

**NEIL ABERCROMBIE**  
Governor



**BRUCE A. COPPA**  
Comptroller

**RYAN OKAHARA**  
Deputy Comptroller

**STATE OF HAWAII**  
**WIRELESS ENHANCED 911 BOARD**  
**Board Meeting**  
**Thursday, June 9, 2011**  
**10:00 am – 12 noon**  
**Kalanimoku Building Conference Room**  
**Room 410**  
**1151 Punchbowl Street**  
**Honolulu, HI 96813**

**AGENDA**

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from May 12, 2011 Board Meeting
- IV. Committee Updates by Chairs.
  - a. Finance Committee – Russell Lundberg
  - b. Technical Committee – Victor Ramos
  - c. Communications Committee – Gordon Bruce
- V. PSAP Status Updates
  - a. Kauai – Mark Begley
  - b. Oahu – Gordon Bruce
  - c. Molokai – Victor Ramos
  - d. Maui – Clayton Tom
  - e. Hawaii – Paul Ferreira
- VI. Items for Discussion, Consideration and Action
  - a. Review of the Monthly Cash Flow Report for the month of May 2011.
  - b. Update on FY 2010-2011 Financial Audit.
  - c. Technology Forum
  - d. 9-1-1 Legislation Update.
  - e. Congressional 9-1-1 Reauthorization Legislation
  - f. Requests for approval for PSAP adjustments to FY 2012-2015 Strategic Budget Plan:
    - a. Hawai'i PSAP- Intergraph License Upgrade
    - b. Operations- Technology Forum Investigative committee interisland travel.
    - c. Others
  - g. Wireless E911 Timeline update.
  - h. Update on PSAP Re-Bid.
  - i. Process for Press Releases

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j. Discussion regarding Board member term expirations and transition.

VIII. Announcements

IX. **Next meeting date** – July 14, 2011, 10am, Comptroller's Conference Room 410.

XI. Adjournment

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**MINUTES**

Board members present: Paul Ferreira (Chair), Victor Ramos, Clayton Tom, James LaClair, Mark Begley, Goldie Cross, Russell Lundberg, Bruce Coppa.

Board members absent: Cedric Apaka, Jeffrey Ono, Gordon Bruce.

Board Staff members present: Courtney Tagupa, Pat Ohara, Kerry Yoneshige

Guests: Jim Howe (Ocean Safety), Morris Tamanaha (Navy Region HI, RDC), Patty Dukes (EMS), John Thompson.

- I. Call to order  
The meeting was called to order at 10am.
- II. Introductions  
Introductions were made of all attendees.
- III. Review and Approval of Minutes from May 12, 2011 Board Meeting  
Mr. Paul Ferreira and Ms. Goldie Cross have acknowledged some corrections to the meeting minutes and they were subsequently corrected.  
  
Mr. Paul Ferreira motioned to approve the minutes subject to the aforementioned changes. The motion was seconded and approved unanimously without discussion by voice vote.
- IV. Committee Updates by Chairs.
  - a. Finance Committee – Russell Lundberg  
No update
  - b. Technical Committee – Victor Ramos  
Mr. Tagupa stated that there was no quorum at the Technical Committee.
  - c. Communications Committee – Gordon Bruce



No update

V. PSAP Status Updates

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

VI. Items for Discussion, Consideration and Action

- a. Review of the Monthly Cash Flow Report for the month of May 2011.

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

- i. Month of May 2011 revenues: \$691,685  
Mr. Tagupa stated that there was an incident of a missing check that was discovered as a result of the reconciliation process. It was discovered that the missing check was sent to the bank by the WSP, however the bank, for reasons unknown, did not process the deposit. No explanation could be provided by the bank. The missing check was uncashed and the WSP sent a duplicate.
- ii. FY2011 year-to-Date revenues: \$7,523,781
- iii. Month of May 2011 disbursements: \$111,002
- iv. FY2011-to-Date disbursements: \$2,607,858

Mr. Tagupa reviewed the fiscal yearend close out plan and forecasted that total disbursements should reach \$9M on June 30, 2011.

- b. Update on FY 2010-2011 Financial Audit.

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

- c. Technology Forum:

The NG911 Technology Forum summary of activities:



- i. Elected a Chair and Co-chair.
- ii. Procurement process for forum venue has been initiated.
- iii. Proposed a budget of approximately \$18K.
- iv. Consulted State Ethics Commission for ruling regarding receiving cash sponsorships for the Forum.
- v. Proposed Forum date for two day event: 9/26 – 9/27
- vi. Created proposed list of invitees
- vii. APCO/NENA joint chapters to sponsor the event.

Mr. Coppa had expressed caution regarding accepting donations from potential sponsors and agreed that having the event sponsored by a non-profit may relieve the potential ethical issues.

- d. 9-1-1 Legislation Update.
  - i. HB 1000 has not yet been signed.
  - ii. Drafting proposed legislation for permanent Board administrative positions.

Mr. Yoneshige advised that he has some language that can be used to assist the Board in drafting the proposed legislation.

- iii. Administrative rules.

