LINDA LINGLE
GOVERNOR

RUSS K. SAITO
Comptroller

SANDI YAHIRO
Deputy Comptroller

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

August 12, 2010
10:00 a.m.

Department of Accounting and General Services
Room 426
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

AGENDA

I. Call to order – Chair Russ Saito

II. Introductions

III. Review and Approval of Minutes from July 8, 2010 Board Meeting – Chair Russ
Saito

IV. Committee Updates by Chairs.
   a. Finance Committee – Russell Lundberg
   b. Technical Committee – Victor Ramos
   c. Policies and Objectives Committee – Cedric Apaka
   d. Administration Committee – Paul Ferreira
   e. Public Relations Committee – Glenn Roach

V. PSAP Status Updates
   a. Kauai –
   b. Oahu – Gordon Bruce
   c. Molokai – Victor Ramos
   d. Maui – Clayton Tom
   e. Hawaii – Paul Ferreira

VI. Items for Discussion, Consideration and Action
   a. Monthly Financial Report – Courtney Tagupa
   b. Hawaiian Telcom explanation of charges related to 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 –
      Glenn Roach/Kevin Kuwahara (Hawaiian Telcom)

c. Adjustments to the FY 2011 Budget and Spending Plan – Glenn Roach
   1. Request to Exacom Recorder Maintenance for Honolulu in the amount of $40,000 from Priority 1 to Priority 3
   2. Request from the Federal Consolidated Dispatch Center for reimbursement of costs of Hawaiian Telcom charges in the amount of $29,425.44 related to the circuits in support of daily updates to the GeoComm Mapping System

d. Consolidation of Administration, Policy and Objectives, and Public Relations Committees within a new Communications Committee
e. SCR 180, the Wireless E 911 Report.

VII. Announcements.

VIII. Next meeting date – Thursday, September 9, 2010

IX. Adjournment.

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Beginning**	**Net**	**Ending**
ITEM	**Balance**	**Change**	**Balance**
Cash Inflow:			
Wireless Surcharge Collection	$ 43,091,157.12	$ 752,304.71	$ 43,843,461.83
Interest Income	$ 1,815,157.24	$ 773.95	$ 1,815,931.19
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,557,921.23	$ 773.95	$ 1,558,695.18
Subtotal Cash Inflow	$ 44,649,078.35	$ 753,078.66	$ 45,402,157.01
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (15,026,120.26)	$ (382,520.66)	$ (15,408,640.92)
Board Member Travel Expense	$ (73,512.58)	$ (1,357.15)	$ (74,869.73)
DB&F Revenue Assessments	$ (2,139,006.36)	$ (71,450.45)	$ (2,210,456.81)
DB&F Administrative Expense Assessments	$ (413,905.98)	$ (32,385.58)	$ (446,291.56)
WSP Reimbursement	$ (661,573.66)		$ (661,573.66)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,484,588.35)	$ (54,166.66)	$ (1,538,755.01)
Audit Expense	$ (24,545.00)		$ (24,545.00)
Board Strategic Planning Expenses	$ (1,689.85)		$ (1,689.85)
Membership		$ (100.00)	$ (100.00)
Subtotal Cash Outflow	$ (36,264,202.45)	$ (541,980.50)	$ (36,806,182.95)
Totals	$ 8,384,875.90	$ 211,098.16	$ 8,595,974.06
Encumbrances	$ (385,102.22)	**See note below**	$ (155,738.22)
Net Cash Inflow/(Outflow)	$ 7,999,773.68	$ 211,098.16	$ 8,440,235.84
Note: $229,364.00 paid			

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

Month of July 2010	TOTAL		
DESCRIPTION	July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
RECEIPTS:			
Interest Inc	774	10,000	(9,226)
Total Wireless Surcharge Collection	752,305	8,490,000	(7,737,695)
Total Receipts	753,079	8,500,000	(7,746,921)

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

DESCRIPTION	July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
DISBURSEMENTS			
Board Member Travel	1,357	27,000	(25,643)
Consulting Expense			
TKC Consulting Group, LLC	54,167	325,000	(270,833)
Total Consulting Expense	54,167	325,000	(270,833)
DB&F Assessments			
DB&F Admin. Exp. Assess	32,386	236,207	(203,821)
DB&F Revenue Assessment	71,450	415,000	(343,550)
Total DB&F Assessments	103,836	651,207	(547,371)
NASNA Dues	100	100	–
PSAP Expenses			
Akimeka Program Mgmt	0	1,665,138	(1,665,138)
CAD Related Expenses			
CAD Related Expenses - Other	–	3,800,000	(3,800,000)
Total CAD Related Expenses	–	3,800,000	(3,800,000)
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	–	40,000	(40,000)
UPS Battery-HPD	–	24,136	(24,136)
Total Computers	3,971	68,236	(64,265)
Conferences			
APCO Conference	–	51,000	(51,000)
Nena Conference	19,631	51,000	(31,369)
Total Conferences	19,631	102,000	(82,369)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1	–	1
Haw Telcom Network	406	60,000	(59,594)
Hawaiian Telcom Trunk	110,561	111,398	(837)
Total Hawaiian Telcom Charges	110,968	171,398	(60,430)
Pictometry License Agreement	0	1,929,685	(1,929,685)
Software Maintenance			
GeoComm Maintenance	18,586	48,586	(30,000)
Total Software Maintenance	18,586	48,586	(30,000)
Total PSAP Expenses	153,157	7,785,043	(7,631,886)
WSP Cost Recovery			
Sprint/Nextel	–	180,000	(180,000)
Total WSP Cost Recovery	–	180,000	(180,000)
Total Disbursements	312,617	8,968,350	(8,655,734)

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

DESCRIPTION	July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
		Hawaii PSAP	
DISBURSEMENTS			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	-	435,739	(435,739)
CAD Related Expenses			
CAD Related Expenses - Other	-		
Total CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences			
APCO Conference	-	6,000	(6,000)
Nena Conference	-	6,000	(6,000)
Total Conferences	-	12,000	(12,000)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-	1,039,000	(1,039,000)
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Total PSAP Expenses	-	1,526,739	(1,526,739)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	-	1,526,739	(1,526,739)

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

			Kauai PSAP		
DESCRIPTION			July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
DISBURSEMENTS					
Board Member Travel			-		
Consulting Expense					
TKC Consulting Group, LLC			-		
Total Consulting Expense			-		
DB&F Assessments					
DB&F Admin. Exp. Assess			-		
DB&F Revenue Assessment			-		
Total DB&F Assessments			-		
NASNA Dues			-		
PSAP Expenses					
Akimeka Program Mgmt			0	300,076	(300,076)
CAD Related Expenses					
CAD Related Expenses - Other			-	3,800,000	(3,800,000)
Total CAD Related Expenses			-	3,800,000	(3,800,000)
Computers					
KVM Switches			-		
Positron Equip SW Maintenance			-		
UPS Battery-HPD			-		
Total Computers			-		
Conferences					
APCO Conference			-	6,000	(6,000)
Nena Conference			2,521	6,000	(3,479)
Total Conferences			2,521	12,000	(9,479)
Hawaiian Telcom Charges					
Haw Tel Frame Relay & CIR			-		
Haw Telcom Network			-		
Hawaiian Telcom Trunk			110,561	111,398	(837)
Total Hawaiian Telcom Charges			110,561	111,398	(837)
Pictometry License Agreement			0	198,930	(198,930)
Software Maintenance					
GeoComm Maintenance			-		
Total Software Maintenance			-		
Total PSAP Expenses			113,083	4,422,404	(4,309,321)
WSP Cost Recovery					
Sprint/Nextel			-		
Total WSP Cost Recovery			-		
Total Disbursements			113,083	4,422,404	(4,309,321)

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

				Maui PSAP	
DESCRIPTION			July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
DISBURSEMENTS					
Board Member Travel			-		
Consulting Expense					
TKC Consulting Group, LLC			-		
Total Consulting Expense			-		
DB&F Assessments					
DB&F Admin. Exp. Assess			-		
DB&F Revenue Assessment			-		
Total DB&F Assessments			-		
NASNA Dues			-		
PSAP Expenses					
Akimeka Program Mgmt			-	421,692	(421,692)
CAD Related Expenses					
CAD Related Expenses - Other			-		
Total CAD Related Expenses			-		
Computers					
KVM Switches			-		
Positron Equip SW Maintenance			-		
UPS Battery-HPD			-		
Total Computers			-		
Conferences					
APCO Conference			-	6,000	(6,000)
Nena Conference			-	6,000	(6,000)
Total Conferences			-	12,000	(12,000)
Hawaiian Telcom Charges					
Haw Tel Frame Relay & CIR			-		
Haw Telcom Network			-		
Hawaiian Telcom Trunk			-		
Total Hawaiian Telcom Charges			-		
Pictometry License Agreement			-	396,750	(396,750)
Software Maintenance					
GeoComm Maintenance			-		
Total Software Maintenance			-		
Total PSAP Expenses			-	830,442	(830,442)
WSP Cost Recovery					
Sprint/Nextel			-		
Total WSP Cost Recovery			-		
Total Disbursements			-	830,442	(830,442)

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

DESCRIPTION	July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
		Oahu PSAP	
DISBURSEMENTS			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses			
CAD Related Expenses - Other	-		
Total CAD Related Expenses	-		
Computers			
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance			
UPS Battery-HPD	-	24,136	(24,136)
Total Computers	3,971	28,236	(24,265)
Conferences			
APCO Conference	-	30,000	(30,000)
Nena Conference	17,109	30,000	(12,891)
Total Conferences	17,109	60,000	(42,891)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		
Haw Telcom Network	406	60,000	(59,594)
Hawaiian Telcom Trunk	-		
Total Hawaiian Telcom Charges	407	60,000	(59,593)
Pictometry License Agreement	-	295,005	(295,005)
Software Maintenance			
GeoComm Maintenance	18,586	48,586	(30,000)
Total Software Maintenance	18,586	48,586	(30,000)
Total PSAP Expenses	40,073	999,458	(959,385)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total Disbursements	40,073	999,458	(959,385)

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

DESCRIPTION	Operations		
	July 2010	Annual Budget	(BETTER)/ WORSE BUDGET
DISBURSEMENTS			
Board Member Travel	1,357	27,000	(25,643)
Consulting Expense			
TKC Consulting Group, LLC	54,167	325,000	(270,833)
Total Consulting Expense	54,167	325,000	(270,833)
DB&F Assessments			
DB&F Admin. Exp. Assess	32,386	236,207	(203,821)
DB&F Revenue Assessment	71,450	415,000	(343,550)
Total DB&F Assessments	103,836	651,207	(547,371)
NASNA Dues	100	100	–
PSAP Expenses			
Akimeka Program Mgmt	–		
CAD Related Expenses			
CAD Related Expenses - Other	–		
Total CAD Related Expenses	–		
Computers			
KVM Switches	–		
Positron Equip SW Maintenance	–		
UPS Battery-HPD	–		
Total Computers	–		
Conferences			
APCO Conference	–	3,000	(3,000)
Nena Conference	–	3,000	(3,000)
Total Conferences	–	6,000	(6,000)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	–		
Haw Telcom Network	–		
Hawaiian Telcom Trunk	–		
Total Hawaiian Telcom Charges	–		
Pictometry License Agreement	–		
Software Maintenance			
GeoComm Maintenance	–		
Total Software Maintenance	–		
Total PSAP Expenses	–	6,000	(6,000)
WSP Cost Recovery			
Sprint/Nextel	–	180,000	(180,000)
Total WSP Cost Recovery	–	180,000	(180,000)
Total Disbursements	159,460	1,189,307	(1,029,847)

