

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

September 14, 2010
1:00 p.m.

Department of Accounting and General Services
Comptrollers Conference Room
Room 410
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 August 12, 2010 Board Meeting – Chair Russ Saito
- IV. Committee Updates by Chairs.
 - a. Finance Committee – Russell Lundberg
 - b. Technical Committee – Victor Ramos
 - c. Communications Committee - Paul Ferreira
- 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. Kauai’s Request for Reimbursement of the costs for PSAP representatives to attend the Pictometry User Group Conference in lieu of the NENA Annual Conference – Glenn Roach
 - c. Honolulu’s Request for Reimbursement of costs for Hawaiian Telcom charges related to Ocean Safety in the amount of \$12,795.92 – Glenn Roach

- d. Authorization for the Executive Director to attend the Fall Meeting of the National Association of 9-1-1 Administrators (NASNA), November 2-3, 2010 in Phoenix, AZ – Glenn Roach
- e. PSAP Focus Group Workshop – Glenn Roach
- f. Recommendation to Sponsor Wireless 9-1-1 Technology Workshop in November 2010 – Glenn Roach
- g. Star Advertiser article from Friday, September 20, 2010 - \$16M from e911 fund used to balance budget – Chair Russ Saito
- h. Draft legislation to increase the appropriations spending cap from \$9 million to \$14 million and emergency appropriations increase request for the current FY – Glenn Roach
- i. Draft legislation to amend HRS 138 to expand the authority of the Board – Paul Ferreira
- j. Proposed Board Meeting Schedule for November 2010 – Glenn Roach

VII. Announcements.

VIII. Next meeting date – Thursday, October 14, 2010

IX. Adjournment.



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

September 14, 2010
1:00 p.m.

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

Minutes

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

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

Guest in attendance: Morris Tamanaha, Tony Ramirez, Thalia Burns, Clement Chan

I. Call to order – Chair Russ Saito

The Chair called the meeting to order at 1:00 p.m.

II. Introductions

Self introductions were made

III. Review and Approval of Minutes from August 12, 2010 Board Meeting – Chair Russ Saito

Russell Lundberg made a motion to approve the minutes for the August 12, 2010 Board Meeting

Gordon Bruce 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. Communications Committee - Paul Ferreira

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

Courtney Tagupa presented the August 2010 Financial Report. Chair instructed the staff to develop a month-to-month financial report to be provided at future meetings

- b. Kauai’s Request for Reimbursement of the costs for PSAP representatives to attend the Pictometry User Group Conference in lieu of the NENA Annual Conference – Glenn Roach

Gordon Bruce made a motion to approve Kauai’s request for reimbursement of the costs for PSAP representatives to attend the Pictometry User Group Conference in lieu of the NENA Annual Conference.

James LaClair seconded the motion

No discussion

Motion passed unanimously by voice vote

- c. Honolulu’s Request for Reimbursement of costs for Hawaiian Telcom charges related to Ocean Safety in the amount of \$12,795.92 – Glenn Roach

Paul Ferreira made a motion to approve Honolulu’s Request for Reimbursement of costs for Hawaiian Telcom charges related to Ocean Safety in the amount of \$12,795.92, and for the Executive Director to send a letter to Ocean Safety informing them that no further costs will be reimbursed after September 30, 2010, unless Ocean Safety can substantiate their designation as a PSAP according to the definitions in HRS 138 and the Hawaiian Telcom Tariff

Clayton Tom seconded the motion

No further discussion

Motion passed unanimously by voice vote

- d. Authorization for the Executive Director to attend the Fall Meeting of the National Association of 9-1-1 Administrators (NASNA), November 2-3, 2010 in Phoenix, AZ – Glenn Roach

Russell Lundberg made a motion to authorize the Executive Director to attend the Fall Meeting of the National Association of 9-1-1 Administrators (NASNA), November 2-3, 2010 in Phoenix, AZ.