Mr. Kerry Yoneshige stated that the process for approving the Board's administrative rules would be as follows:

  - a. The Board would draft proposed rules.
  - b. Review of proposed rules by the Legislative Reference Board
  - c. Review by the Small Business Regulatory Review Board
  - d. Review by Attorney General's office
  - e. Review by Budget & Finance
  - f. Receive Governor's approval for initial public hearings.
  - g. Conduct Public hearings and review resulting comments.
  - h. Based on review of comments, the rules may be amended.
  - i. The amended rules go back to the Small Business Regulatory Review Board for approval.
  - j. Sent to Governor for signature.
  - k. If signed, it goes to the Lt. Governor Office for posting after which the process is completed.

- e. Congressional 9-1-1 Reauthorization Legislation



Mr. Tagupa summarized the intent of the SPECTRUM Legislation as follows:

- i. Strengthen public safety and to enhanced wireless communications by providing sufficient wireless SPECTRUM and other resources to build a nationwide interoperable wireless broadband network .
- ii. Encouraging efficient, flexible, and effective use of SPECTRUM; a valuable and finite public resource.
- iii. Providing voluntary market mechanism to ensure the optimum allocation of SPECTRUM.
- iv. Engaging in advanced research and development in emerging wireless technology.

The following comments were stated by Mr. Tamanaha:

- i. The bill had survived the Commerce Committee of which Senator Inouye is a member.
  - ii. There is a possibility of obtaining funds from the bill providing the Board continues to prevent the raiding of funds.
- f. Requests for approval for PSAP adjustments to FY 2012-2015 Strategic Budget Plan:
- i. HPD- Akimeka, LLC MSAG contract:
  - ii. Maj. Crotteau requested the Board to allow her the opportunity to add her request for funding to the Board agenda:

Mr. Jim LaClair motioned to allow the agenda item for HPD. The motion was seconded and was approved unanimously by voice vote without discussion.

- iii. Maj. Janet Crotteau stated that she is requesting documentation of the Board's approval of funding for the Akimeka, LLC contract for the 5 year period beginning FY2012 through FY 2016.

Mr. James LaClair motioned to approve the request for funding of HPD's Akimeka Contract for the period of FY 2012-2016 with the proviso that FY2016 is subject to availability of funds. The motion was seconded and approved unanimously by voice vote without discussion.

- g. Hawai'i PSAP- Intergraph License Upgrade
- i. Mr. Paul Ferreira stated that the license upgrade was approved by the Finance Committee to increase the funding approximately \$18K.



- ii. Mr. Coppa motioned to approve the increase. Mr. LaClair seconded the motion and it was passed without discussion with Mr. Ferreira abstaining.
- h. Operations- Technology Forum Investigative committee interisland travel.
  - i. Mr. Tagupa stated that the Technology Forum Committee has requested an additional \$1K to pay for the travel expenses for its vice-Chair, Ms. Davlynn Racadio, to attend the monthly Technology Forum through September.
  - ii. Mr. Coppa motioned to approve the increase. Mr. Lundberg seconded the motion and it was approved unanimously without discussion by voice vote.
- i. Others:
  - i. Mr. Tagupa stated that as a result of the increased legislative ceiling for FY 2012, the CAD upgrades scheduled for HFD in FY 2012 and by Hawaii PD in FY2013 & FY 2014 should be rescheduled to FY2012 to take advantage of the \$14M ceiling. The increased funding will allow the two counties expedite the upgrades of their dated equipment.
  - ii. Mr. Paul Ferreira motioned to approve the plan restructuring. Ms. Goldie Cross seconded the motion and it was approved unanimously by voice vote without discussion.
- j. Wireless E911 Timeline update.

Mr. Ferreira reminded the Board that any updates to the E911 Timeline should be delivered to Mr. Tagupa or Ms. Bradshaw for posting the website.
- k. Update on PSAP Re-Bid.

Mr. Ramirez stated that the re-bid issue was fixed.
- l. Approval Process for links to State & County websites and Press Releases.

Mr. Ferreira is requesting Board approval for links to County websites and that press releases that did not have anything to do with state policy or procedures could be put out by the Chair of the Communications committee. Anything else would require Board approval and subsequently approval by the governor's office, DAGS, or the PIO.

Mr. James LaClair motioned to approve the process. Mr. Coppa seconded that motion and it was passes unanimously by voice vote without discussion.
- m. Discussion regarding Board member term expirations and transition.



Mr. Tagupa stated that meeting handouts contain a download of the Board member expiration dates from the Governor's office.

Ms. Pat Ohara stated that the Wireless Service Providers are appointed by the governor for two year terms while the PSAPs may not be term limited according to the HB1000.

HRS 26-34(a) states in part:

. . . No person shall be appointed consecutively to more than two terms as a member of the same board or commission; provided that membership on any board or commission shall not exceed eight consecutive years.

Thus, terms cannot exceed 2 consecutive terms and 8 years. If a member served 2 terms but less than 8 years, that member can stay on beyond the end of the 2d term, until a replacement is appointed and sworn in, so long as the member doesn't stay longer than the 2d legislative session after the end of the 2d term.

When a member is first appointed to complete a former member's term and then is appointed again and completes the member's own term, our office has concluded that counts as 2 terms.

Ms. Ohara obtained clarifying information after the meeting by saying that a board member terms cannot exceed 2 consecutive terms and 8 years. For example, if you've had 8 years as of June 30, 2012, then unfortunately you couldn't holdover even if there were no replacement and Hawaii Island would be without a board member. Ideally, the mayor (in the case of a PSAP) would nominate and the Governor would appoint a replacement who would be confirmed during the 2012 legislative session, to avoid a gap in representation.

