



**STATE OF HAWAII**

**WIRELESS ENHANCED 911 BOARD**

February 11, 2010  
10:00 a.m.

Department of Accounting and General Services  
Comptroller's Conference Room 410  
Kalanimoku Building  
1151 Punchbowl Street  
Honolulu, Hawaii 96813

**AGENDA**

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from January 8, 2010 Board Meeting.
- IV. Committee Updates by Chairs.
  - a. Finance Committee
  - b. Technical Committee
  - c. Policies and Objectives Committee
  - d. Administration Committee
  - e. Public Relations Committee
- V. PSAP Status Updates
  - a. Kauai
  - b. Oahu
  - c. Molokai
  - d. Maui
  - e. Hawaii
- VI. Executive Director's Report
  - a. Update on 9-1-1 Assessment
  - b. Update on 2010 DHS Grants
- VII. Monthly Financial Report
  - a. Disbursements from the Wireless Enhanced 911 Fund
- VIII. Items for Discussion, Consideration and Action
  - a. Financial Report
  - b. Oahu/Honolulu PD request to contract with a firm for Addressing, MSAG and GIS reconciliation project

- c. Authorization to send 5 staff members from the Honolulu Police, Fire and EMS PSAPs and the Executive Director to Maui to review the work effort related to 9-1-1 Addressing, MSAG and GIS
- d. Update on NextGen Communications (TCS) filing to provide 9-1-1 Services before the Hawaii PUC
- e. Legislative Update
  - i. Strategy for responding to legislation which could have an impact on the Board or 9-1-1 service in Hawaii
- f. Board Funding related to Federal/Military PSAPs
- g. TracFone Certification Request
- h. Authorization to send the Executive Director, Board Members and PSAP Representatives to 9-1-1 Goes to Washington in Arlington, VA – March 14 - 17, 2010
- i. Nomination and election of Board Chair and Vice-Chair

IX. Announcements.

X. Next meeting date – Thursday, March 11, 2010

XI. Adjournment.



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

February 11, 2010

Department of Accounting and General Services  
Comptroller's Conference Room 410  
Kalanimoku Building  
1151 Punchbowl Street  
Honolulu, Hawaii 96813

Minutes

**Board Members in attendance:** Russ Saito – Chair (Comptroller), Gordon Bruce (Oahu PSAPs), Deputy Chief Paul Ferreira (Hawaii PSAP), Russell Lundberg (Wireless Carrier – Mobi PCS), Captain Victor Ramos (Molokai PSAP), Deputy Chief Clayton Tom (Maui PSAP), Goldie Cross (Wireless Carrier – AT&T), James LaClair (Hawaiian Telecom), Eric Knutzen (Kauai PSAP)

**Staff in attendance:** Glenn Roach – Executive Director, Courtney Tagupa, Kerry Yoneshige (DAGS ASO), Patricia Ohara (Deputy Attorney General)

**Guest in attendance:** David Peck, Morris Tamanaha, Tony Ramirez, Major Marie McCauley, Lt. Aimee Wana, Captain Scott Yagihara, Battalion Chief Kenison Tejada, Kevin Kuwahara, Paul Epstein, Patrick Chan, Thalia Burns

I. Call to order

Chair called the meeting to order at 10:00 A.M.

II. Introductions

III. Review and Approval of Minutes from January 8, 2010 Board Meeting.

**Mr. LaClair made a motion to approve the minutes of the January 8, 2010 Board Meeting.**

**Mr. Lundberg seconded the motion**

**No further discussion**

**The motion passed unanimously by voice vote**

IV. Committee Updates by Chairs.

a. Finance Committee

Mr. Lundberg stated that the Executive and Finance Directors introduced the idea of being more strategic about budgeting and funding. Mr. Lundberg requested that the PSAPs present their spending plan for the remainder of this year.

- b. Technical Committee-Nothing to report
- c. Policies and Objectives Committee-Nothing to report
- d. Administration Committee-Nothing to report
- e. Public Relations Committee-Nothing to report

V. PSAP Status Updates

a. Kauai

Mr. Knutzen stated that there was still a challenge with periodic failing of CAD. He indicated the due date for proposals is February 24, 2010, with a tentative award date of April 30, 2010. Centerline data with Pictometry in cooperation of Akimeka, LLC is outstanding. Chair Saito inquired as to when the protest interval starts on the RFP.

- b. Oahu-Nothing to report
- c. Molokai-Nothing to report
- d. Maui-Nothing to report
- e. Hawaii-Nothing to report

VI. Executive Director's Report

a. Update on 9-1-1 Assessment

The Executive Director stated that a draft of the survey for the assessment will be completed for review by the next meeting.

b. Update on 2010 DHS Grants

The Executive Director stated that he had done further research on these grants, and as was discussed at the previous Board Meeting, these grants were only available to local government through the normal DHS channel and process and 9-1-1 was an eligible expense for consideration in a couple of the categories. He stated that another Grant Program from the National Highway Traffic Safety Administration would be available to the States, specifically for 9-1-1 in the future. Hawaii's eligibility for these grants would be determined on what happens to our funds based on pending legislation. The Executive Director indicated the report to the FCC in reference to use of 9-1-1 funds will be due the end of March.

VII. Monthly Financial Report

a. Disbursements from the Wireless Enhanced 911 Fund

Mr. Tagupa provided an update on the status of direct deposit by the carriers to submit funds via electronic funds transfer or via lock box. He indicated all of the carriers chose the lock box option.

Mr. Tagupa then presented the current month's financial report (attached)

VIII. Items for Discussion, Consideration and Action

## a. Financial Report

The Executive Director stated that the Finance Committee decided to include an additional line on the financial report that shows encumbrances. This current report now reflects encumbrances as requested. Next month's report will also include proposed expenditures for the next 3 years. Mr. Tagupa then stated there was an estimated cash balance at end of fiscal year of \$7.6M. He indicated there were \$15M in potential expenditures for next year, but that the appropriations ceiling had not been raised above \$9M. Chair Saito presented the question to Mr. Yoneshige, if the ceiling on the fund was part of the Executive Budget? Mr. Yoneshige indicated that it was and that it is still at \$9M. Chair Saito indicated that based on that it would not change and would remain at \$9M. He also indicated that is what was in the budget and any excess was subject to a raid. The question was raised by Mr. Bruce if that meant there was not a chance that the ceiling would be raised. The Chair indicated that was the case, unless the Governor could be convinced to go in with a message to raise the ceiling. Mr. Bruce inquired as to how much time was available to make that request. The Chair placed that question to Mr. Yoneshige, who stated the House had already presented their budget. Mr. Bruce inquired if the "wheels had been put into motion" to make that request. The Chair indicated that a request had not been made. Mr. Bruce asked the question on the process to make the request. The Chair stated that if the Board wanted to make a request, it would have to go through his office to make the request of the Governor. Mr. Bruce inquired if this was the appropriate time for a motion. The Chair asked for procedural clarification from the Deputy Attorney General Ohara. The Executive Director indicated that request had already been made in December during the Board's budget approval process. The Deputy Attorney General concurred that the request had been made previously. Mr. Bruce stated that a request had to go to the Governor before the end of this month. The statement was made that such a request would be denied because the Governor had already indicated she was going to raid the fund. Mr. Bruce once again, presented the question as to what point the request would have to be made to the Governor, considering the request had come from the Board in December. He then stated that the monies are in the fund, so that we were not asking for more money. The Chair stated he could generate a letter on behalf of the Board to raise the ceiling. The Chair then cautioned the Board that the Legislature was not looking to raise the ceiling but that they were looking to take the money. He stated that they are looking at any account that has a cash balance. Mr. Lundberg then stated that more important than our efforts to raise the ceiling was the ability to spend the funds that had already been provided. He stated that we were already 60% through the current fiscal year, and had only spent 36% of what was available. Mr. Knutzen inquired of the Chair if the Board could make the Legislature aware of the encumbrances and that even though there has only been 36% currently expended, but in fact by the end of the fiscal year it currently shows it will be at 92%? The Chair stated that the problem was if the Board spent it up to the ceiling this year, it would be the first time and that the Board has always under spent. Mr. Knutzen stated that the main concern was liquidity and that they would not raid the fund, but would instead keep the monies intact. Mr. Bruce stated that if we have made the request that we haven't even indicated it is an issue, and that this year we are already a year behind, and not raising the issue would mean another year we would be behind. The Chair reiterated that he could

generate the letter on behalf of the Board, conveying the message to the Governor, that the Board has requested that she lifts the ceiling. Mr. Knutzen then inquired if in the letter we could request her support in convincing the Legislature not to raid the fund. The Chair indicated, he would present whatever the Board's request is. Mr. Bruce presented the question, as a PSAP could they generate a letter in support of the letter from the Chair on behalf of the Board. The Chair indicated it had to be clear that you were speaking as a PSAP and not a member of the Board. Mr. Ramirez inquired if this letter should also convey to the Governor that the raiding of the funds is contrary to public law? The Chair indicated he didn't follow that request. Mr. Ramirez then explained that funds collected by wireless carriers for 9-1-1 cannot be used for any other purposes than 9-1-1. The Chair inquired as to what public law this was included in. Mr. Ramirez stated that it was in Public Law 110-283 and 108-494. The Chair stated that if someone could provide him with a copy of that law he would review it, but in most cases, those laws have a lot of discretion left with local governments. The Chair stated that if it was going to be attached to the letter that it would have to get to him today. The Executive Director indicated he would get it to him that day.

- b. Oahu/Honolulu PD request to contract with a firm for Addressing, MSAG and GIS reconciliation project

The Executive Director explained that the Oahu PSAPs have met on several occasions with GIS representatives from the city and county and identified some major issues relating to MSAG and GIS. He indicated there was an incident last year and they believe there is some liability for the City and County based on current condition of addressing and MSAG. The PSAPs have requested to pursue a contract with a firm that will come in and take care of the issues and work with city and county to reconcile the GIS data. Mr. Bruce explained there are particular problems in areas with multiple housing situations that do not front on a public street. The Chair stated, there needs to be a rationale describing this as a wireless E911 service versus a utilization of the wireless E911 service to accommodate wireline. Mr. Bruce stated there was a documented decline with wireline phones and wireless phones. Almost 70% of 911 calls are wireless calls, from residences with no address. The discussion continued, in addition, private roads do not have names or association with current MSAG or GIS data: when a wireless call comes in there is no way to determine where the call is originating. Only an XY coordinate would be accurate. No streets are associated with the XY coordinates. The Chair inquired if it was the opinion of the technical and finance committee this is wireless E911 service. This has nothing to do with wire line. Wireless calls cannot be taken to the level to provide a street address. MSAG was established with wire line service. MSAG requirements are equal for wire line and wireless. Counties provide the phone company with addresses for wire line phones, counties do not provide the phone company with addresses for wireless phones. There has been precedence with all other islands. The Chair stated that he was not opposed to it, but there is no way to tie a wireless to an address.

**Mr. Knutzen made a motion that funds be allocated up to \$705,000 to support the City and County GIS Addressing effort, not to exceed \$176,250 for this fiscal year as long as funds are available.**

**Mr. LaClair seconded the motion**

**No further discussion**

**The motion passed unanimously with a voice vote**

- c. Authorization to send 5 staff members from the Honolulu Police, Fire and EMS PSAPs and the Executive Director to Maui to review the work effort related to 9-1-1 Addressing, MSAG and GIS

Finance Committee recommended approval with cap of \$1500 for request.

**Mr. LaClair made a motion to authorize sending 5 staff members from the Honolulu Police, Fire and EMS PSAPs and the Executive Director to Maui to review the work effort related to 9-1-1 Addressing, MSAG and GIS with the stipulation that it not exceed \$1,500**

**Mr. Lundberg seconded the motion**

**No further discussion**

**The motion passed unanimously with a voice vote**

- d. Update on NextGen Communications (TCS) filing to provide 9-1-1 Services before the Hawaii PUC

The Executive Director stated that he had reviewed the filing and in his opinion did not see anything that has any affect on the board.

The Chair presented the question on what technology they were using. The Executive Director stated that TCS is a third party provider that provides routing and database services to wireless and VoIP Carriers, much like Intrado.

**No further discussion or action was required.**

- e. Legislative Update
  - i. Strategy for responding to legislation which could have an impact on the Board or 9-1-1 service in Hawaii

The Chair indicated that he had provided testimony on the audit Bill. He indicated the other Bill that was still alive from last year hasn't been scheduled for hearing. Mr. LaClair indicated there had been a lengthy discussion at the Joint Committee Meeting the previous day.

The Executive Director indicated there is a report on Legislation that could have an impact on 9-1-1 in the Board packet. Mr. LaClair stated that the Joint Committee had felt we had 2 categories to keep on top of (1) active in participating in testifying on Bills associated with raiding the funds, were the priority. We might require assistance from Executive Director to get better

participation from Board. (2) HB1014 and SB2769 are very similar to our bill, that in many ways take us back to bill 1014. The quickest way to adopt our version is to go to senate bill, and a lot of the entities would not support this version. How do we go forward? Senate bill has some good language, based upon how long it took to do last version there is no way to modify it with the time limitation. Mr. LaClair indicated Deputy Chief Ferreira recommended going to sponsor of senate bill and ask them to remove their bill and use ours. This might be the quickest way to move forward. As a group, we need to advocate more on the issues of raiding of funds. The third front was the spending ceiling, least priority. The Chair mad the statement if you don't raise the ceiling they will raid the funds. Mr. Knutzen stated if we reach \$9M this year, and reach ceiling next year, would we then have liquidity? Mr. Tagupa indicated the fund should be at \$16M. Should be fine for next year, should we not get raided. The discussion then moved to HB1014, SB2769 and the Board proposed language. Mr. LaClair asked for clarification on how we move forward to get HB1014 heard. The Chair inquired of the Deputy Attorney General if an Investigative Committee could be appointed to carry out the task. He also asked if the Investigative Committee could be tasked to testify on behalf of the Board. Her responses were in the affirmative to both questions. Mr. LaClair volunteered to be part of the Committee and that it should be lead by Battalion Chief Tejada. The Chair indicated that the Investigative Committee had to have very strict guidelines on what they provided testimony on. Discussion then moved on how the Board communicates with the Legislature to get the Bill heard. The Chair indicated that he would make an attempt, but if he could not then he needed to appoint an Investigative Committee to carry out the task. The Chair appointed Mr. Bruce, Ms. Cross and Mr. LaClair as the Investigative Committee and indicated that everyone else was free to testify as individuals.

The Executive Director asked for clarification on the actions taken by the Joint Committee for the Executive Director to draft a position paper on the legality of raiding the fund and a 2<sup>nd</sup> paper on the fact that the funds have been allocated for future years. In addition, he was to draft a template for the PSAPs to use to provide testimony. The Chair indicated the issue was the raising of the ceiling to prevent the raiding of the funds. The Chair indicated that the Executive Director should move forward with the draft of these documents and get it out to the Board by the following day.

f. Board Funding related to Federal/Military PSAPs

Based on the discussion at the previous Committee Meeting, the Executive Director presented the question to deputy attorney general and she said the board should not be funding military and federal PSAPs. The reason is the definition of public safety agency within the law. A public safety agency means a functional division of the state or county that provides or has authority to provide or private entity contracted by state or county, says nothing about federal or military.

The Chair inquired of Mr. Bruce on how this affected Oahu. Mr. Bruce indicated they had not had the opportunity to meet with the military PSAPs. He indicated, so many pieces are integrated, carving things out by percentage of calls, so many variables, and mutual aid, need to sit and document real implications. Ms. Cross

indicated AT&T had a site on the base and there were implications on the routing of calls. The Chair inquired what specifically generated this discussion? The Executive Director indicated there was an overall discussion at the last Joint Committee Meeting on the budget and available funds, in addition to the use of funds staying in Hawaii and not distributed to US Treasury. The Chair inquired as to what's the next step as far as Mr. Bruce is concerned? The Executive Director indicated that the Board has been receiving request directly from military PSAPs for reimbursement. He stated; based on law we can't honor those request. Federal PSAPs are receiving funds from the Navy. The Board instructed the Executive Director to follow-up with Oahu on the implications.

**g. TracFone Certification Request**

The Executive Director presented TracFone's request for certification of its SafeLink service. He explained that there were 2 options for certification; either by individual PSAPs or statewide. He recommended working with PSAPs, Akimeka and Oahu to make sure the PSAPs are in agreement and that TracFone is in compliance to provide a statewide certification.

**No further action was taken**

- h. Authorization to send the Executive Director, Board Members and PSAP Representatives to 9-1-1 Goes to Washington in Arlington, VA – March 14 - 17, 2010**

The Executive Director Stated the Finance Committee recommended that there be a stipulation of no more than 2 persons per PSAP with a cap of \$30K to be allowed.

**Mr. Knutzen made the motion to authorize the Executive Director, Board Members and PSAP Representatives to 9-1-1 Goes to Washington in Arlington, VA – March 14 - 17, 2010 with the stipulation that there be no more than 2 persons per primary PSAP and a cap of \$30, 000**

**Ms. Cross seconded the motion.**

**The motion passed unanimously with a voice vote**

- i. Nomination and election of Board Chair and Vice-Chair**

The Executive Director said the law requires there be an annual election of the Chair. There was a point of clarification if the standing chair removes himself from proceedings. The Executive Director indicated he was not aware of any such rule. There was another point of clarification as to the requirements in the Law. The only policy that was recognized was that there was no term limits.

**Mr. Lundberg nominated Chair Saito as Chair.**

**Mr. LaClair seconded the nomination.**

**Mr. Bruce made a motion to close the nomination**

**Mr. Lundberg' seconded the motion**

**The vote by a show of hands was unanimous to elect Mr. Saito as the Chair for another term.**

**Ms. Cross nominated Deputy Chief Ferreira as vice Chair**

**Mr. LaClair seconded the nomination**

**Mr. Lundberg made a motion to close the nominations**

**The motion was seconded**

**There was a unanimous vote by voice to elect Deputy Chief Paul Ferreira as vice Chair**

IX. Announcements.

The Chair indicated he had spoken to Senator Inouye's staff, in relationship to be a keynote speaker for the PSAP Forum. They indicated there was a congressional break the last part of March and into the first week of April. The Chair asked her to tentatively hold some dates for that time, but that the PSAP Forum Group had to come up with some recommended firm dates.

The Executive Director stated that he had received email notification from new Consumer Advocate Dean Nishina, replacing Catharine on the Board

The Executive Director stated the Governor did not approve 2<sup>nd</sup> year contract for Intrado, so the contract expired February 4, 2010.

X. Next meeting date – Thursday, March 11, 2010

XI. Adjournment

The meeting was adjourned at 11:39 A.M.

# Wireless Enhanced 911 Board

February 11, 2010

10:00 a.m.

Department of Accounting and General Services  
 Comptroller's Conference Room  
 1151 Punchbowl Street, Honolulu, HI 96813

Name	Agency	Phone
1. Paul L. Ferrisera	HAWAII PD	
2. UCDORIS PAYIS	MPD	
3. CLAYTON TOM	MPD	
4. GLENN YASUDAHA	KANAS POLICE	
5. TONY RAMIREZ	AKIMEKA LLC	
6. PAT OHANA	Attorney General	
7. CLAYTON TOM	MPD	
8. JAMES LACLAIR	HAWAIIAN TEL	
9. Eric Knutson	Kauai	
10. Courtney Tagawa	Arinisco Technologies LLC	
11. Goldie Cross	ATT	
12. David Peck	Pictometry	
13. Kenison Tejada	Kenison Tejada	
14. G. BRKE	<del>CAC HR</del>	
15. Morris Tamaha	CNRH RDC	
16. KEVIN KUWAHARA	HAWAIIAN TELCOM	
17. Paul EPSTEIN	HPD	
18. Patricke CHALL	HPD	
19. MARIE McCauley	HPD	
20. Phelia Brune	Hpd	
Kerry Jinks	DAS	

**Wireless Enhanced 911 Board**

**February 11, 2010**

**10:00 a.m.**

**Department of Accounting and General Services  
Comptroller's Conference Room  
1151 Punchbowl Street, Honolulu, HI 96813**

Name	Agency	Phone
1. RUSSELL LUNDBERG	HIDRIAL	
2.		
3.		
4.		
5.		
6.		
7.		
8.		
9.		
10.		
11.		
12.		
13.		
14.		
15.		
16.		
17.		
18.		
19.		
20.		