Victor Ramos seconded the motion

No discussion

Motion passed unanimously by voice vote

- e. PSAP Focus Group Workshop – Glenn Roach

Paul Ferreira reported on the discussion from the Joint Committee Meeting related to the participation of the Board in a PSAP Focus Group Workshop and the impact of the Sunshine Law on participation

Consensus amongst the Board was to not participate, sponsor or reimburse the costs of participation in PSAP Focus Group Workshop

No further action taken

- f. Recommendation to Sponsor Wireless 9-1-1 Technology Workshop in November 2010 – Glenn Roach

Gordon Bruce made a motion to authorize the Executive Director to draft an agenda for Wireless 9-1-1 Technology Workshop to be tentatively held on November 15-16, 2010

Goldie Cross seconded the motion

No discussion

Motion passed unanimously by voice vote

- g. Star Advertiser article from Friday, September 20, 2010 - \$16M from e911 fund used to balance budget – Chair Russ Saito

Chairman Saito presented the discussion that he was drafting a Letter to the Editor in response be drafted to the Star Advertiser article from Friday, September 20, 2010 - \$16M from e911 fund used to balance budget. He requested that the staff provide him additional background information on the previous year's budgets, expenditures and appropriations ceilings.

No action was taken

- h. Draft legislation to increase the appropriations spending cap from \$9 million to \$14 million and emergency appropriations increase request for the current FY – Glenn Roach

The Executive Director provided an update on the status of draft legislation to increase the appropriations spending cap from \$9 million to \$14 million and emergency appropriations increase request for the current FY and related strategy of introducing such legislation

Consensus of the Board was for the Executive Director to develop a draft bill and supporting documentation to be considered at the October Board Meeting.

No action was taken

- i. Draft legislation to amend HRS 138 to expand the authority of the Board – Paul Ferreira

Paul Ferreira presented the discussion to use the last draft of the Board recommended legislation as the basis for a new bill to be introduced in the next session and also to identify a Legislative Sponsor in both the House and Senate to introduce and carry forward the bill

Consensus of the Board was to provide input on the draft to be considered at the October Board Meeting.

No action was taken

- j. Proposed Board Meeting Schedule for November 2010 – Glenn Roach

The Executive Director will coordinate with the Chair on proposed dates for the November 2010 Board Meeting

VII. Announcements.

VIII. Next meeting date – Thursday, October 14, 2010

IX. Adjournment.

Meeting was adjourned at 2:15 p.m.

Wireless Enhanced 911 Board

September 14, 2010

1:00 p.m.

Department of Accounting and General Services

Room 430

Kalanimoku Building

1151 Punchbowl Street

Honolulu, Hawaii 96813

Name	Agency	Phone
1. Morris Tamaaha	RC	471-3141
2. Tony Ramirez	AKIMEKA	722-1316
3. JAMES LACLAIR	HAWAIIAN TEL	546-7720
4. Paul Ferreira	Hawaii Police	(808)961-2244
5. @CAUTION TOM	MINIDOLLO DEPT.	244-6305
6. Goldie Cross	AT&T	222-1692
7. Victoria L. Harris	HAWAII POLICE	244-6353
8. RUSSELL LUNDBERG	MOBI PCS	723-2211
9. MARK BEGLEY	KPD	635-3656
10. Courtney Tawpa	Ke'Aiki Tech	247-8919
11. Gordon Bruce	CAC HNL	768 7687601
12. Kerry Umashu	DAS	586-0696
13. Clement Chan	DIT	768-7688
14. SHAT OTANA	Attorney General	586-0698
15.		
16.		
17.		
18.		
19.		
20.		

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

• PSAP Operations

9-1-1 Call Volume – August 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,902	3,850	38.9%	6,052	61.1%

(*) 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	9,902	3,850	38.9%	6,052	61.1%	0	0.0%	1,116	11.3%
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	80,629	31,825	39.5%	48,801	60.5%	3	0.0%	9,188	11.4%
AVG PER MO	10,079	3,978		6,100		0		1,149	

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	1,881	877	46.6%	22.8%	1,004	53.4%	16.6%	0	0.0%	24	1.3%
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	15,120	7,352	48.6%	23.1%	7,761	51.4%	15.9%	7	0.0%	262	1.7%
AVG PER MO	1,890	919			970			1		33	

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

Notes:

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

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

- **PSAP Operations (continued)**

Wireless Test – August 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
08/13/10	Verizon Wireless Network Connectivity	Connectivity Testing – 2 Sectors		Hawaii PSAP

08/01/10 -- 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.