If a member served 2 terms but less than 8 years, that member can stay on beyond the end of the 2d term, until a replacement is appointed and sworn in, so long as the member doesn't stay longer than the 2d legislative session after the end of the 2d term.

When a member is first appointed to complete a former member's term and then is appointed again and completes the member's own term, our office has concluded that counts as 2 terms.

#### VIII. Announcements

Mr. Coppa announced that Deputy Comptroller, Okahara has resigned his position to head up the Western District of HUD. In addition a new CIO has been hired who has a wealth of



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experience in both the private and public sectors and can be an asset to the Communications committee.

IX. **Next meeting date** – July 14, 2011, 10am, Comptroller’s Conference Room 410.

XI. **Adjournment**

Ms. Goldie Cross motioned to adjourn the meeting. Mr. James Lynch seconded the motion and was passed unanimously by voice vote without discussion.

The meeting was adjourned at 11:30am.

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

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>	<b>Month</b>	<b>Ending</b>
	<b>Inception-to-Date</b>	<b>Cash</b>	<b>Inception-to-Date</b>
	<b>Cash Flow</b>	<b>Flow</b>	<b>Cash Flow</b>
<b>ITEM</b>	<b>Balance</b>	<b>Balance</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Wireless Surcharge Collection	\$ 49,915,005.47	\$ 691,351.24	\$ 50,606,356.71
Interest Income	\$ 1,823,405.30	\$ 333.43	\$ 1,823,738.73
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,566,169.29	\$ 333.43	\$ 1,566,502.72
<b>Subtotal Cash Inflow</b>	\$ 51,481,174.76	\$ 691,684.67	\$ 52,172,859.43
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (17,078,547.71)	\$ (82,932.00)	\$ (17,161,479.71)
Board Member Travel Expense	\$ (88,496.31)	\$ (986.60)	\$ (89,482.91)
DB&F Revenue Assessments	\$ (2,507,695.08)		\$ (2,507,695.08)
DB&F Administrative Expense Assessments	\$ (463,758.44)		\$ (463,758.44)
WSP Reimbursement	\$ (820,324.22)		\$ (820,324.22)
Consultant-Intrado, Inc.	\$ (436,785.41)		\$ (436,785.41)
Consultant-Exec Director	\$ (1,722,588.32)	\$ (27,083.33)	\$ (1,749,671.65)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,419.76)		\$ (3,419.76)
<b>Subtotal Cash Outflow</b>	\$ (39,146,160.25)	\$ (111,001.93)	\$ (39,257,162.18)
Total Cash Balance	\$ 12,335,014.51	\$ 580,682.74	\$ 12,915,697.25
Encumbrances			
Total Unencumbered Cash Balance	\$ 12,335,014.51	\$ 580,682.74	\$ 12,915,697.25

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

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

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

FISCAL YEAR-T0-Date (11 Months)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL			
DESCRIPTION	ACTUALS	ACTUALS	ACTUALS	ACTUALS	ACTUALS	ACTUALS	Annual Budget	\$ Over Budget	
<b>TOTAL RECEIPTS</b>	-	-	-	-	7,523,781	7,523,781	8,500,000	(976,219)	<b>89%</b>
<b>DISBURSEMENTS</b>									
Board Member Travel	-	-	-	-	15,588	15,588	27,000	(11,412)	
Consulting Expense									
Intrado, Inc	-	-	-	-	(2,475)	(2,475)	-	(2,475)	
TKC Consulting Group, LLC	-	-	-	-	297,917	297,917	325,000	(27,083)	
<b>Total Consulting Expense</b>	-	-	-	-	295,442	295,442	325,000	(29,558)	
DB&F Assessments									
DB&F Admin. Exp. Assess	-	-	-	-	49,852	49,852	236,207	(186,355)	
DB&F Revenue Assessment	-	-	-	-	368,689	368,689	415,000	(46,311)	
<b>Total DB&amp;F Assessments</b>	-	-	-	-	418,541	418,541	651,207	(232,666)	
NASNA Dues	-	-	-	-	100	100	100	-	
PSAP Expenses									
Akimeka Program Mgmt									
Additional GIS Support	-	-	44,291	-	-	44,291	-	44,291	
Akimeka Program Mgmt - Other	326,805	250,063	351,409	-	-	928,277	1,665,138	(736,861)	
<b>Total Akimeka Program Mgmt</b>	326,805	250,063	395,700	-	-	972,568	1,665,138	(692,570)	
CAD Related Expenses	-	-	-	-	-	-	3,800,000	(3,800,000)	
Computers									
KVM Switches	-	-	-	3,971	-	3,971	4,100	(129)	
Positron Equip SW Maintenance	-	-	-	-	-	-	40,000	(40,000)	
UPS Battery-HPD	-	-	-	24,112	-	24,112	24,136	(24)	
<b>Total Computers</b>	-	-	-	28,083	-	28,083	68,236	(40,153)	
Conferences									
911 Goes to Washington Conf	-	-	7,042	-	1,540	8,581	-	8,581	
APCO Conference	6,467	-	-	17,730	1,801	25,997	51,000	(25,003)	
Intergraph Conference	3,007	-	-	-	-	3,007	-	3,007	
NASNA Conference	-	-	-	-	776	776	-	776	
Nena Conference	6,103	2,521	-	17,109	-	25,734	51,000	(25,266)	
Pictometry Future View Confer	-	3,273	-	-	-	3,273	-	3,273	
<b>Total Conferences</b>	15,577	5,794	7,042	34,839	4,116	67,368	102,000	(34,632)	
EMS Tower Lease	-	-	-	7,539	-	7,539	-	7,539	
Excom911 Logging Recorder Maint	-	-	-	-	-	-	31,650	(31,650)	
Hawaiian Telcom Charges									
Haw Tel Frame Relay & CIR	-	-	-	1	-	1	-	1	
Haw Telcom Network	-	-	-	27,687	-	27,687	60,000	(32,313)	
Hawaiian Telcom Trunk	-	110,561	-	-	-	110,561	111,398	(837)	
<b>Total Hawaiian Telcom Charges</b>	-	110,561	-	27,688	-	138,249	171,398	(33,149)	
Pictometry License Agreement	-	207,218	-	274,885	-	482,103	1,929,685	(1,447,582)	
Software Maintenance									
GeoComm Maintenance	-	-	-	23,526	-	23,526	48,586	(25,060)	
<b>Total Software Maintenance</b>	-	-	-	23,526	-	23,526	48,586	(25,060)	
<b>Total PSAP Expenses</b>	342,381	573,637	402,742	396,560	4,116	1,719,437	7,816,693	(6,097,256)	
WSP Cost Recovery									
Sprint/Nextel	-	-	-	-	158,751	158,751	180,000	(21,249)	
<b>Total WSP Cost Recovery</b>	-	-	-	-	158,751	158,751	180,000	(21,249)	
<b>Total Disbursements</b>	342,381	573,637	402,742	396,560	892,537	2,607,858	9,000,000	(6,392,142)	<b>29%</b>

