges
7 collected less amounts retained for administrative expenses
8 incurred by the [~~wireless~~] communications service provider or
9 reseller, as provided in subsection (e).

10 (g) A Public Utility providing Local Exchange Enhanced 911
11 communication services for its customer base and other service
12 providers using the wire line provider's enhanced 911 service
13 may collect and keep the surcharge at the established rate set
14 forth by HRS 269-16.95.

15 (h) The surcharges collected by the [~~wireless~~]
16 communications service provider or reseller pursuant to this
17 section shall not be subject to any tax, fee, or assessment, nor
18 are they considered revenue of the provider or reseller.

19 (i) Each customer who is subject to this chapter shall be
20 liable to the State for the surcharge until it has been paid to

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1 the [~~wireless~~] communications service provider. [~~Wireless~~]
2 Communications service providers shall have no liability to
3 remit surcharges that have not been paid by customers. A
4 [~~wireless~~] communications service provider or reseller shall
5 have no obligation to take any legal action to enforce the
6 collection of the surcharge for which any customer is billed.
7 However, the board may initiate a collection action against the
8 customer. If the board prevails in such a collection action,
9 reasonable attorney's fees and costs shall be awarded.

10 (j) At any time the members deem it necessary and
11 appropriate, the board may meet to make recommendations to the
12 legislature as to whether the surcharge and fund should be
13 discontinued, continued as is, or amended.

14 (k) When considering whether to discontinue, continue as
15 is, or amend the fund or surcharge, the board's recommendations
16 shall be based on the latest available information concerning
17 costs associated with providing [~~wireless~~] enhanced 911 service
18 [~~in accordance with the Federal Communications Commission~~
19 ~~order~~].

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1 [~~+~~§138-5[~~+~~] [~~Recovery~~] Disbursements from the fund. (a)
2 [~~After January 1, 2005, every~~] Every public safety answering
3 point shall be eligible to seek [~~reimbursement~~] disbursements
4 from the fund ~~solely~~ to pay for the reasonable costs to lease,
5 purchase, or maintain all necessary equipment, including
6 computer hardware, software, and database provisioning, required
7 by the public safety answering point to provide technical
8 functionality for the [~~wireless~~] enhanced 911 service. This may
9 include any expenses directly associated with the planning
10 phases and training of personnel in any new and emerging
11 technologies involving enhanced 911. [~~pursuant to the Federal~~
12 ~~Communications Commission order.~~] All other expenses necessary
13 to operate the public safety answering point, including but not
14 limited to those expenses related to overhead, staffing, and
15 other day-to-day operational expenses, shall continue to be paid
16 through the general funding of the respective counties.

17 (b) Every public safety answering point shall be eligible
18 to seek disbursements from the fund to pay for the reasonable
19 costs associated with having representatives, other than E911

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1 Board Members, on E911 Board Committees to include, established
2 and investigative committees.

3 ~~(c)(b)~~ ~~[After January 1, 2005, each wireless]~~ Each
4 communications service provider may request reimbursement from
5 the fund of ~~[wireless]~~ enhanced 911 ~~[commercial mobile radio]~~
6 service costs incurred; provided that the costs:

- 7 (1) Are recoverable under section 138-4(d); and
8 (2) Have not already been reimbursed to the ~~[wireless]~~
9 communications service provider from the fund.

10 In no event shall a ~~[wireless]~~ communications service provider
11 be reimbursed for any amount above its actual ~~[wireless]~~
12 enhanced 911 ~~[commercial mobile radio]~~ communications service
13 costs allowed to be recovered under section 138-4(d).

14 (d) Every communications service provider shall be eligible
15 to seek disbursements from the fund to pay for the reasonable
16 costs associated with having representatives, other than E911
17 Board Members, on E911 Board Committees to include, established
18 and investigative committees.

19

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1 (e) ~~(e)~~ After the expenses of the board are paid, the
2 public safety answering points shall be allocated two-thirds of
3 the remaining balance of the fund. The remaining one-third
4 shall be available for ~~wireless~~ communications service provider
5 cost recovery. The board shall determine the reimbursement
6 amounts for the public safety answering points, based on the
7 limitations set forth in section 138-5(a). The reimbursement
8 level for each ~~wireless~~ communications service provider shall be
9 limited:

10 (1) To one third the total contribution made by the
11 ~~wireless~~ individual communications service provider
12 into the enhanced 911 fund. This method of direct
13 reimbursement is not available to the provider of wire
14 line E911; and

15 (2) As provided in section 138-5[(b)](c).