This issue has been escalated to the State of Hawaii Wireless E9-1-1 Board for action. Akimeka will continue to track and monitor on behalf of the Neighbor Island PSAPs.

08/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. A conference call was held on August 10, 2010 with PSAP representatives from each island, telematics companies and Intrado. Intrado provided an overview on the delivery of a telematics 9-1-1 call which would provide latitude and longitude of the vehicle. The PSAPs asked questions and action items were assigned accordingly.

Akimeka personnel monitored an OnStar live test on August 16, 2010 on the island of Oahu for the Neighbor Island PSAPs. The call was successfully delivered with accurate latitude and longitude which plotted the vehicle to the correct location. The call was then transferred to the Hawai'i County PSAP so testing could be completed with their CAD equipment.

Glenn Roach, Executive Director of the Wireless E9-1-1 Board, will coordinate future implementation conference calls. Akimeka personnel will continue to track and monitor the implementation for the Neighbor Island PSAPs.

08/01/10 -- 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.

Additional information was received and Akimeka personnel are working to incorporate them into the final documents.

08/01/10 -- Ongoing Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein sent Nextel tower information and Akimeka personnel are validating the information. Sprint tower information is forthcoming.

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

• PSAP Operations (continued)

- 08/01/10 --
Ongoing Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Surveys were completed for each of the Neighbor Island PSAPs to gather information regarding the delivery of 9-1-1 calls from EMD trained telematics advisors. This information was shared with the committee.
- 08/01/10 --
Ongoing Akimeka personnel followed up with T-Mobile regarding the July 2010 annual audit. Corrections were made as requested except for two towers which require additional clarification to verify directional discrepancies.
- 08/12/10 Akimeka personnel provided updates to the Neighbor Island PSAPs regarding trouble experienced by Time Warner customers on August 12, 2010. Their customers could not be heard at the far end. The trouble began at 11:11 a.m. and was isolated to the outgoing audio portion of the fiber cable that was inadvertently damaged by tree trimmers. Service was restored by 12:16 p.m., same day. Time Warner will be looking at additional redundant routes to prevent this kind of trouble from happening in the future.
- 08/12/10 Akimeka personnel viewed a software tool designed to enhance comparisons between the GIS maps and MSAG records that may assist Akimeka with their data synchronization work efforts. Various vendors are being explored.
- 08/13/10 Akimeka personnel provided updates to the Neighbor Island PSAPs regarding call processing issues being experienced by T-Mobile customers on August 13, 2010, beginning at 8:22 a.m. Trouble was isolated to T-Mobile's internal equipment and resolved at 8:45 a.m.
- 08/14/10 --
Ongoing Akimeka personnel opened a trouble ticket with Intrado on Saturday, August 14, 2010, to investigate the loss of ANI/ALI information experienced by the Hawai'i County PSAP. The trouble began sometime in the evening and was restored by 11:05 p.m. Both Hawaiian Telcom and Intrado were contacted and the trouble was isolated to an issue with the recent Intrado upgrade. The result of the investigation is still pending from Dave Solanik of Intrado and should be available in September 2010.
- 08/18/10 --
Ongoing Akimeka personnel participated on a conference call with Dave Peck from Pictometry to review the plans for the final delivery and installation of the Pictometry imagery. No date was provided by Pictometry (Dave Peck) as to when the project will be completed.
- 08/25/10 Akimeka personnel, along with Neighbor Island PSAP representatives, attended Hawaiian Telcom, Inc's NG911 presentation.
- 08/27/10 Akimeka personnel confirmed with Verizon Wireless and Intrado that all corrections were completed from the annual audit.

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

• **MSAG**

Current Month – August 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
HAWAII	245	240	15	187	5	29	4	20	5	0	0

Revised categories and report format changes effective April 2009.