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

### • PSAP Operations

#### 9-1-1 Call Volume – January 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,910	1,164	40.1%	1,736	59.9%

#### 9-1-1 Call Volume – Calendar Year 2010

KAUAI		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
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
<b>TOTAL YTD</b>	<b>2,910</b>	<b>1,164</b>	<b>40.1%</b>	<b>1,736</b>	<b>59.9%</b>	<b>10</b>	<b>0.3%</b>	<b>573</b>	<b>19.7%</b>
<b>AVG PER MO</b>	<b>2,910</b>	<b>1,164</b>		<b>1,736</b>		<b>10</b>		<b>573</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

**Notes:**

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

#### Wireless Test – January 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

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

---

### • PSAP Operations (continued)

01/01/10 - Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

No further updates provided with an estimated clearing date since the last month's report.

01/06/10 - Ongoing Akimeka personnel distributed an update and hearing notices to the Neighbor Island PSAPs regarding bills pertaining to 9-1-1. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, SB2769 - Emerging Technologies, and HB2698 - Broadband.

01/06/10 - 01/08/10 Akimeka personnel completed first draft of Kauai Dispatch SOP 101, 101.1 and 101.2.

01/13/10 Akimeka personnel delivered Chapter 1 of the SOPs to the Kauai County PSAP.

01/07/10 Kathleen Langtad and Akimeka personnel continued to work with Stephen Douglass of Hawaiian Telcom, Inc. (HTI) to obtain clarification on the Admin calls being reported on the Kauai statistical report for May 2009. Stephen Douglass provided the definition. Given the significantly higher volume for the month, a trouble ticket was opened. HTI subsequently reported that trouble on one of the outdial trunks could have caused the abnormal count. HTI continues to monitor and test the trunks.

01/07/10 - 01/11/10 Akimeka personnel distributed a news article to the Neighbor Island PSAPs which involved 9-1-1 dispatchers featured on the Today Show. The news clip outlined a medical call where the dispatcher did not provide medical instructions. The National Emergency Numbering Association (NENA) provided a response in support of the dispatcher given the circumstances and included further clarification of the 9-1-1 system and process.

01/11/10 Akimeka personnel assisted Kathleen Langtad to report a higher than normal delivery of Wireless Phase I (WPH1) versus Wireless Phase II (WPH2) to Verizon Wireless. The ability to re-bid for WPH2 works. Updates are being reported to Kathleen as provided by Verizon Wireless.

01/12/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the January 28th NENA Governmental Teleconference.

01/12/10 Akimeka personnel provided the Neighbor Island PSAPs with an update regarding the Call Detail Report (CDR) issue, which was pending a response from Hawaiian Telcom, Inc. (HTI).

01/14/10 - Ongoing Akimeka personnel contacted Mary Ann Adams of OnStar regarding recent letters received about OnStar's consent and testing. OnStar is investigating whether consent forms had already been received.

In the meantime, Akimeka's personnel continued to work with Intrado and OnStar to add specific vehicle information on the incoming data.

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

---

### • PSAP Operations (continued)

- 01/15/10 - Ongoing Akimeka personnel continues to work with Wavecomm Solutions (formerly Pacific Lightnet) to resolve and clear an open trouble ticket for the Kauai Beach Hotel where no ANI/ALI is being sent on 9-1-1 calls.
- 01/19/10 Akimeka personnel continues to address the Abandoned call statistics.
- 01/25/10 Akimeka personnel developed and provided a Policy Review form for the SOPs to the Kauai County PSAP for review and consideration.
- 01/28/10 Akimeka personnel delivered the first draft of the SOP Table of Contents to the Kauai County PSAP.
- 01/28/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 01/29/10 Akimeka personnel worked with Stephen Douglass of HTI regarding the scheduled maintenance planned on the ALI servers. Updates were provided to the Neighbor Island PSAPs accordingly.

### • MSAG

#### Current Month – January 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL	37	26	1	2	5	3	129	0	3	5
KAUAI		37	26	1	2	5	3	129	0	3	5

Revised categories and report format changes effective April 2009.

A total of 37 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

Since October 2009, a review of all MSAG records under the communities of Port Allen, Numila, Kapaia, Niupalu, Nawiliwili, Puhī, Kipu, Poipu, Kukuiula, Lihue, Omoa, and Koloa have been performed.

During January 2010, a total of 44 MSAG records were reviewed in the communities of Koloa and Omoa. 129 customer ANI/ALI records were corrected as a direct result of the 37 change requests made to the MSAG database.

All records under Suspended status were reviewed again for updates and possible resolution, leaving the total number of Suspended transactions at three (3) with five (5) customers affected.

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

• **MSAG (continued)**

**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	# of Transactions	TNs Affected	
2010	TOTAL											
December												
November												
October												
September												
August												
July												
June												
May												
April												
March												
February												
January	37	37	26	1	2	5	3	129	0	3	5	
<b>TOTAL YTD</b>	<b>37</b>	<b>37</b>	<b>26</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>129</b>	<b>0</b>			
<b>AVG PER MO</b>	<b>37</b>	<b>37</b>	<b>26</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>129</b>	<b>0</b>			

(\*) Applies to Change, Delete and Insert categories

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

<b>Definitions:</b>	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(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 January 1, 2010 – January 31, 2010

- Mapping Layers Updated/Loaded Into GIS – January 2010**

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			01/29/10	
	01/19/10			Added VZW Towers per CRSS
Street Centerlines			01/29/10	
Address Points	01/29/10		01/29/10	
	01/28/10			
	01/27/10			
	01/26/10			
	01/25/10			
	01/22/10			
	01/21/10			
	01/08/10			
	01/07/10			
	01/06/10			
Psuedo Address Points			01/29/10	
Parcels				
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				

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

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

---

- **Mapping Layers Updated/Loaded Into GIS – January 2010**  
(continued)

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Hotels				
Medic Beat Boundaries				
Milepost Markers				
National and State Parks				
Plat Maps				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
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.

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

---

- **Mapping Layers Updated/Loaded Into GIS – January 2010**  
(continued)

### Current Month GIS Activities – December 2009

- 01/26/10 Akimeka GIS personnel started coordinating the next PowerMap refresher training.
- 01/27/10 Akimeka GIS personnel contacted Positron to coordinate the delivery of PowerMap's software update. The software along with a users manual and documentation describing the differences between the current version and the new version will be delivered to Akimeka.

- **Service Requests Transactions**

### Open Service Requests – January 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											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

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

- PSAP Operations**

### 9-1-1 Call Volume – January 2010

PSAP	Total	Wireline	%	Wireless	%
<b>MAUI (*)</b>	8,228	2,946	35.8%	5,280	64.2%
<b>MOLOKAI</b>	228	137	60.4%	90	39.6%

(\*) 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									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
<b>TOTAL YTD</b>	<b>8,228</b>	<b>2,946</b>	<b>35.8%</b>	<b>5,280</b>	<b>64.2%</b>	<b>2</b>	<b>0.0%</b>	<b>1,464</b>	<b>17.8%</b>
<b>AVG PER MO</b>	<b>8,228</b>	<b>2,946</b>		<b>5,280</b>		<b>2</b>		<b>1,464</b>	
<u>Note:</u>	Total Calls include Administrative calls that are not direct 911 calls.								

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

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
<b>TOTAL YTD</b>	<b>228</b>	<b>137</b>	<b>60.4%</b>	<b>90</b>	<b>39.6%</b>	<b>1</b>	<b>0.4%</b>	<b>47</b>	<b>20.6%</b>
<b>AVG PER MO</b>	<b>228</b>	<b>137</b>		<b>90</b>		<b>1</b>		<b>47</b>	

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

**Notes:**

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

**Wireless Test – January 2010**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
NONE					

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

---

### • PSAP Operations (continued)

- 01/01/10 - Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
- No further updates provided with an estimated clearing date since the last month's report.
- 01/04/10 Akimeka personnel worked with Watson Furniture to discuss the Maui Police Dispatch furniture requirements via teleconference.
- 01/05/10 Akimeka GIS personnel met with Maui County GIS to discuss moving parcel data to spacially correct location. This would enhance CAD functionality and mapping appearance.
- 01/06/10 - Ongoing Akimeka personnel distributed an update and hearing notices to the Neighbor Island PSAPs regarding bills pertaining to 9-1-1. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, SB2769 - Emerging Technologies, and HB2698 - Broadband.
- 01/07/10 - 01/11/10 Akimeka personnel distributed a news article to the Neighbor Island PSAPs which involved 9-1-1 dispatchers featured on the Today Show. The news clip outlined a medical call where the dispatcher did not provide medical instructions. The National Emergency Numbering Association (NENA) provided a response in support of the dispatcher given the circumstances and included further clarification of the 9-1-1 system and process.
- 01/08/10 Akimeka GIS personnel received Pictometry server specifications for the Maui PSAP in order to request funding and approval from the Enhanced Wireless 9-1-1 Board.
- 01/12/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the January 28th NENA Governmental Teleconference.
- 01/12/10 Akimeka personnel provided the Neighbor Island PSAPs with an update regarding the Call Detail Report (CDR) issue, which was pending a response from Hawaiian Telcom, Inc. (HTI).
- 01/14/10 - Ongoing Akimeka personnel contacted Mary Ann Adams of OnStar regarding recent letters received about OnStar's consent and testing. OnStar is investigating whether consent forms had already been received.
- In the meantime, Akimeka's personnel continued to work with Intrado and OnStar to add specific vehicle information on the incoming data. Sergeant Travis Ing volunteered to test OnStar from his personal vehicle.

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

---

### • PSAP Operations (continued)

- 01/19/10 Akimeka personnel continues to address the Abandoned call statistics.
- 01/28/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 01/29/10 Akimeka personnel worked with Stephen Douglass of HTI regarding the scheduled maintenance planned on the ALI servers. Updates were provided to the Neighbor Island PSAPs accordingly.
- 01/30/10 Akimeka received the final quotes and drawings from Watson Furniture for the Desk Top renovations project.

### • MSAG

#### Current Month – January 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	138	125	58	14	13	21	19	0	13	2	7
Revised categories and report format changes effective April 2009.											

A total of 138 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

Since September 2009, a review of all MSAG records under the communities of Hoolehua, Kaluakoi, Maunaloa, Kualapuu, and Pukoo have been performed, with Kaunakakai currently about 60% complete.

During January 2010, 125 MSAG changes were made. A total of 46 MSAG records were reviewed in Kaunakakai. Currently there are two (2) transactions in Suspended status, with seven (7) TNs affected.

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

- MSAG**

### 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	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	138	125	58	14	13	21	19	0	13	2	7
<b>TOTAL YTD</b>	<b>138</b>	<b>125</b>	<b>58</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>19</b>	<b>0</b>	<b>13</b>		
<b>AVG PER MO</b>	<b>138</b>	<b>125</b>	<b>58</b>	<b>14</b>	<b>13</b>	<b>21</b>	<b>19</b>	<b>0</b>	<b>13</b>		

(\*) Applies to Change, Delete and Insert categories

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

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

- Mapping Layers Updated/Loaded Into GIS – January 2010**

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		01/19/10			Corrected VZW Tower per CRSS
		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 January 1, 2010 – January 31, 2010

---

- Mapping Layers Updated/Loaded Into GIS – January 2010 (continued)**

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	01/29/10			
	Maui	01/28/10			
	Maui	01/27/10			
	Maui	01/26/10			
	Maui	01/25/10			
	Maui	01/22/10			
	Maui	01/21/10			
	Maui	01/20/10			
	Maui	01/19/10			
	Maui	01/15/10			
	Maui	01/14/10			
	Maui	01/13/10			
	Maui	01/12/10			
	Maui	01/11/10			
	Maui	01/08/10			
	Maui	01/07/10			
	Maui	01/06/10			
	Address Points	Maui/Molokai	01/05/10		
Molokai		01/04/10			
Maui		01/29/10			
Maui		01/14/10			
Maui		01/13/10			
Maui		01/12/10			
Maui		01/11/10			
Maui		01/08/10			
Pseudo Address Points	Maui	01/07/10			
	Maui	01/06/10			
	Maui	01/14/10			
Pseudo Address Points	Maui	01/12/10			
	Maui	01/08/10			
	Maui	01/08/10			
Parcels					
Airports					
Bridges					
Cane Fields					

(\*) 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 January 1, 2010 – January 31, 2010

---

- **Mapping Layers Updated/Loaded Into GIS – January 2010 (continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ	Maui	01/19/10			
Fire Stations					
Fire Sub Zones					
Fire Zones					
Gate Codes	Maui	01/19/10			
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					

(\* ) 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 January 1, 2010 – January 31, 2010

---

- Mapping Layers Updated/Loaded Into GIS – January 2010 (continued)**

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Police Beat Boundaries	Maui/Molokai	01/21/10			
Police Dispatch Group (District)	Maui/Molokai	01/21/10			
Police ESZ	Maui/Molokai	01/21/10			
	Maui/Molokai	01/20/10			
	Maui	01/19/10			
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck	Maui	01/21/10			
Towns					
Trails					
Tsunami Evacuation Zones					

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

**Note:** The Parcels layer is provided by Maui County. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

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

---

- Service Requests Transactions**

### Open Service Requests – January 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - ANI/ALI Discrepancy	High	Akimeka is working on fixing the problem. Notification will be provided to the PSAP upon resolution.
2	01/23/10	135	Coin Phone – Incorrect Plotting	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent; correction pending.

MOLOKAI PSAP							
#	Date	Ticket #	Description	Category	Status	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											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	4	2	2	1	1	3	1	0	0	0	0
<b>TOTAL</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u>				Open Service Requests reflect what is in pending status at the end of the report month.							

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

• **Service Requests Transactions (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											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u>		Open Service Requests reflect what is in pending status at the end of the report month.									

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

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

**FIRST HAWAIIAN BANK ACCOUNTS:**

General Fund ITEM	Beginning Balance	Net Change	Ending Balance
<b>Cash Inflow:</b>			
Wireless Surcharge Collection	\$ 38,780,836.22	\$ 675,352.59	\$ 39,456,188.81
Interest Income	\$ 1,810,864.76	\$ 458.14	\$ 1,811,322.90
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,553,628.75	\$ 458.14	\$ 1,554,086.89
<b>Subtotal Cash Inflow</b>	<b>\$ 40,334,464.97</b>	<b>\$ 675,810.73</b>	<b>\$ 41,010,275.70</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (9,967,515.24)	\$ (217,186.26)	\$ (10,184,701.50)
Board Member Travel Expense	\$ (57,095.70)	\$ (2,993.95)	\$ (60,089.65)
DB&F Revenue Assessments	\$ (1,994,726.14)		\$ (1,994,726.14)
DB&F Administrative Expense Assessments	\$ (282,904.78)		\$ (282,904.78)
WSP Reimbursement	\$ (580,450.54)		\$ (580,450.54)
Consultant-Intrado, Inc.	\$ (413,577.86)	\$ (17,207.55)	\$ (430,785.41)
Consultant-Executive Director	\$ (1,298,462.36)	\$ (50,709.34)	\$ (1,349,171.70)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,689.85)		\$ (1,689.85)
Unused PSAP Grant Fund Expenditures			\$ -
<b>Subtotal Cash Outflow</b>	<b>\$ (30,620,967.47)</b>	<b>\$ (288,097.10)</b>	<b>\$ (30,909,064.57)</b>
<b>Totals</b>	<b>\$ 9,713,497.50</b>	<b>\$ 387,713.63</b>	<b>\$ 10,101,211.13</b>

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

**WIRELESS E911**

**Cash Receipts & Disbursements**

**For month ending January 31, 2010**

DESCRIPTION	Hawaii PSAP	Operations	TOTAL
<b>Receipts:</b>			
Total Wireless Surcharge Collection	-	675,352.59	675,352.59
<b>Total Receipts</b>	-	675,810.73	675,810.73
<b>Disbursements:</b>			
Board Member Travel	-	2,993.95	2,993.95
Consulting Expense			
Akimeka, LLC	-	23,626.01	23,626.01
Intrado, Inc	-	17,207.55	17,207.55
TKC Consulting Group, LLC	-	27,083.33	27,083.33
<b>Total Consulting</b>	-	67,916.89	67,916.89
<b>PSAP Disbursements</b>			
Akimeka Program Mgmt	140,600.28	-	140,600.28
Hawaiian Telcom Charges			
Hawaiian Telcom Trunk	76,585.98	-	76,585.98
<b>Total Hawaiian Telcom Charges</b>	76,585.98	-	76,585.98
<b>Total PSAP Expenses</b>	217,186.26	-	217,186.26
<b>Total DISBURSEMENTS</b>	217,186.26	70,910.84	288,097.10
<b>Net Cash Receipts/(Disbursements)</b>	(217,186.26)	604,899.89	387,713.63

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

WIRELESS ENHANCED 911																		
BUDGET vs. ACTUALS SUMMARY																		
For 7 months ending JANUARY 31, 2010																		
	Hawaii PSAP			Kauai PSAP			Maui PSAP			Oahu PSAP			Operations			TOTAL		
DESCRIPTION	FYTD JAN2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget	FYTD JAN2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget	FYTD JAN2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget	FYTD JAN2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget	FYTD JAN2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget	FYTD JAN2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget
<b>RECEIPTS:</b>																		
Interest Inc	-			-			-			-			5,981	10,000	(4,019)	5,981	10,000	(4,019)
WIRELESS SURCHARGE	-			-			-			-			4,929,448	8,210,393	(3,280,945)	4,929,448	8,210,393	(3,280,945)
<b>TOTAL RECEIPTS</b>	-			-			-			-			4,935,429	8,220,393	(3,284,964)	4,935,429	8,220,393	(3,284,964)
<b>DISBURSEMENTS</b>																		
Audit Expense	-			-			-			-			8,883	8,900	(18)	8,883	8,900	(18)
Board Member Travel	-			-			-			-			11,065	26,700	(15,635)	11,065	26,700	(15,635)
Consulting Expense	-			-			-			-			325,939	584,004	(258,065)	325,939	584,004	(258,065)
DB&F Assessments	-			-			-			-			289,164	670,822	(381,658)	289,164	670,822	(381,658)
PSAP Expenses	661,468	1,968,729	(1,307,261)	324,562	2,204,493	(1,879,931)	361,070	962,765	(601,696)	1,193,506	2,394,287	(1,200,781)	-	2,300	(2,300)	2,540,605	7,532,574	(4,991,969)
WSP Cost Recovery	-			-			-			-			84,104	177,000	(92,896)	84,104	177,000	(92,896)
<b>TOTAL DISBURSEMENTS</b>	661,468	1,968,729	(1,307,261)	324,562	2,204,493	(1,879,931)	361,070	962,765	(601,696)	1,193,506	2,394,287	(1,200,781)	719,155	1,469,726	(750,571)	3,259,760	9,000,000	(5,740,240)
																		36.2%

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

**WIRELESS ENHANCED 911**  
**BUDGET vs. ACTUALS**  
**For 7 months ending January 31, 2010**

DESCRIPTION	Hawaii PSAP		
	FYTD JAN 2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget
<b>DISBURSEMENTS:</b>			
<b>PSAP Expenses</b>			
<b>Akimeka Program Mgmt</b>	246,050	389,006	(142,956)
<b>CAD Related Expenses</b>			
Integrgraph CAD upgrade	142,666	327,130	(184,464)
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	-	39,343	(39,343)
<b>Total CAD Related Expenses</b>	142,666	366,473	(223,807)
<b>Computers</b>			
20 PTK Cordless	-		
Servers DIT	-		
<b>Total Computers</b>	-		
<b>Conferences</b>			
APCO Conference	14,520	14,520	(0)
Navigator 2009	-		
Nena Conference	10,637	10,636	1
NENA Technical Dev. Conference	-		
Telematics VRS/IP Meeting	-		
<b>Total Conferences</b>	25,157	25,156	1
<b>EMS Tower Equipment</b>	-		
<b>Fiber Optic Cable</b>	-		
<b>GeoCom Consulting</b>	-		
<b>Hawaiian Telcom Charges</b>			
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	197,267	280,979	(83,712)
HawT Chgs for C&C, Hickam, HPD	-		
<b>Total Hawaiian Telcom Charges</b>	197,267	280,979	(83,712)
<b>Overtime</b>			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
<b>Total Overtime</b>	-		
<b>Pictometry License Agreement</b>	50,328	907,115	(856,787)
<b>Software Maintenance</b>			
GeoSnap Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	661,468	1,968,729	(1,307,261)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>TOTAL DISBURSEMENTS</b>	661,468	1,968,729	(1,307,261)