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

- ## PSAP Operations

9-1-1 Call Volume – July 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,199	1,168	36.5%	2,031	63.5%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December									
November									
October									
September									
August									
July	3,199	1,168	36.5%	2,031	63.5%	0	0.0%	558	17.4%
June	2,744	1,040	37.9%	1,704	62.1%	0	0.0%	540	19.7%
May	2,990	1,108	37.1%	1,882	62.9%	0	0.0%	589	19.7%
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	**20,509**	**7,568**	**36.9%**	**12,924**	**63.1%**	**17**	**0.1%**	**3,895**	**19.0%**
AVG PER MO	**2,930**	**1,081**		**1,846**		**2**		**556**	

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 – July 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
07/21/10	T-Mobile Network Connectivity	Connectivity Testing – 1 Test Call		Kauai PSAP

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

- ## PSAP Operations (continued)

07/01/10 -- 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.
	Akimeka personnel provided samples of 9-1-1 calls from the mainland that provided tower addressing to Goldie Cross of AT&T Mobility.
07/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Anthony Smith of Intrado has set up a "webinar/conference call" on August 10, 2010 at 9:00 a.m. HST to discuss telematics implementation in Hawaii. Mr. Smith also responded to questions poised by the Neighbor Island PSAPs and they are under review.
07/01/10 -- Ongoing	Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.
	Final information and recommendations were received from Corinne Faulmann of Intrado and Akimeka personnel are working to incorporate them into the final documents which will be sent to the Neighbor Island PSAPs for review and comments.
07/01/10 -- Ongoing	Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein of Sprint requested a delay to the end of August 2010 to provide the information due to a major software upgrade on their system.
07/01/10 -- Ongoing	Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Responses from the Neighbor Island PSAPs involving EMD dispatches called in by the Telematics operators were consolidated and presented on the conference call which will be used in dispatcher training.
07/01/10 -- 07/12-10	Akimeka personnel and Intrado completed T-Mobile's Annual Audit for the County of Kaua`i. 17 towers/43 sectors were reviewed with no discrepancies.
	Annual audits are completed on each Wireless Service Provider (WSP) in order to match the information between the WSP's tower databases and the mapping layers which allows for accurate plotting of a Wireless 9-1-1 call. Inaccuracy by as little as a letter or digit could hamper the response of first responders.
07/02/10	Akimeka personnel assisted the Kaua`i Planning Division with addressing non-standard residential areas with a unique numbering system that will allow for faster response for emergency first responders.
07/06/10	Akimeka personnel provided recommendations to the Kaua`i IT Department for hardware requirements for a "Drop and Run" evacuation site. Akimeka will provide the software application for Dispatch Operations.

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

- ## PSAP Operations (continued)

07/13/10	Akimeka personnel met with Hawaiian Telcom, Inc. (HTI) representatives to discuss the MSAG process and ways to resolve/correct errors and issues.
07/15/10 -- Ongoing	Akimeka personnel assisted Kaua`i Dispatch Supervisor, Kathleen Langtad, in testing and documenting new emergency callboxes at Kauai Community College. There will be six (6) callboxes on campus that will have the capability to reach 9-1-1 when activated. A request for pictures and a location map were made so the dispatchers can be trained accordingly. The locations will be added to a map layer for faster identification and response.
07/28/10 -- 07/29/10	Akimeka personnel worked with Time Warner regarding Time Warner's service interruption on July 28, 2010. The service interruption was caused by a fiber optic undersea cable cut off of Maui. Kaua`i County was not affected by the fiber optic cable cut. Akimeka personnel provided updates to the Neighbor Island PSAPs as information became available.
07/29/10	Akimeka personnel reviewed Intrado's request to deploy a new functionality called "Temporary Address Posting (TAP)". This feature is specific to converged services and is at the service provider's request. This will allow for a civic address that has failed MSAG validation to be temporarily delivered to the PSAP while the error is being resolved. Notification to the PSAPs is pending and should be resolved in the August timeframe.

- ## MSAG

Current Month – July 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	96	95	75	0	3	1	16	13	1	0	0
		Revised categories and report format changes effective April 2009.									

A total of 96 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of July 2010, 13 customer ANI/ALI records were updated as a direct result of the 95 total changes made to the MSAG database.

Additionally, a partial comparison was performed between the street centerline and the MSAG database to identify any street ranges (low side) in the MSAG database that are not synchronized with the street centerline database. Issues identified were researched and necessary action was taken, with work continuing. This comparison will be periodically performed to ensure continuous street range synchronization between the street centerline and MSAG databases.

There are no records in Suspended status as of July 31, 2010 – six consecutive months.

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July	96	95	75	0	3	1	16	13	1	0	0
June	47	47	27	0	0	20	0	0	0	0	0
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	378	371	231	5	42	53	40	580	7		
AVG PER MO	54	53	33	1	6	8	6	83	1		

(*) Applies to Change, Delete and Insert categories

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

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

- ## Mapping Layers Updated/Loaded Into GIS – July 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				
	07/08/10			Per Mobi PCS CRSS
Street Centerlines				
	07/08/10			
	07/02/10			

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

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

- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  ### (continued)

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Address Points	07/30/10			
	07/28/10			
	07/26/10			
	07/22/10			
	07/21/10			
	07/20/10			
	07/19/10			
	07/16/10			
	07/15/10			
	07/14/10			
	07/13/10			
	07/08/10			
	07/02/10			
Psuedo Address Points				
Parcels				
Coastal Names				
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				

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

- **Mapping Layers Updated/Loaded Into GIS – July 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**		
National and State Parks				
Plat Maps				
Points of Interest	07/02/10			Request from Kauai County Police Department to add Kilauea Slippery Slides. Included on Address Point layer as well.
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
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 Kauai County. Akimeka does not perform any edits on the spatial information of the layer.   Changes to the attribute table are made when needed. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.

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

- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Current Month GIS Activities – July 2010

07/10	Akimeka upgraded PowerMap from version 3.2 to 4.0. During the update, Akimeka discovered that the mapping configurations on each system were not in sync. Therefore, a synchronization of all mapping systems were performed and all systems were updated with the most up-to-date data. Akimeka has confirmed that the system is working properly and will continue to update the system accordingly.
07/02/10	Kauai County Police Department requested an address be assigned to a property on Hookui Road. This is a popular swim spot. Unfortunately, this property cannot be addressed at this time. As such, Akimeka recommended adding an address point with a "Common Place Name" for the area. This way, it can be added as a Points of Interest (POI) on the "Points of Interest" layer and Address Point layer in order to be searchable.
07/08/10	Akimeka GIS personnel attended on-line basic Pictometry training for EFS software. All PSAPs will benefit from this training as their Pictometry imagery becomes available.
07/08/10	Akimeka GIS and IT personnel attended in-house training for troubleshooting PowerMap. Akimeka GIS personnel plan to put together a PowerMap troubleshooting guide which will benefit all PSAPs.
07/12/10 -- 07/16/10	Alexa Jacroux Biggs attended ESRI International User Group Conference and networked with ESRI personnel and others for future support issues. She attended meetings with ESRI technical support to discuss parcel spatial improvement issues and GPS'ed street centerline and attributes issues. She also discussed methods for merging "good attribute" data to "spatially good" geometry. Alexa Jacroux Biggs also attended Public Safety workshops to gather ideas for Next Generation 9-1-1 implementation and lessons learned in developing Map Books.
07/23/10	Akimeka GIS personnel sent an email to the Kauai County PSAP asking whether Skilled Nursing and Assisted Living facilities would be useful layers to add into PowerMap. The information was deemed useful and will be added once a contract is in place with Akimeka.
07/27/10	The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.

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

- ## Service Requests Transactions

Open Service Requests – July 2010 (June 29 – July 28, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

2010	KAUAI			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	1	1	0	0	0	1	1	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	6	6	0	3	3	3	3	0	0	0	0

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

Effective with the June 2010 Monthly Status Report, to meet the report issuance timeframes, Service Requests month-end cutoff will be two work days prior to the end of the month. As such, for the month of June, it covered the period June 1 – 28, 2010 and the month of July covers the period June 29 – July 28, 2010.

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

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

- ## PSAP Operations

9-1-1 Call Volume – July 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,426	3,940	37.8%	6,486	62.2%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	70,727	27,975	39.6%	42,749	60.4%	3	0.0%	8,072	11.4%
AVG PER MO	10,104	3,996		6,107		0		1,153	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	13,239	6,475	48.9%	23.1%	6,757	51.1%	15.8%	7	0.1%	238	1.8%
AVG PER MO	1,891	925			965			1		34	

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
July 1, 2010 – July 31, 2010

- ## PSAP Operations (continued)

Wireless Test – July 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
07/07/10	AT&T Mobility	1	2	Hawaii PSAP/ Akimeka
07/23/10	T-Mobile Network Connectivity	Connectivity Testing – 1 Test Call		Hawaii PSAP
07/29/10	AT&T Mobility	1	3	Hawaii PSAP/ Akimeka

07/01/10 -- 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 signaling problems.

Akimeka personnel provided samples of 9-1-1 calls from the mainland that provided tower addressing to Goldie Cross of AT&T Mobility.

07/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Anthony Smith of Intrado has set up a "webinar/conference call" on August 10, 2010 at 9:00 a.m. HST to discuss telematics implementation in Hawaii. Mr. Smith also responded to questions poised by the Neighbor Island PSAPs and they are under review.

07/01/10 -- Ongoing Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test.

Final information and recommendations were received from Corinne Faulmann of Intrado and Akimeka personnel are working to incorporate them into the final documents which will be sent to the Neighbor Island PSAPs for review and comments.

07/01/10 -- Ongoing Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein of Sprint requested a delay to the end of August 2010 to provide the information due to a major software upgrade on their system.

07/01/10 -- Ongoing Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Responses from the Neighbor Island PSAPs involving EMD dispatches called in by the Telematics operators were consolidated and presented on the conference call which will be used in dispatcher training.

- ## PSAP Operations (continued)

07/01/10 --
07/12-10

Akimeka personnel and Intrado completed T-Mobile's Annual Audit for the County of Hawai`i. 46 towers/138 sectors were reviewed with ten (10) discrepancies involving street name and community discrepancies.

Annual audits are completed on each Wireless Service Provider (WSP) in order to match the information between the WSP's tower databases and the mapping layers which allows for accurate plotting of a Wireless 9-1-1 call. Inaccuracy by as little as a letter or digit could hamper the response of first responders.