During the month of August 2010, 240 change requests were completed relating to the MSAG database, with 20 customer ANI/ALI records updated as a direct result. Five ALI Discrepancy reports were submitted to 911Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

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

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

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August	245	240	15	187	5	29	4	20	5	0	0
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	1,817	1,530	441	579	200	195	115	5,384	287		
AVG PER MO	227	191	55	72	25	24	14	673	36		

(*) Applies to Change, Delete and Insert categories

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

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

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

- Mapping Layers Updated/Loaded Into GIS – August 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			08/04/10	
Street Centerline			08/04/10	
Address Points			08/04/10	
Psuedo Address Points	08/24/10			
	08/11/10			
Parcels	08/16/10	08/16/10		Uploaded the updated Hawaii County Parcel layer provided by Cheryl Chan of Hawaii County
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations	08/13/10			Updated metadata
Food & Beverage				
Hospitals				
Hotels				
Major Roads	08/16/10	08/16/10		Uploaded the Major Roads layer. This layer was previously loaded in PowerMap prior to Akimeka. Akimeka used the current street centerline schema to update the attributes of the Major Roads layer and load it into the geodatabase. An update to the Major Roads layer in PowerMap was done previously.
Medical Facilities	08/13/10	08/13/10		Created a new layer for Medical Facilities. Downloaded Assisted Living and Skilled Nursing medical facilities GIS layers from the State GIS website.
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest			08/04/10	

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

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

- Mapping Layers Updated/Loaded Into GIS – August 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 – August 2010

08/05/10 -- Akimeka was contacted by the Hawai'i County Fire Department regarding their
08/10/10 PowerMap positions. It was reported that none of their maps were plotting calls.

Akimeka logged on to the stations remotely and tested all configurations and connections that Akimeka manages. Tests confirmed that the problem resided elsewhere. Akimeka contacted Linda Nako, Hawai'i County Police Systems Analyst V, accordingly. Linda Nako confirmed that a new switch was installed by Hawaiian Telcom, Inc. the day prior. Hawaiian Telcom, Inc. later contacted Akimeka to confirm the configurations.

By end of day Friday, August 6, the problem was resolved and all Fire positions were fully functional.

On August 10, Akimeka contacted Linda Nako to re-confirm that all Fire positions were running properly and she sent the configuration file for future reference.

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

- **Service Requests Transactions**

Open Service Requests – August 2010 (July 29 – August 27, 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).
3	08/11/10	244	<u>Incorrect Address:</u> TN = 808/328-9229	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado.
Documented Items Per April 9 Intergraph Conference Call						
4	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	2	1	4	0	0	2	1	0	0	0	0
July	3	8	3	0	1	3	7	0	0	0	0
June	3	13	8	0	0	3	13	0	0	0	0
May	24	15	18	4	9	19	5	0	0	1	1
April	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
TOTAL	89	85	4	18	16	70	68	0	0	1	1
<i>Note:</i> Open Service Requests reflect what is in pending status at the end of the report month.											


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

**STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD**

PSAP REIMBURSEMENT REQUEST WORKSHEET

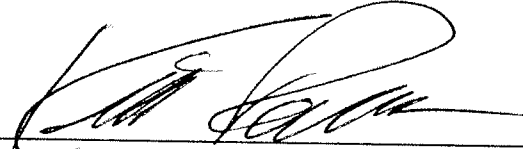
1. The purpose of this form is to provide a means for County or individual PSAP site representatives to request reimbursement for equipment, systems, services, and/or conference/meeting costs from the State of Hawaii Wireless Enhanced 911 Board.

2. PSAP INFORMATION

- a. PSAP/County: Honolulu City & County
- b. Individual Submitting Request: Sheldon Kono
- c. Rank/Title: DPSA II
- d. Telephone Number: 768-7860 Email Address: skono@honolulu.gov
- e. Contact/Address for Reimbursement Payments: Sheldon Kono, 650 S King St 6th Floor, Honolulu, HI, 96813
- f. Total Amount Requested: \$12795.92 MRC: \$406.42
- g. Signature of Requestor: 

h. EQUIPMENT, SYSTEMS, OR SERVICES RELATED TO WIRELESS E9-1-1

Item	Description	Quantity	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)
1	Ocean Safety CML Centrex Line Charge. 7/2010, 8/2010	2		\$340.12
2	Ocean Safety CML Milage Charges. 7/2010, 8/2010	2		\$66.30
3	Ocean Safety CML Charges. 1/2010, 2/2010, 3/2010, 4/2010, 5/2010, 6/2010, 7/2010 (HawTel just sent this bill, they forgot to invoice for this originally)	1	\$12,389.50	