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

WIRELESS ENHANCED 911  
BUDGET vs. ACTUALS  
For 7 months ending January 31, 2010

DESCRIPTION	Kauai PSAP		
	FYTD JAN 2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget
<b>DISBURSEMENTS:</b>			
<b>PSAP Expenses</b>			
Akimeka Program Mgmt	236,695	265,846	(29,151)
<b>CAD Related Expenses</b>			
Integraph CAD upgrade	-		
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	-	1,375,783	(1,375,783)
<b>Total CAD Related Expenses</b>	-	1,375,783	(1,375,783)
<b>Computers</b>			
20 PTK Cordless	-		
Servers DIT	-		
<b>Total Computers</b>	-		
<b>Conferences</b>			
APCO Conference	1,812	3,500	(1,688)
Navigator 2009	-		
Nena Conference	-	7,000	(7,000)
NENA Technical Dev. Conference	-		
Telematics VRS/IP Meeting	-		
<b>Total Conferences</b>	1,812	10,500	(8,688)
<b>EMS Tower Equipment</b>	-		
<b>Fiber Optic Cable</b>	-		
<b>GeoCom Consulting</b>	-		
<b>Hawaiian Telcom Charges</b>			
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	86,055	342,715	(256,660)
HawT Chgs for C&C, Hickam, HPD	-		
<b>Total Hawaiian Telcom Charges</b>	86,055	342,715	(256,660)
<b>Overtime</b>			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
<b>Total Overtime</b>	-		
<b>Pictometry License Agreement</b>	-	209,649	(209,649)
<b>Software Maintenance</b>			
GeoSnap Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	324,562	2,204,493	(1,879,931)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>TOTAL DISBURSEMENTS</b>	324,562	2,204,493	(1,879,931)

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

WIRELESS ENHANCED 911  
 BUDGET vs. ACTUALS  
 For 7 months ending January 31, 2010

DESCRIPTION	Maui PSAP		
	FYTD JAN 2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget
<b>DISBURSEMENTS:</b>			
<b>PSAP Expenses</b>			
Akimeka Program Mgmt	229,833	373,756	(143,923)
<b>CAD Related Expenses</b>			
Integrgraph CAD upgrade	-		
Motorola CAD Port @ Kapolei	-		
CAD Related Expenses - Other	-		
<b>Total CAD Related Expenses</b>	-		
<b>Computers</b>			
20 PTK Cordless	-		
Servers DIT	-		
<b>Total Computers</b>	-		
<b>Conferences</b>			
APCO Conference	7,493	12,045	(4,552)
Navigator 2009	-		
Nena Conference	12,045	7,500	4,545
NENA Technical Dev. Conference	-		
Telematics VRS/IP Meeting	300	300	-
<b>Total Conferences</b>	19,839	19,845	(7)
<b>EMS Tower Equipment</b>			
Fiber Optic Cable	-		
GeoCom Consulting	-		
<b>Hawaiian Telcom Charges</b>			
Haw Tel T1 Charges	-		
Hawaiian Telcom Trunk	111,398	204,348	(92,950)
HawT Chgs for C&C, Hickam, HPD	-		
<b>Total Hawaiian Telcom Charges</b>	111,398	204,348	(92,950)
<b>Overtime</b>			
O/T GeoComm Training	-		
O/T Pictometry Training	-		
<b>Total Overtime</b>	-		
<b>Pictometry License Agreement</b>			
Software Maintenance	-	364,816	(364,816)
GeoSnap Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	361,070	962,765	(601,696)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>TOTAL DISBURSEMENTS</b>	361,070	962,765	(601,696)

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

WIRELESS ENHANCED 911

BUDGET vs. ACTUALS

For 7 months ending January 31, 2010

DESCRIPTION	Oahu PSAP		
	FYTD JAN 2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget
<b>DISBURSEMENTS:</b>			
<b>PSAP Expenses</b>			
Akimeka Program Mgmt	-		
<b>CAD Related Expenses</b>			
Integraph CAD upgrade	-		
Motorola CAD Port @ Kapolei	-	7,766	(7,766)
CAD Related Expenses - Other	-	91,719	(91,719)
<b>Total CAD Related Expenses</b>	-	99,485	(99,485)
<b>Computers</b>			
20 PTK Cordless	-	6,363	(6,363)
Servers DIT	-	68,789	(68,789)
<b>Total Computers</b>	-	75,152	(75,152)
<b>Conferences</b>			
APCO Conference	21,694	14,500	7,194
Navigator 2009	7,014	7,014	0
Nena Conference	14,509	21,700	(7,191)
NENA Technical Dev. Conference	-		
Telematics VRS/IP Meeting	-		
<b>Total Conferences</b>	43,217	43,214	3
<b>EMS Tower Equipment</b>	-	113,972	(113,972)
<b>Fiber Optic Cable</b>	-	115,310	(115,310)
<b>GeoCom Consulting</b>	41,780	41,781	(1)
<b>Hawaiian Telcom Charges</b>			
Haw Tel T1 Charges	-	35,191	(35,191)
Hawaiian Telcom Trunk	1,086,129	1,528,760	(442,631)
HawT Chgs for C&C, Hickam, HPD	-	31,620	(31,620)
<b>Total Hawaiian Telcom Charges</b>	1,086,129	1,595,571	(509,442)
<b>Overtime</b>			
O/T GeoComm Training	-	13,758	(13,758)
O/T Pictometry Training	-	3,106	(3,106)
<b>Total Overtime</b>	-	16,864	(16,864)
<b>Pictometry License Agreement</b>	-	270,558	(270,558)
<b>Software Maintenance</b>			
GeoSnap Maintenance	22,380	22,380	-
<b>Total Software Maintenance</b>	22,380	22,380	-
<b>Total PSAP Expenses</b>	1,193,506	2,394,287	(1,200,781)
<b>TOTAL DISBURSEMENTS</b>	1,193,506	2,394,287	(1,200,781)

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

WIRELESS ENHANCED 911  
 BUDGET vs. ACTUALS  
 For 7 months ending January 31, 2010

DESCRIPTION	Operations		
	FYTD JAN 2010 ACTUALS	Total Annual Budget	\$ Over/(Under) Budget
<b>DISBURSEMENTS:</b>			
Audit Expense	8,883	8,900	(18)
Board Member Travel	11,065	26,700	(15,635)
Consulting Expense			
Akimeka, LLC	159,163	172,500	(13,337)
Intrado, Inc	139,693	249,004	(109,311)
TKC Consulting Group, LLC	27,083	162,500	(135,417)
<b>Total Consulting Expense</b>	<b>325,939</b>	<b>584,004</b>	<b>(258,065)</b>
DB&F Assessments			
DB&F Admin. Exp. Assess	76,183	255,587	(179,404)
DB&F Revenue Assessment	212,981	415,235	(202,254)
<b>Total DB&amp;F Assessments</b>	<b>289,164</b>	<b>670,822</b>	<b>(381,658)</b>
Conferences			
APCO Conference	-		
Navigator 2009	-		
Nena Conference	-		
NENA Technical Dev. Conference	-	2,300	(2,300)
Telematics VRS/IP Meeting	-		
<b>Total Conferences</b>	<b>-</b>	<b>2,300</b>	<b>(2,300)</b>
WSP Cost Recovery			
Sprint/Nextel	84,104	177,000	(92,896)
<b>Total WSP Cost Recovery</b>	<b>84,104</b>	<b>177,000</b>	<b>(92,896)</b>
<b>TOTAL DISBURSEMENTS</b>	<b>719,155</b>	<b>1,469,726</b>	<b>(750,571)</b>

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

WIRELESS E911  
CASH RECEIPTS & DISBURSEMENTS  
FROM INCEPTION THRU JANUARY 31, 2010

DESCRIPTION	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
<b>RECEIPTS</b>						
Interest Inc	-	-	-	-	1,554,086.89	1,554,086.89
Total Wireless Surcharge Collection	-	-	-	-	39,456,188.81	39,456,188.81
<b>Total RECEIPTS</b>	-	-	-	-	41,010,275.70	41,010,275.70
<b>DISBURSEMENTS:</b>						
Act 79 Fund Transfer To State	-	-	-	-	16,000,000.00	16,000,000.00
Audit Expense	-	-	-	-	24,545.00	24,545.00
Board Member Travel	-	-	-	-	60,089.65	60,089.65
Total Consulting Expense	-	-	-	-	1,747,123.78	1,747,123.78
Total DB&F Assessments	-	-	-	-	2,277,630.92	2,277,630.92
Meeting Expense	-	-	-	-	1,562.85	1,562.85
<b>PSAP Expenses</b>						
Akimeka Program Mgmt	1,108,171.87	707,941.68	778,000.00	-	-	2,594,113.55
Total CAD Related Expenses	142,666.40	-	-	-	-	142,666.40
Total Computers	-	6,121.44	-	165,313.94	-	171,435.38
Total Conferences	52,363.56	37,245.63	81,162.77	113,280.85	-	284,052.81
Deployment Testing	-	-	-	2,993.31	-	2,993.31
Excom911 Recorder	-	-	-	26,037.70	-	26,037.70
Fiber Optic Cable	-	-	-	254,263.08	-	254,263.08
GeoCom Consulting	-	-	-	41,780.09	-	41,780.09
GIS Mapping System	12,900.00	-	-	367,862.98	-	380,762.98
Total Hawaiian Telcom Charges	861,011.78	268,363.36	810,865.64	3,759,863.29	-	5,700,104.07
Lease	-	-	-	7,539.25	-	7,539.25
Pictometry License Agreement	50,327.79	-	-	338,845.00	-	389,172.79
PSAP Reimbursement	-	-	-	-	(7,998.90)	(7,998.90)
Software	681.55	-	-	-	-	681.55
Total Software Maintenance	-	-	-	22,380.00	-	22,380.00
Total Training	13,350.00	2,622.39	-	61,183.81	-	77,156.20
Travel Expense	-	-	96,030.57	-	-	96,030.57
William Yang	-	-	-	34,364.00	-	34,364.00
<b>Total PSAP Expenses</b>	<b>2,241,472.95</b>	<b>1,022,294.50</b>	<b>1,766,058.98</b>	<b>5,195,707.30</b>	<b>(7,998.90)</b>	<b>10,217,534.83</b>
Public Service Expenses	-	-	-	-	127.00	127.00
Total WSP Cost Recovery	-	-	-	-	580,450.54	580,450.54
<b>Total DISBURSEMENTS</b>	<b>2,241,472.95</b>	<b>1,022,294.50</b>	<b>1,766,058.98</b>	<b>5,195,707.30</b>	<b>20,683,530.84</b>	<b>30,909,064.57</b>
<b>Net CASH BALANCE</b>	<b>(2,241,472.95)</b>	<b>(1,022,294.50)</b>	<b>(1,766,058.98)</b>	<b>(5,195,707.30)</b>	<b>20,326,744.86</b>	<b>10,101,211.13</b>

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

### • PSAP Operations

#### 9-1-1 Call Volume – January 2010

PSAP	Total	Wireline	%	Wireless	%
<b>HAWAII (*)</b>	10,574	4,293	40.6%	6,279	59.4%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
<b>TOTAL YTD</b>	<b>10,574</b>	<b>4,293</b>	<b>40.6%</b>	<b>6,279</b>	<b>59.4%</b>	<b>2</b>	<b>0.0%</b>	<b>1,146</b>	<b>10.8%</b>
<b>AVG PER MO</b>	<b>10,574</b>	<b>4,293</b>		<b>6,279</b>		<b>2</b>		<b>1,146</b>	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
<b>TOTAL YTD</b>	<b>2,000</b>	<b>971</b>	<b>48.6%</b>	<b>22.6%</b>	<b>1,027</b>	<b>51.4%</b>	<b>16.4%</b>	<b>2</b>	<b>0.1%</b>	<b>47</b>	<b>2.4%</b>
<b>AVG PER MO</b>	<b>2,000</b>	<b>971</b>			<b>1,027</b>			<b>2</b>		<b>47</b>	

**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 January 1, 2010 – January 31, 2010

---

- PSAP Operations (continued)**

### Wireless Test – January 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
1/14/10	Sprint	1	3	Hawaii PSAP/ Akimeka

- 01/01/10 - Ongoing Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.  
  
No further updates provided with an estimated clearing date since the last month's report.
- 01/06/10 - Ongoing Akimeka personnel distributed an update and hearing notices to the Neighbor Island PSAPs regarding bills pertaining to 9-1-1. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, SB2769 - Emerging Technologies, and HB2698 - Broadband.
- 01/07/10 - 01/11/10 Akimeka personnel distributed a news article to the Neighbor Island PSAPs which involved 9-1-1 dispatchers featured on the Today Show. The news clip outlined a medical call where the dispatcher did not provide medical instructions. The National Emergency Numbering Association (NENA) provided a response in support of the dispatcher given the circumstances and included further clarification of the 9-1-1 system and process.
- 01/12/10 Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the January 28th NENA Governmental Teleconference.
- 01/12/10 Akimeka personnel provided the Neighbor Island PSAPs with an update regarding the Call Detail Report (CDR) issue, which was pending a response from Hawaiian Telcom, Inc. (HTI).
- 01/14/10 - Ongoing Akimeka personnel contacted Mary Ann Adams of OnStar regarding recent letters received about OnStar's consent and testing. OnStar is investigating whether consent forms had already been received.  
  
In the meantime, Akimeka's personnel continued to work with Intrado and OnStar to add specific vehicle information on the incoming data. Sergeant Travis Ing volunteered to test OnStar from his personal vehicle.
- 01/14/10 Akimeka personnel assisted the Hawaii County PSAP in filing a FTC and "Do Not Call" registry complaint on a telemarketer calling 9-1-1 using a remote call forwarding number.
- 01/19/10 Akimeka personnel continues to address the Abandoned call statistics.

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

---

- PSAP Operations (continued)**

- 01/28/10 Akimeka personnel participated in the monthly NENA Governmental conference call.
- 01/29/10 Akimeka personnel worked with Stephen Douglass of HTI regarding the scheduled maintenance planned on the ALI servers. Updates were provided to the Neighbor Island PSAPs accordingly.

- MSAG**

### Current Month – January 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	232	192	61	18	35	59	19	114	40	0	0
Revised categories and report format changes effective April 2009.											

A total of 232 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

Since August 2009, a review of all MSAG records under the communities of Kapa`au, Hawi, Pā`auhau, O`ōkala, and Laupāhoehoe have been performed, with Pa`auilo completed and Honoka`a currently about 40% complete.

All suspended transactions were cleared and there were no records in Suspended status as of October 31, 2009. This is a significant improvement compared to the end of September 2009, where 51 transactions were under Suspended status with 121 customers affected.

During January 2010, a total of 80 MSAG records were reviewed for the community of Paauilo; 114 customer ANI/ALI records were corrected as a direct result of the 192 change requests made to the MSAG database; and 40 ALI Discrepancy reports were submitted to 911Net.

***There are no records in Suspended status as of January 31, 2010.***

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

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2010**

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	232	192	61	18	35	59	19	114	40	0	0
<b>TOTAL YTD</b>	<b>232</b>	<b>192</b>	<b>61</b>	<b>18</b>	<b>35</b>	<b>59</b>	<b>19</b>	<b>114</b>	<b>40</b>		
<b>AVG PER MO</b>	<b>232</b>	<b>192</b>	<b>61</b>	<b>18</b>	<b>35</b>	<b>59</b>	<b>19</b>	<b>114</b>	<b>40</b>		

(\*) Applies to Change, Delete and Insert categories

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

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

• **Mapping Layers Updated/Loaded Into GIS – January 2010**

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers			01/29/10	
	01/19/10			Added VZW towers per CRSS
Street Centerline			01/29/10	
	01/28/10			
	01/27/10			
	01/26/10			
	01/25/10			
	01/21/10			
	01/20/10			

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

- **Mapping Layers Updated/Loaded Into GIS – January 2010**  
(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				
			01/29/10	
		01/29/10		
		01/28/10		
		01/26/10		
		01/25/10		
Psuedo Address Points				
			01/29/10	
		01/28/10		
		01/26/10		
		01/15/10		
		01/12/10		
Parcels				
Churches				
		01/29/10		
Coastal Names				
		01/29/10		
Communities				
		01/28/10		
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
			01/29/10	
		01/29/10		
		01/28/10		
		01/27/10		
		01/26/10		
		01/25/10		
	01/21/10			

(\*) 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 January 1, 2010 – January 31, 2010

---

- **Mapping Layers Updated/Loaded Into GIS – January 2010**  
(continued)

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Fire Stations	01/29/10			
Food & Beverage				
Hospitals	01/29/10			
Hotels				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest	01/29/10			
Police Beat Boundaries				
Police District				
Police ESZ			01/29/10	
Police Stations	01/29/10			
Post Office				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

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

---

- **Mapping Layers Updated/Loaded Into GIS – January 2010  
(continued)**

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

### Current Month GIS Activities – January 2010

- 01/21/10 Akimeka GIS personnel created an ArcReader Map to assist the Hawaii County Fire Department and Akimeka to verify changes made to the Fire ESZ layer.
- 01/22/10 Akimeka GIS personnel worked with Hawaii County Fire Dispatchers to re-draw the ESZ boundaries to meet Intergraph's CAD requirements.
- 01/27/10 Akimeka GIS personnel contacted Positron to coordinate the delivery of PowerMap's software update. The software along with a users manual and documentation describing the differences between the current version and the new version will be delivered to Akimeka.

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

- **Service Requests Transactions**

### Open Service Requests – January 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/08/10	127	<u>Incorrect Displayed Information:</u> TN = 808/325-4000; No Name Listed	MSAG - ANI/ALI Discrepancy	Low	Pending update by Intrado with corrected information.
2	01/25/10	136	<u>Incorrect Address:</u> TN = 808/966-4455	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent; correction pending.
3	01/25/10	137	<u>Incorrect Address:</u> TN = 808/322-5226	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
4	01/25/10	138	<u>Incorrect Address:</u> TN = 808/967-7209	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
5	01/25/10	139	<u>Incorrect Address:</u> TN = 808/315-7619	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
6	01/25/10	140	<u>Incorrect Address:</u> TN = 808/982-5552	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
7	01/25/10	141	<u>Incorrect Address:</u> TN = 808/982-6616	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
8	01/25/10	142	<u>Incorrect Address:</u> TN = 808/963-6177	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
9	01/25/10	143	<u>Incorrect Address:</u> TN = 808/775-0145	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
10	01/25/10	144	<u>Incorrect Address:</u> TN = 808/982-6944	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
11	01/25/10	145	<u>Incorrect Address:</u> TN = 808/322-9827	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.
12	01/25/10	146	<u>Incorrect Address:</u> TN = 808/929-8215	MSAG - ANI/ALI Discrepancy	Low	Request to update record sent; correction pending.

### 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											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	23	11	12	0	0	23	11	0	0	0	0
<b>TOTAL</b>	<b>23</b>	<b>11</b>	<b>12</b>	<b>0</b>	<b>0</b>	<b>23</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u> Open Service Requests reflect what is in pending status at the end of the report month.											