16 [~~§~~138-6[~~§~~] **Report to the legislature.** The board shall
17 submit an annual report to the legislature, including:

18 (1) The total aggregate surcharge collected by the State
19 in the last fiscal year;

20 (2) The amount of disbursement from the fund;

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- 1 (3) The recipient of each disbursement and a description
2 of the project for which the money was disbursed;
- 3 (4) The conditions, if any, placed by the board on
4 disbursements from the fund;
- 5 (5) The planned expenditures from the fund in the next
6 fiscal year;
- 7 (6) The amount of any unexpended funds carried forward for
8 the next fiscal year;
- 9 (7) A cost study to guide the legislature towards
10 necessary adjustments to the fund and the monthly
11 surcharge; and
- 12 (8) Status report of jurisdictional capabilities for
13 [~~wireless E911~~] enhanced 911 services, including
14 public safety answering points[, ~~wireless providers,~~
15 and [~~wireline~~] communications service providers. [The
16 ~~report shall include the status of requirements~~
17 ~~outlined in the Federal Communications Commission~~
18 ~~Order 94-102 and subsequent supporting orders related~~
19 ~~to phase I and phase II wireless 911 services.~~]

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1 ~~[f]§138-7[f]~~ **Audits.** (a) During any period in which [a
2 ~~wireless~~] an enhanced 911 surcharge is imposed upon customers,
3 the board may request an audited report prepared by an
4 independent certified public accountant that demonstrates that
5 the request for cost recovery from public safety answering
6 points and ~~[wireless]~~ communications service providers recovers
7 only costs and expenses directly related to the provision of
8 ~~[phase I or phase II wireless]~~ enhanced 911 service as
9 authorized by this chapter. The cost of the audited reports
10 shall be considered expenses of the board. The board shall
11 prevent public disclosure of proprietary information contained
12 in the audited report, unless required by court order or
13 appropriate administrative agency decision.

14 (b) The board shall select an independent third party to
15 audit the fund every two years to determine whether the fund is
16 being managed in accordance with this chapter. The board may
17 use the audit to determine whether the amount of the surcharge
18 assessed on each ~~[commercial mobile radio]~~ communications
19 service connection is required to be adjusted. The costs of the

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1 audit shall be an administrative cost of the board recoverable
2 from the fund.

3 ~~[§]~~**§138-8**~~[§]~~ **Proprietary information.** (a) All
4 proprietary information submitted to the board by any third
5 party used by the board in connection with its duties or any
6 public safety answering point in deploying ~~[wireless]~~ enhanced
7 911 service shall be retained in confidence. Proprietary
8 information submitted pursuant to this chapter shall not be
9 released to any person, other than to the submitting ~~[wireless]~~
10 communications service provider or reseller, the board, or any
11 independent, third-party accounting firm retained by the board,
12 without the express permission of the submitting ~~[wireless]~~
13 communications service provider or reseller. General
14 information collected by the board shall be released or
15 published only in aggregate amounts that do not identify or
16 allow identification of numbers of subscribers or revenues
17 attributable to an individual ~~[wireless]~~ communications service
18 provider.

19 (b) The board, any third parties it may retain, and any
20 public safety answering point shall take appropriate measures to

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1 maintain the confidentiality of the proprietary information that
2 may be submitted by a [~~wireless~~] communications service
3 provider. The board shall hold all propriety information in
4 confidence and shall adopt reasonable procedures to prevent
5 disclosure or providing access to the proprietary information to
6 the public and competitors, including members of the board
7 representing other [~~wireless~~] communications service providers.
8 Members of the board shall not disclose the information to any
9 third parties, including their employers, without the written
10 consent of the [~~wireless~~] communications service provider whose
11 proprietary information is to be disclosed.

12 (c) A committee consisting of all board members, except
13 the [~~three-wireless~~] communications service provider
14 representatives, shall have the power to act for the board on
15 the specific matters defined by the board, when at least two-
16 thirds of the members of the board determine that a board action
17 may be conducted by the committee to prevent disclosure of
18 proprietary information to the [~~wireless~~] communications service
19 provider representatives.