07/07/10

Akimeka personnel assisted Sergeant Kelley Matsumoto with finalizing Lesson Plans for dispatcher training on Pictometry and Positron Mapping.

07/13/10

Akimeka personnel met with Hawaiian Telcom, Inc. (HTI) representatives to discuss the MSAG process and ways to resolve/correct errors and issues.

07/27/10 --
07/28/10

Akimeka personnel worked with Time Warner regarding the service interruption that affected both Time Warner and Wavecom Solutions (formally Pacific LightNet) customers on the island of Hawai`i on July 27, 2010. The service interruption began at approximately 1:10 a.m. and was caused by an undersea fiber optic cable cut off of Maui. Time Warner and Wavecom Solutions customers were unable to dial out and call 9-1-1. All of the wireless carriers, except for Sprint, were affected by "tower" outages or network degradation which affected calling out and calling 9-1-1 sporadic based on the caller's location or when Wireless Phase I (AT&T Mobility) was available. The Hawai`i County PSAPs remained operational since they are served by Hawaiian Telcom, Inc. (HTI).

Time Warner's service was restored by 3:30 p.m. on July 27, 2010, except for one Mobi PCS tower which was restored on July 28, 2010 by 9:00 a.m. Wavecom Solutions' service was restored by 4:15 p.m. on July 27, 2010.

Akimeka personnel provided updates to the Neighbor Island PSAPs as information became available.

07/27/10 --
07/28/10

The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.

07/29/10

Akimeka personnel reviewed Intrado's request to deploy a new functionality called "Temporary Address Posting (TAP)". This feature is specific to converged services and is at the service provider's request. This will allow for a civic address that has failed MSAG validation to be temporarily delivered to the PSAP while the error is being resolved. Notification to the PSAPs is pending and should be resolved in the August timeframe.

07/29/10

Akimeka personnel provided on-site dispatcher training for three (3) new dispatchers. Plant/CML training and Positron Mapping training were provided.

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

- ## MSAG

Current Month – July 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	392	237	25	162	2	46	2	8	155	0	0
		Revised categories and report format changes effective April 2009.									

During the month of July 2010, a total of 237 transactions were made in 911Net, with eight (8) customer ANI/ALI records updated as a direct result. See attached spreadsheet for a detailed description of changes and additions.

Requests were made to update a total of 155 customer ANI/ALI records. Eleven (11) ALI Discrepancy reports were researched, submitted to 911Net for updates and corrections as needed, and monitored for completion.

Efforts continued to focus on correcting 1 – 999999 house number ranges in the community of Hilo.

A Service Request from Hawai`i County Police in the month of June 2010, prompted the identification and research of an unofficial street range in the MSAG. In an attempt to provide valid and updated house numbers to the condominiums, approximately 180 records required research.

Also, a full audit was performed for all County of Hawai`i address change notifications on file for 2010 and 2009, with 2008 planned for the month of August 2010. As a side note, a Hilo resident, who was concerned that his recently updated address would not encounter any issues should an emergency arise, was forwarded to Hawai`i County Police, Lieutenant Wana, from the County of Hawai`i Planning Department. Akimeka assisted with the research and resolution. Lieutenant Wana advised the resident who "was pleased with the response". Lieutenant Wana thanked Akimeka for the "expedient and efficient assistance".

There are no records in Suspended status as of July 31, 2010 – ten consecutive months since October 2009.

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	1,572	1,290	426	392	195	166	111	5,364	282		
AVG PER MO	225	184	61	56	28	24	16	766	40		

(*) Applies to Change, Delete and Insert categories

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

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

- ## Mapping Layers Updated/Loaded Into GIS – July 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	07/20/10		07/20/10	Per AT&T Mobility CRSS
	07/09/10			
Street Centerline	07/22/10			
	07/21/10			
			07/20/10	
	07/09/10			Edited data to Intergraph standards.
	07/08/10			
	07/07/10			
	07/06/10			

(*) *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
July 1, 2010 – July 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Address Points	07/22/10			Edited data to Intergraph standards.
	07/21/10			
			07/20/10	
	07/12/10			
	07/09/10			
	07/08/10			
	07/07/10			
	07/06/10			
Psuedo Address Points	07/22/10			
	07/19/10			
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads			07/20/10	Akimeka created a new Major Roads layer in its GeoDatabase based off an old Major Roads layer that was downloaded from the Positron database. This layer was updated as requested by Hawai`i County Fire Department (HFD).
	07/06/10			
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				
	07/20/10		07/20/10	

(*) *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.*

- **Mapping Layers Updated/Loaded Into GIS – July 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**		
Police Beat Boundaries				
Police District				
Police ESZ				
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

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

Current Month GIS Activities – July 2010

07/01/10 -- Ongoing   Hawai`i County is doing a great job of keeping Akimeka updated with any changes to address points and street centerlines. Due to the Intergraph software standards, Akimeka now performs topology checks for routing purposes. One item the topology checks is if street centerlines are being segmented at the actual intersection and not resulting in multiple points for a single intersection. It also checks for overshoots and undershoots. Akimeka will continue to work with the County to run these checks and inform them of any necessary changes.

07/01/10 -- Ongoing   Akimeka GIS personnel have been editing the address points to update the 700+ address points that do not have an official county street name. Akimeka is adding notes, for in-house tracking purposes only, to flag these as received to minimize unnecessary re-work and the need to update them every month.

07/01/10   Akimeka GIS personnel attended training for Intergraph GeoMedia and I/MapEditor at the Maui Police Department. The Hawai`i County PSAP will also benefit from this.

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

- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Current Month GIS Activities – July 2010 (continued)

07/06/10	Intergraph software was transported from Oahu to Akimeka's Kihei office for installation.
07/06/10	Akimeka GIS personnel discussed GPS'ing major roads with sub-consultants.
07/08/10	Akimeka GIS personnel attended on-line basic Pictometry training for EFS software. All PSAPs will benefit from this training as their Pictometry imagery becomes available.
07/08/10	Akimeka GIS and IT personnel attended in-house training for troubleshooting PowerMap. Akimeka GIS personnel plan to put together a PowerMap troubleshooting guide which will benefit all PSAPs.
07/09/10	Akimeka GIS personnel participated on a conference call with Hawai`i County, Pictometry, and Positron regarding the best method to integrate Pictometry imagery into PowerMap.
07/09/10	Akimeka GIS personnel created Kona Police District maps. The draft maps were printed and mailed on or about July 14, 2010. Akimeka is waiting for edits to be returned before finalizing the maps.
07/12/10 -- 07/16/10	Alexa Jacroux Biggs attended ESRI International User Group Conference and networked with ESRI personnel and others for future support issues. She attended meetings with ESRI technical support to discuss parcel spatial improvement issues and GPS'ed street centerline and attributes issues. She also discussed methods for merging "good attribute" data to "spatially good" geometry. Alexa Jacroux Biggs also attended Public Safety workshops to gather ideas for Next Generation 9-1-1 implementation and lessons learned in developing Map Books.
07/19/10	Akimeka GIS personnel downloaded and prepped Hawai`i County address point data and street centerline data for comparison to Akimeka data.
07/19/10	Akimeka GIS personnel worked with Gilbert Bailado from Hawai`i County to discuss workflows and timeline constraints and to establish a mutually agreeable schedule to exchange Hawai`i County address point and street centerline data. It was agreed that the address point layer and street centerline layer will be uploaded to the Akimeka FTP site on the Monday before the 3rd Friday of each month. Upon receipt of the address point layer and street centerline layer, Akimeka will run a comparison to the existing address point and street centerline layers and make the updates as required.
07/27/10	The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.

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

- ## Service Requests Transactions

Open Service Requests – July 2010 (June 29 – July 28, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
			**Documented Items Per April 9 Intergraph Conference Call**			
3	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications.

HAWAII				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	3	8	3	0	1	3	7	0	0	0	0
June	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	**87**	**84**	**3**	**18**	**16**	**68**	**67**	**0**	**0**	**1**	**1**

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

Effective with the June 2010 Monthly Status Report, to meet the report issuance timeframes, Service Requests month-end cutoff will be two work days prior to the end of the month. As such, for the month of June, it covered the period June 1 – 28, 2010 and the month of July covers the period June 29 – July 28, 2010.

	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
July 1, 2010 – July 31, 2010

- ## PSAP Operations

9-1-1 Call Volume – July 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	9,365	3,046	32.5%	6,319	67.5%
MOLOKAI	387	237	61.2%	150	38.8%

(*) 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								
		Wireline		Wireless		Admin		Abandoned	
2010	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	**57,591**	**19,822**	**34.4%**	**37,766**	**65.6%**	**3**	**0.0%**	**9,821**	**17.1%**
AVG PER MO	**8,227**	**2,832**		**5,395**		**0**		**1,403**	

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

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin			Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls		# of Calls	%Abandoned of Total
December										
November										
October										
September										
August										
July	387	237	61.2%	150	38.8%	0	0.0%		84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%		37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%		34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%		50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%		52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%		46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%		47	20.6%
TOTAL YTD	**1,977**	**1,214**	**61.5%**	**760**	**38.5%**	**3**	**0.2%**		**350**	**17.7%**
AVG PER MO	**282**	**173**		**109**		**0**			**50**	

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 – July 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
07/23/10	T-Mobile Network Connectivity	Maui	Connectivity Testing – 1 Test Call		Maui PSAP
07/27/10	Sprint	Maui	2	6	Maui PSAP/ Akimeka

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

- ## PSAP Operations (continued)

07/01/10 -- 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 signaling problems. Akimeka personnel provided samples of 9-1-1 calls from the mainland that provided tower addressing to Goldie Cross of AT&T Mobility.
07/01/10 -- Ongoing	Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. Anthony Smith of Intrado has set up a "webinar/conference call" on August 10, 2010 at 9:00 a.m. HST to discuss telematics implementation in Hawaii. Mr. Smith also responded to questions posed by the Neighbor Island PSAPs and they are under review.
07/01/10 -- Ongoing	Akimeka personnel, with the assistance of Intrado, continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW). The flowchart will merely be documentation of the process as known and will help all parties involved to better understand the timeframes needed to plan a test. Final information and recommendations were received from Corinne Faulmann of Intrado and Akimeka personnel are working to incorporate them into the final documents which will be sent to the Neighbor Island PSAPs for review and comments.
07/01/10 -- Ongoing	Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein of Sprint requested a delay to the end of August 2010 to provide the information due to a major software upgrade on their system.
07/01/10 -- Ongoing	Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Responses from the Neighbor Island PSAPs involving EMD dispatches called in by the Telematics operators were consolidated and presented on the conference call which will be used in dispatcher training.
07/01/10 -- 07/12-10	Akimeka personnel and Intrado completed T-Mobile's Annual Audit for the County of Maui -- including Maui (25 towers/80 sectors), Molokai (2 towers/4 sectors), and Lanai (3 towers/7 sectors) -- with one discrepancy on Maui. Annual audits are completed on each Wireless Service Provider (WSP) in order to match the information between the WSP's tower databases and the mapping layers which allows for accurate plotting of a Wireless 9-1-1 call. Inaccuracy by as little as a letter or digit could hamper the response of first responders.
07/06/10	Akimeka personnel provided information to re-activate the callbox at Koki Beach in Hana.
07/13/10	Akimeka personnel addressed the Intergraph mapping concerns that the Maui Police mobile units are experiencing. Concerns are under review.