<b>Definitions:</b>	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



## Call Statistics \*\*\*

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

**1/1/2010 - 1/31/2010**

### Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Total
<b>Initial Calls (screeners)</b>	13404	33.31%	23042	57.25%	3800	9.44%	40246
<b>HPD</b>	13046	32.90%	21520	54.27%	5084	12.82%	39650
<b>HFD</b>	2040	45.99%	2015	45.42%	381	8.59%	4436
<b>EMS</b>	3045	47.53%	2780	43.40%	581	9.07%	6406
<b>RDC</b>	532	22.67%	1199	51.09%	616	26.25%	2347
<b>Hickam</b>	44	11.08%	272	68.51%	81	20.40%	397
	13404	33.31%	23042	57.25%	3800	9.44%	40246

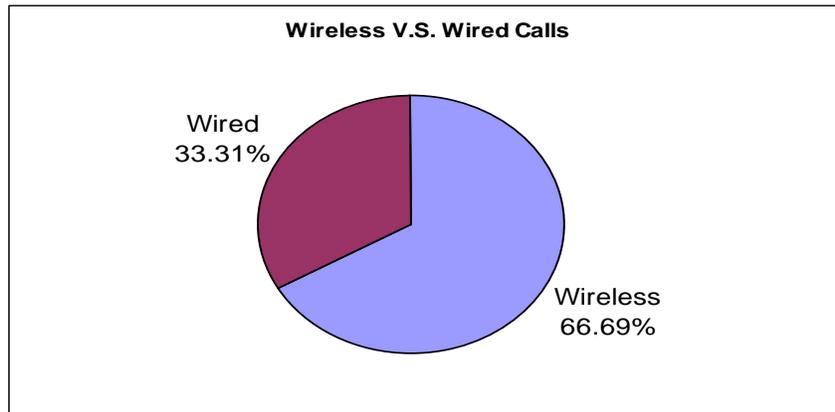
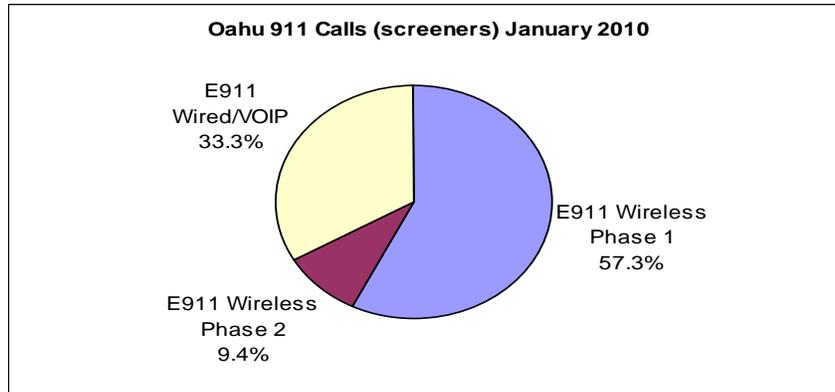
\*\*\* Stats don't include the 2 weeks HPD was at Kapolei backup. Numbers are still being processed.



## Call Statistics Continued

### Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	23042	57.25%
E911 Wireless Phase 2	3800	9.44%
E911 Wired/VOIP	13404	33.31%
<b>Total</b>	<b>40246</b>	

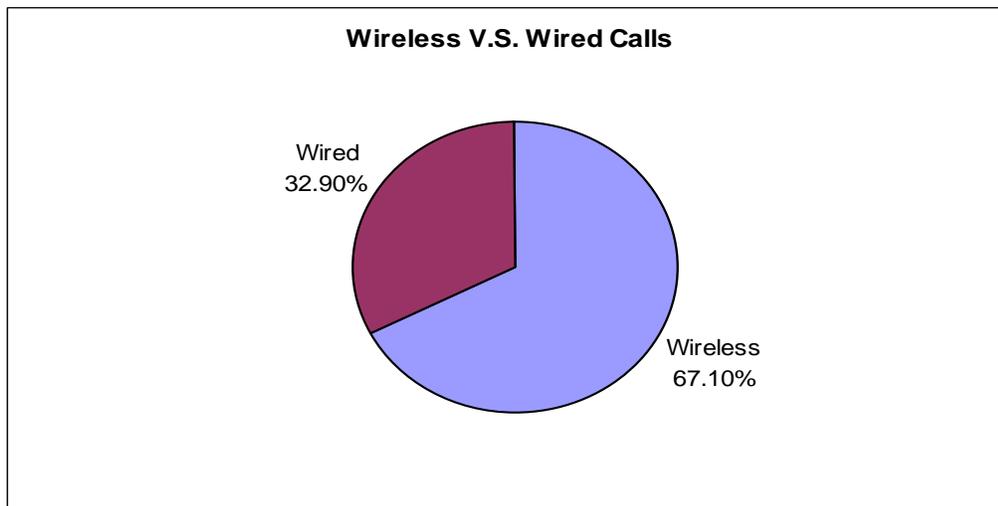
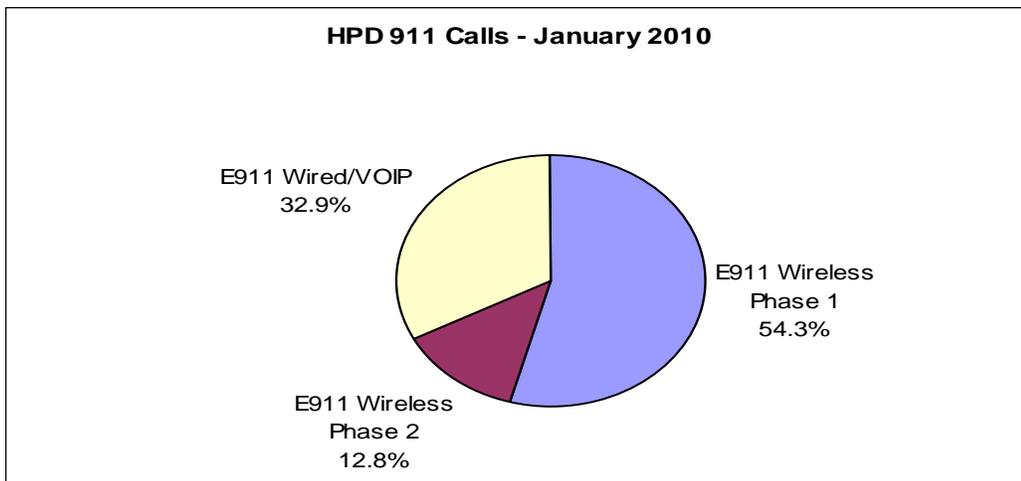




## Call Statistics Continued

### HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	21520	54.27%
E911 Wireless Phase 2	5084	12.82%
E911 Wired/VOIP	13046	32.90%
	39650	

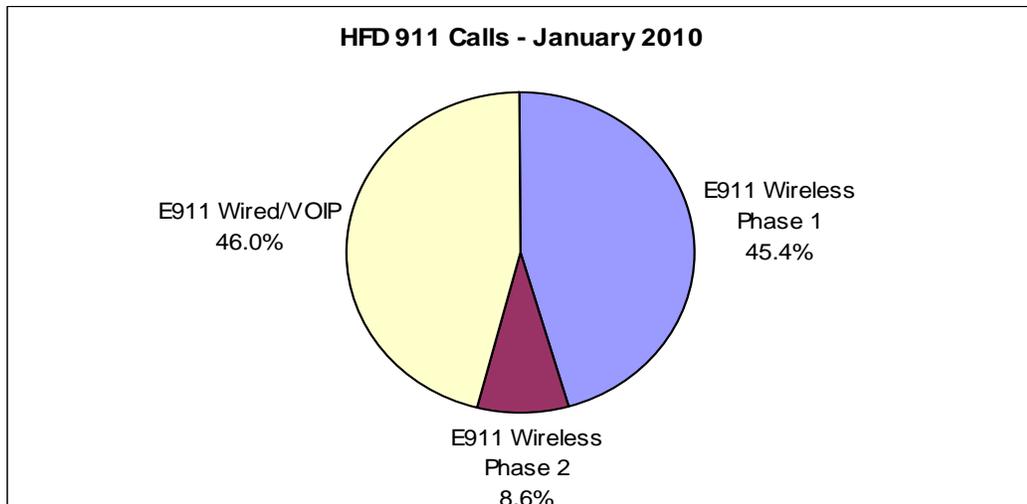
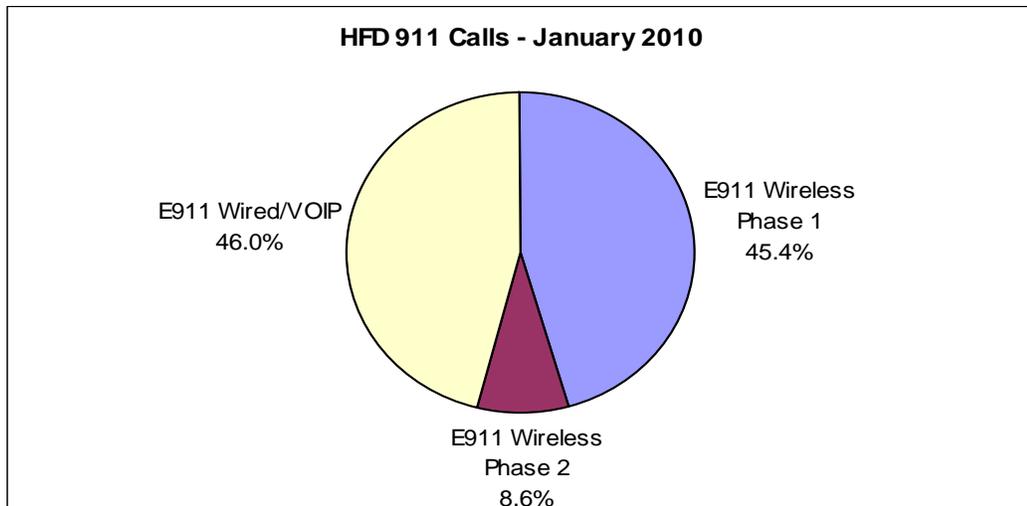




## Call Statistics Continued

### HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2015	45.42%
E911 Wireless Phase 2	381	8.59%
E911 Wired	2040	45.99%
Total	4436	

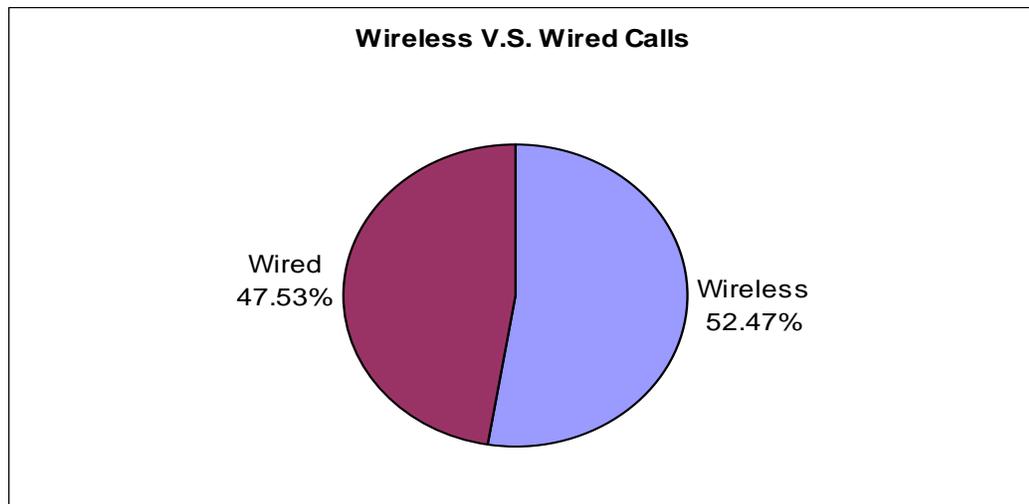
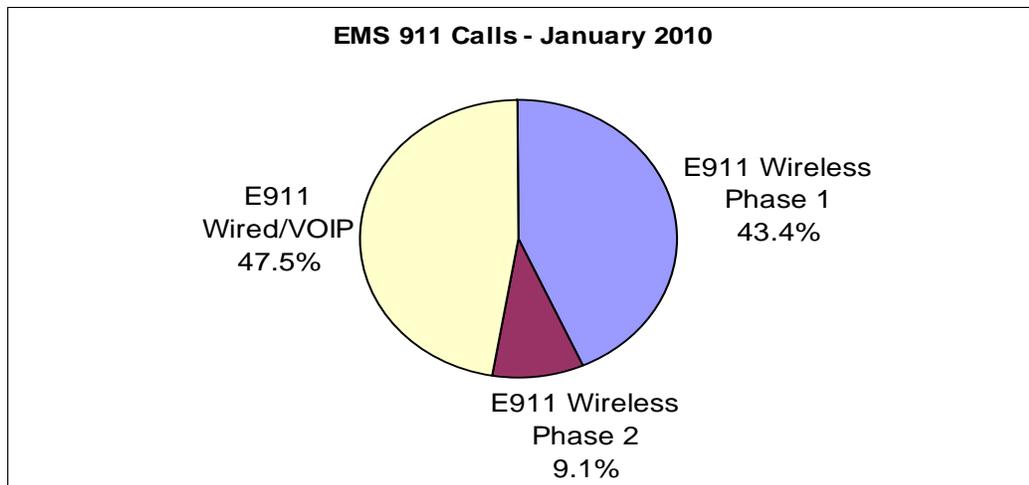




## Call Statistics Continued

### EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2780	43.40%
E911 Wireless Phase 2	581	9.07%
E911 Wired/VOIP	3045	47.53%
Total	6406	

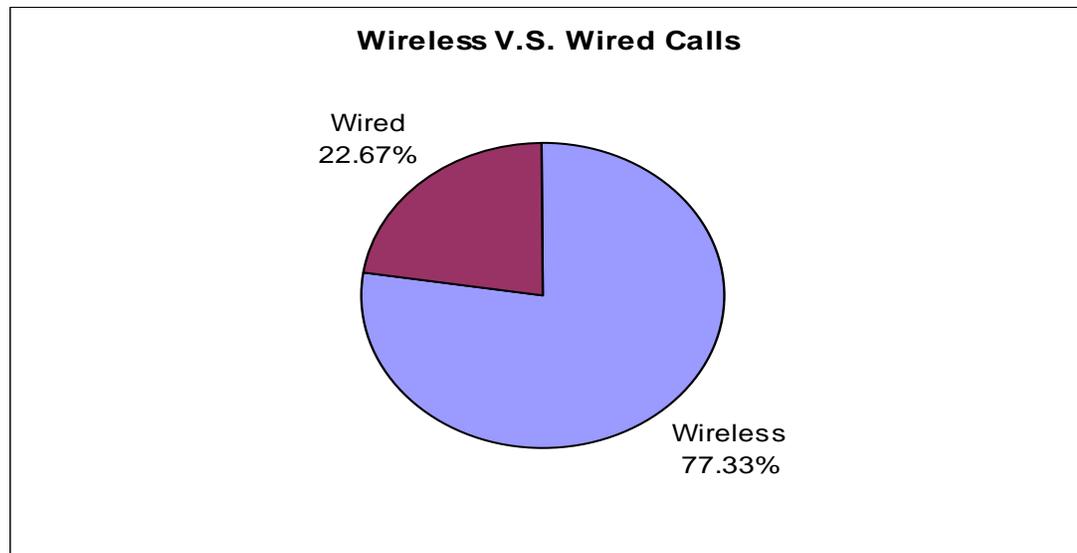
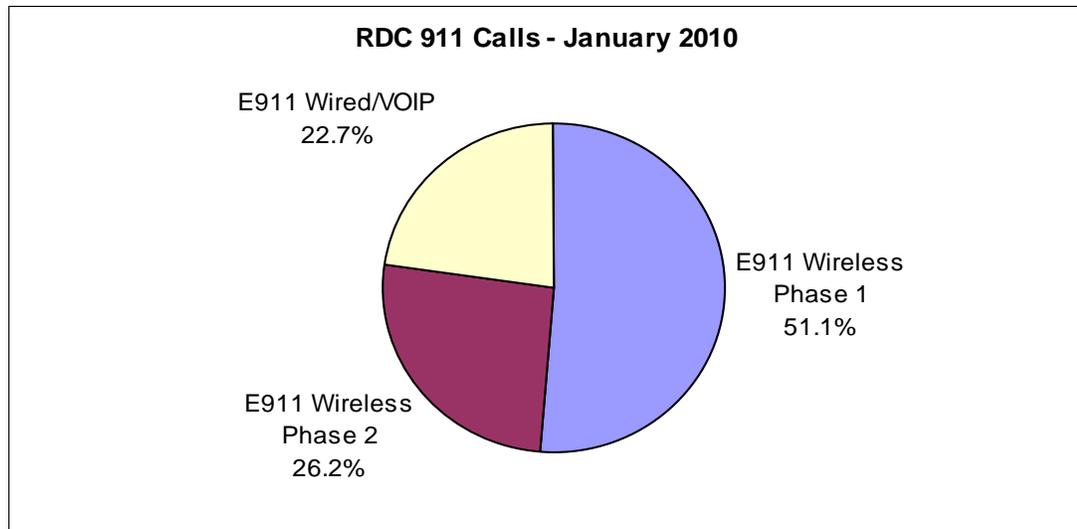




## Call Statistics Continued

### RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1199	51.09%
E911 Wireless Phase 2	616	26.25%
E911 Wired/VOIP	532	22.67%
<b>Total</b>	<b>2347</b>	

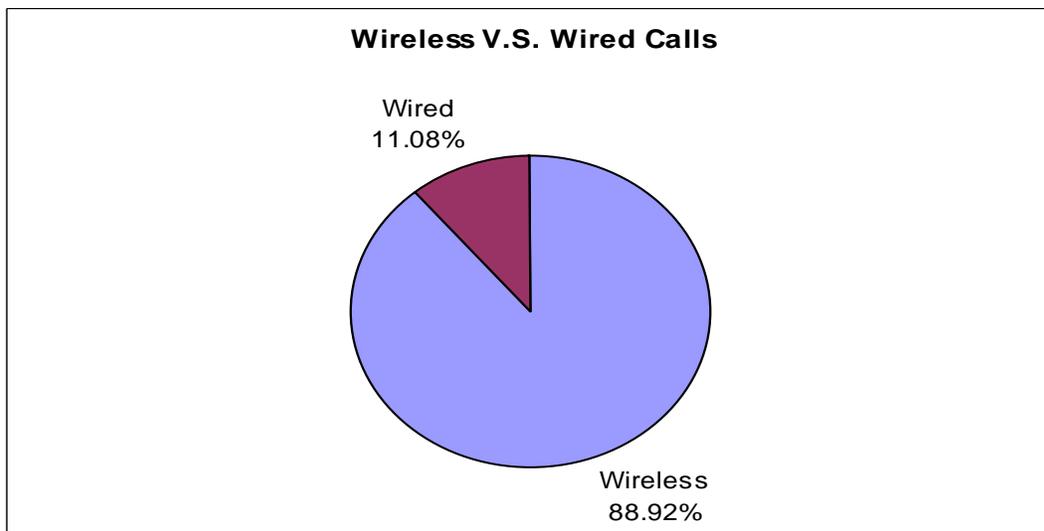
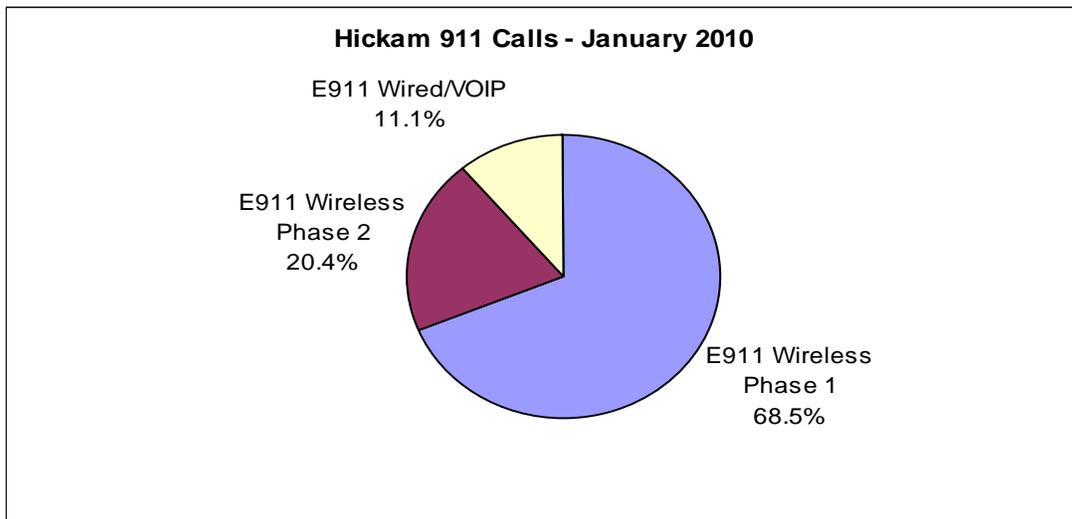




## Call Statistics Continued

### Hickam 911 Calls (Call-takers' positions)

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	272	68.51%
E911 Wireless Phase 2	81	20.40%
E911 Wired/VOIP	44	11.08%
<b>Total</b>	<b>397</b>	





## MSAG Updates

MSAG Changes	Description	Date
3	CHANGE/COMBIN	January 2010

## Wireless Routing Sheets Processed

Carrier	Towers	Sectors
AT&T	1	9
Mobi	3	9

## Events and Project Status

### Ongoing

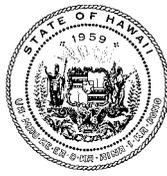
- DIT has received the first complete delivery of Pictometry data and is preparing to deploy it to the Oahu PSAPs.
- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system to Hawaiian Tel's CNET solution.
- DIT renewed the City's maintenance agreement for the Exacom recording systems for HPD, HFD, and EMS.
- Nextel completed the update of their ALI database to include Oahu's wireless tower/sector unique identifier. They are the final carrier to complete the transition.
- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.
- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.
- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products



---

include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.

- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.
- DIT is also working to have Oahu's E911 servers provide real-time alarms to an alert system in DIT Operations for immediate response and escalation to the appropriate contact. Any hardware failure, including hard drives, power supply, etc. will trigger these event notifications automatically.
- As per the City & County Honolulu's new computer security policies, DIT is in the process of testing cyber security measures and developing maintenance plans to conform to those guidelines.



February 10, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Authorization to send the Executive Director, Board Members and PSAP Representatives to 9-1-1 Goes to Washington in Arlington, VA – March 14-17, 2010

The following are the estimated costs per person to 9-1-1 Goes to Washington in Arlington, VA – March 14-17, 2010 (see included brochure)

- Registration: \$500
- Airfare: \$963
- Hotel: \$1,040
- Per Diem \$384
  
- Total: \$2,887.00

# 9-1-1 Goes to Washington

March 14–17, 2010



# 9-1-1 Goes to Washington

## Turning vision and leadership into action!

9-1-1 Goes to Washington is your opportunity to join forces with hundreds of your fellow public safety professionals from around the country, meet directly with Members of Congress and their staff, Administration officials, and government leaders, and make your voice heard on behalf of the entire 9-1-1 community.

**9-1-1 Goes to Washington is the only place to get the tools, learn the rules, and make a difference.**

Major technical and operations advances in 9-1-1 are enabling the transition to Next Generation emergency communications systems. As technology evolves, are the policies in place to ensure 9-1-1 can fully utilize and benefit from this revolution? The future of the 9-1-1 system depends on leadership and collaboration at all levels of government. Do you know the local, state, and national issues at play in the effort to create the necessary regulatory and legislative framework? Are you familiar with the key governmental entities and the roles they play in the process? Are you equipped with the skills and information to effectively advocate for favorable 9-1-1 policies and influence decision makers?

In order to address the needs of today's 9-1-1 system while laying the policy groundwork for Next Generation systems, public safety professionals must understand these topics, and take an active role in educating policymakers and enlisting them as allies. At 9-1-1 Goes to Washington, you will do both. You will discuss the needs of the 9-1-1 community with your appointed and elected officials and gain the knowledge and resources necessary to become a more effective leader in our shared mission to make public safety a priority in Washington, DC and in all fifty states and the U.S. Territories.

When you join NENA, the E9-1-1 Institute, APCO, NASNA, and the 9-1-1 Industry Alliance for this one-of-a-kind conference in Washington, DC from March 14-17, you will:

- Explore near-and-long-term Next Generation 9-1-1 transition policy issues at all levels of government
- Hear directly from Administration, Congressional, and federal agency leaders
- Learn about significant emergency communications programs and activities, including the National Broadband Plan and Department of Homeland Security initiatives
- Discuss current, proposed, and needed federal and state 9-1-1, homeland security, and emergency communications legislation and regulation
- Dialog with 9-1-1 leaders and help shape the 9-1-1 and emergency communications agenda for the Administration and Congress
- Gain insight and advocacy tips from Hill staffers and Washington veterans on effectively communicating the 9-1-1 legislative agenda, making a lasting impression during meetings, and building relationships with lawmakers
- Turn your new knowledge and skills into direct action during meetings with your elected representatives and their staff
- Celebrate 9-1-1 heroes and leaders at the 9-1-1 Honors Awards Gala, featuring a reception, dinner, awards ceremony, and remarks from Congressional E9-1-1 Caucus Members at historic Union Station

## Agenda *Subject to change*

### Sunday, March 14

- 7:30 – 4:30** Registration
- 8:00 – 4:00** Pre-Conference Course: Introduction to Converging 9-1-1 Technologies
- 4:30 – 6:00** PSAP Tour: Fairfax County, VA's new, state-of-the-art PSAP

### Monday, March 15

- 8:00 – 4:30** Registration
- 9:30 – 9:45** Welcome from Conference Hosts
- 9:45 – 12:00** Special Workshop: NG9-1-1 Transition Planning and Implementation: Resolving Technology and Policy Issues During the Transition
- 12:00 – 1:00** Lunch on your own
- 1:00 – 4:30** Homeland Security in a Next Generation World
  - Keynote Address: Janet Napolitano, Secretary, Dept. of Homeland Security (Invited)
  - DHS Office of Interoperability and Compatibility (OIC) presentation
    - Remarks from David G. Boyd, Ph.D., Director, Command, Control and Interoperability Division, Science and Technology Directorate
    - Virtual USA demonstration featuring OIC staff and practitioners
  - DHS Office of Emergency Communications (OEC) presentation
    - Remarks from Chris Essid, Director, Office of Emergency Communications
    - Update on the National Emergency Communications Plan (NECP) and other OEC activities
- 5:30 – 6:30** Evening Reception

### Tuesday, March 16

- 8:00 – 4:00** Registration
- 9:00 – 9:10** Welcome from Conference Hosts
- 9:10 – 9:30** Congressional Keynote Address
- 9:30 – 10:45** The 9-1-1 Legislative Agenda
  - Background on existing federal 9-1-1 legislation
  - The 2010 E9-1-1 Caucus legislative agenda
  - Tips for successful advocacy
- 11:00 – 12:00** The National 9-1-1 Office: What It Is and How It Can Help You Do Your Job
- 12:00 – 1:00** Lunch (provided)
- 1:00 – 2:15** FCC Roundtable: Key Federal 9-1-1 and Emergency Communications Regulatory Activities
  - Remarks from FCC Public Safety and Homeland Security Bureau Chief Jamie Barnett, Rear Admiral, Ret.
  - FCC updates and discussion of the National Broadband Plan, 9-1-1 location accuracy, non-initialized phone call blocking, 9-1-1 competition, emergency alerting, preparedness, and more
- 2:15 – 3:00** 9-1-1 and the Full Emergency Response Enterprise
  - Next Generation Safety Consortium presentation
- 3:15 – 4:30** State Legislative Issues and Lessons Learned
- 6:00 – 10:00** 9-1-1 Honors Awards Gala (Union Station)

### Wednesday, March 17

- All day** Capitol Hill Outreach



# Registration Form



## 9-1-1 Goes to Washington • March 14–17, 2010 • Arlington, VA

Please check if this is your first time attending. Please register only one attendee per form, duplicate if necessary.

First Name \_\_\_\_\_ Middle Initial \_\_\_\_\_ Last Name \_\_\_\_\_

Badge Name \_\_\_\_\_ Title \_\_\_\_\_

Agency/ Company \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State/Province \_\_\_\_\_ Zip/Postal Code \_\_\_\_\_ Country \_\_\_\_\_

Daytime Phone \_\_\_\_\_ E-Mail Address \_\_\_\_\_

Check here if you would like assistance in setting up appointments with your congressional representatives.

**Registration Fee** (Includes Three-day program, Registration Materials, Congressional Directory, Welcome Reception, Refreshment Breaks, Lunch Tuesday and Wednesday and the 9-1-1 Honor Awards Gala Dinner)

	<b>Early Registration</b> (received by 1/29/10)	<b>Regular Registration</b> (received after 1/29/10)	<b>Fee Totals</b>
<b>Non-member Registration &amp; Dinner</b>	<input type="checkbox"/> \$470	<input type="checkbox"/> \$500	\$ _____
<input type="checkbox"/> <b>NENA</b> , <input type="checkbox"/> <b>APCO</b> , or <input type="checkbox"/> <b>NASNA Member Registration &amp; Dinner</b>	<input type="checkbox"/> \$395	<input type="checkbox"/> \$425	\$ _____
<b>ENP Registration</b> (current/active ENP)	<input type="checkbox"/> \$375	<input type="checkbox"/> \$395	\$ _____

### Additional Events — Pre-Conference Course – Sunday, March 14, 2010

(Includes instruction, course materials and refreshment breaks)

<b>Introduction to Converging 9-1-1 Technologies</b>	<input type="checkbox"/> \$195	<input type="checkbox"/> \$225	\$ _____
<b>TOTAL DUE</b>			<b>\$ _____</b>

### Method of Payment

Check enclosed in the amount of \$ \_\_\_\_\_

Credit Card Payment:  MasterCard  Visa  American Express

Card #: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Name as it appears on card: \_\_\_\_\_

Signature: \_\_\_\_\_

#### Send payment by mail or fax to:

2010 9-1-1 GTW  
4350 North Fairfax Drive  
Suite 750, Arlington, VA 22203  
Phone: 1.800.332.3911  
Fax: 1.703.812.4675

### Hotel and Conference Site

A discounted block of rooms has been reserved at the Hilton Crystal City at Ronald Reagan National Airport for 2010 9-1-1 Goes To Washington attendees. The discounted rate is \$199 per night and attendees need to make their reservations before February 18, 2010 by calling Hilton Reservations at 1.800.445.8667. You must use the reference code "NEN" or identify yourself as a 9-1-1 Goes To Washington attendee to obtain the discounted rate.

Hilton Crystal City @ Ronald Reagan National Airport  
2399 Jefferson Davis Highway  
Arlington, VA 22202

The Hilton Crystal City is located one mile from Ronald Reagan National Airport (DCA). Fly into DCA and stay at the site for all conference sessions. The Hilton Crystal City offers complimentary shuttle service to/from Ronald Reagan National Airport.

### Travel

You may also fly into Baltimore/Washington International Thurgood Marshall Airport (BWI) or Washington Dulles International Airport (IAD), these airports are approximately 40 – 50 miles from the conference hotel. Travel time from either BWI or IAD is approximately one hour or more, depending on traffic.

### Cancellations

All cancellations must be in writing. Cancellations received on or before February 15, 2010 will be charged a \$25 fee. No refunds can be made after February 15, 2010.

#### For Official Use Only

Date Received: \_\_\_\_\_

Amount Received: \_\_\_\_\_

ID#: \_\_\_\_\_

Invoice #: \_\_\_\_\_



National Emergency Number Association  
 4350 North Fairfax Drive, Suite 750  
 Arlington, VA 22203-1695

# 9-1-1 Goes to Washington

March 14–17, 2010

Presented jointly by:



9-1-1 Goes To Washington Sponsors:





February 10, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Authorization to send 5 staff members from the Honolulu Police, Fire and EMS PSAPs and the Executive Director to Maui to review the work effort related to 9-1-1 Addressing, MSAG and GIS.

The City and County of Honolulu is in the process of establishing a 9-1-1 Addressing, MSAG and GIS reconciliation project. They would like to meet with Akimeka LLC and the Maui PSAP to better understand the work effort that is required for such a project.

- Estimated Costs - \$1,200 (6 x \$200) for airfare



February 02, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Legislative Update

The following Bills related to the Board and/or 9-1-1 are currently being tracked:

**HB2274**

**Measure  
Title:**

**RELATING TO THE WIRELESS ENHANCED 911 FUND.**

**Report  
Title:**

**Wireless Enhanced 911 Fund; Independent Audit**

**Description:**

**Requires an independent audit of the wireless enhanced 911 fund annually. Specifies that the audit shall include information on the status of projects undertaken or planned by public safety answering points. Specifies that the results of the audit shall be included in the board's annual report to the legislature.**

**Companion:**

**Package:**

**None**

**Current  
Referral:**

**PBS, CPC, FIN**

**Introducer(s):**

**HANOHANO, PINE, Awana, Nakashima, Takumi**

---

<u>Date</u>		<b>Status Text</b>
1/21/2010	H	Pending introduction.
1/22/2010	H	Introduced and Pass First Reading.
1/22/2010	H	Referred to PBS, CPC, FIN, referral sheet 4
1/26/2010	H	Bill scheduled to be heard by PBS on Thursday, 01-28-10 9:45am in House conference room 309.
1/28/2010	H	The committees on PBS recommend that the measure be PASSED, UNAMENDED. The votes were as follows: 9 Ayes: Representative(s) Hanohano, Aquino, Awana, Keith-Agaran, M. Lee, Nakashima, Rhoads, Takumi, Yamashita; Ayes with reservations: none; Noes: none; and 3 Excused: Representative(s) Saiki, Souki, Pine.
2/2/2010	H	Reported from PBS (Stand. Com. Rep. No. 50-10), recommending passage on Second Reading and referral to CPC.

## **HB2542**

“SECTION 2. The legislature determines that there is in the wireless enhanced 911 fund at least \$5,000,000 in excess of the requirements of the fund. On June 1, 2010, the director of finance is authorized to transfer from the wireless enhanced 911 fund to the general fund the sum of \$5,000,000 or so much thereof as may be necessary for fiscal year 2009-2010.”

**Measure  
Title:**

**RELATING TO NON-GENERAL FUNDS.**

**Report  
Title:**

**Transfer of Non-general Funds**

**Description:**

**Addresses the fiscal year 2009-2010 budget shortfall by transferring to the general fund a total of \$10,000,000 in excess balances from certain special funds.**

Companion: SB2695

Package: Gov

Current Referral: FIN

Introducer(s): SAY (BR)

---

<u>Date</u>		<b>Status Text</b>
1/25/2010	H	Pending introduction.
1/27/2010	H	Introduced and Pass First Reading.
1/27/2010	H	Referred to FIN, referral sheet 7

### **HB2698**

“§ -6 **Funds.** In addition to any other sources of funding, moneys from the wireless enhanced 911 fund, pursuant to section 138-3, shall be used to fund the commission and the commissioner.”

**Measure Title:** RELATING TO TECHNOLOGY.

**Report Title:** Technology; Broadband

**Description:** Creates the Hawaii broadband commission and the Hawaii broadband commissioner to promote and maximize availability of broadband services in the State.

**Companion:**

**Package:** None

**Current Referral:** EBM/CPC, FIN

**Introducer(s):** YAMASHITA, AWANA, CARROLL, CHONG, COFFMAN, HERKES, KEITH-AGARAN, MANAHAN, MCKELVEY, MIZUNO, MORITA, B. OSHIRO, TSUJI, WAKAI, YAMANE, Say

---

<u>Date</u>		<b>Status Text</b>
1/25/2010	H	Pending introduction.
1/27/2010	H	Introduced and Pass First Reading.
1/27/2010	H	Referred to EBM/CPC, FIN, referral sheet 7
2/1/2010	H	Bill scheduled to be heard by EBM/CPC on Wednesday, 02-03-10 2:30pm in House conference room 325.

---

**SB2620**

**Measure Title:** RELATING TO THE WIRELESS ENHANCED 911 FUND.

**Report Title:** Wireless Enhanced 911 Fund; Independent Audit

**Description:** Requires an independent audit of the wireless enhanced 911 fund annually. Specifies that the audit shall include information on the status of projects undertaken or planned by public safety answering points. Specifies that the results of the audit shall be included in the board's annual report to the legislature.

**Companion:** HB2274

**Package:** None

**Current Referral:** EDT/PSM, WAM

**Introducer(s):** KIDANI, ESPERO, HOOSER, Baker, Bunda, English, Galuteria, Ihara, Kim, Nishihara, Tsutsui

<u>Date</u>		<b>Status Text</b>
1/22/2010	S	Introduced.
1/25/2010	S	Passed First Reading.
1/27/2010	S	Referred to EDT/PSM, WAM.
1/28/2010	S	The committee(s) on EDT/PSM added the measure to the public hearing scheduled on 2/1/2010 1:30:00 PM in conference room 016.
1/29/2010	S	The committee(s) on EDT/PSM deleted the measure from the public hearing scheduled on 2/1/2010 1:30:00 PM in conference room 016.
2/1/2010	S	The committee(s) on EDT/PSM has scheduled a public hearing on 02-05-10 2:30pm in conference room 016.

**SB2695**

“SECTION 2. The legislature determines that there is in the wireless enhanced 911 fund at least \$5,000,000 in excess of the requirements of the fund. On June 1, 2010, the director of finance is authorized to transfer from the wireless enhanced 911 fund to the general fund the sum of \$5,000,000 or so much thereof as may be necessary for fiscal year 2009-2010.”

**Measure Title:** RELATING TO NON-GENERAL FUNDS.

**Report Title:** Transfer of Non-general Funds

**Description:** Addresses the fiscal year 2009-2010 budget shortfall by transferring to the general fund a total of \$10,000,000 in excess balances from certain special funds. (\$)

**Companion:** HB2542

**Package:** Gov

**Current Referral:** WAM

**Introducer(s):** HANABUSA (BR)

<u>Date</u>		<b>Status Text</b>
1/25/2010	S	Introduced.
1/27/2010	S	Passed First Reading.
1/27/2010	S	Referred to WAM.
2/2/2010	S	The committee(s) on WAM has scheduled a public hearing on 02-08-10 9:30am in conference room 211.

### **SB2769**

**Measure Title:** RELATING TO ENHANCED 911 SERVICES.

**Report Title:** Enhanced 911 Service; Emerging Technologies

**Description:** Establishes a monthly surcharge on communications service connections to fund deployment and operation of enhanced 911 system communications service providers and public safety agencies. Creates enhanced 911 board to oversee collection and distribution of surcharge funds. Requires reports to the legislature, protection of proprietary

information, and regular audits of the fund. Repeals Chapter 138, HRS (enhanced 911 services for mobile phones). (\$)

Companion:

Package: None

Current Referral: CPN/EDT, WAM

Introducer(s): ESPERO, Bunda, Galuteria, Kidani

---

<u>Date</u>		Status Text
1/25/2010	S	Introduced.
1/27/2010	S	Passed First Reading.
1/27/2010	S	Referred to CPN/EDT, WAM.



February 10, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Oahu/Honolulu request to contract with a firm for Addressing, MSAG and GIS reconciliation project

The City and County of Honolulu has identified there are major issues with addressing, MSAG and GIS as the data used to support their 9-1-1 system. This will be a multiyear project that will be coordinated with all of the Honolulu Public Safety agencies and GIS departments to rectify these issues and get the data into a maintenance mode.

The estimated costs for a firm to support this effort are about \$705,000 per year. The estimated impact for FY2010 is \$176,250.

## ATTACHMENT A

### VIII. TYPE OF TELECOMMUNICATIONS SERVICES TO BE OFFERED

NextGen seeks certification so that it may aggregate and transport emergency local, VoIP, telemetric, PBX, and mobile E9-1-1 traffic, manage and transmit location and calling number data, and provide call routing management for the delivery of emergency calls to PSAPs throughout Hawaii. NextGen's services are used by large wireless carriers, VoIP providers, cable TV system operators who provide telecommunications services and/or VoIP, telemetric operators, PBX users, and mobile voice service providers. NextGen does not provide long distance voice toll services or local exchange voice dial tone services and does not intend to provide such services. However, in order to aggregate and transport emergency calls, NextGen will require the same sort of interconnection and collection made available to certificated Competitive Local Exchange Carriers ("CLECs").

In addition, certification will enable NextGen to acquire and manage pANI numbering resources, which are essential to routing emergency calls, pursuant to the Federal Communications Commission's ("FCC's") directive of September 8, 2006 which states that CLEC certification is now required for pANI management. Furtherance of this FCC objective and of the availability of competitive sources for emergency call routing and management are in the public interest.