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

FY 2011 FORECASTED SPENDING					
	FY2011	Fiscal Year- to-Date			(Over)/ Under
DESCRIPTION	Budget	ACTUAL	Jun 2011	Total	Budget
<b>Disbursements:</b>					
Board Member Travel	27,000	15,588	4,200	19,788	7,212
TKC Consulting Group, LLC	325,000	297,917	27,085	325,002	(2)
Intrado Consulting		(2,475)		(2,475)	2,475
DB&F Admin. Exp. Assess	236,207	49,852	202,532	252,384	(16,177)
DB&F Revenue Assessment	415,000	368,689	426,098	794,787	(379,787)
NASNA Dues	100	100		100	-
Akimeka Program Mgmt	1,665,138	928,277	229,229	1,157,506	507,632
GIS Support		44,291		44,291	(44,291)
CAD Related Expenses	3,800,000	-	3,800,000	3,800,000	-
Computers		-		-	-
KVM Switches	4,100	3,971		3,971	129
Maui Hardware		-	82,137	82,137	(82,137)
Positron Equip SW Maint.	40,000	-		-	40,000
UPS Battery-HPD	24,136	24,112		24,112	24
Conferences		-		-	-
APCO Conference	51,000	25,998		25,998	25,002
Nena Conference	51,000	25,734	25,266	51,000	(0)
NASNA		776		776	(776)
9-1-1 Goes to Wash.DC		8,581	19,000	27,581	(27,581)
Integrgraph Users Conference		3,007	5,400	8,407	(8,407)
Pictometry Future View Conf.		3,273		3,273	(3,273)
Excom911 Logging Recorder Maint	31,650	-	40,000	40,000	(8,350)
EMS Tower Lease		7,539		7,539	(7,539)
Training		-	5,000	5,000	(5,000)
Hawaiian Telcom Charges		-		-	
Haw Tel Frame Relay & CIR	-	1		1	(1)
Haw Telcom Network	60,000	27,687	6,210	33,897	26,103
Hawaiian Telcom Trunk	111,398	110,562		110,562	836
Pictometry License Agreement	1,929,685	482,103	1,419,984	1,902,087	27,598
GeoComm Maintenance	48,586	23,526	30,000	53,526	(4,940)
WSP Cost Recovery	180,000	158,750	70,000	228,750	(48,750)
<b>Total Disbursements</b>	<b>9,000,000</b>	<b>2,607,859</b>	<b>6,392,141</b>	<b>9,000,000</b>	<b>(0)</b>

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Hawaii PSAP		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
<b>PSAP Expenses</b>			
<b>Akimeka Program Mgmt</b>			
Additional GIS Support			
Akimeka Program Mgmt - Other	326,805	435,739	(108,934)
<b>Total Akimeka Program Mgmt</b>	326,805	435,739	(108,934)
<b>CAD Related Expenses</b>			
<b>Computers</b>			
KVM Switches			
Positron Equip SW Maintenance		40,000	(40,000)
UPS Battery-HPD			
<b>Total Computers</b>		40,000	(40,000)
<b>Conferences</b>			
911 Goes to Washington Conf			
APCO Conference	6,467	6,000	467
Intergraph Conference	3,007		3,007
NASNA Conference			
Nena Conference	6,103	6,000	103
Pictometry Future View Confer			
<b>Total Conferences</b>	15,577	12,000	3,577
<b>EMS Tower Lease</b>			
<b>Excom911 Logging Recorder Maint</b>			
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR			
Haw Telcom Network			
Hawaiian Telcom Trunk			
<b>Total Hawaiian Telcom Charges</b>			
<b>Pictometry License Agreement</b>		1,039,000	(1,039,000)
<b>Software Maintenance</b>			
GeoComm Maintenance			
<b>Total Software Maintenance</b>			
<b>Total PSAP Expenses</b>	342,381	1,526,739	(1,184,358)
<b>WSP Cost Recovery</b>			
Sprint/Nextel			
<b>Total WSP Cost Recovery</b>			
<b>Total DISBURSEMENTS</b>	342,381	1,526,739	(1,184,358)