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

- ## PSAP Operations (continued)

07/13/10   Akimeka personnel consulted with the Watson Furniture Company regarding the furniture requirements for the new Kihei Station and replacement console furniture for the Molokai Dispatch Center.

07/13/10   Akimeka personnel met with Hawaiian Telcom, Inc. (HTI) representatives to discuss the MSAG process and ways to resolve/correct errors and issues.

07/19/10 -- Akimeka personnel coordinated with Verizon Wireless and the Maui Police
07/20/10   Department to test one (1) Verizon Wireless customer who alleged having difficulty calling 9-1-1. Test calls were placed and the trouble was isolated to the customer's handset.

07/27/10   Akimeka personnel responded to Intergraph field unit issues. Issues are currently under review.

07/27/10   Akimeka personnel worked with Time Warner regarding the service interruption that affected both Time Warner and Wavecom Solutions (formally Pacific LightNet) customers on the island of Maui on July 27, 2010. The service interruption began at approximately 1:10 a.m. and was caused by an undersea fiber optic cable cut off of Maui. Time Warner and Wavecom Solutions customers were unable to dial out and call 9-1-1.

The Maui Police Department was affected by the Wavecom Solutions outage, except for the Maui County PSAP/Dispatch Center who is served by Hawaiian Telcom, Inc. (HTI) and remained in service. All of the wireless carriers, except for Sprint, were affected by "tower" outages or network degradation which affected calling out and calling 9-1-1 sporadic based on the caller's location or when Wireless Phase I (AT&T Mobility) was available. Time Warner's service was restored by 3:30 p.m. and Wavecom Solutions' service was restored by 4:15 p.m. on July 27, 2010.

Akimeka personnel provided updates to the Neighbor Island PSAPs as information became available.

07/27/10 -- The Akimeka Kihei office was affected by the Time Warner undersea fiber optic
07/28/10   cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.

07/29/10   Akimeka personnel continues to work with the Maui Police IT department regarding connectivity to the Intergraph system.

07/29/10   Akimeka personnel reviewed Intrado's request to deploy a new functionality called "Temporary Address Posting (TAP)". This feature is specific to converged services and is at the service provider's request. This will allow for a civic address that has failed MSAG validation to be temporarily delivered to the PSAP while the error is being resolved. Notification to the PSAPs is pending and should be resolved in the August timeframe.

07/29/10   Akimeka personnel delivered and installed the Pictometry server in the Maui Dispatch Center. Akimeka is still in the process of establishing connectivity and configuring the software for release and testing.

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

- ## MSAG

Current Month – July 2010

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	228	220	11	165	3	38	3	75	8	1	1
	Revised categories and report format changes effective April 2009.										

A total of 228 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of July 2010, 220 changes were made to the Maui County MSAG database. There currently exists one (1) request under Suspended status with one (1) TN affected, which is a carryover from last month. The location remains unknown.

Efforts were focused on identifying and changing MSAG ranges 1 – 9999. Additionally, research continued in an effort to clarify official street names and ranges for E Main St, W Main St, and Lower Main St in Wailuku, Maui.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	1,008	958	245	234	283	157	39	112	50		
AVG PER MO	144	137	35	33	40	22	6	16	7		
	(*) Applies to Change, Delete and Insert categories										

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

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

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

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

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	07/09/10			Per VZW CRSS
Street Centerlines	Maui	07/29/10			
	Maui/Molokai	07/26/10			
	Maui	07/23/10			
	Maui	07/22/10			
	Maui	07/20/10			
	Maui	07/16/10			
	Maui	07/15/10			
	Maui/Molokai	07/14/10			
	Maui	07/13/10			
	Maui	07/12/10			
	Maui	07/08/10			
Address Points	Maui	07/29/10			
	Maui	07/21/10			
	Maui/Molokai	07/20/10			
	Maui	07/19/10			
	Maui	07/16/10			
	Maui	07/15/10			
	Maui/Molokai	07/14/10			
	Maui	07/13/10			
	Maui/Molokai	07/12/10			
	Maui	07/08/10	07/08/10		Copied Lanai mile markers to the Address Point layer.
Pseudo Address Points	Maui	07/30/10			
	Maui	07/26/10			
	Maui	07/22/10			
Parcels	Maui	07/29/10			
	Maui	07/27/10			
	Maui	07/23/10			
	Maui	07/21/10			
	Maui	07/09/10			
	Maui	07/08/10			
	Maui	07/07/10			
	Maui	07/06/10			
	Maui	07/02/10			
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					

(table header row: MAUI COUNTY)

(*) *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
July 1, 2010 – July 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  ### (continued)

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
MAUI COUNTY					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers	Maui	07/08/10			Added Lanai mile markers. More accurate positions for mile markers will be collected when GPS data collection commences.
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest	Maui	07/29/10			Updates requested by Maui Dispatchers who were unable to find what they wanted or needed using the Intergraph CAD. Both systems, PowerMap and Intergraph CAD, will have these additions and changes reflected.
	Maui	07/12/10			
Police Beat Boundaries	Maui	07/02/10			
Police Dispatch Group (District)	Maui	07/02/10			
Police ESZ	Maui	07/02/10			
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions	Molokai	07/07/10			
Tow Truck					

(*) *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
July 1, 2010 – July 31, 2010

- ## Mapping Layers Updated/Loaded Into GIS – July 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**		
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.

Current Month GIS Activities – July 2010

07/01/10   Akimeka GIS personnel received and reviewed specifications for the Mapping Machine for Intergraph with Bruce (Maui IT).

07/01/10   Akimeka GIS personnel attended training for Intergraph GeoMedia and I/MapEditor at the Maui Police Department. The Maui County PSAPs will benefit from this.

07/06/10   Intergraph software was transported from Oahu to Akimeka's Kihei office for installation.

07/08/10   Akimeka GIS personnel attended on-line basic Pictometry training for EFS software. All PSAPs will benefit from this training as their Pictometry imagery becomes available.

07/08/10   Akimeka GIS and IT personnel attended in-house training for troubleshooting PowerMap. Akimeka GIS personnel plan to put together a PowerMap troubleshooting guide which will benefit all PSAPs.

07/09/10   Akimeka GIS personnel met with Captain Hudson and Chuck (Maui IT) about Akimeka's role in updating Intergraph maps. Prior to Akimeka updating Intergraph, specific system configurations must be changed by Maui IT to allow Akimeka access to the Map Machine and test environment.

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

- ## Mapping Layers Updated/Loaded Into GIS – July 2010
  (continued)

Current Month GIS Activities – July 2010 (continued)

07/12/10 -- 07/16/10	Alexa Jacroux Biggs attended ESRI International User Group Conference and networked with ESRI personnel and others for future support issues. She attended meetings with ESRI technical support to discuss parcel spatial improvement issues and GPS'ed street centerline and attributes issues. She also discussed methods for merging "good attribute" data to "spatially good" geometry.
	Alexa Jacroux Biggs also attended Public Safety workshops to gather ideas for Next Generation 9-1-1 implementation and lessons learned in developing Map Books.
07/13/10	Akimeka GIS personnel met with the Maui PSAP Dispatch Supervisor and Maui dispatchers to discuss implementing a workflow to incorporate all of the address points that dispatchers have added over time. A workflow process involving Akimeka and Maui IT was implemented so when an address is added or modified in the Intergraph CAD, it can be incorporated into the Akimeka database.
	Each time an Intergraph map roll occurs, these address points get deleted and replaced with the data from the Akimeka database.
07/23/10	Akimeka GIS personnel held a conference call with ESRI tech support to discuss areas from the Maui Parcels layer with excessive spatial accuracy issues and what can be done to rectify the accuracy without influencing surrounding areas.
07/27/10 – 07/28/10	The Akimeka Kihei office was affected by the Time Warner undersea fiber optic cable outage on July 27, 2010. The Neighbor Island PSAPs were notified around 7:30 a.m. and Akimeka personnel on Maui were available via cell phones during the Internet/telephone/email outage. Everything was restored to normal capacity by the following business day.
07/29/10	Although data was available for an update, no map update was performed during the month of July 2010. Maui Police is in the process of transitioning to a new CAD, RMS, and mobile mapping system. On July 29, 2010, Akimeka personnel were on site to physically deliver and configure the Pictometry imagery server and load the imagery. The Dispatch Center was busy, so arrangements need to be made to configure each dispatch workstation.

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

- ## **Service Requests Transactions**

Open Service Requests – July 2010 (June 29 – July 28, 2010)

	MAUI PSAP					
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next Intergraph map roll. Will keep Service Request open until the update occurs.
2	06/13/10	230	Need map update to reflect proper spelling of Puaa Kaa Park	911 Map - Need Map Update	Low	Found error on Street Centerline layer. Service Request will be closed when PowerMap is updated.

	MOLOKAI PSAP					
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

	MAUI PSAP			SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	2	2	2	1	1	1	1	0	0	0	0
June	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	**17**	**15**	**2**	**10**	**8**	**7**	**7**	**0**	**0**	**0**	**0**

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

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

- ## Service Requests Transactions (continued)

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

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

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

Effective with the June 2010 Monthly Status Report, to meet the report issuance timeframes, Service Requests month-end cutoff will be two work days prior to the end of the month. As such, for the month of June, it covered the period June 1 – 28, 2010 and the month of July covers the period June 29 – July 28, 2010.