 8-25-10
Signature of PSAP Representative on WE911 Board and Date



www.hawaiiantel.cc

CITY & COUNTY OF HONOLULU OCEAN SAFETY & LIFEGUARD
 ATTN: SHELDON KONO 6TH FL
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 HONOLULU, HI 96813-3078

Account Number: 20000000309924
 Billing Telephone #: (808)931-6048
 Invoice Number: 42881925
 Customer PO: 0

Invoice Date: 07/01/10
 Service Period: 07/01/10 - 07/31/10
 Usage Period:
 Payment Due: July 31, 2010

ACCOUNT SUMMARY

Previous Balance	\$2,045.75
Payments Received	\$0.00
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$2,045.7

NEW CHARGES BY SERVICE TYPE:

Account Level Charges	\$0.28
Local Charges	\$339.84
TOTAL NEW CHARGES:	\$340.1

TOTAL AMOUNT DUE: \$2,385.8

To avoid a late payment fee on new charges, payment must be received by 07/31/10.

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!

RECEIVED BY: [Signature]
 DATE: 8/24/10

APPROVED FOR PAYMENT
[Signature] Date: 8/24/10

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.



1177 Bishop Street, Honolulu, HI 96813

Account Number: 20000000309924
 Billing Telephone #: (808)931-6048
 Invoice Number: 42881925
 Invoice Date: 07/01/10
 Service Period: 07/01/10 - 07/31/10

Payment Due: July 31, 2010
 Total Amount Due: \$2,385.87
 Payment Amount: \$ _____

Check here for change of billing address (see reverse)

AUTO5-DIGIT 96813 73 PS5 63183AA03-A-4
 16539 1 AV 0.335



CITY & COUNTY OF HONOLULU OCEAN SAFETY & LIFEGUARD
 ATTN: SHELDON KONO 6TH FL
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 HONOLULU HI 96813-3078

Mail payments to:

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

20000000309924 0042881925 1 001 1000288 00000238587

Hawaiian Telcom

www.hawaiiantel.com

CITY & COUNTY OF HONOLULU OCEAN SAFETY & LIFEGUARD
 ATTN: SHELDON KONO 6TH FL
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 HONOLULU, HI 96813-3078

Account Number: 200000000309924
 Billing Telephone #: (808)931-6048
 Invoice Number: 42881925
 Customer PO: 0

Invoice Date: 07/01/10
 Service Period: 07/01/10 - 07/31/10
 Usage Period:
 Payment Due: July 31, 2010

BALANCE FORWARD

PREVIOUS BALANCE	\$2,045.7
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$2,045.7

ACCOUNT ACTIVITY DETAIL

ACCOUNT CHARGES

Regulated Local Account Charges

Centrex Pilot # No Hnt Gp	(07/01/10 - 07/31/10)	\$0.25	\$0.2
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Account Taxes, Surcharges and Regulatory Fees

Intrastate Surcharge	\$0.03	\$0.0
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TOTAL ACCOUNT CHARGES

\$0.2

REGULATED LOCAL SERVICE - (808)931-6049 (07/01/10 - 07/31/10)

Additional Services

Centrex Network Access Register (4 @ \$11.50)	\$46.00	\$260.4
Centrex Terminal Make Busy	\$1.00	
Centrex Pkg Lvl 8-Uni CI Distr	\$200.00	
Centrex Ln/Ci&Cty Honolulu	\$13.40	

Local Regulated Taxes, Surcharges and Regulatory Fees

Federal Universal Service Fee Centrex 1-9 Lines	\$1.93	\$41.73
Statewide 911 Emergency Service Surcharge	\$1.08	
Intrastate Surcharge	\$29.24	
PUC Fee	\$0.65	
Telecommunications Relay Service	\$0.20	
General Excise Tax	\$0.48	
Subscriber Line Charge Centrex	\$8.15	

