



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

May 13, 2010
10:00 a.m.

Honolulu Police Department
Command Conference Room, 4th Floor
801 S. Beretania
Honolulu, Hawaii 96813

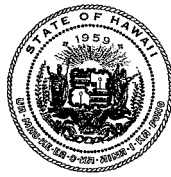
AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from April 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. Items for Discussion, Consideration and Action
 - a. Request for Reimbursement from the Honolulu Police Department for the replacement of PSAP UPS Batteries in the amount of \$50,680.
 - b. Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC
 - c. Authorization for the Executive Director to attend the National Association of State Nine-One-One Administrators (NASNA) in Indianapolis, IN, June 3-4, 2010 – Estimated Cost \$568.56 (Hotel and per diem)
 - d. Legislative Update
 - e. Hawaiian Telcom Long Distance Charges related to Wireless 9-1-1 Callbacks
 - f. FY 2011 – 2015 Budget and Spending Plan

VII. Announcements.

VIII. Next meeting date – Thursday, June 3, 2010

IX. Adjournment.



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

May 13, 2010
10:00 a.m.

Honolulu Police Department
Command Conference Room, 4th Floor
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Minutes

Members in attendance: Paul Ferreira, Clayton Tom, Victor Ramos, Gordon Bruce, Russell Lundberg, Cedric Apaka, James LaClair, Goldie Cross, Russ Saito

Staff in attendance: Glenn Roach, Courtney Tagupa, Pat Ohara, Kerry Yoneshige

Guest in attendance: Thalia Burns, Lani Natividad, Ahlan Leong, Maria Abbatiello, Miles Tamanaha, Ron Westerman, Marie McCauley, John Thompson, Kevin Kuwahara, Tony Ramirez, David Derbonne, Aaron Correira, Clement Chan, Diana Chun

I. Call to order

Meeting was called to order by Vice-Chair Paul Ferreira at 10:18 AM

II. Introductions

Introductions were made

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

Motion was made by Russell Lundberg to approve the minutes of the April 8, 2010 Board Meeting

Seconded by Jim LaClair

No discussion

Motion was passed unanimously by voice vote

IV. Committee Updates by Chairs.

- a. Finance Committee – Russell Lundberg- No Updates
- b. Technical Committee – Victor Ramos-No Updates
- c. Policies and Objectives Committee – Cedric Apaka-No Updates
- d. Administration Committee – Paul Ferreira –No Updates

- e. Public Relations Committee – Glenn Roach – No Updates

V. PSAP Status Updates

- a. Kauai – Fire Chief Westerman gave an update on the status of the CAD RFP
- b. Oahu – Gordon Bruce – No Updates
- c. Molokai – Victor Ramos – No Updates
- d. Maui – Clayton Tom – No Updates
- e. Hawaii – Paul Ferreira – No Updates

VI. Items for Discussion, Consideration and Action

- a. Monthly Financial Report

Mr. Tagupa presented the Monthly Financial Report for April 2010

- b. Request for Reimbursement from the Honolulu Police Department for the replacement of PSAP UPS Batteries in the amount of \$50,680.

Motion was made by Jim LaClair to approve Request for Reimbursement from the Honolulu Police Department for the replacement of PSAP UPS Batteries in the amount of \$50,680.

Seconded by Goldie Cross

No discussion

Motion passed unanimously by voice vote

- c. Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC

Motion was made by Victor Ramos to approve the Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC, for the current calendar year, but requested that Hawaiian Telecom provide additional detail and a breakdown of the charges

Seconded by Paul Ferreira

With the exception of Jim LaClair, who abstained from the vote, the motion passed unanimously by voice vote

- d. Authorization for the Executive Director to attend the National Association of State Nine-One-One Administrators (NASNA) in Indianapolis, IN, June 5-6, 2010 – Estimated Cost \$568.56 (Hotel and per diem)

Jim LaClair made a motion to authorize the Executive Director to attend the National Association of State Nine-One-One Administrators (NASNA) in Indianapolis, IN, June 3-4, 2010

Seconded by Goldie Cross

No further discussion

Motion was passed unanimously by voice vote

e. Legislative Update

Chair Saito provided an update on the status of Legislation that could have a potential impact on 9-1-1 and the Board in the State of Hawaii

f. Hawaiian Telcom Long Distance Charges related to Wireless 9-1-1 Callbacks

Kevin Kuwahara with Hawaiian Telcom provided an update and explanation of Hawaiian Telcom long distance charges related to Wireless 9-1-1 Callbacks

g. FY 2011 – 2015 Budget and Spending Plan

Mr. Tagupa distributed the Preliminary FY 2011-2015 Wireless Enhanced 911 Spending Plan and explained the content

Discussion continued on the plan

This item will be a continuing process and will be included in future meeting agendas for further discussion and action at the August 2010 meeting.

VII. Announcements.

1. Chair Saito announced that Eric Knutzen would be on an extended leave from the Board as the representative from Kauai and instructed the Executive Director to prepare a letter to the Mayor of Kauai County in reference to a replacement.
2. Announcement was made that Major McCauley has been reassigned to the patrol division of the Honolulu Police Department and will be resigning from the Technical Committee. She requested that Major Thompson be considered to replace her on the Committee. The Chair instructed the Executive Director to draft a Letter of Commendation for Major McCauley.

VIII. Next meeting date – Thursday, June 3, 2010

IX. Adjournment – The meeting was adjourned at 10:48 AM

Wireless Enhanced 911 Board

May 13, 2010
10:00 a.m.

Honolulu Police Department
Command Conference Room, 4th Floor
801 S. Beretania
Honolulu, Hawaii 96813

| Name | Agency |
|----------------------|-----------------|
| 1. Phalia Burns | HPD |
| 2. Lani Natividad | HPD |
| 3. Anlan Leong | HPD |
| 4. Maria Abbatiello | HPD |
| 5. Miles Tamanaha | HPD |
| 6. Paul Ferreira | HAWAII POLICE |
| 7. CLAYTON TOM | MPD |
| 8. RWESTERMAN | KFD |
| 9. KERRI ANGUS | MPD |
| 10. MARIE McCady | HPD |
| 11. JOHN THOMPSON | HPD |
| 12. COURTNEY TAGUFA | AKIMEKA TECH |
| 13. KEVIN KUWAHARA | HAWAIIAN TELCOM |
| 14. Tony RAMIREZ | AKIMEKA LLC |
| 15. David | STAR Telecom |
| 16. Aaron Correia | HPD |
| 17. GORDON BRUCE | CDC DIT |
| 18. RUSSELL LUNDBERG | MOBI PCS |
| 19. Cedric Apaka | HPD |
| 20. James LACLAIR | HAWAIIAN TELCOM |
| 21. Clement Chan | CDC DIT |
| 22. Kenny Yoneshio | DARS |

Wireless Enhanced 911 Board

May 13, 2010
10:00 a.m.

Honolulu Police Department
Command Conference Room, 4th Floor
801 S. Beretania
Honolulu, Hawaii 96813

| Name | Agency |
|------------------|----------------|
| 1. DIANA CHAN | EMS - Honolulu |
| 2. Goldie Cross | ATT |
| 3. PAT O'HARA | Atty Genl |
| 4. Russ K. Smith | State - DAGS |
| 5. | |
| 6. | |
| 7. | |
| 8. | |
| 9. | |
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| 11. | |
| 12. | |
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| 14. | |
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| 17. | |
| 18. | |
| 19. | |
| 20. | |



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:

4/1/2010 - 4/30/2010

Call Totals for Oahu PSAP

| | Wired lines | | Wireless Phase 1 | | Wireless Phase 2 | | Total |
|----------------------------------|-------------|---------------|------------------|---------------|------------------|---------------|-------|
| Initial Calls (screeners) | 17059 | 32.27% | 30738 | 58.15% | 5060 | 9.57% | 52857 |
| HPD | 15955 | 31.63% | 27932 | 55.37% | 6560 | 13.00% | 50447 |
| HFD | 1772 | 42.90% | 1868 | 45.22% | 491 | 11.89% | 4131 |
| EMS | 2910 | 47.06% | 2658 | 42.99% | 615 | 9.95% | 6183 |
| RDC | 543 | 24.43% | 1016 | 45.70% | 664 | 29.87% | 2223 |
| Hickam | 34 | 11.45% | 211 | 71.04% | 52 | 17.51% | 297 |
| | 17059 | 32.27% | 30738 | 58.15% | 5060 | 9.57% | 52857 |