	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

City & County of Honolulu
Department of Information Technology

Call Statistics ***

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

7/1/2010 - 7/31/2010

Call Totals for Oahu PSAP

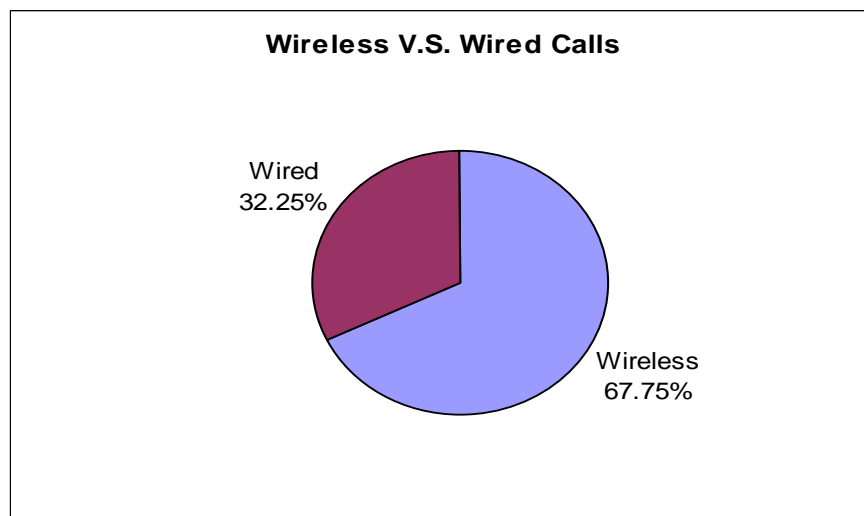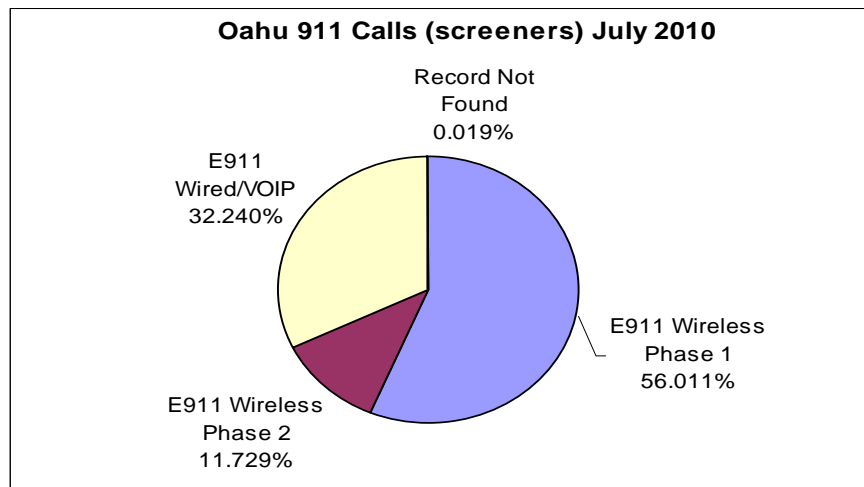|	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	23579	32.24%	40964	56.01%	8578	11.73%	14	0.02%	73135
HPD	20004	32.07%	32657	52.35%	9707	15.56%	11	0.02%	62379
HFD	2080	38.31%	2690	49.54%	660	12.15%	0	0.00%	5430
EMS	2851	43.92%	2917	44.94%	720	11.09%	3	0.05%	6491
RDC	526	21.40%	1110	45.16%	797	32.42%	25	1.02%	2458
Hickam	19	12.18%	115	73.72%	22	14.10%	0	0.00%	156

Note:

- "Record Not Found' may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: RECORD NOT FOUND!00:15:50!911!1583304982000

City & County of Honolulu
Department of Information Technology

Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	40964	56.01%
E911 Wireless Phase 2	8578	11.73%
E911 Wired/VOIP	23579	32.24%
Record Not Found	14	0.02%
Total	73135	

Oahu 911 Calls (screeners) July 2010

Record Not Found 0.019%

E911 Wired/VOIP 32.240%

E911 Wireless Phase 2 11.729%

E911 Wireless Phase 1 56.011%

Wireless V.S. Wired Calls

Wired 32.25%

Wireless 67.75%

Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	32657	52.35%
E911 Wireless Phase 2	9707	15.56%
E911 Wired/VOIP	20004	32.07%
Record Not Found	11	0.02%
Total	62379	

HPD 911 Calls - July 2010

Record Not Found 0.018%
E911 Wired/VOIP 32.068%
E911 Wireless Phase 1 52.353%
E911 Wireless Phase 2 15.561%

Wireless V.S. Wired Calls

Wired 32.07%
Wireless 67.93%
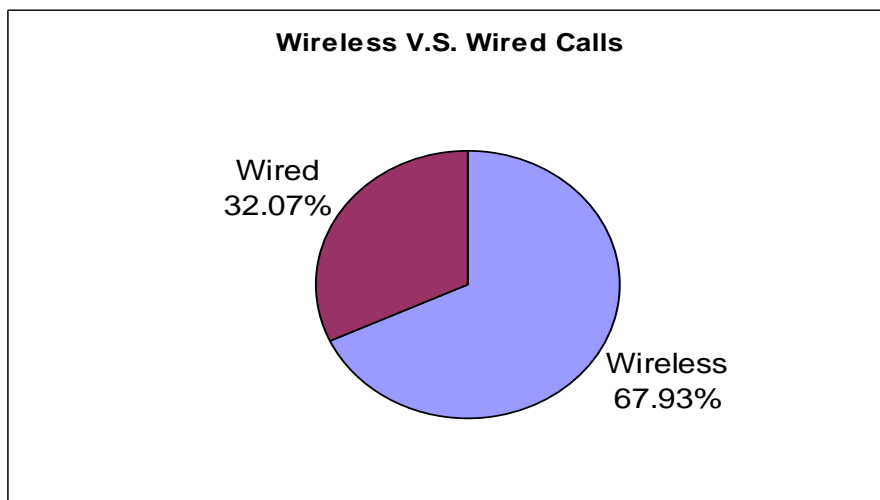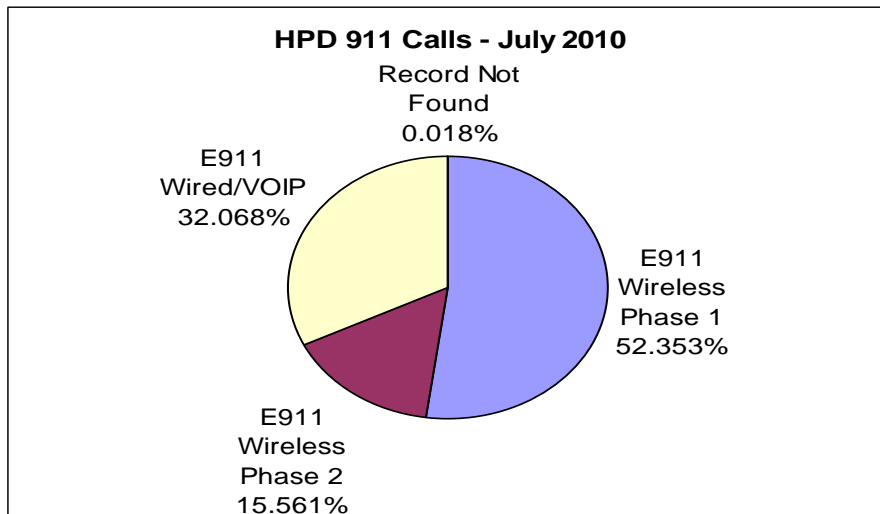
Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2690	49.54%
E911 Wireless Phase 2	660	12.15%
E911 Wired/VOIP	2080	38.31%
Record Not Found	0	0.00%
Total	5430	
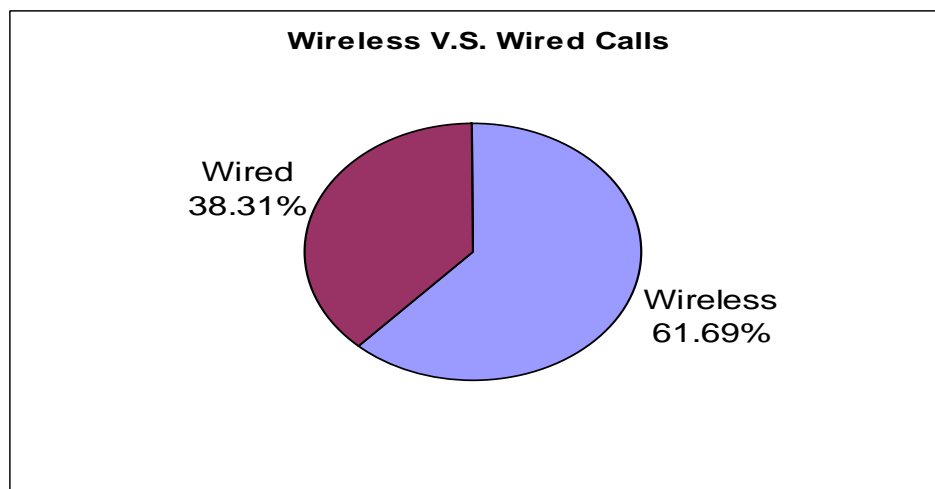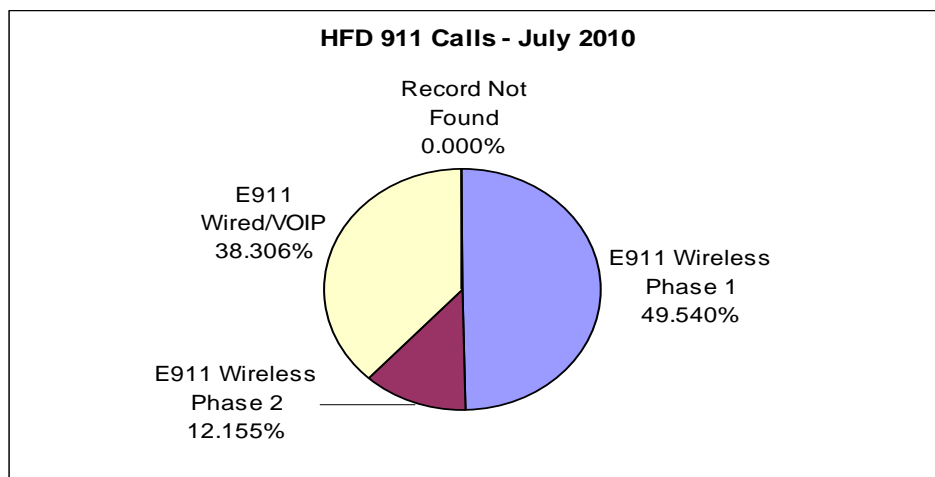
Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2917	44.94%
E911 Wireless Phase 2	720	11.09%
E911 Wired/VOIP	2851	43.92%
Record Not Found	3	0.05%
Total	6491	

EMS 911 Calls - July 2010

Record Not Found 0.046%
E911 Wireless Phase 1 44.939%
E911 Wired/VOIP 43.922%
E911 Wireless Phase 2 11.092%