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

FISCAL YEAR-TO-DATE (11 MONTHS)		Kauai PSAP		
DESCRIPTION		ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
<b>PSAP Expenses</b>				
<b>Akimeka Program Mgmt</b>				
	Additional GIS Support	-		
	Akimeka Program Mgmt - Other	250,063	300,076	(50,013)
	<b>Total Akimeka Program Mgmt</b>	250,063	300,076	(50,013)
<b>CAD Related Expenses</b>		-	3,800,000	(3,800,000)
<b>Computers</b>				
	KVM Switches	-		
	Positron Equip SW Maintenance	-		
	UPS Battery-HPD	-		
	<b>Total Computers</b>	-		
<b>Conferences</b>				
	911 Goes to Washington Conf	-		
	APCO Conference	-	6,000	(6,000)
	Intergraph Conference	-		
	NASNA Conference	-		
	Nena Conference	2,521	6,000	(3,479)
	Pictometry Future View Confer	3,273		3,273
	<b>Total Conferences</b>	5,794	12,000	(6,206)
<b>EMS Tower Lease</b>		-		
<b>Excom911 Logging Recorder Maint</b>		-		
<b>Hawaiian Telcom Charges</b>				
	Haw Tel Frame Relay & CIR	-		
	Haw Telcom Network	-		
	Hawaiian Telcom Trunk	110,561	111,398	(837)
	<b>Total Hawaiian Telcom Charges</b>	110,561	111,398	(837)
	Pictometry License Agreement	207,218	198,930	8,288
<b>Software Maintenance</b>				
	GeoComm Maintenance	-		
	<b>Total Software Maintenance</b>	-		
	<b>Total PSAP Expenses</b>	573,637	4,422,404	(3,848,767)
<b>WSP Cost Recovery</b>				
	Sprint/Nextel	-		
	<b>Total WSP Cost Recovery</b>	-		
<b>Total DISBURSEMENTS</b>		573,637	4,422,404	(3,848,767)

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Maui PSAP		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
<b>PSAP Expenses</b>			
<b>Akimeka Program Mgmt</b>			
Additional GIS Support	44,291		
Akimeka Program Mgmt - Other	351,409	421,692	(70,283)
<b>Total Akimeka Program Mgmt</b>	395,700	421,692	(25,992)
<b>CAD Related Expenses</b>	-		
<b>Computers</b>			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
<b>Total Computers</b>	-		
<b>Conferences</b>			
911 Goes to Washington Conf	7,042		7,042
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	-	6,000	(6,000)
Pictometry Future View Confer	-		
<b>Total Conferences</b>	7,042	12,000	(4,958)
<b>EMS Tower Lease</b>	-		
<b>Excom911 Logging Recorder Maint</b>	-		
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	-		
<b>Pictometry License Agreement</b>	-	396,750	(396,750)
<b>Software Maintenance</b>			
GeoComm Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	402,742	830,442	(427,700)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>Total DISBURSEMENTS</b>	402,742	830,442	(427,700)



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

FISCAL YEAR-TO-DATE (11 MONTHS)	Oahu PSAP		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
<b>PSAP Expenses</b>			
<b>Akimeka Program Mgmt</b>			
Additional GIS Support	-		
Akimeka Program Mgmt - Other	-	507,631	(507,631)
<b>Total Akimeka Program Mgmt</b>	-	507,631	(507,631)
<b>CAD Related Expenses</b>	-		
<b>Computers</b>			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112	24,136	(24)
<b>Total Computers</b>	28,083	28,236	(153)
<b>Conferences</b>			
911 Goes to Washington Conf	-		
APCO Conference	17,730	30,000	(12,270)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	17,109	30,000	(12,891)
Pictometry Future View Confer	-		
<b>Total Conferences</b>	34,839	60,000	(25,161)
<b>EMS Tower Lease</b>	7,539		7,539
<b>Excom911 Logging Recorder Maint</b>	-	31,650	(31,650)
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR	1		1
Haw Telcom Network	27,687	60,000	(32,313)
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	27,688	60,000	(32,312)
<b>Pictometry License Agreement</b>	274,885	295,005	(20,120)
<b>Software Maintenance</b>			
GeoComm Maintenance	23,526	48,586	(25,060)
<b>Total Software Maintenance</b>	23,526	48,586	(25,060)
<b>Total PSAP Expenses</b>	396,560	1,031,108	(634,548)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>Total DISBURSEMENTS</b>	396,560	1,031,108	(634,548)