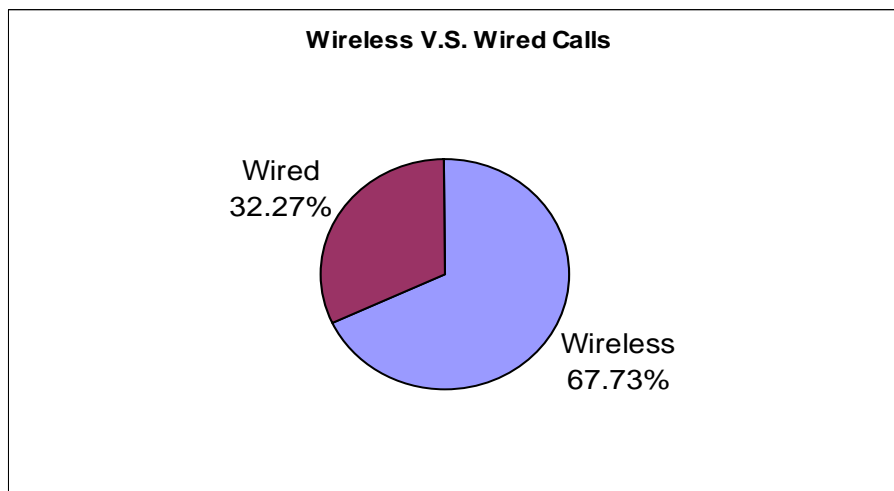
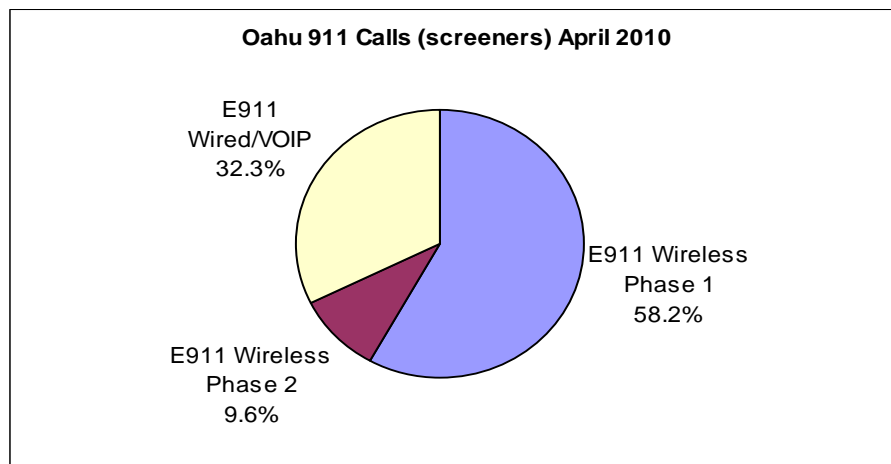
*** Call numbers for HPD call takers and screener positions are only for period from 4/11/2010 to 4/24/2010 due to HPD scheduled operation in Kapolei from 4/25/2010 to 4/30/2010.



Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

| HPD Screeners | ALI 911Records | Percentage |
|-----------------------|----------------|------------|
| E911 Wireless Phase 1 | 30738 | 58.15% |
| E911 Wireless Phase 2 | 5060 | 9.57% |
| E911 Wired/VOIP | 17059 | 32.27% |
| Total | 52857 | |

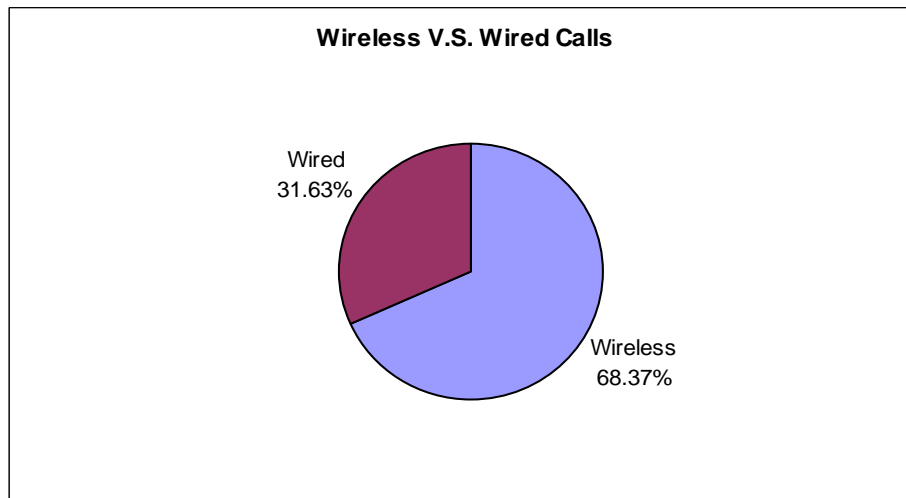
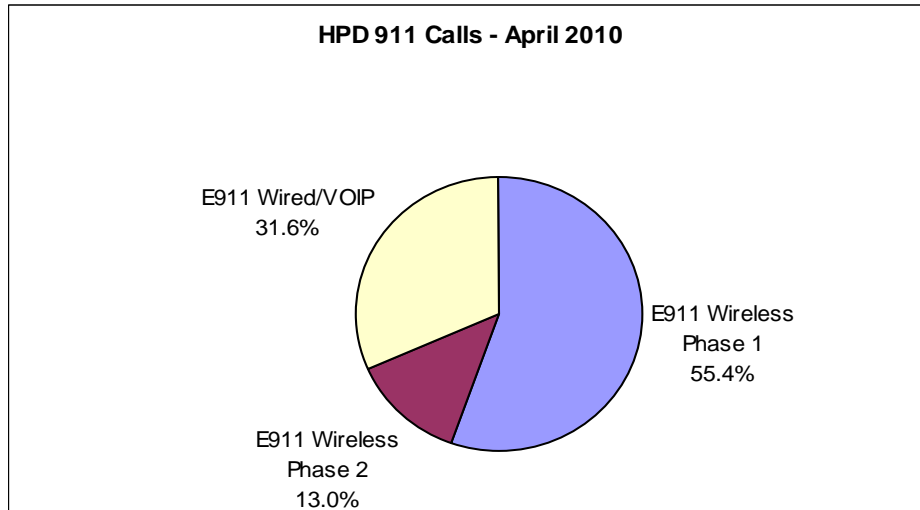




Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

| HPD | ALI 911Records | Percentage |
|-----------------------|----------------|------------|
| E911 Wireless Phase 1 | 27932 | 55.37% |
| E911 Wireless Phase 2 | 6560 | 13.00% |
| E911 Wired/VOIP | 15955 | 31.63% |
| | 50447 | |

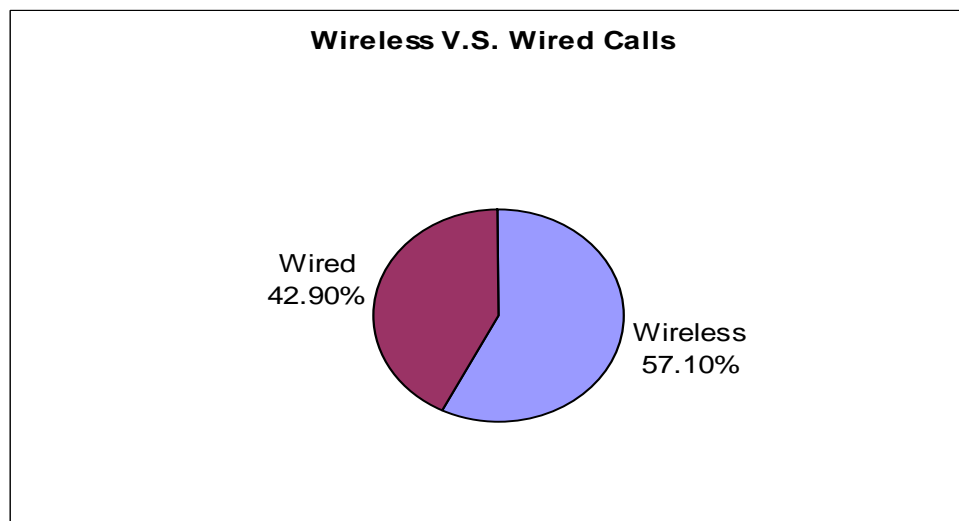
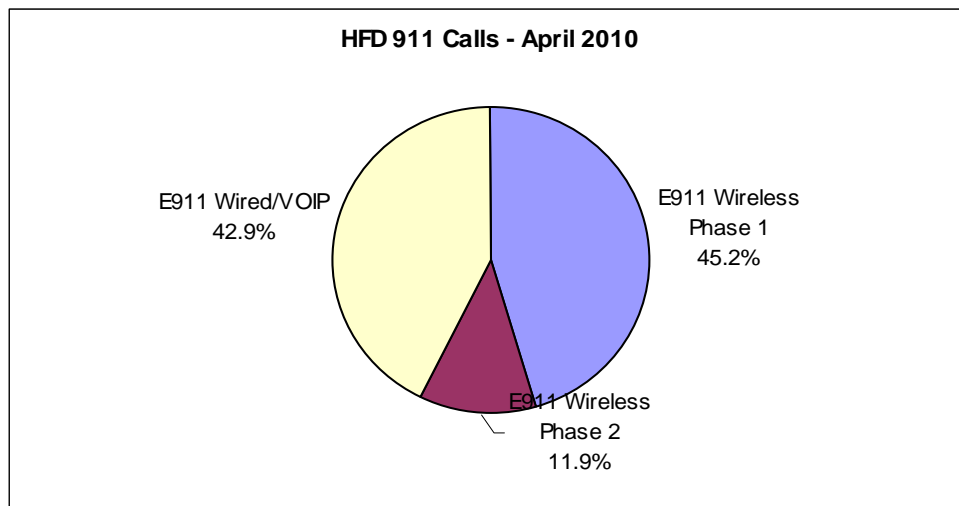




Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

| HFD | ALI 911Records | Percentage |
|-----------------------|----------------|------------|
| E911 Wireless Phase 1 | 1868 | 45.22% |
| E911 Wireless Phase 2 | 491 | 11.89% |
| E911 Wired | 1772 | 42.90% |
| Total | 4131 | |

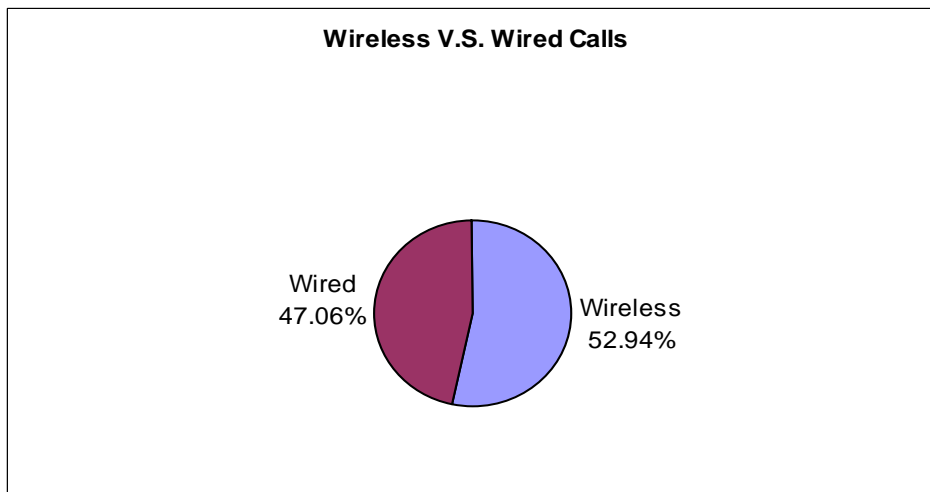
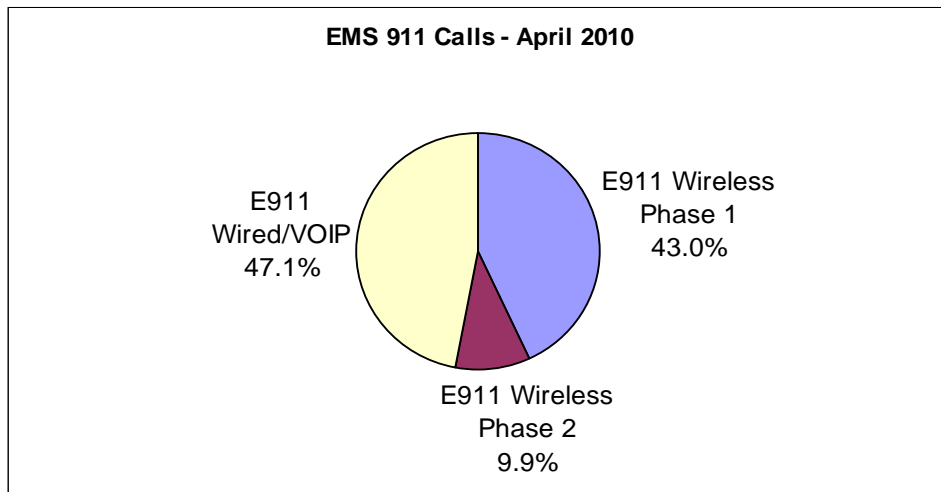




Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

| EMS | ALI 911Records | Percentage |
|-----------------------|----------------|------------|
| E911 Wireless Phase 1 | 2658 | 42.99% |
| E911 Wireless Phase 2 | 615 | 9.95% |
| E911 Wired/VOIP | 2910 | 47.06% |
| Total | 6183 | |

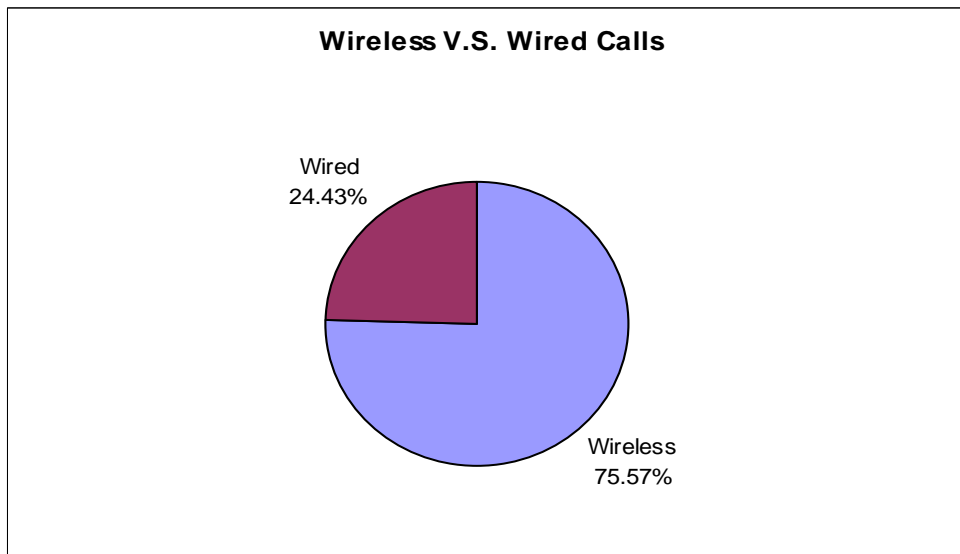
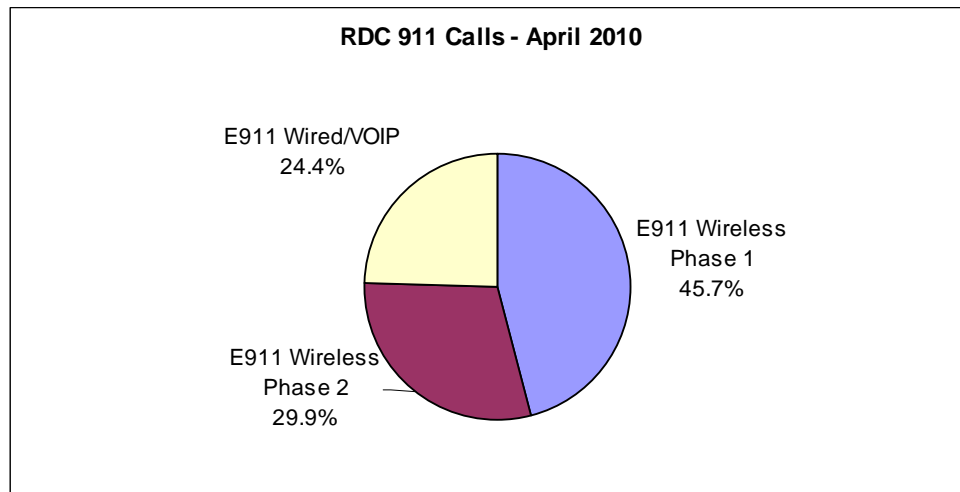




Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

| RDC | ALI 911Records | Percentage |
|-----------------------|----------------|------------|
| E911 Wireless Phase 1 | 1016 | 45.70% |
| E911 Wireless Phase 2 | 664 | 29.87% |
| E911 Wired/VOIP | 543 | 24.43% |
| Total | 2223 | |