### X. TYPE OF EQUIPMENT TO BE EMPLOYED

NextGen is technically qualified to provide the proposed local exchange and interexchange services in Hawaii. NextGen's management team has extensive management and telecommunications experience. TCS is a leading provider of E9-1-1 location and routing services in the United States. TCS provides a variety of telecommunications products and services internationally to approximately 42 wireless carriers including Short Message Service ("SMS") messaging, Wireless Internet Gateway, satellite communications, information technologies ("IT") management services, and location based services. NextGen's expertise in E9-1-1 has been developed over the last 9 years in the wireless industry, providing E9-1-1 service to wireless carriers. In that capacity, NextGen has developed a knowledge base and hands-on experience in managing wireless automatic location identification ("ALI") databases, establishing ALI circuits, provisioning ALI databases and selective routers, and provisioning voice and data circuits to a wide variety of selective routers. As a Mobile Positioning Center ("MPC") vendor, NextGen is familiar with Public Safety Answering Point ("PSAP") messaging, ALI screen formatting, and all messaging related to Phase 1 and Phase 2 wireless E9-1-1 deployments. In addition, TCS provides Assisted Global Positioning System ("AGPS") Positioning Determining Entity ("PDE") service for E9-11 Phase 2 and hosts the Wide Area Reference Network ("WARN") used by virtually all AGPS users in the United States.

TCS monitors its hardware and 24x7 in the state-of-the-art TCS Network Operations Center ("NOC") located in Seattle, WA with a duplicate active redundant backup NOC in Phoenix, AZ, and a standby NOC in Annapolis, MD. The NOC monitors an average of

approximately 140,000 E9-1-1 calls per day with a network availability rate in excess of 99.999%. The NOC maintains direct communications with PSAPs, local exchange carriers NOCs and the NOCs of our wireless customers. TCS manages trouble tickets according to strict Service Impairment Levels that mandate escalation according to the nature and extent of the problems. TCS has years of experience supporting the 9-1-1 call routing process and the selective routing switches of any 9-1-1 provider in the country. TCS currently supports switch updates and/or external selective routing database ("SRDB") functionality to the following equipment:

- Lucent 5ESS
- Lucent ECP
- Nortel DMX
- Ericsson

NextGen provides a 24/7/365 NOC accessible via a toll free number, (800) 959-3749. NextGen is ISO 9001 certified and TL9000 certified. Sophisticated escalation matrices exist to ensure prompt resolution of outages. Applicant will report outages to the Federal Communications Commission per established guidelines.

### XIII. APPLICANT'S FITNESS, WILLINGNESS AND ABILITY TO RENDER PROPOSED SERVICE AND CONFORM WITH TERMS, CONDITIONS AND RULES OF THE PUBLIC UTILITIES COMMISSION

As other responses demonstrate, NextGen possesses both the technical and financial ability to provide the requested service. NextGen is willing to conform to the applicable terms, conditions and rules of this Commission. NextGen is currently certified in California, Florida, Minnesota, Tennessee, Texas, Iowa, Michigan, Utah, Virginia, Indiana, Illinois, Massachusetts, Oregon and Washington. NextGen has applications pending in Nebraska and North Carolina. NextGen has never had an application denied or certificate revoked.

## **EXHIBIT 1**



Lane Mansell  
Vice President  
Partnership & Resale

AT&T Mobility  
1025 Lenox Park Blvd  
Atlanta, GA 30319

Date: April 14, 2009

To: All 911 Directors

Re: Routing of E911 Calls from Resold Wireless Services

Carrier provides licensed facilities-based wireless services directly to all of its customers and routes 911 calls from such customers to the Public Safety Answering Points (PSAPs) in accordance with applicable Federal Communications Commission ("FCC") enhanced 911 ("E911") legal requirements and pursuant to arrangements with PSAPs to receive such calls.<sup>1</sup>

Carrier provides wholesale wireless service to TracFone Wireless, Inc. (TracFone), which resells such service to customers under its own brand on a prepaid basis.

As a wholesale customer of Carrier, TracFone has asked Carrier to certify that TracFone's Lifeline customers will have access to 911 and E911. In this regard, Carrier certifies that Carrier routes 911 calls according to applicable FCC E911 requirements and that it routes 911 calls from TracFone customers to PSAPs in the same manner as Carrier routes 911 calls from its own customers to PSAPs.

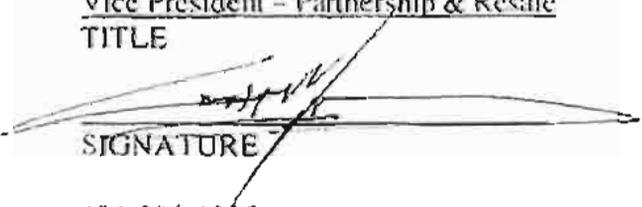
Carrier has engaged in 911 testing with PSAPs to confirm 911 and E911 access in accordance with applicable FCC requirements. Thus, as a resale customer of Carrier, TracFone customers have the same access to 911 and E911 as do Carrier's own customers.

Lane Mansell

NAME

Vice President - Partnership & Resale

TITLE

  
SIGNATURE

404-986-1035

PHONE

Lm1144@att.com

EMAIL

<sup>1</sup> "The basic 911 rules required covered carriers to deliver all 911 calls to the appropriate PSAP...they are designed to ensure the appropriate delivery of 911 calls.... [E]nhanced 911 rules require covered wireless carriers to be capable of delivering the calling party's call back number and the calling party's location information to the requesting PSAPs. *In the Matter of IP-Enabled Services: E911 Requirements for IP-Enabled Service Providers*, FCC 05-116 at p. 8, note 18. (June 3, 2005) describing the difference between basic 911 and E911 service.

# • • • T • • Mobile •

**Date:** November 25, 2008  
**To:** TracFone Wireless Inc.  
**From:** T-Mobile USA, Inc.  
**Re:** Routing of E911 Calls from Resold Wireless Services

T-Mobile USA, Inc. ("T-Mobile") provides licensed, facilities-based wireless services directly to customers and routes E9-1-1 calls from such customers to designated Public Safety Answering Points ("PSAP") in accordance with the law and pursuant to arrangements with PSAPs to receive such calls.

T-Mobile offers wholesale wireless services to TracFone Wireless, Inc. ("TracFone"), which resells such services to customers under its own brand on a prepaid basis.

Any TracFone customer whose service is activated on the T-Mobile network and who dials 9-1-1 will have the same access to E9-1-1 as a retail customer of T-Mobile.

Dirk Mosa

Name

Vice President, Corporate Development & Wholesale

Title

Signature





Date: April 16, 2009

To: TracFone Wireless, Inc.

From: Verizon Wireless

Re: Routing of E911 Calls

Verizon Wireless provides licensed facilities-based wireless services to its customers and routes 911 and E911 calls from such customers to the Public Safety Answering Points (PSAPs).

Verizon Wireless provides wholesale wireless service to TracFone Wireless, Inc. (TracFone), which resells such service to customers under its own brand on a prepaid basis.

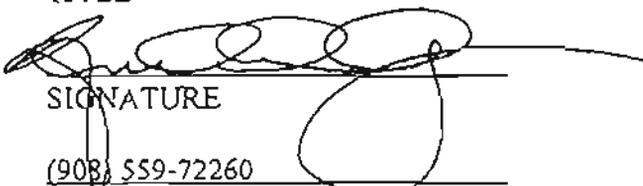
As a wholesale customer of Verizon Wireless, TracFone has asked Verizon Wireless to certify that TracFone's customers who receive their underlying wireless network service via Verizon Wireless have access to 911 and E911. In this regard, subject to the capabilities of TracFone's wireless handsets/devices, Verizon Wireless certifies that it routes 911 and E911 calls from such TracFone customers to PSAPs in the same manner as it routes 911 and E911 calls from its own customers.

Richard A Craig

NAME

Director Compliance

TITLE

  
SIGNATURE

(908) 559-72260

PHONE

Richard.craig@verizonwireless.com



## SafeLink Wireless® and the FCC-required Certification Process **FREQUENTLY ASKED QUESTIONS**

---

***Q: Why is TracFone sending a “certification” form to PSAPs in Hawaii?***

A: TracFone Wireless® is preparing to launch the SafeLink Wireless program in your state, offering free phones with free minutes to qualified low-income families. This form is part of a federal requirement it must complete before it launches. TracFone Wireless® is the first prepaid wireless carrier to be designated an Eligible Telecommunications Carrier (ETC) by the FCC for the federal government's Lifeline program. The FCC has required that TracFone confirm with each PSAP that it has provided evidence it will offer basic or enhanced 9-1-1 service to its Lifeline customers. TracFone is seeking your confirmation based only upon the information we have provided. TracFone is a wireless reseller of AT&T Mobility, T-Mobile and Verizon Wireless service. TracFone has supplied letters from these carriers certifying that they route 9-1-1 calls from TracFone customers in the same manner that they route 9-1-1 calls from their own retail customers.

***Q: What is SafeLink Wireless®?***

A: SafeLink Wireless® is the brand name of TracFone's Lifeline Assistance program. Please visit [www.SafeLink.com](http://www.SafeLink.com) for more information. Lifeline Assistance is part of a program that was created by the FCC to provide discounted telephone service to income-eligible consumers. What makes the SafeLink Wireless® program unique is that eligible low-income households receive free cellular service, a free cell phone, and free minutes every month. SafeLink Wireless® service does not cost anything – there are no contracts, no recurring fees and no monthly charges. The number of minutes varies by state, but in Hawaii, SafeLink subscribers will receive 68 free minutes per month. Any minutes that are not used roll-over to the next month and caller ID, call waiting and voicemail are included with the service. SafeLink phones are not available at retail outlets. Subscribers must apply to the program and fulfill federal eligibility requirements. The SafeLink Wireless® program has already launched in twenty-one states.

***Q: Are TracFone handsets E9-1-1 compliant?***

A: Yes. All phones issued for TracFone's Lifeline program are brand-new Phase II capable handsets that provide E9-1-1 access regardless of activation status or availability of prepaid minutes. AT&T Mobility, T-Mobile and Verizon Wireless have certified all TracFone Lifeline customers will have the same access to 9-1-1 and E9-1-1 as their retail customers.

***Q: Is caller identification information available for SafeLink Wireless® users?***

A: Yes. Unlike most prepaid services where caller ID information is not required to be provided by the end-user, all Lifeline subscribers must be verified in order to receive the federal subsidy and TracFone discount. Thus, in addition to Phase II location information in Phase II PSAPs, the user's name, home address and return phone number is available.

***Q: What if a subscriber runs out of minutes: Can I call them back if we are disconnected?***

A: If a subscriber runs out of minutes for the month, they can still call 9-1-1, but he or she cannot be called back. The subscriber's account, however, is still active, and their minutes will be automatically replenished at the beginning of the next month. All handsets, regardless of carrier, are required to allow 9-1-1 access, regardless of availability of prepaid minutes or activation even if they are not activated. If someone called 9-1-1 using any prepaid phone without minutes, they could not be called back either.

***Q: Has any testing been conducted?***

A: Yes. TracFone is a reseller of AT&T Mobility, T-Mobile and Verizon Wireless service. When a caller dials 9-1-1 the call displays as AT&T Mobility, T-Mobile, or Verizon Wireless. All three carriers have provided a certification letter that explains this relationship. Please call 305-673-2585 if you need copies of these letters.

***Q: Does TracFone have an Exigent Circumstances phone number?***

A: Yes. TracFone maintains both an exigent circumstances hotline (800-820-8632) and a subpoena compliance hotline (800-810-7094).

***Q: How is the Lifeline program funded?***

A: Lifeline is a program of the Universal Service Fund (USF). All telecommunications service providers and certain other providers of telecommunications must contribute to the federal USF based on a percentage of their revenue. These companies include wireline phone companies, wireless phone companies, paging service companies, and certain Voice over Internet Protocol (VoIP) providers. *As a Lifeline service provider, SafeLink Wireless® will be providing free phones with free minutes to citizens in your community at no charge to your county or state.*

***Q: What if I have another question?***

A: Please call the SafeLink Wireless Certification office at 305-673-2585 or email [erin@safelinkcert.com](mailto:erin@safelinkcert.com).

**Before the  
Federal Communications Commission  
Washington, D.C. 20554**

In the Matter of	)	
	)	
Federal-State Joint Board on Universal Service	)	CC Docket No. 96-45
	)	
Petition of TracFone Wireless, Inc. for	)	
Forbearance from 47 U.S.C. § 214(e)(1)(A) and 47	)	
C.F.R. § 54.201(i)	)	

**ORDER**

**Adopted: September 6, 2005**

**Released: September 8, 2005**

By the Commission: Commissioner Abernathy issuing a statement.

**I. INTRODUCTION**

1. In this Order, we address a petition filed by TracFone Wireless, Inc. (TracFone)<sup>1</sup> pursuant to section 10 of the Communications Act of 1934, as amended by the Telecommunications Act of 1996 (the Act)<sup>2</sup> requesting that the Commission forbear from the requirement that a carrier designated as an eligible telecommunications carrier (ETC) for purposes of federal universal service support provide services, at least in part, over its own facilities.<sup>3</sup> TracFone requests that its eligibility for federal universal service support be limited to Lifeline only. Subject to the conditions that we describe below, we grant TracFone forbearance from the facilities requirement for ETC designation for Lifeline support only.<sup>4</sup>

**II. BACKGROUND**

2. Procedural History: TracFone is a non-facilities-based commercial mobile radio service (CMRS) provider (*i.e.*, a pure wireless reseller) that provides prepaid wireless telecommunications services. On June 8, 2004, TracFone filed a Petition for Forbearance from section 214(e) of the Act, which requires that an ETC offer service using its own facilities or a combination of its own facilities and resale of another carrier's services (Forbearance Petition or Petition).<sup>5</sup> Contemporaneously with its Petition, TracFone filed

<sup>1</sup> TracFone Wireless, Inc. Petition for Forbearance, CC Docket No. 96-45, filed June 8, 2004 (Forbearance Petition or Petition). On February 17, 2005, pursuant to section 10(c) of the Act, the Wireline Competition Bureau (Bureau) extended until September 6, 2005, the date on which TracFone's Petition shall be deemed granted in the absence of a Commission decision that the Petition fails to meet the standard for forbearance under section 10(a). *TracFone Wireless, Inc.'s Petition for Forbearance from 47 U.S.C. § 214(e)(1)(A) and 47 C.F.R. § 54.201(i)*, CC Docket No. 96-45, Order, 20 FCC Rcd 3677 (2005).

<sup>2</sup> Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56 (1996).

<sup>3</sup> 47 U.S.C. § 214(e).

<sup>4</sup> We note that this grant of forbearance does not establish TracFone as an ETC. We will address TracFone's petitions for ETC designations in subsequent orders.

<sup>5</sup> On June 24, 2004, the Bureau issued a Public Notice seeking comment on TracFone's Petition for Forbearance. *Parties are Invited to Comment on TracFone Wireless' Petition for Designation as an Eligible Telecommunications Carrier in the State of New York and Petition for Forbearance from Application of Section 214*, CC Docket No. 96-45, Public Notice, 19 FCC Rcd 11264 (2004). Comments and replies to the June 24<sup>th</sup> Public Notice were received

with the Commission petitions for ETC designation for several states.<sup>6</sup> On August 8, 2004, TracFone, in its reply comments, and shortly thereafter in its applications for ETC designation, amended its Petition and related ETC applications to limit its eligibility for federal universal service support to the Lifeline portion of the low-income program.<sup>7</sup> TracFone states that it will meet all ETC obligations except for the requirement to “own facilities” and commits to providing its Lifeline customers with access to E911 service, regardless of activation status and availability of prepaid minutes, and to requiring its customers to self-certify they are receiving only one Lifeline-supported service.<sup>8</sup> On September 24, 2004, TracFone amended its Petition a second time to include a request for forbearance from section 54.201(i) of the Commission’s rules, which provides that state commissions shall not designate as an ETC a carrier that offers services supported by federal universal service support mechanisms exclusively through resale of another carrier’s service.<sup>9</sup>

3. Applicable Statutes and Rules: The Act provides that only an ETC shall be eligible for universal service support.<sup>10</sup> To be eligible for ETC designation, a carrier must meet certain statutory requirements including offering service over its own facilities or a combination of its own facilities and resale of another

---

on July 26 and August 9, 2004, respectively. In response to certain comments, TracFone limited its Petition to Lifeline support in its August 9<sup>th</sup> reply comments. Because TracFone modified its Petition in its reply comments, commenters did not provide comment in the Forbearance proceeding on the Lifeline-only limitation. Despite this fact, commenters did address the Lifeline-only limitation in the related TracFone ETC proceedings, which TracFone likewise modified to reflect the request for limited universal service support. *See The Wireline Competition Bureau Seeks Comment on Petitions Concerning Eligible Telecommunications Designations and the Lifeline and Link-up Universal Service Support Mechanism*, CC Docket No. 96-45 and WC Docket No. 03-109, Public Notice, 19 FCC Rcd 20462 (2004).

<sup>6</sup> TracFone has eight ETC petitions pending before the Commission. *See* TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the State of New York, CC Docket No. 96-45, filed June 8, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Virginia, CC Docket No. 96-45, filed June 21, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the State of Florida, CC Docket No. 96-45, filed June 21, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the State of Connecticut, CC Docket No. 96-45, filed November 9, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Massachusetts, CC Docket No. 96-45, filed November 9, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the State of Alabama, CC Docket No. 96-45, filed November 9, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the State of Tennessee, CC Docket No. 96-45, filed November 9, 2004; TracFone Wireless, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the State of North Carolina, CC Docket No. 96-45, filed November 9, 2004.

<sup>7</sup> TracFone Reply Comments, filed August 9, at 2-3 (August Reply Comments). *See* TracFone Wireless, Inc. Amendment to Petition for Designation as an Eligible Telecommunications Carrier in the State of Florida, CC Docket No. 96-45, filed Aug. 16, 2004; TracFone Wireless, Inc. Amendment to Petition for Designation as an Eligible Telecommunications Carrier in the State of New York, CC Docket No. 96-45, filed Aug. 16, 2004; TracFone Wireless, Inc. Amendment to Petition for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Virginia, CC Docket No. 96-45, filed Aug. 16, 2004.

<sup>8</sup> TracFone Reply Comments, filed October 4, 2004, at 3-4 (October Reply Comments); August Reply Comments at 10.

<sup>9</sup> 47 C.F.R. § 54.201(i); TracFone Wireless, Inc. Clarification of Petition for Forbearance, CC Docket No. 96-45, filed September 24, 2004.

<sup>10</sup> 47 U.S.C. § 254(e).

carrier's service.<sup>11</sup> Only ETCs may receive high-cost and low-income support.<sup>12</sup> The low-income support mechanism of the universal service fund consists of the Lifeline and Link-Up programs.<sup>13</sup>

4. Collectively, the Lifeline and Link-Up programs are designed to reduce the monthly cost of telecommunications service and the cost of initial connection, respectively, for qualifying consumers. Lifeline provides low-income consumers with discounts of up to \$10.00 off of the monthly cost of telephone service.<sup>14</sup> Link-Up provides low-income consumers with discounts of up to \$30.00 off of the initial costs of installing telephone service.<sup>15</sup> Recognizing the unique needs and characteristics of tribal communities, enhanced Lifeline and Link-Up provide qualifying low-income individuals living on tribal lands with up to \$25.00 in additional discounts off the monthly costs of telephone service and up to \$70.00 more off the initial costs of installing telephone service.<sup>16</sup> TracFone seeks eligibility to receive support only for the Lifeline portion of the low-income program.<sup>17</sup>

---

<sup>11</sup> 47 U.S.C. § 214(e)(1)(A).

<sup>12</sup> A carrier need not be an ETC to participate in the schools and libraries or rural health care programs. 47 U.S.C. § 254(h)(1)(A) and (B)(ii). *See Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, 12 FCC Rcd 8776, 9015, para. 449 (1997 *Universal Service Order*) (concluding that any telecommunications carrier, not just ETCs, may receive universal service support for providing supported services to schools and libraries); *see also Federal-State Joint Board on Universal Service*, CC Docket No. 96-46, Fourteenth Order on Reconsideration, 14 FCC Rcd 20106, 20114-5, para. 19 (1999) (*Fourteenth Order on Reconsideration*) (finding that although only ETCs may receive universal service support, a non-ETC that provides supported services to eligible rural health care providers may offset the value of the discount provided against its universal service contribution obligation and, to the extent such discount exceeds its contribution obligation, receive a refund).