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

FISCAL YEAR-TO-DATE (11 MONTHS)	Operations		
DESCRIPTION	ACTUALS	ANNUAL BUDGET	\$ Over/ (Under) Budget
<b>Total RECEIPTS</b>	7,523,781	8,500,000	(976,219)
<b>DISBURSEMENTS:</b>			
Board Member Travel	15,588	27,000	(11,412)
Consulting Expense			
Intrado, Inc	(2,475)		(2,475)
TKC Consulting Group, LLC	297,917	325,000	(27,083)
<b>Total Consulting Expense</b>	295,442	325,000	(29,558)
DB&F Assessments			
DB&F Admin. Exp. Assess	49,852	236,207	(186,355)
DB&F Revenue Assessment	368,689	415,000	(46,311)
<b>Total DB&amp;F Assessments</b>	418,541	651,207	(232,666)
NASNA Dues	100	100	-
Conferences			
911 Goes to Washington Conf	1,540		1,540
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	776		776
Nena Conference	-	3,000	(3,000)
Pictometry Future View Confer	-		
<b>Total Conferences</b>	4,116	6,000	(1,884)
WSP Cost Recovery			
Sprint/Nextel	158,751	180,000	(21,249)
<b>Total WSP Cost Recovery</b>	158,751	180,000	(21,249)
<b>Total DISBURSEMENTS</b>	892,537	1,189,307	(296,770)

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

### • PSAP Operations

#### 9-1-1 Call Volume – May 2011

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

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
2011	Total	Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June									
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
<b>TOTAL YTD</b>	<b>49,748</b>	<b>18,218</b>	<b>36.6%</b>	<b>31,529</b>	<b>63.4%</b>	<b>1</b>	<b>0.0%</b>	<b>5,387</b>	<b>10.8%</b>
<b>AVG PER MO</b>	<b>9,950</b>	<b>3,644</b>		<b>6,306</b>		<b>0</b>		<b>1,077</b>	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
2011	Total	Wireline			Wireless			Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls		
December											
November											
October											
September											
August											
July											
June											
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
April	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
<b>TOTAL YTD</b>	<b>9,382</b>	<b>4,415</b>	<b>47.1%</b>	<b>24.2%</b>	<b>4,965</b>	<b>52.9%</b>	<b>15.7%</b>	<b>2</b>	<b>0.0%</b>	<b>172</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>1,876</b>	<b>883</b>			<b>993</b>			<b>0</b>		<b>34</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 May 1, 2011 – May 31, 2011

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- **PSAP Operations (continued)**

### Wireless Test – May 2011

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

### Current Month PSAP Operations Activities – May 2011

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

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

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

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

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

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

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- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – May 2011 (continued)

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

### **Success Stories**

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

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

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

## Hawaii County Wireless E9-1-1 Status Report

### May 1, 2011 – May 31, 2011

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- **PSAP Operations (continued)**

#### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of May 31, 2011 are noted below:*

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

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

**Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

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

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

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

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

**Update (5/31/11)** – In progress.

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

• **MSAG**

**Current Month – May 2011**

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

During the month of May 2011, 361 9-1-1Net requests were completed relating to the MSAG database, with 1,676 customer ANI/ALI records updated as a direct result. Eighteen (18) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are five (5) records in Suspended status as of May 31, 2011, affecting 36 telephone numbers. Three (3) MSAG records were suspended due to a Hawaiian Telcom’s Format Six street suffix limitation and two (2) MSAG records are currently being researched to determine proper addressing due to a lack of available information.***

Akimeka continued to work on the correspondence letters provided in hard copies, dating back to 2004, to validate if the address changes were incorporated into Akimeka’s MSAG and GIS mapping layer updates. In the month of May 2011, Akimeka was able to confirm an additional 100 street/address updates, bringing the total to date at 767, which were accurately accounted for and the information resides within the E9-1-1 databases.

**Year-to-Date (YTD) Summary – 2011**

HAWAII		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May	379	361	127	77	19	102	36	1,676	18	5	36
April	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
<b>TOTAL YTD</b>	<b>1,505</b>	<b>1,420</b>	<b>687</b>	<b>456</b>	<b>33</b>	<b>122</b>	<b>122</b>	<b>12,154</b>	<b>85</b>		
<b>AVG PER MO</b>	<b>301</b>	<b>284</b>	<b>137</b>	<b>91</b>	<b>7</b>	<b>24</b>	<b>24</b>	<b>2,431</b>	<b>17</b>		
(*) Applies to Change, Delete and Insert categories											

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

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

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

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

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

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

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



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

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

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

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

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

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

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

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

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

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

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

### Current Month GIS Activities – May 2011

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

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

- **Service Requests Transactions**

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

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

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

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

- Service Requests Transactions (continued)**

### Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	5	5	5	1	1	4	4	0	0	0	0
April	0	0	5	0	0	0	0	0	0	0	0
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
<b>TOTAL</b>	<b>34</b>	<b>29</b>	<b>5</b>	<b>3</b>	<b>1</b>	<b>31</b>	<b>28</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

- E9-1-1 Database Synchronization**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Hawai'i County in May 2011.