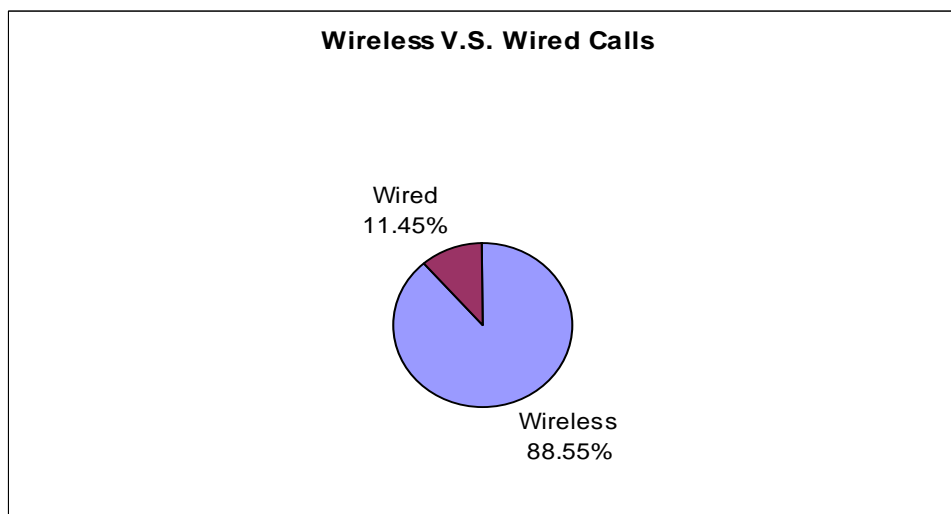
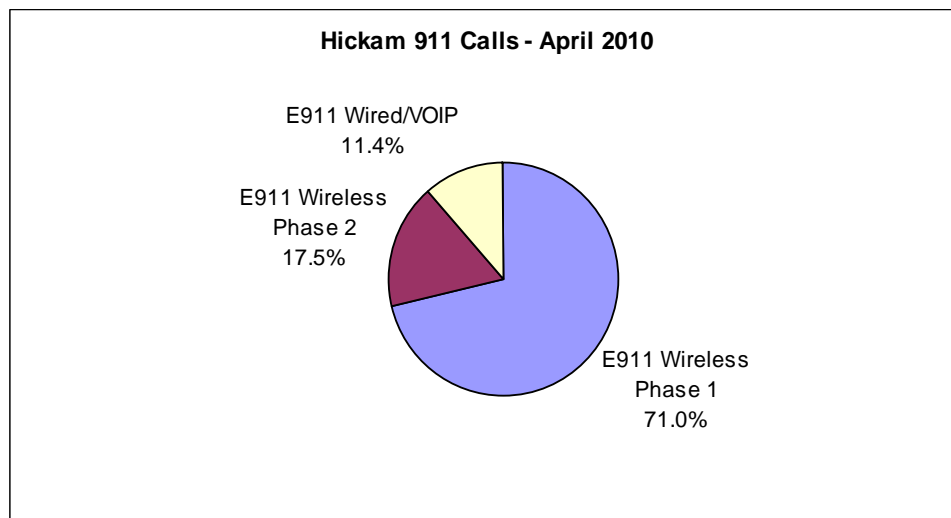




Call Statistics Continued

Hickam 911 Calls (Call-takers' positions)

| Hickam | ALI 911Records | Percentage |
|-----------------------|----------------|------------|
| E911 Wireless Phase 1 | 211 | 71.04% |
| E911 Wireless Phase 2 | 52 | 17.51% |
| E911 Wired/VOIP | 34 | 11.45% |
| Total | 297 | |





MSAG Updates

| MSAG Changes | Description | Date |
|--------------|-------------|------------|
| 4 | Insert | April 2010 |
| | | |

Wireless Routing Sheets Processed

| Carrier | Towers | Sectors |
|---------|--------|---------|
| Verizon | 9 | 16 |
| Mobi | 6 | 14 |
| AT&T | 1 | 9 |
| | | |

Events and Project Status

Ongoing

- DIT has received new Geolynx backup servers and is preparing to install the Geolynx servers with Pictometry data.
- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system.
- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.
- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.
- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.
- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of



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

E911 Monthly Report for April 2010

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

- 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.

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• PSAP Operations

9-1-1 Call Volume – April 2010

| PSAP | Total | Wireline | % | Wireless | % |
|------------|-------|----------|-------|----------|-------|
| HAWAII (*) | 9,812 | 3,908 | 39.8% | 5,904 | 60.2% |

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

| HAWAII | | TOTAL PSAP 9-1-1 CALL VOLUME | | | | | | Abandoned | |
|-------------------|---------------|------------------------------|--------------------------------|---------------|--------------------------------|------------|------------------|--------------|----------------------|
| 2010 | Total | Wireline | | Wireless | | Admin | | # of Calls | % Abandoned to Total |
| | | # of Calls | % to Total Wireline & Wireless | # of Calls | % to Total Wireline & Wireless | # of Calls | % to Total Calls | | |
| December | | | | | | | | | |
| November | | | | | | | | | |
| October | | | | | | | | | |
| September | | | | | | | | | |
| August | | | | | | | | | |
| July | | | | | | | | | |
| June | | | | | | | | | |
| May | | | | | | | | | |
| April | 9,812 | 3,908 | 39.8% | 5,904 | 60.2% | 0 | 0.0% | 1,137 | 11.6% |
| March | 10,186 | 3,910 | 38.4% | 6,276 | 61.6% | 0 | 0.0% | 1,169 | 11.5% |
| February | 9,464 | 3,851 | 40.7% | 5,613 | 59.3% | 0 | 0.0% | 1,051 | 11.1% |
| January | 10,574 | 4,293 | 40.6% | 6,279 | 59.4% | 2 | 0.0% | 1,146 | 10.8% |
| TOTAL YTD | 40,036 | 15,962 | 39.9% | 24,072 | 60.1% | 2 | 0.0% | 4,503 | 11.2% |
| AVG PER MO | 10,009 | 3,991 | | 6,018 | | 1 | | 1,126 | |

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

| HAWAII | | TRANSFERRED TO FIRE | | | | | | | | | |
|-------------------|--------------|---------------------|--------------------------------|---------------------|--------------|--------------------------------|---------------------|------------|------------------|------------|----------------------|
| 2010 | Total | Wireline | | | Wireless | | | Admin | | Abandoned | |
| | | # of Calls | % to Total Wireline & Wireless | % of Total Wireline | # of Calls | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | | | | | | | | | | | |
| May | | | | | | | | | | | |
| April | 1,757 | 918 | 52.3% | 23.5% | 836 | 47.7% | 14.2% | 3 | 0.2% | 29 | 1.7% |
| March | 1,856 | 915 | 49.3% | 23.4% | 940 | 50.7% | 15.0% | 1 | 0.1% | 36 | 1.9% |
| February | 1,750 | 885 | 50.6% | 23.0% | 864 | 49.4% | 15.4% | 1 | 0.1% | 45 | 2.6% |
| January | 2,000 | 971 | 48.6% | 22.6% | 1,027 | 51.4% | 16.4% | 2 | 0.1% | 47 | 2.4% |
| TOTAL YTD | 7,363 | 3,689 | 50.1% | 23.1% | 3,667 | 49.9% | 15.2% | 7 | 0.1% | 157 | 2.1% |
| AVG PER MO | 1,841 | 922 | | | 917 | | | 2 | | 39 | |

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 April 1, 2010 – April 30, 2010

- **PSAP Operations (continued)**

Wireless Test – April 2010

| Date | WSP | Sites Tested | Sectors Tested | Tested By: |
|---------------------|---------------|--------------|----------------|-------------------------|
| 04/20/10 – 04/21/10 | AT&T Mobility | 21 | 68 | Hawaii PSAP/ Akimeka |
| 04/21/10 | Sprint | 1 | 3 | Hawaii PSAP/ Akimeka |

04/01/10 -- 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.

The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.

The rehomeing and upgrade project (Phase 2) has been completed on Kaua'i, Hawai'i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.

04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.

04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.

04/01/10 -- 04/30/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. The Hawai'i County PSAP returned their signed certification with conditions to Tracfone on April 30, 2010.

04/07/10 -- Ongoing On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• PSAP Operations (continued)

- 04/14/10 Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a leash for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.

- 04/15/10 -- Akimeka personnel coordinated questions and responses from the Neighbor
Ongoing Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.

- 04/16/10 -- Akimeka personnel is working with Intrado to prepare a flowchart for the
Ongoing Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

• MSAG

Current Month – April 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 | |
| HAWAII | 196 | 161 | 30 | 69 | 25 | 18 | 19 | 509 | 35 | 0 | 0 |

Revised categories and report format changes effective April 2009.

A total of 196 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, a total of 509 customer ANI/ALI records were updated as a result of the 161 changes made to the MSAG database and 35 ALI Discrepancy reports were submitted to 911Net.

There are no records in Suspended status as of April 30, 2010 – seven consecutive months since October 2009.

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 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 | 196 | 161 | 30 | 69 | 25 | 18 | 19 | 509 | 35 | 0 | 0 |
| March | 182 | 177 | 86 | 37 | 26 | 9 | 19 | 4,058 | 5 | 0 | 0 |
| February | 126 | 105 | 47 | 13 | 15 | 17 | 13 | 118 | 21 | 0 | 0 |
| January | 232 | 192 | 61 | 18 | 35 | 59 | 19 | 114 | 40 | 0 | 0 |
| TOTAL YTD | 736 | 635 | 224 | 137 | 101 | 103 | 70 | 4,799 | 101 | | |
| AVG PER MO | 184 | 159 | 56 | 34 | 25 | 26 | 18 | 1,200 | 25 | | |

(*) Applies to Change, Delete and Insert categories

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

It was discovered in April 2010 that five (5) transactions listed in the Hawaii MSAG Update Log - 2010 were identified as belonging to Maui County. The discrepancy occurred upon data export from 911Net due to the transactions originating under the Hawaii County 911Net log-in.