<sup>13</sup> 47 C.F.R. §§ 54.401, 54.411.

<sup>14</sup> *See* 47 C.F.R. § 54.401(a)(2).

<sup>15</sup> *See* 47 C.F.R. § 54.411(a)(1).

<sup>16</sup> *See* 47 C.F.R. §§ 54.405(a)(4), 54.411(a)(3). Under the Commission's rules, there are four tiers of federal Lifeline support. All eligible subscribers receive Tier 1 support which provides a discount equal to the ETC's subscriber line charge. Tier 2 support provides an additional \$1.75 per month in federal support, available if all relevant state regulatory authorities approve such a reduction. (All fifty states have approved this reduction.) Tier 3 of federal support provides one half of the subscriber's state Lifeline support, up to a maximum of \$1.75. Only subscribers residing in a state that has established its own Lifeline/Link-Up program may receive Tier 3 support, assuming that the ETC has all necessary approvals to pass on the full amount of this total support in discounts to subscribers. Tier 4 support provides eligible subscribers living on tribal lands up to an additional \$25 per month towards reducing basic local service rates, but this discount cannot bring the subscriber's cost for basic local service to less than \$1. *See* 47 C.F.R. § 54.403.

<sup>17</sup> August Reply Comments at 3 (requesting eligibility for Lifeline only support); October Reply Comments at 4 (specifying it does not seek eligibility for Link-Up support). TracFone has filed details of two proposed Lifeline plans. TracFone Wireless, Inc. *Ex Parte* Supplement to Petition for Forbearance and Petitions for Designation as an Eligible Telecommunications Carrier, CC Docket No. 96-45, at 3-5, filed July 15, 2005. The first plan, the "Pay-As-You-Go" Lifeline Plan, provides Lifeline customers with access to the network for one year and 30 minutes of airtime each month. Under TracFone's proposal, the cost of this plan would be completely subsidized by the Lifeline support. *Id.* at 3-4. The second plan, the "Net10 Pay-As-You-Go" Lifeline Plan, would require the Lifeline customer to purchase buckets of minutes to be used in an identified period of time that are discounted from TracFone's retail price to reflect the Lifeline subsidy. *Id.* at 4-5. One variation under this plan would require Lifeline customers to redeem coupons monthly. *Id.* TracFone states that, under any plan, the Administrator would provide support to TracFone as it does to all other recipients of Lifeline support; that is, TracFone's Lifeline support will be calculated on a monthly basis and distributed on a quarterly basis. Letter from Mitchell F. Brecher, Counsel for TracFone, to Marlene H. Dortch, FCC, CC Docket No. 96-45, at 3, filed August 22, 2005.

5. The Commission has in the past declined to extend ETC status to pure resellers. In the *1997 Universal Service Order*, the Commission found that the plain language of the statute requires that a carrier seeking ETC designation must own facilities, at least in part, thus precluding a carrier that offers services solely through resale from being designated as eligible.<sup>18</sup> The Commission reasoned, without distinguishing among the various universal service support programs, that it was appropriate to deny pure resellers universal service support because pure resellers could receive the benefit of universal service support by purchasing wholesale services at a price that includes the universal service support received by the incumbent provider.<sup>19</sup> Later in the *1997 Universal Service Order*, the Commission found that although resellers were not eligible to receive universal support directly, they were not precluded from offering Lifeline services. Resellers could offer Lifeline services by purchasing services at wholesale rates pursuant to section 251(c)(4) that reflect the customer-specific Lifeline support amount received by the incumbent local exchange company (LEC) and then passing these discounts through to qualifying low-income customers.<sup>20</sup> The Commission, in so finding, considered only that the underlying carrier was an incumbent LEC, subject to price-regulated resale obligations. Further, the Commission declined to forbear from the facilities requirement, finding that the statutory criteria had not been met.<sup>21</sup> Making no finding with respect to the first two prongs, the Commission concluded that forbearance was not in the public interest because allowing pure resellers to receive universal service support would result in double recovery by the resellers.<sup>22</sup> In making this finding, however, the Commission again did not distinguish among the various universal service support programs. Specifically, it did not consider whether providing only Lifeline support directly to a pure wireless reseller would result in double recovery.

### III. DISCUSSION

6. For the reasons provided below, we conditionally grant TracFone's Petition and forbear from section 214(e) of the Act and sections 54.201(d)(1) and 54.201(i) of our rules for the purpose of considering its Petitions for ETC Designation for Lifeline support only.<sup>23</sup> If ultimately granted ETC status, TracFone will be eligible only for Lifeline support. As a limited ETC, TracFone would not be eligible to receive support for the other supported services under the low-income program nor would it be eligible, as an ETC, to receive support for services supported by the other universal support mechanisms.<sup>24</sup> We will address TracFone's petitions for ETC designation in subsequent orders. In sum, this grant is conditional on TracFone (a) providing its Lifeline customers with 911 and enhanced 911 (E911) access regardless of activation status and availability of prepaid minutes; (b) providing its Lifeline customers with E911-compliant handsets and replacing, at no additional charge to the customer, non-compliant handsets of existing customers who obtain Lifeline-supported service; (c) complying with conditions (a) and (b) as of the date it provides it provides Lifeline service; (d) obtaining a certification from each Public Safety

---

<sup>18</sup> *Id.* at 8875, para. 178 (adopting Joint Board's analysis and conclusion); see *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Recommended Decision, 12 FCC Rcd 87, 172-73, paras. 160-161 (1996).

<sup>19</sup> *1997 Universal Service Order*, 12 FCC Rcd at 8866, para. 161 and 8875, para. 178.

<sup>20</sup> *Id.* at 8972, para. 370. The Commission noted that it would reassess this approach in the future if the Lifeline program appeared to be under-utilized. *Id.*

<sup>21</sup> *Id.* at 8875-6, para. 179.

<sup>22</sup> *Id.*

<sup>23</sup> In addition, and on our own motion, we forbear from section 54.201(d)(1) of the Commission's rules. 47 C.F.R. § 54.201(d)(1). This section mirrors section 214(e) of the Act and requires that ETCs be facility-based, at least in part. We apply the same forbearance analysis we applied to section 214(e) to this section of our rules in determining that forbearance is warranted.

<sup>24</sup> See n.16, *supra*, for discussion regarding participation by non-ETCs in the schools and libraries and rural health care programs.

Answering Point (PSAP) where TracFone provides Lifeline service confirming that TracFone complies with condition (a); (e) requiring its customers to self-certify at time of service activation and annually thereafter that they are the head of household and receive Lifeline-supported service only from TracFone; and (f) establishing safeguards to prevent its customers from receiving multiple TracFone Lifeline subsidies at the same address.<sup>25</sup> Finally, as explained below, within thirty days of the release of this Order, we require TracFone to file with the Commission a plan outlining the measures it will take to implement these conditions.

7. Section 10 of the Act requires that the Commission forbear from applying any regulation or any provision of the Act to telecommunications services or telecommunications carriers, or classes thereof, in any or some of its or their geographic markets, if the Commission determines that the three conditions set forth in section 10(a) are satisfied. Specifically, section 10(a) provides that the Commission shall forbear from applying such provision or regulation if the Commission determines that:

- (1) enforcement of such regulation or provision is not necessary to ensure that the charges, practices, classifications, or regulations by, for, or in connection with that telecommunications carrier or telecommunications service are just and reasonable and are not unjustly or unreasonably discriminatory;
- (2) enforcement of such regulation or provision is not necessary for the protection of consumers; and
- (3) forbearance from applying such provision or regulation is consistent with the public interest.<sup>26</sup>

8. In addition, when considering the public interest prong under section 10(a)(3), the Commission must consider “whether forbearance ... will promote competitive market conditions.”<sup>27</sup> If the Commission determines that such forbearance will promote competition among providers of telecommunications services, that determination may be the basis for a Commission finding that forbearance is in the public interest.<sup>28</sup> Forbearance is warranted, however, only if all three prongs of the test are satisfied. For the reasons explained below, we find that TracFone satisfies all three prongs.

9. This Petition requires that we consider the statutory goals of two related but different provisions of the Act. We first examine the statutory goals of universal service in section 254 specifically in the

---

<sup>25</sup> Commenters have raised concerns about the administrative costs, complexities, and burdens of granting this Petition and presumably the associated ETC designation petitions. *See* Letter from Robin E. Tuttle, USTelecom, to Marlene Dortch, FCC, CC Docket No. 96-45 (filed August 17, 2005) (USTelecom August 17 *Ex Parte*). We believe that this conditional forbearance will serve to further the statutory goal of the providing telecommunications access to low-income subscribers while establishing the necessary safeguards to protect the universal service fund and the functioning of the low-income support mechanism. To the extent, however, that our predictive judgment proves incorrect and these conditions prove to be inadequate safeguards, the parties can file appropriate petitions with the Commission and the Commission has the option of reconsidering this forbearance ruling. *See Petition for Forbearance of the Verizon Telephone Companies Pursuant to 47 U.S.C. § 160(c)*, WC Docket No. 01-338, Memorandum Opinion and Order, 19 FCC Rcd 21496, 21508-9, para. 26 n.85 (2004); *see also Petition of SBC Communications Inc. for Forbearance from Structural Separations Requirements of Section 272 of the Communications Act of 1934, As Amended, and Request for Relief to Provide International Directory Assistance Services*, CC Docket No. 97-172, Memorandum Opinion and Order, 19 FCC Rcd 5211, 5223-24, para. 19 n.66 (2004); *Cellnet Communications, Inc. v. FCC*, 149 F.3d 429, 442 (6<sup>th</sup> Cir. 1998). Additionally, we note that the conditions we impose here will be incorporated into any grant of the ETC designation petitions and any violation of such conditions may result in loss of ETC status.

<sup>26</sup> 47 U.S.C. § 160(a).

<sup>27</sup> 47 U.S.C. § 160(b).

<sup>28</sup> *Id.*

context of “low-income consumers.”<sup>29</sup> We then consider the statutory purpose underpinning the facilities requirement in section 214(e) as it relates to qualifying for federal low-income universal service support. After careful examination of the regulatory goals of universal service as applied to low-income consumers, we determine that a facilities requirement for ETC designation is not necessary to ensure that a pure wireless reseller’s charges, practices, classifications or regulations are just and reasonable when that carrier seeks such status solely for the purpose of providing Lifeline-supported services. Indeed, for the reasons provided below, we find that the facilities requirement impedes greater utilization of Lifeline-supported services provided by a pure wireless reseller.

10. Universal service has been a fundamental goal of federal telecommunications regulation since the passage of the Communications Act of 1934.<sup>30</sup> Congress renewed its concern for low-income consumers in the Telecommunications Act of 1996 when it established the principles that guide the advancement and preservation of universal service.<sup>31</sup> Specifically, the Act directs the Commission to consider whether “consumers in all regions of the Nation, *including low-income consumers* and those in rural, insular, and high cost areas, ... have access to telecommunications [services] ... at rates that are reasonably comparable to rates charged ... in urban areas.”<sup>32</sup> We therefore examine the facilities requirement from which TracFone seeks forbearance in light of the statute’s goal of providing low-income consumers with access to telecommunications services.

11. **Just and Reasonable:** As an initial matter, we note that a provision or regulation is “necessary” if there is a strong connection between the requirement and regulatory goal.<sup>33</sup> Section 10(a)(1) requires that we consider whether enforcement of the facilities-based requirement of section 214(e) for a pure wireless reseller that seeks ETC designation for Lifeline support only is necessary to ensure that the charges, practices, classifications or regulations are just and reasonable and not unjustly or unreasonably discriminatory.

12. We find that the facilities requirement is not necessary to ensure that TracFone’s charges, practices, and classifications are just and reasonable and not unjustly or unreasonably discriminatory where it is providing Lifeline service only. The Commission has in the past declined to extend ETC status to pure resellers because it was concerned about double recovery of universal service support.<sup>34</sup> In making this decision, however, the Commission considered the issue in the context of wireline resellers and without differentiating among the types of universal service support and the basis of distribution. Lifeline support, designed to reduce the monthly cost of telecommunications services for eligible consumers, is distributed on a per-customer basis and is directly reflected in the price that the eligible customer pays.<sup>35</sup> Because it is customer-specific, a carrier who loses a Lifeline customer to a reseller would no longer receive the Lifeline support to pass through to that customer. Thus, a wireless reseller who serves a Lifeline-eligible customer and receives Lifeline support directly from the fund does not receive a double recovery. By comparison, where the wholesale carrier is an incumbent LEC subject to price-regulated resale under section 251(c)(4), the rate at which the reseller obtains the wholesale service is based on a state-mandated percentage

---

<sup>29</sup> 47 U.S.C. § 254(b)(3).

<sup>30</sup> 47 U.S.C. § 151 (“to make available, so far as possible, *to all the people* of the United States ... a rapid, efficient, Nation-wide, and world-wide wire and communication service with adequate facilities at reasonable rates”) (emphasis added).

<sup>31</sup> 47 U.S.C. § 254(b); *see 1997 Universal Service Order*, 12 FCC Rcd at 8789, para. 21 and 8793, para. 27.

<sup>32</sup> 47 U.S.C. § 254(b)(3) (emphasis added).

<sup>33</sup> *See CTIA v. FCC*, 330 F.3d 502, 512 (2003).

<sup>34</sup> *1997 Universal Service Order*, 12 FCC Rcd at 8861, 8873, 8875, paras. 151-152, 174, and 178.

<sup>35</sup> 47 C.F.R. §§ 54.401, 54.504.

discount off of the incumbent LEC's retail rate for the service, and any Lifeline support received by the incumbent LEC would therefore be reflected in the price charged to the reseller.<sup>36</sup> In this scenario, a reseller that also received Lifeline support could recover twice: first because the benefit of the Lifeline support is reflected in the wholesale price and second because the reseller also receives payment directly from the fund for the Lifeline customer. That, however, is not the case before us. TracFone, as a CMRS provider, does not purchase Lifeline-supported services from incumbent LEC providers. Because TracFone's CMRS wholesale providers are not subject to section 251(c)(4) resale obligations, the resold services do not reflect a reduction in price due to Lifeline support. Therefore, we find that allowing TracFone to receive Lifeline support directly from the fund would not result in double recovery to TracFone and that the logic of the *1997 Universal Service Order* does not apply here.

13. We agree with TracFone that, as a reseller, it is by definition subject to competition and that this competition ensures that its rates are just and reasonable and not unjustly or unreasonably discriminatory.<sup>37</sup> We note that TracFone's Lifeline offering will compete with at least one other Lifeline offering whether from the underlying CMRS provider, if an ETC, or from the incumbent wireline carrier.<sup>38</sup> We also believe that this competition will spur innovation amongst carriers in their Lifeline offerings, expanding the choice of Lifeline products for eligible consumers. We note that TracFone has created a wireless prepaid product that is neither dependent upon the retail service offerings of its underlying carriers nor simply a rebranding of the underlying carrier's retail service offering which may provide a valuable alternative to eligible consumers.<sup>39</sup>

14. For the reasons provided above, we find that the requirements of the first prong of section 10(a) are met. Where, as here, the wireless reseller is forgoing all universal service support but Lifeline, which is customer-specific and is designed to make telecommunication service affordable to eligible consumers, the facilities requirement is unnecessary to preserve the integrity of the universal service program or the fund. By limiting TracFone's eligibility to Lifeline support, the facilities requirement is not necessary to ensure that TracFone's charges, practices, and classifications are just and reasonable.

15. **Consumer Protection:** Section 10(a)(2) requires that we consider whether enforcement of the facilities-based requirement of section 214(e) for a pure wireless reseller that seeks ETC designation only for Lifeline support is necessary for the protection of consumers. We find that imposing a facilities requirement on a pure wireless reseller is not necessary for the protection of consumers subject to the conditions described below. Specifically, we conclude that forbearance from this provision will actually benefit consumers. Indeed, if TracFone is ultimately granted limited ETC status, it would be offering Lifeline-eligible consumers a choice of providers not available to such consumers today for accessing telecommunications services. The prepaid feature may be an attractive alternative for such consumers who need the mobility, security, and convenience of a wireless phone but who are concerned about usage charges or long-term contracts. We also note that TracFone has committed to ensuring that all of its consumers will be able to place enhanced 911 (E911) calls from their handsets even if the consumer's service is not active or does not have prepaid minutes available.<sup>40</sup>

---

<sup>36</sup> See 47 C.F.R. § 251(c)(4).

<sup>37</sup> Forbearance Petition at 5.

<sup>38</sup> See 47 C.F.R. § 54.405(a) (requiring ETCs to offer Lifeline service).

<sup>39</sup> TracFone states that its customers pay in advance for minutes of use, without term contracts or termination fees, other extraneous or pass-through fees, credit checks, or deposits. TracFone also states that its pricing is uniform across its service areas despite the costs associated with any particular underlying carrier. Forbearance Petition at 3-4.

<sup>40</sup> August Reply Comments at 10.

16. Given the importance of public safety, we condition this grant of forbearance on TracFone's compliance with the E911 requirements applicable to wireless resellers, as modified below, for all Lifeline customers. In light of the condition discussed below, that TracFone ensure its customers receive only one Lifeline-supported service, we find it essential that TracFone's Lifeline-supported service be capable of providing emergency access. Given the possibility that this Lifeline-supported service will be the customers' only means of accessing emergency personnel, we require that TracFone provide its Lifeline customers with access to basic and E911 service immediately upon activation of service.<sup>41</sup> We note that this condition is consistent with TracFone's representation that its Lifeline customers will be able to make emergency calls at any time.<sup>42</sup> To demonstrate compliance with this condition, TracFone must obtain a certification from each PSAP where it provides Lifeline service confirming that TracFone provides its customers with access to basic and E911 service. TracFone must furnish copies of these certifications to the Commission upon request.<sup>43</sup> As an additional condition, TracFone must provide only E911-compliant handsets to its Lifeline customers, and must replace any non-compliant handset of an existing customer that obtains Lifeline-supported service with an E911-compliant handset, at no charge to the customer. The Commission has an obligation to promote "safety of life and property" and to "encourage and facilitate the prompt deployment throughout the United States of a seamless, ubiquitous, and reliable end-to-end infrastructure" for public safety.<sup>44</sup> The provision of 911 and E911 services is critical to our nation's ability to respond to a host of crises, and this Commission has a longstanding and continuing commitment to a nationwide communications system that promotes the safety and welfare of all Americans, including Lifeline customers.<sup>45</sup> We believe that these conditions are necessary to ensure that TracFone's Lifeline customers have meaningful access to emergency services. We reiterate that, with the possibility that the Lifeline service will be the customer's only access to emergency services and given the potential gravity of harm if such Lifeline customers cannot obtain such access, we believe that these conditions will further the protection of such Lifeline customers.

17. We are not persuaded by some commenters' concerns regarding the impact on the size of the universal service fund and the associated contribution obligation if we grant this Petition.<sup>46</sup> Because section 10(a)(2) requires that we consider the welfare of all "consumers," we must consider the effect a grant of this Petition will have on consumers who will likely shoulder the effects of any increased contribution obligation since carriers are permitted to recover their contribution obligations from

---

<sup>41</sup> Under section 20.18(m) of our rules, wireless resellers have an independent obligation, beginning December 31, 2006, to provide access to basic and E911 service, to the extent that the underlying facilities-based licensee has deployed the facilities necessary to deliver E911 information to the appropriate PSAP. 47 C.F.R. § 20.18(m). Section 20.18(m) further provides that resellers have an independent obligation to ensure that all handsets or other devices offered to their customers for voice communications are location-capable. *Id.* Under our rules, this obligation applies only to new handsets sold after December 31, 2006. *Id.* As a condition of this grant of forbearance, however, we require that TracFone, if granted ETC status, meet the requirements of section 20.18(m) for all of its Lifeline customers as of the date it provides such Lifeline service.

<sup>42</sup> August Reply Comments at 10 (given E911 capabilities of its service and handsets, TracFone envisions that its service "really will serve as a 'lifeline' for those eligible customers participating in the program").

<sup>43</sup> We recognize that, as a practical matter, if TracFone's underlying facilities-based licensee has not deployed the facilities necessary to deliver E911 information to the appropriate PSAP, TracFone will not be able to offer Lifeline-supported service to customers residing in that area.