Wireless V.S. Wired Calls

Wired 43.94%
Wireless 56.06%
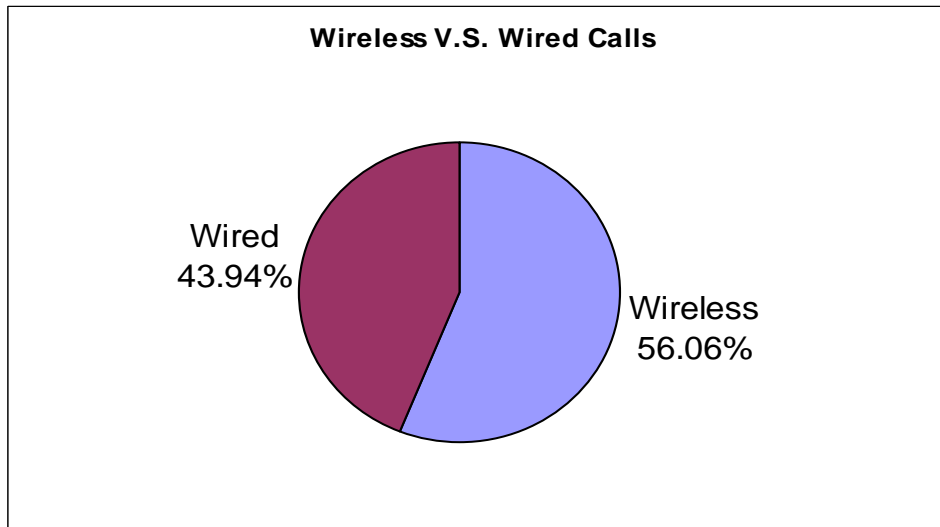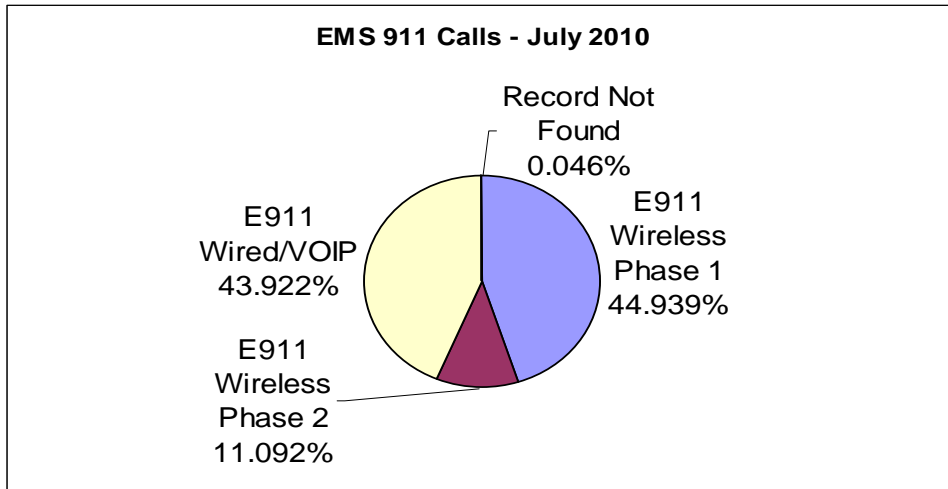
Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1110	45.16%
E911 Wireless Phase 2	797	32.42%
E911 Wired/VOIP	526	21.40%
Record Not Found	25	1.02%
Total	2458	

RDC 911 Calls - July 2010

Wireless V.S. Wired Calls
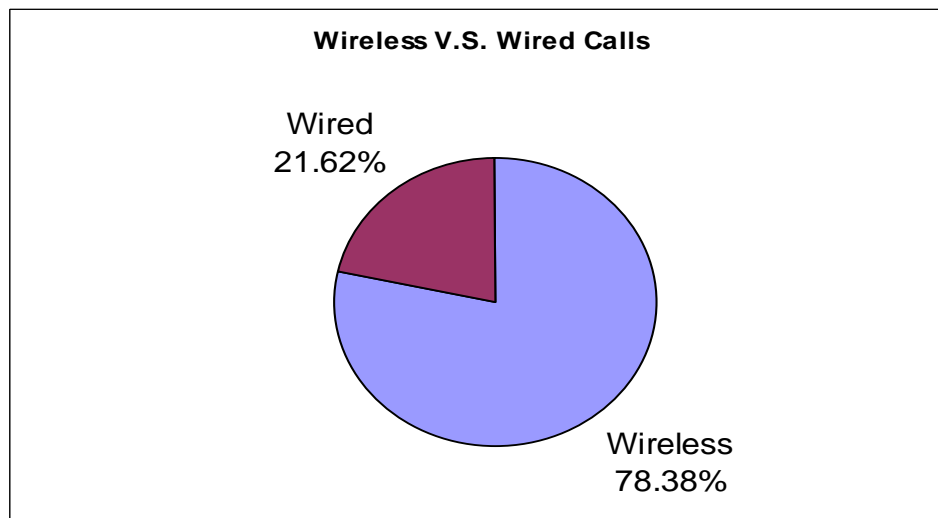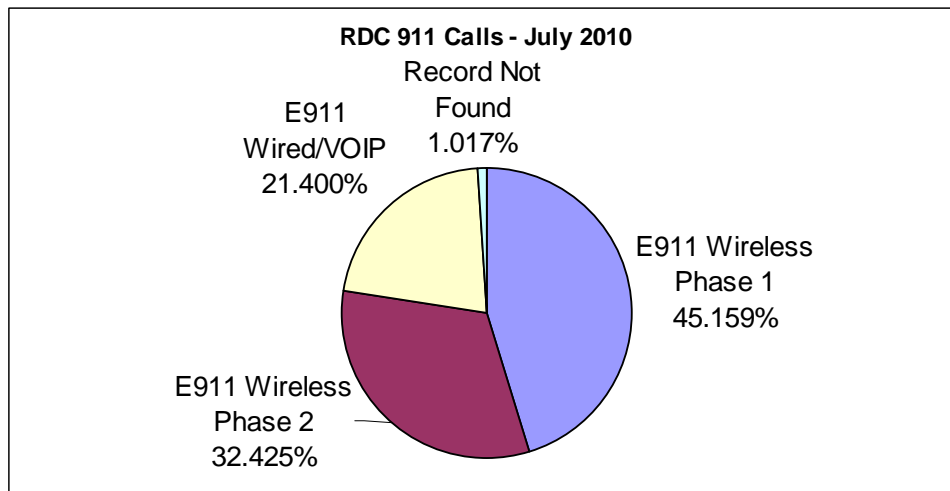
Call Statistics Continued

Hickam 911 Calls (Call-takers' positions)

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	115	73.72%
E911 Wireless Phase 2	22	14.10%
E911 Wired/VOIP	19	12.18%
Record Not Found	0	0.00%
Total	156	
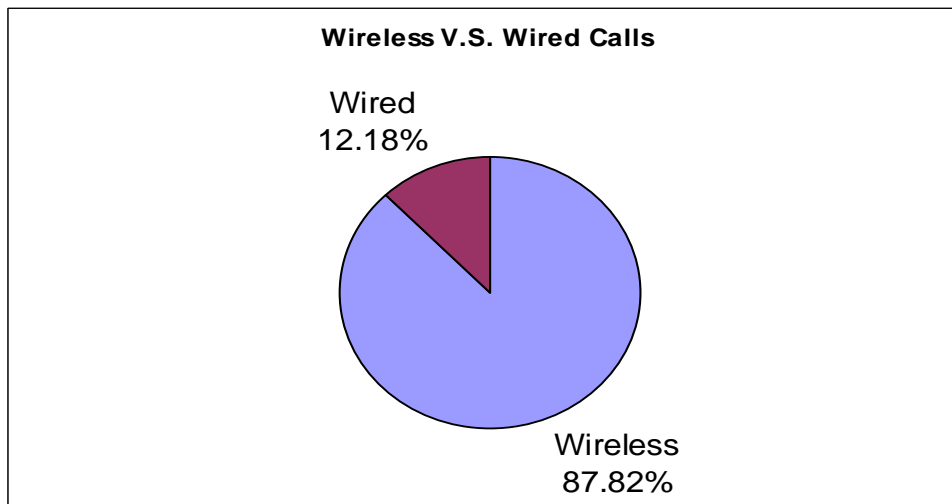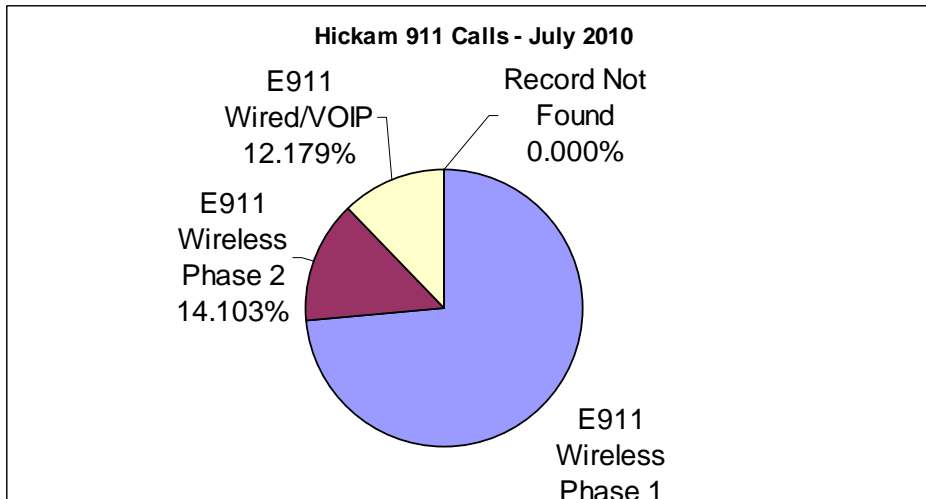
MSAG Updates

MSAG Changes	Description	Date
13	Insert	July 2010

Wireless Routing Sheets Processed

Carrier	Towers	Sectors
Mobi	2	4

Events and Project Status

    Ongoing

- DIT continues to configure 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 continues to distribute weekly updates to GeoLynx data.

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

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

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

- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.

- 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.

- Transferred DIT network subscription for GeoComm maintenance to RDC and Hickam to the military.

- DIT continues to process routing sheet requests and updating Oahu's cell tower/sector layers.

- DIT extended warranty on the E911 workstations and servers.

- DIT attended 911 recording systems meetings with various vendors.

WIRELESS ENHANCED 911 BOARD
Communications Committee
(Legislation, Policy and Objectives, Administration and Public Relations)
(Proposed)

*Paul Ferreira – Chair

*Clayton Tom	Kenison Tejada
*Victor Ramos	Janet Crotteau
*Jim LaClair	
*Cedric Apaka	

*Board Members

Glenn Roach

Aloha Glenn,

Hope all is well.

We received this email from Mr. Chan.

We are requesting as the representatives for the Federal Consolidated Dispatch Centers that you investigate further whether the GeoComm circuits can remain under the Wireless E911 fund for cost reimbursement.

If the circuits were part of a larger Master Services contract, as you stated, they may be covered.

Please advise if there are other technical options available to receive this information in a timely manner for example as a PDF file from a secure website.

As the secondary PSAP for Oahu, what costs can be supported under the reimbursable umbrella? When the IG made the determination not to include the Federal Dispatch Centers because of the definition of a Public Safety Agency - was it made clear that the RDC provides backup support to HPD?

As always, appreciate your continued support.

Mahalo,

Bernice Bishop-Kanoa
Commander Navy Region Hawaii N63
DSN 315.473.4054
Commercial 808.473.4054
email 'bernice.bishop-kanoa@navy.mil'

-----Original Message-----
From: Chan, Clement [mailto:CChan@honolulu.gov]
Sent: Friday, July 23, 2010 10:33
To: Tamanaha, Morris CIV CNRH, N37; Bishop-kanoa, Bernice K CIV CNRH, N63;
cynthia.fong@hawaiiantel.com
Subject: e911 t1s

Hi Morris/Bernice,

As you may already been made aware, the WE911 Board will no longer be able to reimburse the City for the cost of the communication lines reimbursement from the City's computing center to the military PSAPs for the weekly upgrade of the GeoComm mapping data (see email below).

I've initiated contact with Cynthia Fong with Hawaiian Telcom regarding the transfer of billings (see attached invoices).   Please advise if you want to keep the T1 lines and pick up the cost. If not, we'll work with HawTel to cancel the communication lines effective Aug 1, 2010.