The year-to-date summary chart above has been corrected accordingly for the month of March 2010.

| | | |
|---------------------|-----|---|
| 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. |

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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 | | | | |
| | 04/29/10 | | | Per Sprint CRSS |
| | 04/26/10 | | | Per VZW CRSS |
| | | | 04/21/10 | Uploaded the new Cell Tower layer to fix calls that were not plotting correctly on the map |
| | 04/07/10 | | | Added VZW tower per CRSS |
| | 04/07/10 | | | Per Mobi PCS CRSS |
| Street Centerline | | | | |
| | 04/23/10 | | | |
| | 04/19/10 | | | |
| | | | 04/16/10 | |
| | 04/13/10 | | | |
| | 04/12/10 | | | |
| | 04/01/10 | | | |
| Address Points | | | | |
| | 04/22/10 | | | |
| | 04/19/10 | | | |
| | | | 04/16/10 | |
| | 04/07/10 | | | |
| | 04/01/10 | | | |
| Psuedo Address Points | | | | |
| | 04/19/10 | | | |
| | | | 04/16/10 | |
| | 04/11/10 | | | |
| | 04/08/10 | | | |
| | 04/06/10 | | | |
| | 04/05/10 | | | |
| | 04/02/10 | | | |
| Parcels | | | | |
| Churches | | | | |
| Coastal Names | | | 04/16/10 | |
| Communities | | | | |
| Critical Infrastructure | | | | |
| Emergency Callboxes | | | | |
| Fire Beats | | | | |
| Fire District | | | | |
| Fire ESZ | | | | |
| | 04/16/10 | | | |
| | 04/15/10 | | | |
| Fire Stations | | | 04/16/10 | |
| Food & Beverage | | | | |
| | | | 04/16/10 | |

(*) 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 April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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 | | |
| Hospitals | | | 04/16/10 | |
| Hotels | | | | |
| Milepost Markers | | | | |
| National and State Parks | | | 04/16/10 | |
| Ocean Rescue | | | | |
| Points of Interest | 04/22/10 | | | Created a new layer of National Parks |
| | | | 04/16/10 | |
| Police Beat Boundaries | | | | |
| | 04/19/10 | | | Edited per Hawaii County Police request |
| Police District | 04/19/10 | | | Edited to align with new Police Beats per Hawaii County Police request |
| | | | 04/16/10 | |
| Police ESZ | 04/19/10 | | | Edited Kona side per Hawaii County Police request |
| | 04/13/10 | | | |
| | 04/06/10 | | | Per requested changes from Hawaii County Police |
| | 04/05/10 | | | |
| Police Stations | | | 04/16/10 | |
| Post Office | | | | |
| Schools | | | 04/16/10 | |
| 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.

| | |
|--------------|--|
| <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. |

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

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

Current Month GIS Activities – April 2010

- 04/09/10 Akimeka personnel participated on a conference call with Hawaii County PSAPs and Intergraph to discuss mapping issues using GeoMedia. Conference notes and action items were documented and shared.
- 04/19/10 Akimeka GIS personnel worked on the metadata for Police Beats, Police Dispatch Groups and Police ESZ layers.
- 04/19/10 As requested, Akimeka GIS personnel emailed the Police Beats and Police Dispatch Group layers to Cheryl Chan of Hawaii County Planning.
- 04/19/10 Akimeka GIS personnel fixed the zoom levels and views on the PowerMap configurator. The zoom levels with the Address Point layer were not working properly after an update, causing issues on some workstations. There was no service interruption to the PSAPs during this fix and all workstations were updated automatically.
- 04/20/10 Akimeka GIS personnel responded to PowerMap issues/questions submitted by Hawaii County Fire via the Service Request process. PowerMap configurations were edited as appropriate. Generally, most configurations made on the server will affect all workstations (Police and Fire) but in this case the changes only affected the Fire workstations.
- Some changes will not take effect until the next PowerMap update which is tentatively scheduled for May 28, 2010.
- 04/21/10 -- Akimeka GIS personnel provided Sergeant Ing with information regarding the
04/22/10 Pictometry drives. Included in the email was a recommendation on how to reconnect the hard drives.
- Upon further discussions with Sergeant Ing, since the computer is not recognizing Pictometry hard drives on two positions, Akimeka recommended that Sergeant Ing open a Help Desk trouble ticket with Positron.
- 04/23/10 Akimeka met its commitment and delivered the following layers to Intergraph via Akimeka FTP: National Parks, Police Beats, Police Dispatch Group, Police ESZ, Fire ESZ, and Fire Dispatch Group. Akimeka fulfilled their requirement by the due date and is waiting for Intergraph to update.
- 04/26/10 As requested by Hawaii County IT, Akimeka sent Excel spreadsheets of all Hawaii County Address Points in Akimeka's GIS Address Point layer to assist with the verification of Common Names. A copy was also provided to Lieutenant Wana via email.
- 04/27/10 Akimeka GIS personnel sent the latest Police ESZ layer to Lieutenant Wana for review and approval.
- 04/27/10 Darryl Willis from Hawaii County Fire had questions regarding the PowerMap layers and how data displays. Akimeka GIS personnel responded and answered his questions in order to provide a better understanding of the views and layers.

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- **Service Requests Transactions**

Open Service Requests – April 2010

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|--|----------|----------|--|----------------------------|-----------|---|
| 1 | 02/22/10 | 160 | <u>Incorrect Address:</u> TN = 808/930-4654 | MSAG - ANIVALI Discrepancy | Normal | Request to update record sent to PLN; correction pending. PLN to contact customer to confirm location. PLN reported that a change request was sent to Intrado but it had not been propagated as yet. |
| Documented Items Per April 9 Intergraph Conference Call | | | | | | |
| 2 | 04/21/10 | 185 | Milepost Markers Not Visible; Unable to Zoom In and Out; Too Small | 911 Map -- Other | Very High | Akimeka completed its portion by the due date commitment and is waiting for Intergraph to update on their end. |
| 3 | 04/21/10 | 187 | Common Place Names. Intergraph Needs the Latest Layer/File. | 911 Map -- Other | High | |
| 4 | 04/21/10 | 189 | Subdivisions/Towns Layer | 911 Map -- Other | High | |
| 5 | 04/21/10 | 190 | Parks Boundaries | 911 Map -- Other | High | |
| 6 | 04/21/10 | 191 | 2-Digit Code to Denote Municipality | 911 Map -- Other | High | Further discussion required to assess the possibility and business impact across systems. Akimeka recommends that a full understanding of the business impacts occur before any changes are made which could have a negative impact. |
| 7 | 04/21/10 | 192 | Police/Fire Districts | 911 Map -- Other | High | Akimeka is awaiting a copy of the approved written descriptions of the police and fire beats which will take some time. As such, the beat boundaries were updated accordingly. |
| 8 | 04/21/10 | 193 | Road Classifications | 911 Map -- Other | High | Further discussion required to determine which features are incorrectly classified. |
| 9 | 04/21/10 | 196 | Use of Highway Numbers | 911 Map -- Other | High | Akimeka recommended that Intergraph research other options as discussed. |

Hawaii County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- Service Requests Transactions

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 | 24 | 16 | 9 | 11 | 3 | 13 | 13 | 0 | 0 | 0 | 0 |
| March | 3 | 3 | 1 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 0 |
| February | 6 | 18 | 1 | 1 | 1 | 5 | 17 | 0 | 0 | 0 | 0 |
| January | 24 | 11 | 13 | 0 | 0 | 24 | 11 | 0 | 0 | 0 | 0 |
| TOTAL | 57 | 48 | 9 | 14 | 6 | 43 | 42 | 0 | 0 | 0 | 0 |

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

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

Kauai County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• PSAP Operations

9-1-1 Call Volume – April 2010

| PSAP | Total | Wireline | % | Wireless | % |
|-------|-------|----------|-------|----------|-------|
| KAUAI | 2,806 | 976 | 34.8% | 1,829 | 65.2% |