____.B. NO. _____

1 [~~f~~]**§138-9**[~~t~~] **Limitation of liability.** (a)

2 Notwithstanding any law to the contrary, in no event shall any
3 [~~wireless~~] communications service provider, reseller,
4 independent, third-party accounting firms, consultants, or other
5 third party retained by the state under section 138-2(j) or
6 their respective employees, directors, officers, assigns,
7 affiliates, or agents, except in cases of gross negligence or
8 wanton and willful misconduct, be liable for any civil damages
9 or criminal liability resulting from death or injury to a person
10 or from damage to property incurred by any person in connection
11 with any act or omission in developing, designing, adopting,
12 establishing, installing, participating in, implementing,
13 maintaining, or providing access to [~~phase I or phase II~~
14 ~~wireless~~] enhanced 911 or any other [~~wireless~~] communications
15 service intended to help persons obtain emergency assistance.
16 In addition, no [~~wireless~~] communications service provider,
17 reseller, independent, third-party accounting firms,
18 consultants, or other third party retained by the state under
19 section 138-2(j) or their respective employees, directors,
20 officers, assigns, affiliates, or agents shall be liable for

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1 civil damages or criminal liability in connection with the
2 release of customer information to any governmental entity,
3 including any public safety answering point, as required under
4 this chapter.

5 (b) In no event shall any public safety answering point,
6 or its employees, assigns, or agents, or emergency response
7 personnel, except in cases of gross negligence or wanton and
8 willful misconduct, be liable for any civil damages or criminal
9 liability resulting from death or injury to the person or from
10 damage to property incurred by any person in connection with any
11 act or omission in the development, installation, maintenance,
12 operation, or provision of [~~phase I or phase II wireless~~]
13 enhanced 911 service.

14 [§138-10] **Database or location information.** (a) Any
15 [~~commercial mobile radio~~] communications service location
16 information obtained by any public safety answering point or
17 public safety agency or its personnel for public safety purposes
18 is not a government record open to disclosure under chapter 92F.

19 (b) A person shall not disclose or use, for any purpose
20 other than the [~~wireless~~] enhanced 911 calling system,

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1 information contained in the database of the [~~wireless~~]
2 communications service provider's network portion of the
3 [~~wireless~~] enhanced 911 calling system established pursuant to
4 this chapter, without the prior written consent of the
5 [~~wireless~~] communications service provider.

6 [+]§138-11[+] **Dispute resolution.** (a) Any [~~wireless~~]
7 communications service provider, reseller, independent, third-
8 party accounting firms, consultants, or other third party
9 retained by the state under section 138-2(j) or public safety
10 answering point aggrieved by a decision of the board shall have
11 the right to petition the board for reconsideration within ten
12 days following the rendering of the board's decision. As part
13 of its petition for reconsideration, the aggrieved party may
14 present any reasonable evidence or information for the board to
15 consider. The board shall render its decision on the
16 reconsideration petition as soon as reasonably possible, but no
17 later than thirty days after the reconsideration request is
18 made.

19 (b) An aggrieved party, following the completion of the
20 reconsideration petition process, upon agreement of the other

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1 party, may have the dispute resolved through final and binding
2 arbitration by a single arbitrator in accordance with the
3 [~~wireless~~] Industry Arbitration Rules of the American
4 Arbitration Association. The costs of the arbitration,
5 including the fees and expenses of the arbitrator, shall be
6 borne by the non prevailing party of any arbitration proceeding.

7 The arbitrator's decision shall be final and binding and may be
8 confirmed and enforced in any court of competent jurisdiction.

9 (c) Nothing in this section shall preclude any [~~wireless~~]
10 communications service provider, reseller, independent, third-
11 party accounting firms, consultants, or other third party
12 retained by the state under section 138-2(j) or public safety
13 answering point from pursuing any existing right or remedy to
14 which it is entitled in any court having jurisdiction thereof.

15 [~~†~~]**§138-12**[~~†~~] **Service contracts.** A [~~wireless~~]
16 communications service provider shall not be required to provide
17 [~~wireless~~] enhanced 911 service until the [~~wireless~~]
18 communications service provider and the public safety answering
19 point providing [~~wireless~~] enhanced 911 service in the county or
20 counties in which the [~~wireless~~] communications service provider

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1 is licensed to provide [~~commercial mobile radio~~] communications
2 service have entered into a written agreement setting forth the
3 basic terms of service to be provided."

4 SECTION 2. Statutory material to be repealed is bracketed
5 and stricken. New statutory material is underscored.

6 SECTION 3. This Act shall take effect July 1, 2011.

7

8

INTRODUCED BY: _____

9

BY REQUEST