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

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

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

- **E9-1-1 Database Synchronization**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2008 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of February 11, 2011		As of May 31, 2011	
		9-1-1 MSAG Dated 1-16-08		9-1-1 MSAG Dated 2-1-11		9-1-1 MSAG Dated 5-1-11	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,346		4,624		4,343	
Less: 9-1-1 MSAG Exception Records	(1)			9	0.2%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,346		4,615		4,337	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		269	3.7%	2,133	46.2%	2,464	56.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			1,689	36.6%	1,222	28.2%
9-1-1 MSAG -- GIS No Match - Major Correction Required	(3)			0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			793	17.2%	651	15.0%
Total 9-1-1 MSAG Records No Match		7,077	96.3%	2,482	53.8%	1,873	43.2%

**Objective:** NENA Recommended Match Rate = 98%

**Notes:**

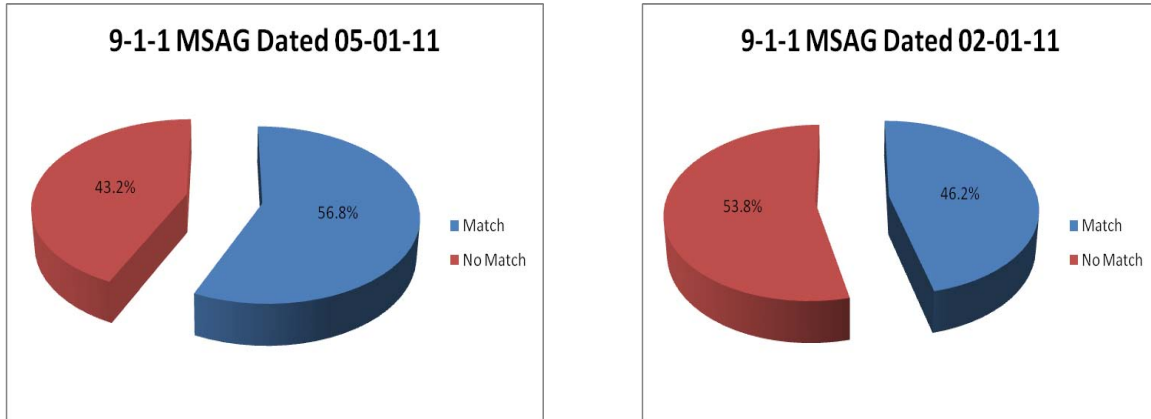
- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.
- (4) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

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

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- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – May 1, 2011 vs. February 1, 2011 MSAG



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

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

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

### • PSAP Operations

#### 9-1-1 Call Volume – May 2011

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

#### 9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July									
June									
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
<b>TOTAL YTD</b>	<b>14,994</b>	<b>5,387</b>	<b>36.0%</b>	<b>9,594</b>	<b>64.0%</b>	<b>13</b>	<b>0.1%</b>	<b>3,085</b>	<b>20.6%</b>
<b>AVG PER MO</b>	<b>2,999</b>	<b>1,077</b>		<b>1,919</b>		<b>3</b>		<b>617</b>	

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

**Notes:**

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

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

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- **PSAP Operations (continued)**

### Wireless Test – May 2011

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

### Current Month PSAP Operations Activities – May 2011

05/03/11 -- Akimeka personnel worked with Sprint/Nextel to complete their system testing for the island of Kauai, which has been pending for approximately six months due to overflow issues. Five (5) test calls were successfully completed on May 24, 2011.  
05/24/11

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

05/20/11 -- Akimeka personnel worked with Positron and the Kauai County GIS department to resolve PowerMap and Sentry Server shutdown. Although PowerMap is operational, the system is still unstable. As such, updates to PowerMap will be put on hold until the system is stabilized.  
Ongoing

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

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

05/23/11 Akimeka personnel assisted Kathleen Langtad, Kauai Dispatch Supervisor, with reviewing Kauai County PSAP's response to the Intrado PSAP survey.

05/31/11 Akimeka personnel sent a request to Mobi PCS via Frances Goss of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. The CRSs have been received and are in the audit review process.

05/31/11 Akimeka personnel sent a request to Verizon Wireless via Jackie Cook of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit.



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

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- **PSAP Operations (continued)**

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of May 31, 2011 are noted below:*

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

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

**Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

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

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

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

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

**Update (5/31/11)** – In progress

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

• **MSAG**

**Current Month – May 2011**

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

Revised categories and report format changes effective April 2009.

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

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

**Year-to-Date (YTD) Summary – 2011**

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
<b>TOTAL YTD</b>	<b>248</b>	<b>245</b>	<b>173</b>	<b>24</b>	<b>6</b>	<b>13</b>	<b>29</b>	<b>4,050</b>	<b>3</b>		
<b>AVG PER MO</b>	<b>50</b>	<b>49</b>	<b>35</b>	<b>5</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>810</b>	<b>1</b>		

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

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

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

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

- Mapping Layers Updated/Loaded Into GIS – May 2011

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

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

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

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

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

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

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

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

**Note:** The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS Server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

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

- **Service Requests Transactions**

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

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

**Year-to-Date (YTD) Summary – 2011**

KAUAI				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
<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 May 1, 2011 – May 31, 2011

- PSAP Operations**

### 9-1-1 Call Volume – May 2011

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

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

### 9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
<b>TOTAL YTD</b>	<b>39,047</b>	<b>13,332</b>	<b>34.2%</b>	<b>25,691</b>	<b>65.8%</b>	<b>24</b>	<b>0.1%</b>	<b>6,441</b>	<b>16.5%</b>
<b>AVG PER MO</b>	<b>7,809</b>	<b>2,666</b>		<b>5,138</b>		<b>5</b>		<b>1,288</b>	