<sup>44</sup> *Applications of Nextel Communications, Inc. and Sprint Corporation For Consent to Transfer Control of Licenses and Authorizations*, WT Docket No. 05-63, Memorandum and Order, FCC 05-148, para. 144 (rel. August 8, 2005).

<sup>45</sup> *Id.*

<sup>46</sup> *See, e.g.,* Comments of TDS Telecommunications Corp., filed September 20, 2004, at 5-6 (TDS Comments).

customers.<sup>47</sup> If TracFone is able to obtain ETC designation for Lifeline-only services, we do not expect this to significantly burden the universal service fund and thus negatively affect consumers through increased pass-through charges of the carriers' contribution obligations. The Commission has recognized the potential growth of the fund associated with high-cost support distributed to competitive ETCs.<sup>48</sup> TracFone, however, would not be eligible for high-cost support. In 2004, low-income support accounted for only 14 percent of the distribution of the total universal service fund; whereas, high-cost support accounted for 64.2 percent.<sup>49</sup> Any increase in the size of the fund would be minimal and is outweighed by the benefit of increasing eligible participation in the Lifeline program, furthering the statutory goal of providing access to low-income consumers. Significantly, granting TracFone's Petition will not have any effect on the number of persons eligible for Lifeline support.

18. We further safeguard the fund by imposing additional conditions on this grant of forbearance. Specifically, as a further condition of this grant of forbearance and in addition to all other required certifications under the program, we require that TracFone require its Lifeline customers to self-certify under penalty of perjury upon service activation and then annually thereafter that they are the head of household and only receive Lifeline-supported service from TracFone.<sup>50</sup> The penalties for perjury must be clearly stated on the certification form. Additionally, in order to further strengthen the head of household requirement, we require that TracFone track its Lifeline customer's primary residential address and prohibit more than one supported TracFone service at each residential address.<sup>51</sup> These conditions are consistent with TracFone's representations in the record.<sup>52</sup> In light of these safeguards, we are not dissuaded from granting forbearance by concerns of double recovery relating to customers receiving Lifeline support for more than one service.<sup>53</sup> We recognize, however, that the potential for more than one

---

<sup>47</sup> See 47 C.F.R. § 54.712.

<sup>48</sup> See *Federal-State Joint Board on Universal Service, Virginia Cellular, LLC Petition for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Virginia*, CC Docket No. 96-45, Memorandum Opinion and Order, 19 FCC Rcd 1563, 1577, para. 31 (2004); see also *Federal-State Joint Board on Universal Service, Highland Cellular, Inc. Petition for Designation as an Eligible Telecommunications Carrier in the Commonwealth of Virginia*, CC Docket No. 96-45, Memorandum Opinion and Order, 19 FCC Rcd 6422, 6433-4, para. 25 (2004).

<sup>49</sup> Wireline Competition Bureau, Federal Communications Commission, *Trends in Telephone Service*, Table 19.1 and Chart 19.1 (June 2005). As of March 2004, the average monthly federal support per non-tribal Lifeline customer was \$8.55. *Id.* at Table 19.7. See 47 C.F.R. § 54.403. Tribal customers are eligible for up to an additional \$25 per month in Lifeline support. 47 C.F.R. § 54.403(a)(4).

<sup>50</sup> October Reply Comments at 3-4 (commitment to require Lifeline customers to self-certify that they do not receive support from any other carrier). To monitor compliance, we require that TracFone maintain the self-certifications and provide such documentation to the Commission upon request.

<sup>51</sup> See Reply Comments of TracFone Wireless, Inc. to Petition for ETC Designation in Virginia, filed September 7, 2004, at 7-8 (fully capable of fulfilling all record keeping requirements and has the ability to track each consumer's primary residence). See also Letter from Mitchell F. Brecher, Counsel for TracFone, to Marlene H. Dortch, FCC, CC Docket No. 96-45, filed July 13, 2005 (capable of fulfilling certification and verification requirements) (TracFone July 13 *Ex Parte*).

<sup>52</sup> See n.56 and n.57 above. We point out that these conditions are in addition to, and do not supplant, the certification and verification eligibility already required by our rules for federal default states and any similar state rules for the non-federal default states. See, e.g., 47 C.F.R. § 54.410 (requiring initial certification and annual verification of eligibility).

<sup>53</sup> See TDS Comments at 5-6; Reply Comments of the United State Telecom Association, filed October 4, 2004, at 6 and n.18; letter from Katherine O'Hara, Verizon, to Marlene H. Dortch, FCC, CC Docket No. 96-45, at 1, filed August 9, 2005 (Verizon *Ex Parte*); USTelecom August 17 *Ex Parte* at 4.

Lifeline-supported service per eligible consumer is an industry-wide problem.<sup>54</sup> We are confident that these conditions of this grant of forbearance will eliminate this concern with respect to TracFone's customers. Additionally, we encourage comment on this issue in the *Comprehensive Universal Services Program Management* proceeding to address the potential for abuse throughout the industry.<sup>55</sup>

19. USTelecom raised concerns about the fact that TracFone distributes its service through retail outlets.<sup>56</sup> USTelecom argues that TracFone will not have the requisite control over the retailer's employees to ensure compliance with Lifeline rules and certifications. We recognize that this may be a problem and thus require that TracFone distribute its Lifeline service directly to its Lifeline customers. Specifically, customers may purchase handsets at TracFone's retail outlets, however, we require that TracFone deal directly with the customer to certify and verify the customer's Lifeline eligibility. Of the two methods for certifying and verifying customer eligibility offered by TracFone, we reject the point of sale procedures that would allow TracFone Lifeline customers to submit qualifying information to the retail vendor.<sup>57</sup> TracFone must have direct contact with the customer, whether by telephone, fax, Internet, in-person consultation or otherwise, when establishing initial and continued eligibility.

20. Certain commenters argue that the prepaid, resold nature of TracFone's proposed service offering will facilitate fraud, waste, and abuse in the Lifeline program.<sup>58</sup> We find that this concern is more properly addressed in any order resolving TracFone's petitions for designation as an ETC. In the ETC designation proceedings, if TracFone's petitions are granted, we will address how Lifeline support will be calculated and distributed if the prepaid nature of TracFone's service offering requires such clarification.

21. In light of the conditions we have outlined here, we believe that appropriate safeguards are in place to deter waste, fraud, and abuse. We strive to balance our objective of increasing participation in the low-income program with our objective of preventing and deterring waste, fraud, and abuse. We find that we have struck the appropriate balance here. We are also mindful of the fact that other prepaid pure wireless carriers may similarly seek eligibility for Lifeline-only support. Given the safeguards we put in place aimed at ensuring that only eligible consumers receive such support and that they receive such support only once, we do not believe that similar requests will have a detrimental impact on the fund. We note that to the extent any similarly situated prepaid wireless reseller seeks forbearance from these requirements for the purpose of providing only Lifeline support, it will be expected to comply with all the conditions we impose upon TracFone herein.

22. Accordingly, we find that, subject to the 911 and E911 conditions and the self-certification and address limitation conditions set out above, the ETC facilities-based requirement is not necessary for consumer protection. We thus conclude that the second prong of section 10(a) is satisfied.

23. **Public Interest:** Section 10(a)(3) requires that we consider whether enforcement of the facilities-based requirement of section 214(e) for a pure wireless reseller that seeks ETC designation for Lifeline

---

<sup>54</sup> See Verizon *Ex Parte* at 1; USTelecom August 17 *Ex Parte* at 2, 4.

<sup>55</sup> See *Comprehensive Review of Universal Service Fund Management, Administration, and Oversight, Federal State Joint Board on Universal Service, Schools and Libraries Universal Service Support Mechanism, Rural Health Care Support Mechanism, Lifeline and Link-Up, Changes to the Board of Directors for the National Exchange Carrier Association, Inc.*, WC Docket Nos. 05-195, 02-60, 03-109 and CC Docket Nos. 96-45, 97-21, FCC 05-124, para. 22 (rel. June 14, 2005) (*Comprehensive Universal Services Program Management*).

<sup>56</sup> See USTelecom August 17 *Ex Parte* at 4.

<sup>57</sup> TracFone July 13 *Ex Parte* at 2-3.

<sup>58</sup> Letter from Jeffrey S. Lanning, USTelecom, to Marlene H. Dortch, FCC, CC Docket No. 96-45, at 3-5, filed August 26, 2005; Reply Comments of Verizon, filed October 4, 2004, at 3.

support only is in the public interest. In this instance, based on the record before us, we find that the statutory goal of providing telecommunications access to low-income consumers outweighs the requirement that TracFone own facilities, where TracFone, should it be designated an ETC, will be eligible only for Lifeline support. Thus, we find that requiring TracFone, as a wireless reseller, to own facilities does not necessarily further the statutory goals of the low-income program, which is to provide support to qualifying low-income consumers throughout the nation, regardless of where they live.

24. The Lifeline program is designed to reduce the monthly cost of telecommunications service for qualifying low-income consumers.<sup>59</sup> Presently only about one-third of households eligible for low-income assistance actually subscribe to the program.<sup>60</sup> We recently expanded eligibility criteria and outreach guidelines for federal default states in an effort to increase participation.<sup>61</sup> On July 26, 2005, we launched a joint initiative with the National Association of Regulatory Utility Commissioners to raise awareness of our Lifeline and Link-Up programs among low-income consumers.<sup>62</sup> We believe even more can be done to further expand participation to those subscribers that qualify and thus further the statutory goal of section 254(b). Therefore, consistent with the Commission's assertion in the *1997 Universal Service Order* concerning under-utilization of the program, we conclude it is appropriate to consider the relief requested with the goal of expanding eligible participation in the program.<sup>63</sup> With only about one-third of Lifeline-eligible households actually subscribing, we believe that granting TracFone's Petition serves the public interest in that it should expand participation of qualifying consumers. Accordingly, we conclude that forbearing from the facilities requirement for Lifeline support only, subject to the conditions set forth above satisfies the requirements of section 10(a)(3).

25. Within thirty days of this release of this Order, we require that TracFone file with the Commission a plan outlining the measures it will take to implement the conditions outlined in this Order. This plan will be placed on public notice and will be considered by the Commission in TracFone's ETC designation proceedings. For the foregoing reasons and subject to the conditions above, we find that the third prong of section 10(a) is satisfied.

26. Finally, we reject USTelecom's argument that TracFone has not requested forbearance from the facilities requirement in section 254(e) and that without such forbearance TracFone cannot fulfill the obligations of an ETC. Specifically, section 254(e) requires that "a carrier that receives such support shall use that support only for the provision, maintenance, and upgrading of facilities and services for which the support is intended."<sup>64</sup> USTelecom emphasizes that the words "facilities" and "services" are joined by the conjunctive article "and" and therefore an ETC must use any universal support received for facilities as well as services.<sup>65</sup> We disagree with USTelecom's interpretation. First, we read this provision together with the sentence that precedes it. The preceding sentence states that only an ETC "shall be eligible to receive *specific* Federal universal service support."<sup>66</sup> The next sentence, which USTelecom quotes, then

---

<sup>59</sup> 47 C.F.R. § 54.401.

<sup>60</sup> *Lifeline and Link-Up*, WC Docket No. 03-109, Report and Order and Further Notice of Proposed Rulemaking, 19 FCC Rcd 8302, 8305, para. 1 and Appendix K at Table 1.B.

<sup>61</sup> *Id.* at 8305, para 1.

<sup>62</sup> *FCC and NARUC Launch "Lifeline Across America" to Raise Awareness of Lifeline and Link-Up Programs*, News Release, July 26, 2005.

<sup>63</sup> *1997 Universal Service Order*, 12 FCC Rcd at 8972, para. 370.

<sup>64</sup> 47 U.S.C. § 254(e).

<sup>65</sup> USTelecom August 17 *Ex Parte* at 5 n.1.

<sup>66</sup> 47 U.S.C. § 254(e) (emphasis added).

requires that “*such* service”, which we find refers to the specific universal support from the previous sentence, be used only for purposes “for which the support is intended.” Reading these sentences together in their entirety, we find that Congress intended that a carrier must use the universal support received to meet the goals of the specific support mechanism under which it was distributed. For example, a carrier who receives specific Lifeline support must use that support to reduce the price of access to telecommunications services for the eligible customer. Second, we note that not all the nominalized verbs in the sentence quoted by USTelecom, “provision,” “maintenance,” and “upgrading,” can be read to apply to both facilities and services. What for example would it mean to “maintain” a “service” apart from the “facilities”? We also note that the nominalized verbs themselves are joined by the conjunctive article “and”. Therefore, extending USTelecom’s logic, any universal support received by a carrier must always be used for the provision, maintenance, *and* upgrading of *both* facilities and services. The terms maintenance and upgrading as generally associated with a carrier’s network and not with service itself. Thus, USTelecom’s reading of section 254(e) would require us to interpret the term “service” as surplusage – a result that must be avoided when the statute admits to other interpretations.<sup>67</sup> We find the more appropriate reading is to consider these terms in the disjunctive. Thus, we conclude that an ETC receiving Lifeline support uses this specific universal service support for the purposes for which it was intended when it reduces the price of the Lifeline service by the amount of the support.

#### IV. ORDERING CLAUSE

27. Accordingly, IT IS ORDERED THAT, pursuant to sections 4(i), 10, 214, and 254 of the Communications Act of 1934, as amended, 47 U.S.C. §§ 154(i), 160, 214, and 254, the Petition for Forbearance filed by TracFone Wireless, Inc. on June 8, 2004, and amended on August 9, 2004 and September 24, 2004, IS GRANTED subject to the conditions set forth above and, on our own motion, we forbear from enforcing 47 C.F.R. § 54.201(1)(d).

FEDERAL COMMUNICATIONS COMMISSION

Marlene H. Dortch  
Secretary

---

<sup>67</sup> See, e.g., *TRW Inc. v. Andrews*, 534 U.S. 19, 31 (2001); *Duncan v. Walker*, 533 U.S. 167, 174 (2001).

**STATEMENT OF  
COMMISSIONER KATHLEEN Q. ABERNATHY**

*Re: Federal-State Joint Board on Universal Service; Petition of TracFone Wireless, Inc. for  
Forbearance from 47 U.S.C. § 214(e)(1)(A) and 47 C.F.R. § 54.201(i) (CC Docket No. 96-45).*

I am very pleased to join in today's decision, which will help expand the availability of Lifeline subsidies to low-income users of resold wireless telecommunications services. In the 1996 Act, Congress directed the Commission to ensure that all Americans, "including low-income consumers," have access to telecommunications services and information services. One critical component of the Commission's effort to guarantee such access is the Lifeline program, which provides discounts to monthly telephone service for the less fortunate among us. Unfortunately, however, a 2004 analysis performed by Commission staff indicated that only about a third of households eligible for Lifeline support actually subscribe to the program.

While it is clear that today's action will not close that gap on its own, I believe it is essential that we take all possible steps to ensure that low-income users are not barred from utilizing available support on the basis of the specific technologies they wish to use or the specific business plans pursued by their service providers. By providing support to resold wireless services, we are indeed extending a "line" to customers who might not otherwise make use of the Lifeline program, and thus are helping to fulfill Congress's vision of truly *universal* service.

State: Hawaii

### TracFone Lifeline Certification Form

Name \_\_\_\_\_

Title \_\_\_\_\_

PSAP Name \_\_\_\_\_

Business address \_\_\_\_\_

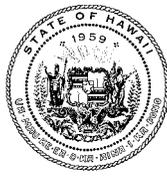
In my capacity as \_\_\_\_\_ for the above listed Public Safety Answering Point, I am responsible for the implementation of basic 9-1-1 and enhanced 9-1-1 services in accordance with the rules of the Federal Communications Commission (FCC).

I am aware that, by order issued September 6, 2005, the FCC granted the petition of TracFone Wireless, Inc. for forbearance from application of Section 214(e)(1)(A) of the Communications Act which requires Eligible Telecommunications Carriers (ETCs) to provide service using their own facilities or a combination of their own facilities and resale. The FCC's Forbearance Order allows TracFone to be designated as an ETC for the limited purpose of providing Lifeline service. The FCC's Forbearance Order is subject to certain conditions, including a condition that TracFone obtain from each PSAP where it will provide Lifeline service certification that TracFone provides its Lifeline customers with 9-1-1 and E9-1-1 access regardless of activation status and availability of prepaid minutes.

TracFone is a wireless reseller of AT&T Mobility, T-Mobile, and Verizon Wireless service in Hawaii. Attached to this letter, TracFone has supplied letters from AT&T Mobility, T-Mobile, and Verizon Wireless certifying those carriers route 9-1-1 calls from TracFone customers in the same manner that they route 9-1-1 calls from their own retail customers.

In my capacity as \_\_\_\_\_, I hereby confirm that TracFone has provided evidence that it is complying with the FCC requirement that it provide customers with access to 9-1-1 and E9-1-1 service.

\_\_\_\_\_  
< Signature >



February 10, 2010

To: Wireless Enhanced 9-1-1 Board, Technical and Finance Committees

From: Glenn Roach – Executive Director

Subject: Use of Wireless Enhanced 9-1-1 Funds for Military/Federal PSAPs

At the last Joint Technical/Finance Committee Meeting there was discussion that ensued in relationship to if the Military/Federal PSAPs should be receiving funds from the Board. I presented the question to the Deputy Attorney General (Pat Ohara).

In response to the question she stated “The definition of 'public safety agency' in HRS 138-1 is limited to divisions of the State or county, or private entities which are contracted by divisions of the State or county. This would exclude the federal and military PSAPs.”

HRS 138 Section 138-1 Definitions states:

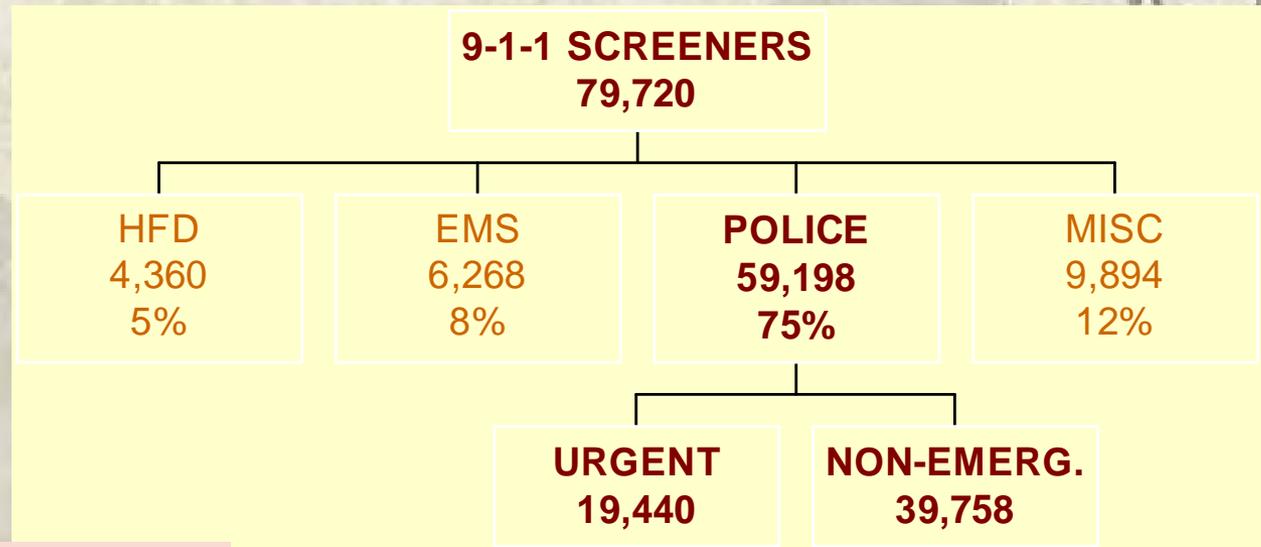
"Public safety agency" means a functional division of the State or county that provides or has authority to provide, or a private entity contracted by a state or county agency that provides, firefighting, law enforcement, ambulance, medical, or other emergency services.

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

# Communications Division

# 9-1-1 CALL DISTRIBUTION

JANUARY  
2010



## TOTALS FOR 2010

HPD -	59,198	75%
HFD -	4,360	5%
EMS -	6,268	8%
MISC -	9,894	12%
<b>TOTAL CALLS:</b>	<b>79,720</b>	