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 | 2,806 | 976 | 34.8% | 1,829 | 65.2% | 1 | 0.0% | 542 | 19.3% |
| March | 3,085 | 1,125 | 36.5% | 1,959 | 63.5% | 1 | 0.0% | 548 | 17.8% |
| February | 2,775 | 987 | 35.6% | 1,783 | 64.4% | 5 | 0.2% | 545 | 19.6% |
| January | 2,910 | 1,164 | 40.1% | 1,736 | 59.9% | 10 | 0.3% | 573 | 19.7% |
| TOTAL YTD | 11,576 | 4,252 | 36.8% | 7,307 | 63.2% | 17 | 0.1% | 2,208 | 19.1% |
| AVG PER MO | 2,894 | 1,063 | | 1,827 | | 4 | | 552 | |

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 – April 2010

| Date | WSP | Sites Tested | Sectors Tested | Tested By: |
|----------|---------------|--------------|----------------|--------------------|
| 04/13/10 | AT&T Mobility | 7 | 21 | Kauai PSAP/Akimeka |

Kauai County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- **PSAP Operations (continued)**

- 04/01/10 -- 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.
- The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.
- The rehomeing and upgrade project (Phase 2) has been completed on Kaua'i, Hawai'i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.
- 04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
- 04/01/10 -- Ongoing Akimeka personnel contacted and is awaiting a response from Allan Hanke of the DLNR to obtain the Polihale State Park callbox latitude and longitude. There is currently no identification on the callbox. Identification will be assigned once the latitude and longitude coordinates are received.
- 04/01/10 -- 04/05/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. The Kaua'i County PSAP returned their signed certification with conditions to Tracfone on April 5, 2010.
- 04/01/10 -- 04/08/10 Akimeka personnel, along with Kathleen Langtad, spoke with Guy Undercoffer, Acting General Manager of the Kauai Beach Resort regarding the lack of address information when the property calls 9-1-1. Samples of 9-1-1 test calls were provided to Mr. Undercoffer and Wavecomm Solutions. The trouble was isolated to either the network provided by Wavecomm Solutions or their PBX provider. Wavecomm Solutions and the Kauai Beach Resort will continue to work on resolving this trouble.
- 04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
- 04/01/10 -- 04/30/10 Akimeka personnel assisted the Kaua'i County PSAP in preparing documentation and cost support for the alternate PSAP site and a 5th PSAP position at the Kauai County PSAP.

Kauai County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• PSAP Operations (continued)

- 04/07/10 -- Ongoing On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.

- 04/14/10 Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a leash for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.

- 04/15/10 -- Ongoing Akimeka personnel coordinated questions and responses from the Neighbor Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.

- 04/16/10 -- Ongoing Akimeka personnel is working with Intrado to prepare a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

• MSAG

Current Month – April 2010

| 2010 | | 9-1-1NET REQUESTS | | | | | | | (a) | (b) | |
|--|-------|-------------------|--------|----------|--------|--------|-------|-----------------------------|--|--|---|
| | | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected | Customer Address Change Requests Submitted | In Suspended Status as of Report Month End | |
| PSAP | TOTAL | | | | | | | | # of Transactions | TNs Affected | |
| KAUAI | 42 | 40 | 18 | 0 | 4 | 6 | 12 | 40 | 2 | 0 | 0 |
| Revised categories and report format changes effective April 2009. | | | | | | | | | | | |

A total of 42 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, 40 customer ANI/ALI records were corrected as a direct result of changes made to the MSAG database.

There are no records in Suspended status as of April 30, 2010 – three consecutive months – and no issues are listed on the monthly Intrado 701/709 report.

Kauai County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 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 | 42 | 40 | 18 | 0 | 4 | 6 | 12 | 40 | 2 | 0 | 0 |
| March | 67 | 65 | 30 | 0 | 18 | 14 | 3 | 162 | 2 | 0 | 0 |
| February | 39 | 38 | 17 | 2 | 11 | 7 | 1 | 66 | 1 | 0 | 0 |
| January | 37 | 37 | 26 | 1 | 2 | 5 | 3 | 129 | 0 | 3 | 5 |
| TOTAL YTD | 185 | 180 | 91 | 3 | 35 | 32 | 19 | 397 | 5 | | |
| AVG PER MO | 46 | 45 | 23 | 1 | 9 | 8 | 5 | 99 | 1 | | |

(*) Applies to Change, Delete and Insert categories

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

| | | |
|---------------------|-----|---|
| Definitions: | (a) | Represents customer address change requests 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 – April 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 | 04/26/10 | | | Per VZW CRSS |
| | 04/19/10 | | | Per AT&T Mobility CRSS. Change in sector compass orientation and azimuth. |
| Street Centerlines | | | 04/14/10 | |
| | 04/12/10 | | | |

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

Kauai County Wireless E9-1-1 Status Report

April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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 | | |
| Address Points | 04/29/10 | | | |
| | 04/28/10 | | | |
| | 04/27/10 | | | |
| | 04/26/10 | | | |
| | 04/23/10 | | | |
| | 04/22/10 | | | |
| | 04/21/10 | | | |
| | 04/20/10 | | | |
| | 04/13/10 | | 04/14/10 | |
| | 04/01/10 | | | |
| Psuedo Address Points | | | 04/14/10 | |
| | 04/12/10 | | | |
| | 04/09/10 | | | |
| Parcels | | | | |
| Coastal Names | 04/12/10 | | | |
| Common Places | | | | |
| Communications | | | | |
| Communities | | | | |
| Emergency Callboxes | | | | |
| EMS Zones | | | | |
| Fire Beat Boundaries | | | | |
| Fire Sub Zones | | | | |
| Fire Zones | | | | |
| Food & Beverage | | | | Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc. |
| Hotels | | | | |
| Medic Beat Boundaries | | | | |
| Milepost Markers | | | | |
| National and State Parks | | | | |

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

Kauai County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- **Mapping Layers Updated/Loaded Into GIS – April 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 | | |
| Plat Maps | | | | |
| Points of Interest | | | 04/14/10 | |
| Police Beats | | | | |
| Police District Boundaries | | | | |
| Post Offices | | | | |
| Radio Towers | | | | |
| Restaurants | | | | |
| Schools | | | | |
| Subdivisions | | | 04/14/10 | |
| Tsunami Evacuation Zones | | | | |
| WiFi Sites | | | | |

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

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

Current Month GIS Activities – April 2010

04/22/10 Akimeka GIS personnel discussed parcel horizontal accuracy improvement methodology with Kauai GIS personnel.

Kauai County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- **Service Requests Transactions**

Open Service Requests – April 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 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| March | 1 | 2 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| February | 3 | 2 | 1 | 2 | 2 | 1 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 5 | 5 | 0 | 3 | 3 | 2 | 2 | 0 | 0 | 0 | 0 |

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

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

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- PSAP Operations**

9-1-1 Call Volume – April 2010

| PSAP | Total | Wireline | % | Wireless | % |
|----------|-------|----------|-------|----------|-------|
| MAUI (*) | 7,737 | 2,962 | 38.3% | 4,774 | 61.7% |
| MOLOKAI | 274 | 178 | 65.2% | 95 | 34.8% |

(*) 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 | | # of Calls | % Abandoned of Total |
| 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 | 7,737 | 2,962 | 38.3% | 4,774 | 61.7% | 1 | 0.0% | 1,193 | 15.4% |
| March | 8,295 | 2,807 | 33.8% | 5,488 | 66.2% | 0 | 0.0% | 1,446 | 17.4% |
| February | 7,424 | 2,606 | 35.1% | 4,818 | 64.9% | 0 | 0.0% | 1,281 | 17.3% |
| January | 8,228 | 2,946 | 35.8% | 5,280 | 64.2% | 2 | 0.0% | 1,464 | 17.8% |
| TOTAL YTD | 31,684 | 11,321 | 35.7% | 20,360 | 64.3% | 3 | 0.0% | 5,384 | 17.0% |
| AVG PER MO | 7,921 | 2,830 | | 5,090 | | 1 | | 1,346 | |
| <u>Note:</u> | Total Calls include Administrative calls that are not direct 911 calls. | | | | | | | | |

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• **PSAP Operations (continued)**

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

| MOLOKAI PSAP | | TOTAL PSAP 9-1-1 CALL VOLUME | | | | | | Abandoned | |
|-------------------|--------------|------------------------------|-------------------------------|------------|-------------------------------|------------|-----------------|------------|---------------------|
| | | Wireline | | Wireless | | Admin | | | |
| 2010 | Total | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls | %Abandoned of Total |
| December | | | | | | | | | |
| November | | | | | | | | | |
| October | | | | | | | | | |
| September | | | | | | | | | |
| August | | | | | | | | | |
| July | | | | | | | | | |
| June | | | | | | | | | |
| May | | | | | | | | | |
| April | 274 | 178 | 65.2% | 95 | 34.8% | 1 | 0.4% | 50 | 18.2% |
| March | 298 | 185 | 62.1% | 113 | 37.9% | 0 | 0.0% | 52 | 17.4% |
| February | 248 | 166 | 66.9% | 82 | 33.1% | 0 | 0.0% | 46 | 18.5% |
| January | 228 | 137 | 60.4% | 90 | 39.6% | 1 | 0.4% | 47 | 20.6% |
| TOTAL YTD | 1,048 | 666 | 63.7% | 380 | 36.3% | 2 | 0.2% | 195 | 18.6% |
| AVG PER MO | 262 | 167 | | 95 | | 1 | | 49 | |