Please note that without these communication lines, DIT will not be able to perform the weekly mapping data upgrade from the City's GIS database to your PSAPs GeoComm mapping systems.

Clement

-----Original Message-----
From: Glenn Roach [mailto:glenn@tkcconsulting.com]
Sent: Thursday, July 15, 2010 3:50 AM
To: Chan, Clement
Cc: 'Courtney Tagupa'; Manago, Leticia L (Lani); Kono, Sheldon; 'Tamanaha, Morris CIV NAVSTA Pearl Harbor, N91'
Subject: RE: Request for Reimbursement

Clement:

I agree the Centrex lines for Ocean Safety are reimbursable and there is a

line item in this current FY spending plan. We will move ahead and process

that request.

On the GeoComm maintenance for the military, are those costs part of a

Master Services Agreement that includes all of Oahu? If the answer is yes, I

don't think there is an issue. But, considering the line charges are costs

specific to the military, I don't believe we can legally reimburse those

charges.

Glenn A. Roach, ENP

Executive Director

Hawaii Wireless Enhanced 911 Board

(888) 870-0832 - office

(512) 413-2673 - mobile

(512) 233-2783 - fax

glenn@tkcconsulting.com

http://hawaiiwirelesse911.hawaii.gov

-----Original Message-----

From: Chan, Clement [mailto:CChan@honolulu.gov]

Sent: Wednesday, July 14, 2010 6:18 PM

To: glenn@tkcconsulting.com

Cc: Courtney Tagupa; Manago, Leticia L (Lani); Kono, Sheldon; Tamanaha,

Morris CIV NAVSTA Pearl Harbor, N91

Subject: FW: Request for Reimbursement

Glenn,

About Ocean Safety's request for the Centrex lines, you've previously
indicated that it's reimbursable (see attached email).

About the Hickam line charges, it's for connection from the City's computer
center to the Hickam PSAP to update their mapping system. Need your take on
whether DIT should continue to support the military's GeoComm mapping
system. If not, then the request for the communication line is moot.

Thanks.

Clement

-----Original Message-----

From: Glenn Roach [mailto:glenn@tkcconsulting.com]

Sent: Wednesday, July 14, 2010 11:57 AM

To: Chan, Clement

Cc: 'Courtney Tagupa'; Manago, Leticia L (Lani); Kono, Sheldon

Subject: FW: Request for Reimbursement

Good afternoon, Clement:

Unless I am mistaking, these are not approved reimbursement costs.

Thank you,

Glenn A. Roach, ENP

Executive Director

Hawaii Wireless Enhanced 911 Board

(888) 870-0832 - office

(512) 413-2673 - mobile

(512) 233-2783 - fax

glenn@tkcconsulting.com

http://hawaiiwirelesse911.hawaii.gov

www.hawaiiantel.com

CITY AND COUNTY OF HONOLULU	Account Number: 200000000130196	Invoice Date: 07/01/10
650 S KING ST	Invoice Number:	Service Period: 07/01/10 - 06/30/11
5TH FLQ	Customer PO: 0	Usage Period:
HONOLULU, HI 96813		Payment Due: August 1, 2010

ACCOUNT SUMMARY

Previous Balance	$0.00
Payments Received	$0.00
TOTAL BALANCE FORWARD	**$0.00**

NEW CHARGES BY SERVICE TYPE:

Telecommunication Charges	$14,712.72
TOTAL NEW CHARGES:	**$14,712.72**

TOTAL AMOUNT DUE:	**$14,712.72**

To avoid a late payment fee on new charges, payment must be received by 08/01/10.

Now you can pay your bill online! Visit www.hawaiiantel.com to sign up today. Pay by phone by dialing 1-877-651-8962.

Your account is past due. Please pay your invoice upon receipt. Mahalo!

Please return this portion with your payment made payable to Hawaiian Telcom or Pay online at www.HawaiianTel.com. Please note your Account or Telephone Number on check payment. Do NOT enclose correspondence with payment.

HTAI0505CB35041 - 62654AA03.Y.1.34837.1.4.0.000

Hawaiian Telcom

1177 Bishop Street, Honolulu, HI 96813

Account Number: 200000000130196		Payment Due: **August 1, 2010**
Invoice Number:		
Invoice Date: 07/01/10		Total Amount Due: **$14,712.72**
Service Period: 07/01/10 - 06/30/11		Payment Amount: $_____

☐ Check here for change of billing address (see reverse)

```
62654AA03-Y-1
34837 Y SP 0.360000
```

CITY AND COUNTY OF HONOLULU
650 S KING ST
5TH FLQ
HONOLULU, HI 96813

Mail payments to:

HAWAIIAN TELCOM
P.O. BOX 30770
HONOLULU HI 96820-0770

CITY AND COUNTY OF HONOLULU	Account Number:	200000000130196	
650 S KING ST	Invoice Number:		
5TH FLQ	Customer PO:	0	
HONOLULU, HI 96813			

Invoice Date:	07/01/10
Service Period:	07/01/10 - 06/30/11
Usage Period:	
Payment Due:	August 1, 2010

BALANCE FORWARD

PREVIOUS BALANCE	$0.00
TOTAL BALANCE FORWARD	$0.00

ACCOUNT ACTIVITY DETAIL

TELECOMMUNICATIONS SERVICES - CIRCUIT ID: 91.UHXX.000070.HAWT   (07/01/10 - 06/30/11)

Additional Services		**$13,197.60**
DS1 Clear Chnl Cap Tra/Tra (2 @ $19.50)	$468.00	
DS1 Spl Transprt/Per Mi (7 @ $19.80)	$1,663.20	
DS1 Spl Trnsp Term/On-Island (2 @ $56.66)	$1,359.84	
DS1-Sal/1/Opt Pmt Pln 1 Yr (2 @ $404.44)	$9,706.56	
Telecommunications Taxes, Surcharges and Regulatory Fees		**$1,515.12**
Intrastate Surcharge	$1,482.12	
PUC Fee	$33.00	
TOTAL TELECOMMUNICATIONS SERVICES FOR CIRCUIT ID: 91.UHXX.000070.HAWT		**$14,712.72**
TOTAL TELECOMMUNICATIONS SERVICES		**$14,712.72**

Nonpayment of non-local provider charges will not result in the disconnection of your local telephone service; however, collection of unpaid charges may be pursued by the service provider.

CITY AND COUNTY OF HONOLULU
650 S KING ST
5TH FLQ
HONOLULU, HI 96813

Account Number:	200000000130220
Invoice Number:	
Customer PO:	0

Invoice Date:	07/01/10
Service Period:	07/01/10 - 06/30/11
Usage Period:	
Payment Due:	August 1, 2010

ACCOUNT SUMMARY

Previous Balance	$0.00
Payments Received	$0.00
TOTAL BALANCE FORWARD	**$0.00**

NEW CHARGES BY SERVICE TYPE:

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To avoid a late payment fee on new charges, payment must be received by 08/01/10.

Now you can pay your bill online! Visit www.hawaiiantel.com to sign up today. Pay by phone by dialing 1-877-651-8962.

Your account is past due. Please pay your invoice upon receipt. Mahalo!

Please return this portion with your payment made payable to Hawaiian Telcom or Pay online at www.HawaiianTel.com.
Please note your Account or Telephone Number on check payment. Do NOT enclose correspondence with payment.

HTA0505CB35041 - 62654AA03.Y.1.34837.1.4.0.000

Hawaiian Telcom

1177 Bishop Street, Honolulu, HI 96813

Account Number:	200000000130220
Invoice Number:	
Invoice Date:	07/01/10
Service Period:	07/01/10 - 06/30/11

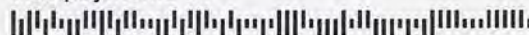|	
Payment Due:	**August 1, 2010**
Total Amount Due:	**$14,712.72**
Payment Amount:	$_____

☐ Check here for change of billing address (see reverse)

62654AA03-Y-1
34837 Y SP 0.360000

CITY AND COUNTY OF HONOLULU
650 S KING ST
5TH FLQ
HONOLULU, HI 96813

Mail payments to:

HAWAIIAN TELCOM
P.O.BOX 30770
HONOLULU HI 96820-0770

CITY AND COUNTY OF HONOLULU	Account Number:	200000000130220	Invoice Date:	07/01/10	
650 S KING ST	Invoice Number:		Service Period:	07/01/10 - 06/30/11	
5TH FLQ	Customer PO:	0	Usage Period:		
HONOLULU, HI 96813			Payment Due:	August 1, 2010	

BALANCE FORWARD

PREVIOUS BALANCE	$0.00
TOTAL BALANCE FORWARD	$0.00

ACCOUNT ACTIVITY DETAIL

TELECOMMUNICATIONS SERVICES - CIRCUIT ID: 91.UHXX.000071.HAWT (07/01/10 - 06/30/11)

Additional Services		**$13,197.60**
DS1 Clear Chnl Cap Tra/Tra (2 @ $19.50)	$468.00	
DS1 Spl Transprt/Per Mi (7 @ $19.80)	$1,663.20	
DS1 Spl Trnsp Term/On-Island (2 @ $56.66)	$1,359.84	
DS1-Sal/1/Opt Pmt Pln 1 Yr (2 @ $404.44)	$9,706.56	
Telecommunications Taxes, Surcharges and Regulatory Fees		**$1,515.12**
Intrastate Surcharge	$1,482.12	
PUC Fee	$33.00	
TOTAL TELECOMMUNICATIONS SERVICES FOR CIRCUIT ID: 91.UHXX.000071.HAWT		**$14,712.72**
TOTAL TELECOMMUNICATIONS SERVICES		**$14,712.72**

Nonpayment of non-local provider charges will not result in the disconnection of your local telephone service; however, collection of unpaid charges may be pursued by the service provider.