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

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

• **PSAP Operations (continued)**

**9-1-1 Call Volume – Calendar Year 2011 (continued)**

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
<b>TOTAL YTD</b>	<b>1,338</b>	<b>837</b>	<b>62.6%</b>	<b>500</b>	<b>37.4%</b>	<b>1</b>	<b>0.1%</b>	<b>210</b>	<b>15.7%</b>
<b>AVG PER MO</b>	<b>268</b>	<b>167</b>		<b>100</b>		<b>0</b>		<b>42</b>	

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

**Notes:**

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

**Wireless Test – May 2011**

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

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

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- **PSAP Operations (continued)**

### **Current Month PSAP Operations Activities – May 2011**

- 05/02/11      Akimeka personnel re-addressed fifty-seven (57) Maui County callboxes on the island of Maui. This information was submitted to Hawaiian Telcom, Inc. (HTI) for action.
- 05/18/11 --      Akimeka personnel assisted the Molokai PSAP with reviewing their response to the  
05/20/11      Intrado PSAP survey.
- 05/19/11      Akimeka personnel sent a request to AT&T Mobility via Holly Geisz of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. There has been no response to date. A follow-up email will be sent on June 4, which is after the ten working days standard timeline period.
- 05/20/11 --      At the request of Lieutenant Wana, Akimeka sent an email request to Stephen  
05/23/11      Douglass and Kevin Kuwahara of Hawaiian Telcom, Inc. (HTI) regarding the ALI software 5.0 upgrade. The request was for HTI to facilitate a conference call with all of the PSAPs to discuss the upgrade and establish a common understanding as to what would be involved. The conference call was held on May 23, 2011. It was agreed that all of the PSAPs would send a written confirmation to HTI to turn on the feature and conduct testing.  
  
All PSAPs sent in their written confirmation and testing has been scheduled for Monday, June 6, 2011.
- 05/31/11      Akimeka personnel sent a request to Mobi PCS via Frances Goss of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit. The CRSs have been received and are in the audit review process.
- 05/31/11      Akimeka personnel sent a request to Verizon Wireless via Jackie Cook of Intrado for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit.



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

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### • PSAP Operations (continued)

#### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of May 31, 2011 are noted below:*

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

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

**Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

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

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

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

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

**Update (5/31/11)** – In progress.

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

• **MSAG**

**Current Month – May 2011**

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

Revised categories and report format changes effective April 2009.

During the month of May 2011, 157 9-1-1Net requests were completed relating to the Maui County MSAG database, with 7,920 customer ANI/ALI records updated as a direct result. A total of three (3) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

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

**Year-to-Date (YTD) – 2011**

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
<b>TOTAL YTD</b>	<b>2,017</b>	<b>1,973</b>	<b>845</b>	<b>922</b>	<b>75</b>	<b>18</b>	<b>113</b>	<b>27,064</b>	<b>44</b>		
<b>AVG PER MO</b>	<b>403</b>	<b>395</b>	<b>169</b>	<b>184</b>	<b>15</b>	<b>4</b>	<b>23</b>	<b>5,413</b>	<b>9</b>		

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

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

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

**Emergency Service Number (ESN) Project Status**

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

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

- Mapping Layers Updated/Loaded Into GIS – May 2011

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

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

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

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

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

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

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

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

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

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

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Milepost Markers	Maui/Molokai	05/17/11			Added milepost markers for reference as requested by Maui Dispatch
	Maui			05/06/11	
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon	Maui			05/06/11	
Points of Interest					
Police Beat Boundaries	Maui	05/27/11			Completed boundary revisions as requested by Maui Dispatch
Police Dispatch Group (Districts)	Maui	05/27/11			Completed boundary revisions as requested by Maui Dispatch
Police ESZ	Maui	05/27/11			Completed boundary revisions as requested by Maui Dispatch
	Maui	05/10/11			Corrected boundaries per Police Dispatch
Police Reporting Areas					
Police Stations	Maui	05/02/11			Updated layer from data received from Maui Dispatch
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions	Maui	05/18/11			Deleted industrial parks that were previously included in this layer
Tow Jurisdictions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

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

**Note:** The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

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

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

### Current Month GIS Activities – May 2011

- 05/03/11 -- Akimeka personnel prepared data for an upcoming Intergraph CAD push which  
05/04/11 involved editing the following layers: Address Points, Street Centerlines, Airports, Fire Stations, Medic Stations, Fire Beat boundaries, Fire Dispatch Group (Districts), and Park Polygon. The CAD map was pushed to Maui Police Department's test server and workstation.
  
- 05/12/11 Akimeka personnel worked on the CAD map with Mike Rawls of Intergraph.
  
- 05/16/11 -- Akimeka personnel continued to work on the Intergraph CAD map which involved  
05/26/11 additional layers: Fire ESZ, WSP Cell Towers, Police ESZ, Police Beat Boundaries, and Police Dispatch Group (Districts).
  
- 05/27/11 Akimeka personnel created a new Intergraph CAD map and polygon files. The new Intergraph CAD map was successfully pushed to Maui Police Department's test server and workstation.

- **Service Requests Transactions**

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

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

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

• **Service Requests Transactions (continued)**

**Year-to-Date (YTD) Summary – 2011**

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>3</b>	<b>3</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.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2010 Carryover	0	0	0	0	0	0	0	0	0	0	0
<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

	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