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 – April 2010

| Date | WSP | Island | Sites Tested | Sectors Tested | Tested By: |
|----------|---------------|--------|--------------|----------------|-------------------|
| 04/28/10 | AT&T Mobility | Maui | 7 | 23 | Maui PSAP/Akimeka |

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• PSAP Operations (continued)

- 04/01/10 -- 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.
- The projected completion date was pushed out to allow for the completion and testing of the rehoming and network upgrade project across the Neighbor Islands.
- The rehoming and upgrade project (Phase 2) has been completed on Kaua`i, Hawai`i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.
- 04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
- 04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
- 04/01/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. If no response is received by Tracfone or their representative on or before May 13, 2010, Tracfone will be able to self certify their Safelink service.
- 04/07/10 -- Ongoing On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.
- 04/14/10 Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a lease for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.
- 04/15/10 -- Ongoing Akimeka personnel coordinated questions and responses from the Neighbor Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.
- 04/16/10 -- Ongoing Akimeka personnel performed an audit of the Maui callboxes for addressing accuracy. Updates and corrections were required on 39 (92.9%) out of the 42 callboxes audited. Updates were provided to Hawaiian Telcom, Inc. (HTI) on April 28, 2010.
- 04/16/10 -- Ongoing Akimeka personnel is working with Intrado to prepare a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• **MSAG**

Current Month – April 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 | 89 | 83 | 42 | 1 | 22 | 16 | 2 | 34 | 6 | 1 | 1 |

Revised categories and report format changes effective April 2009.

A total of 89 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, 83 change requests were completed on the Maui County MSAG database. There currently exists one (1) request in Suspended status, with one (1) TN affected. The location remains unknown.

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 | 89 | 83 | 42 | 1 | 22 | 16 | 2 | 34 | 6 | 1 | 1 |
| March | 178 | 173 | 41 | 45 | 34 | 46 | 7 | 1 | 5 | 1 | 1 |
| February | 117 | 104 | 19 | 4 | 51 | 27 | 3 | 0 | 13 | 1 | 1 |
| January | 138 | 125 | 58 | 14 | 13 | 21 | 19 | 0 | 13 | 2 | 7 |
| TOTAL YTD | 522 | 485 | 160 | 64 | 120 | 110 | 31 | 35 | 37 | | |
| AVG PER MO | 131 | 121 | 40 | 16 | 30 | 28 | 8 | 9 | 9 | | |

(*) Applies to Change, Delete and Insert categories

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

It was discovered in April 2010 that five (5) transactions listed in the Hawaii MSAG Update Log - 2010 were identified as belonging to Maui County. The discrepancy occurred upon data export from 911Net due to the transactions originating under the Hawaii County 911Net log-in.

The year-to-date summary chart above has been corrected accordingly for the month of March 2010.

| | | |
|---------------------|-----|---|
| 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. |

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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 | Maui | 04/26/10 | | | Per VZW CRSS |
| | Maui | 04/09/10 | | | Added VZW tower |
| | Maui | 04/07/10 | | | |
| Street Centerlines | Maui | 04/30/10 | | | |
| | Maui/Molokai | 04/15/10 | | | |
| | Maui/Molokai | 04/09/10 | | | Akimeka delivered the spatially correct centerlines to Intergraph on April 20, 2010. |
| Address Points | Maui/Molokai | 04/08/10 | | | |
| | Maui | 04/21/10 | | | |
| | Maui | 04/20/10 | | | |
| | Maui | 04/19/10 | | | |
| | Maui/Molokai | 04/15/10 | | | |
| | Maui | 04/14/10 | | | |
| | Maui | 04/13/10 | | | |
| | Maui/Molokai | 04/12/10 | | | |
| | Maui/Molokai | 04/09/10 | | | |
| | Maui/Molokai | 04/08/10 | | | |
| | Maui | 04/07/10 | | 4/7/2010 | |
| | Maui | 04/06/10 | | | |
| Pseudo Address Points | Maui | 04/05/10 | | | |
| | Maui | 04/02/10 | | | |
| | Maui | 04/01/10 | | | |
| | Maui | 04/22/10 | | | |
| | Maui | 04/09/10 | | | |
| | Maui | 04/08/10 | | 04/07/10 | |
| Parcels | | | | | |
| Airports | | | | | |
| Bridges | | | | | |
| Cane Fields | | | | | |
| Coastal Names | | | | | |
| Common Places | | | | | |
| Communities | | | | | |
| Emergency Callboxes | | | | | |
| EMS Zones | | | | | |
| Fire Beat Boundaries | | | | | |
| Fire ESZ | | | | | |
| Fire Stations | | | | | |
| Fire Sub Zones | | | | | |
| Fire Zones | | | | | |
| Food & Beverage | | | | | Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc. |
| Gate Codes | Maui | | | 04/07/10 | |
| | Maui | 04/05/10 | | | Edited per Service Request #169 |
| High Resolution Imagery | | | | | |
| Hospitals | | | | | |

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

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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 | | |
| Hotels | | | | | |
| Medic Beat Boundaries | | | | | |
| Medic Stations | | | | | |
| Milepost Markers | | | | | |
| National and State Parks | | | | | |
| Ocean Rescue Boundaries | | | | | |
| Park Polygon | | | | | |
| Points of Interest | | | | | |
| Police Beat Boundaries | | | | | |
| Police Dispatch Group (District) | | | | | |
| Police ESZ | | | | | |
| Police Reporting Areas | | | | | |
| Police Stations | | | | | |
| Ponds | | | | | |
| Post Offices | | | | | |
| Radio Towers | | | | | |
| Radius - Two Mile | | | | | |
| Radius - Three Mile | | | | | |
| Restaurants | | | | | |
| Schools | | | | | |
| Subdivisions | | | | | |
| Tow Truck | | | | | |
| Towns | | | | | |
| Trails | | | | | |
| Tsunami Evacuation Zones | | | | | |

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

Note: The Parcels layer is provided by Maui County. Akimeka 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 April 1, 2010 – April 30, 2010

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

Current Month GIS Activities – April 2010

- 04/08/10 -- Akimeka GIS personnel posted an updated Street Centerline layer and corrected
04/21/10 Address Point layer for Maui County on Akimeka's ftp site for Intergraph.
A copy was emailed to Mike Rawls of Intergraph on April 20 and April 21.
- 04/15/10 Akimeka GIS personnel participated in a conference call with Intergraph and
Maui County regarding mapping issues.
- 04/16/10 Akimeka GIS personnel GPS'ed Maui streets in Makawao and Kula.
- 04/28/10 Akimeka GIS personnel met with Maui Real Property and GIS personnel
regarding GPS'ed centerlines and parcel layer horizontal accuracy improvement.

- **Service Requests Transactions**

Open Service Requests – April 2010

| MAUI PSAP | | | | | | |
|-----------|----------|----------|-------------|---------------------------|---------|--|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| 1 | 01/19/10 | 131 | Callbox 25 | MSAG - AN/ALI Discrepancy | High | Akimeka is waiting for an address change from Hawaiian Telcom. |
| | | | | | | |

Service Request #131 was inadvertently reported as CLOSED in the March 2010 report. However, the Service Request is still open and pending action from Hawaiian Telcom. The year-to-date summary chart has been corrected accordingly.

| MOLOKAI PSAP | | | | | | |
|--------------|------|----------|-------------|----------|---------|----------|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| | | | NONE | | | |
| | | | | | | |

Maui County Wireless E9-1-1 Status Report April 1, 2010 – April 30, 2010

• **Service Requests Transactions (continued)**

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 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| March | 1 | 1 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 4 | 5 | 1 | 3 | 3 | 1 | 2 | 0 | 0 | 0 | 0 |
| January | 4 | 2 | 2 | 1 | 1 | 3 | 1 | 0 | 0 | 0 | 0 |
| TOTAL | 11 | 10 | 1 | 6 | 6 | 5 | 4 | 0 | 0 | 0 | 0 |
| <i>Note:</i> Open Service Requests reflect what is in pending status at the end of the report month. | | | | | | | | | | | |

Service Request #131 was inadvertently reported as CLOSED in the March 2010 report. The year-to-date summary chart above has been corrected accordingly.

| 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| TOTAL | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| <i>Note:</i> Open Service Requests reflect what is in pending status at the end of the report month. | | | | | | | | | | | |

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



March 24, 2010

Major Marie McCauley
Honolulu Police Department

Subject: Proposal for additional (3) CML POSITIONS at HPD 801 S. Beretania Street

Dear Major McCauley:

Thank you for the opportunity to partner with you to help the Honolulu Police Department with their telecommunication and public safety initiatives.