62654AA03.Y.1.34837.3.0

Wireless E9-1-1 Spending Plan - FY 2011 - Revised 081210

Item	Oahu	Maui/Molokai	Hawaii	Kauai	OPS	Totals	Priority	Pri 1	Pri 2	Pri 3	Pri 4	Pri 5
Board Member Travel and Expenses					27,000	27,000	1	27,000				
CAD System Upgrade				3,800,000		3,800,000	1	3,800,000				
Contractor - Akimeka, LLC PM	507,631	421,692	435,739	300,076		1,665,138	1	1,665,138				
Contractor - Executive Director					325,000	325,000	1	325,000				
Exacom Recorder Maint	40,000	-	-	-		40,000	1	40,000				
GeoComm Maint.	48,586	-	-	-		48,586	1	48,586				
HawTel Network	60,000					60,000	1	60,000				
HawTel Wireless Tariff Charges	-	-		111,398		111,398	1	111,398				
KVA Switches - HPD	4,100					4,100	1	4,100				
NASNA Dues					100	100	1	100				
Pictometry	295,005	396,750	1,039,000	198,930		1,929,685	1	1,929,685				
Positron Equip & S/W Maintenance			40,000			40,000	1	40,000				
Sprint/Nextel					180,000	180,000	1	180,000				
UPS Batteries - HPD	24,136					24,136	1	24,136				
Conf - APCO	30,000	6,000	6,000	6,000	3,000	51,000	2		51,000			
Conf - NENA	30,000	6,000	6,000	6,000	3,000	51,000	2		51,000			
CAD Maint	223,000	113,000	66,867	-		402,867	3			402,867		
CAD Maint - Genesis				120,000		120,000	3			120,000		
CAD Maint - HFD	110,000					110,000	3			110,000		
CAD Maint - Maui EOC		16,000				16,000	3			16,000		
CAD Monitors, Keyboards, CPUs		82,900	-	-		82,900	3			82,900		
CAD Server Replacement - EMS	950,000					950,000	3			950,000		
CML Workstations - New - HPD	183,370					183,370	3			183,370		
Conf - 9-1-1 Goes to Washington	21,000	6,000	7,200	6,000	3,000	43,200	3			43,200		
Conf - NENA TDC/ODC	30,000					30,000	3			30,000		
Conf - users - Pictometry		6,000	7,200	6,000		19,200	3			19,200		
EMS Tower Lease	7,539	-	-	-		7,539	3			7,539		
Recorder System Upgrade	250,000					250,000	3			250,000		
Signal Booster - 1st responder radio/wireless system	80,000					80,000	3			80,000		
Training - CAD	10,000	15,600				25,600	3			25,600		
Training - CAD Tech Systems Admin	8,000					8,000	3			8,000		
Training - Wireless 9-1-1 - EMS	10,000					10,000	3			10,000		
Training -CAD Intergraph/Map Editor			40,000			40,000	3			40,000		
TriTech-GeoComm Interface - EMS	30,000					30,000	3			30,000		
CAD System Upgrade - HPD	1,900,000	-	-			1,900,000	4				1,900,000	
Conf - Navigator	18,000					18,000	4				18,000	
Conf - users - Intergraph CAD		6,000	7,200			13,200	4				13,200	
Conf - users - TriTech CAD - HFD	18,000					18,000	4				18,000	
Conf - users - VisionAir CAD	7,000					7,000	4				7,000	
Conf - users -Motorola CAD	12,000	-	-	6,000		18,000	4				18,000	
CDC Computer H/W Replacement - EMS	130,000					130,000	5					$ 130,000
CDC Maint - EMS	4,180					4,180	5					$ 4,180
CML Workstations - EMS	180,900					180,900	5					$ 180,900
CML Workstations - new				62,445		62,445	5					$ 62,445
Contingency - EMS	10,000					10,000	5					$ 10,000
Contractors - GIS Analyst/Cartographic (2)	80,000					80,000	5					$ 80,000
Mobile Data Units				57,600		57,600	5					$ 57,600
Mobile PSAP - EMS	500,000					500,000	5					$ 500,000
Mobile PSAP Secure Storage - EMS	1,200,000					1,200,000	5					$ 1,200,000
Mobile PSAP Storage Connectivity - EMS	450,000					450,000	5					$ 450,000
Next Generation Pilot Program	500,000					500,000	5					$ 500,000
Property Boundary Base Maps	350,000					350,000	5					$ 350,000
Total Expenditures	8,312,447	1,075,942	1,655,206	4,680,449	541,100	16,265,144		8,255,143	102,000	2,408,676	1,974,200	$ 3,525,125
DB&F Assessment - Admin (2.84% of expenditures)						461,930		234,446	2,897	68,406	56,067	$ 100,114
DB&F Assessment - Revenue (5% of revenue)						415,000	1	415,000				
Totals	8,312,447	1,075,942	1,655,206	4,680,449	541,100	17,142,075		8,904,589	104,897	2,477,082	2,030,267	$ 3,625,239
Cumulative								8,904,589	9,009,486	11,486,569	13,516,836	$ 17,142,075

Within the current $9 million appropriation ceiling	
Recommended ceiling increase to $14 million	
Recommended not to be funded this FY	

Glenn Roach

Hi Glenn

Please change the designation of the Exacom Recorder Maintenance from category 3 to category 1. The Oahu PSAPs are requesting this change because the recorder is critical for all Oahu PSAPs operations. The Board has been funding the maintenance for the past 3 years. Thanks.

Clement Chan
City & County of Honolulu
Dept. of Information Technology
Ph: (808) 768-7688 Fax: (808) 550-6928

SENATE CONCURRENT RESOLUTION

REQUESTING A REPORT OF THE WIRELESS ENHANCED 911 FUND.

1   WHEREAS, the Legislature enacted Act 159, Session Laws of
2 Hawaii 2004, finding that statewide enhanced 911 has proven to
3 be a lifesaving service and that routing a 911 call to the
4 appropriate public safety answering point with a display of the
5 caller's identification and location should be available for all
6 users of telecommunications services, regardless of the
7 technology used to make and transmit the 911 call; and
8

9   WHEREAS, Act 159 also determined that it is in the best
10 interest of the public to ensure that there is adequate ongoing
11 funding to support enhanced 911 service, and beginning July 1,
12 2004, established a monthly wireless enhanced 911 surcharge upon
13 each commercial mobile radio service connection, with the moneys
14 to be deposited into the Wireless Enhanced 911 Fund, pursuant to
15 section 138-3, Hawaii Revised Statutes; and
16

17   WHEREAS, due to the unprecedented revenue shortfalls of
18 over $2,000,000,000 during this fiscal biennium, $16,000,000 in
19 funds were deemed to be in excess of Wireless Enhanced 911
20 project needs and that amount was transferred out of the
21 Wireless Enhanced 911 Fund in 2009 (Act 69, Session Laws of
22 Hawaii 2009) to the general fund, and it is likely that at least
23 $5,000,000 in additional funds may be transferred out of the
24 Fund in 2010; and
25

26   WHEREAS, Hawaii's remote location within the Pacific also
27 requires the State of Hawaii to leverage its federal, state,
28 county and Wireless Enhanced 911 funds to improve and enhance
29 its capabilities to respond to life-threatening circumstances,
30 including natural disasters like hurricanes, tsunamis,
31 earthquakes, power outages, and other unpredictable geographic
32 conditions; now, therefore,
33

1   BE IT RESOLVED by the Senate of the Twenty-fifth
2   Legislature of the State of Hawaii, Regular Session of 2010, the
3   House of Representatives concurring, that the Wireless Enhanced
4   911 Board is requested to report on the Wireless Enhanced 911
5   Fund; and
6
7   BE IT FURTHER RESOLVED that the report include:
8
9   (1)   The total aggregate surcharge collected by the State
10   in the previous and current fiscal years;
11
12 (2)   Disbursements from the fund by the Board in the
13   previous and current fiscal years, and the amount of
14   unexpended or unencumbered funds remaining at the end
15   of each of the two fiscal years;
16
17 (3)   Any transfers of unexpended balances in each of the
18   fiscal years, and the impact of the transfers on
19   projects undertaken or planned by the Board; and
20
21 (4)   The status of and available funding for any projects
22   that have been undertaken or planned by public safety
23   answering points during the most recent two fiscal
24   years; and
25
26   BE IT FURTHER RESOLVED that the Wireless Enhanced 911 Board
27 report to the Legislature no later than September 1, 2010, on
28 the status of the Wireless Enhanced 911 Fund; and
29
30   BE IT FURTHER RESOLVED that certified copies of this
31 Concurrent Resolution be transmitted to the Comptroller and the
32 Chairperson of the Wireless Enhanced 911 Board.

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

August 12, 2010
10:00 a.m.

Department of Accounting and General Services
Room 426
Kalanimoku Building
1151 Punchbowl Street
Honolulu, Hawaii 96813

Minutes

Members in attendance: Russ Saito, Victor Ramos, Clayton Tom, Paul Ferreira, Russell Lundberg, Dean Nishina, Cedric Apaka

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

Guest in attendance: Tony Ramirez, Scott Yagihara, Kenison Tejada, Kevin Kuwahara, Clement Chan, Thalia Burns, Paul Epstein

I. Call to order

Chair Saito called the meeting to order at 10:00 a.m.

II. Introductions

Introductions were made

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

Russell Lundberg made a motion to approve the minutes of the July 8, 2010 Board Meeting

Victor Ramos seconded the motion

No discussion

Motion passed unanimously by voice vote

IV. Committee Updates by Chairs.

a. Finance Committee – Russell Lundberg
b. Technical Committee – Victor Ramos
c. Policies and Objectives Committee – Cedric Apaka
d. Administration Committee – Paul Ferreira
e. Public Relations Committee – Glenn Roach

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. Monthly Financial Report – Courtney Tagupa
    b. Hawaiian Telcom explanation of charges related to 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

Executive Director explained that Kevin Kuwahara, with Hawaiian Telcom presented a document and explained the components of the charges, during the Joint Technical/Finance Committee Meeting, related to Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP

No further action needed

    c. Adjustments to the FY 2011 Budget and Spending Plan – Glenn Roach
        1. Request to Exacom Recorder Maintenance for Honolulu in the amount of $40,000 from Priority 3 to Priority 1

Paul Ferreira made a motion to approve Honolulu request to move the costs for the Exacom Recorder Maintenance from a Priority 3 to a Priority 1 reimbursement.

Russell Lundberg seconded the motion

No discussion

Motion passed unanimously by voice vote

        2. Request from the Federal Consolidated Dispatch Center for reimbursement of costs of Hawaiian Telcom charges in the amount of $29,425.44 related to the circuits in support of daily updates to the GeoComm Mapping System

Clayton Tom made a motion to deny the request from the Federal Consolidated Dispatch Center for reimbursement of costs of Hawaiian

Telcom charges in the amount of $29,425.44 related to the circuits in support of daily updates to the GeoComm Mapping System

Paul Ferreira Seconded the motion
No discussion

Motion passed unanimously by voice vote

d. Consolidation of Administration, Policy and Objectives, and Public Relations Committees within a new Communications Committee

Paul Ferreira made a motion to consolidate the Administration, Policy and Objectives, and Public Relations Committees into new Communications Committee

Clayton Tom seconded the motion

No discussion

Motion passed unanimously by voice vote

e. SCR 180, the Wireless E 911 Report.

Paul Ferreira made a motion for the Executive Director to draft the Wireless E911 Report as required by SCR 180 and for the Chair to submit the report to the Governor for transmittal to the Legislature by September 1, 2010 on behalf of the Board.

Russell Lundberg seconded the motion

No discussion

Motion passed unanimously by voice vote

VII. Announcements.

No announcements

VIII. Next meeting date – Thursday, September 9, 2010

IX. Adjournment.

Meeting was adjourned at 10:40 a.m.

Name	Agency	PH#	Email
Glenn Roach	Board	514-413-2623	groache@cca.g...
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Victor Angus	MPD	244-6383	
Clayton Tom	MPD	244-6305	clayton.tom@ mpd.net
Paul Ferreira	HPD	961-2244	pferreira@co.hawaii.h.us
Scott Yagihara	KPD	241-1674	shyagihara@kauai.gov
Russell Lundberg	Mobi PCS	723.2211	russell.lundberg@mobipcs.com
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Russ Saito			
Kerry Yoneshige			