Enclosed is pricing and service details for the addition of (3) CML positions.

The total MRC (3 year term) for the 911 positions and its associated equipment as listed will be $\$8112.00 \times 36 = \$292,032.00$. The MRC obligation for the Communications Lines to support the new 911 positions will be $\$7156.50 \times 36 = \$257,634.00$. The NRC will be $\$147.40$ which will be included in the first month's invoice. Total 36 month obligation to the Honolulu Police Department will be $\$15,268.50 \times 36 = \$549,666.00$. The price for the Uninterruptible Power Supply (UPS) is included in the price for the 911 positions. MRC for Communications Lines will still apply. Note: Pricing includes estimates for applicable taxes, surcharges and fees that range from <1% to 11.23% and are adjusted periodically.

Mahalo & Best Regards,

A handwritten signature in black ink that reads "Kevin Uyeda".

Kevin Uyeda
Government Account Manager
Hawaiian Telcom Inc.
1177 Bishop Street
Honolulu, Hawaii 96813
Phone (808) 546-1515
kevin.uyeda@hawaiiantel.com



SYSTEM DETAILS

Customer Name: City & County of Honolulu - HPD
Street Address: 801 S. Beretania Street
City, State, Zip: Honolulu, HI 96813
BTN: 808-529-3111

Term of Contract:
3-Yr Contract – Single or Monthly Payment

Indicate under which tariff the service is to be provided:

FCC (Interstate)
X PUC (Intrastate)

Services are:

X New – Need to be installed
Existing (Converting Tariff to ICB)
Existing (Renewal)

Expiration Date of Current Contract: N/A **ICB# of Current Contract:** N/A

Description of Service:

1. Addition of (3) New CML Sentinel E-911 Answering Stations with UPS.

Location where the Service will be provided:

Honolulu Police Department
801 S. Beretania Street
Honolulu, HI 96813

Rates and Charges:

These charges include all applicable local, state and federal taxes, surcharges and fees. **NOTE: These are estimated rates for taxes, surcharges and fees as they are periodically adjusted.**

Service Period:

Customer shall purchase this service for a one-time payment, or a period of thirty-six (36) consecutive months following execution of the Agreement and any necessary regulatory approvals, installation and cutover of the Service (if not already installed and operational) and notification by Hawaiian Telcom that the Service is available for Customer’s use (“Service Period”).



PRICING

Rates and Charges:

These charges include an estimate of taxes, surcharges, fees and other applicable tariff charges.

CML Fixed Position Station

| | 3-Year Term | | |
|---|------------------------|-----|-----------------------|
| | Monthly Payment Option | | |
| | Unit Cost Per Month | Qty | Extended Monthly Cost |
| Each PSAP Position Will Consist of the Following | \$2,697 | 3 | \$8,091 |
| Intel Dual-Core Workstation | | | |
| Audio Card (Voice Processing) | | | |
| 19-Inch Flat Panel Monitor w/ Speakers | | | |
| Voice/Data Integration Device (Synchronize Display & Incoming Call) | | | |
| Headset & Microphone | | | |
| Network Interface Hardware | | | |
| E911 Software & Support | | | |
| Equipment Rack, Connectors & Cabling | | | |
| Uninterruptible Power Supply (UPS & Battery) | | | |
| Estimated Taxes and Surcharges | \$7.00 | 3 | \$21.00 |

Estimated Total for PSAP

\$8,112

Notes. The following support is provided as part of the service quoted above.

1. 7x24x365 managed service.
2. Maintenance and repair for all hardware and software.
3. Installation and configuration of each PSAP position for operation with the 911 system.
4. Initial set of headsets and microphones are included. Additional sets are available at an additional cost to the customer.



Terms and Conditions for PSAPS and UPS:

This service may not be provided until Regulatory Commission approval.

The Customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the Customer's location.

The Customer is responsible for providing all support structures within Customer's premises.

1. Additional Requirements. The above does NOT include the following telecommunications services or other requirements, which are necessary for the proper operation of the answering stations. These items and their associated costs are listed separately below:
 - Backup B1 telephone line per station.
 - FX voice line to each station position.
 - 56Kbps DDS circuit for each station.
 - Data cabling between Adtran TDM multiplexer and each station.
 - Electrical AC power circuits from the UPS panel to the PSAP stations.
2. Minimum Termination Liability:
3 – Year Term: Termination Liability is waived.
3. Applicable Local, State and Federal taxes, surcharges and fees that range from <1% to 11.23%, and are adjusted periodically, have been applied to the above rates.
4. Any service not specifically addressed in this quote should use tariff rates.
5. The rates provided above are only valid for the customer, service and quantities specified above for intraLATA, interstate service.
6. Rates are provided on a "where Facilities Exist Basis", subject to Switch/Port IOF Fiber and Loop Fiber availability, on the day an order is placed.
7. All prices, terms and conditions are subject to obtaining all necessary regulatory approvals.
8. Estimated lead time of one hundred twenty (120) days is required for ordering/installation of fiber and electronics.
9. Items not included on this quote are up for negotiation.



The following telecommunications services are in addition to PSAP rates and are necessary for proper operation of the answering station.

| <u>COMMUNICATIONS LINES</u> | <u>Qty</u> | <u>Unit</u> | | <u>Total</u> | |
|--|------------|--------------------------|------------------------------|--------------------------|------------------------------|
| | | <u>Monthly Recurring</u> | <u>One Time Installation</u> | <u>Monthly Recurring</u> | <u>One Time Installation</u> |
| Wireless E911 ALI | 3 | \$2,315.00 | N/A | \$6,945.00 | N/A |
| 2002 Voice Line to Each Station Position | 3 | \$57.50 | \$43.80 | \$172.50 | \$131.40 |
| Estimated Taxes & Surcharges | | | | \$39.00 | \$16.00 |
| ESTIMATED TOTAL FOR COMMUNICATION LINES: | | | | <u>\$7,156.50</u> | <u>\$147.40</u> |

TERMS AND CONDITIONS FOR COMMUNICATION LINES

1. Applicable Local, State and Federal taxes, surcharges and fees that range from <1% to 11.23%, and are adjusted periodically, have been applied to the above rates.
2. Rates are provided on a "where Facilities Exist Basis", subject to Switch/Port IOF Fiber and Loop Fiber availability, on the day an order is placed.
3. The customer is responsible for providing all support structures space, power and environmental controlled requirements for the Equipment at the Customer's location.
4. Lead time is estimated at 60 days.

SUMMARY OF TOTAL PSAP AND COMMUNICATION LINE RATES WITH ESTIMATED TAXES AND SURCHARGES

| <u>SERVICE DESCRIPTION</u> | <u>Qty</u> | <u>Unit</u> | | <u>Total</u> | |
|--|------------|--------------------------|------------------------------|--------------------------|------------------------------|
| | | <u>Monthly Recurring</u> | <u>One Time Installation</u> | <u>Monthly Recurring</u> | <u>One Time Installation</u> |
| Fixed Position Station with UPS | 3 | \$2,697.00 | N/A | \$8,091.00 | N/A |
| Wireless E911 ALI | 3 | \$2,315.00 | N/A | \$6,945.00 | N/A |
| 2002 Voice Line to Each Station Position | 3 | \$57.50 | \$43.80 | \$172.50 | \$131.40 |
| Estimated Taxes & Surcharges | | | | \$60.00 | \$16.00 |
| ESTIMATED TOTAL FOR PSAPS & COMMUNICATION LINES: | | | | <u>\$15,268.50</u> | <u>\$ 147.40</u> |

HPD PSAP's Request for reimbursement for replacement of UPS batteries

Background:

Power supply to critical equipment for WE911 operations, e.g. CAD, recorder and mapping system, at the HPD PSAP is provided by two UPS units that operate in parallel. Due to high heat in the room where these UPS units are housed, the batteries are failing and must be replaced to ensure uninterrupted services to the critical equipment as identified earlier.

Following is the cost proposalⁱ for replacement of the batteries per UPS Unit:

Site ID: 102293 HONOLULU POLICE STATION, 2801 SOUTH BERETANIA STRE, HONOLULU, HI 96813

| Tag # | Battery Model | String Qty | Cells | Cells Per Jar | Jars |
|--------------|----------------------|-------------------|--------------|----------------------|-------------|
| 1365108 | HX300 | 1 | 240 | 6 | 40 |
| 1365110 | HX300 | 1 | 240 | 6 | 40 |
| 1365111 | HX300 | 1. | 240 | 6 | 40 |

Batteries Cost Per UPS Unit \$24,198.00

Batteries Cost for two (2) UPS Units \$48,396.00

Tax \$2,284.00

Total Batteries Cost for two (2) UPS Units \$50,680.00