TOTAL REGULATED LOCAL SERVICE FOR (808)931-6049

\$302.13

REGULATED LOCAL SERVICE - (808)931-6085 (07/01/10 - 07/31/10)

Additional Services

Centrex Network Access Register	\$11.50	\$25.90
Centrex Terminal Make Busy	\$1.00	
Centrex Ln/Ci&Cty Honolulu	\$13.40	

Local Regulated Taxes, Surcharges and Regulatory Fees

Statewide 911 Emergency Service Surcharge	\$0.27	\$11.81
Intrastate Surcharge	\$2.90	
PUC Fee	\$0.06	
Telecommunications Relay Service	\$0.05	
General Excise Tax	\$0.38	
Subscriber Line Charge Centrex	\$8.15	

TOTAL REGULATED LOCAL SERVICE FOR (808)931-6085

\$37.71

TOTAL LOCAL CHARGES

\$339.84

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.

Customer Proprietary Network Information - Special Notice

By law, we have the duty to protect the confidentiality of your telecommunications service information. This information includes the services and products you purchase, account activity (for example the telephone numbers you dial), and charges incurred.

We may use this information for marketing purposes, without further authorization by you, to offer you the full range of communications-related products and services available from Hawaiian Telcom and Hawaiian Telcom affiliates. These services may be different from the type of services you currently buy from us. In addition to local telephone services, Hawaiian Telcom and Hawaiian Telcom affiliate services include Hawaiian Telcom long distance (where authorized), Hawaiian Telcom wireless and Hawaiian Telcom Internet access services. For a more complete description of Hawaiian Telcom's services you may call your Hawaiian Telcom service representative. Without further authorization by you, Hawaiian Telcom may also share your information with its affiliates, to offer the services described above. If you wish to restrict this use of your information to offer services as described above, please register your restriction by calling toll-free, 1-877-822-9192. You will need your 10-digit telephone number AND your Hawaiian Telcom account number, which is a 15-digit number located at the top of your invoice. In any event, we will not assume your consent until at least 30 days after you receive this notice. Whatever you decide will not affect our provision of service to you and does not eliminate all other marketing contacts by Hawaiian Telcom. Please note that Hawaiian Telcom does not sell or disclose your information to third parties without your consent.

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CITY & COUNTY OF HONOLULU OCEAN SAFETY & LIFEGUARD
 ATTN: SHELDON KONO 6TH FL
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 HONOLULU, HI 96813-3078

Account Number: 200000000309924
 Billing Telephone #: (808)931-6048
 Invoice Number: 43414720
 Customer PO: 0

Invoice Date: 08/01/10
 Service Period: 08/01/10 - 08/31/10
 Usage Period:
 Payment Due: August 31, 2010

ACCOUNT SUMMARY

Previous Balance	\$2,385.87
Payments Received	\$0.00
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$2,385.8

NEW CHARGES BY SERVICE TYPE:

Account Level Charges	\$0.28
Local Charges	\$339.84
TOTAL NEW CHARGES:	\$340.1

TOTAL AMOUNT DUE: \$2,725.99

To avoid a late payment fee on new charges, payment must be received by 08/31/10.

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 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!

RECEIVED BY: [Signature]
 DATE: 8/24/10

APPROVED FOR PAYMENT
[Signature] Date: 8/24/10

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 Please note your Account or Telephone Number on check payment. Do NOT enclose correspondence with payment.

Hawaiian Telcom

1177 Bishop Street, Honolulu, HI 96813

Account Number: 200000000309924
 Billing Telephone #: (808)931-6048
 Invoice Number: 43414720
 Invoice Date: 08/01/10
 Service Period: 08/01/10 - 08/31/10

Payment Due: August 31, 2010
 Total Amount Due: \$2,725.99
 Payment Amount: \$ _____

Check here for change of billing address (see reverse)

AUTO5-DIGIT 96813 74 P55 63701AA03-A-4
17301 1 AV 0-335



CITY & COUNTY OF HONOLULU OCEAN SAFETY & LIFEGUARD
 ATTN: SHELDON KONO 6TH FL
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 HONOLULU HI 96813-3078

Mail payments to:



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

200000000309924 0043414720 1 009 1000288 00000272599

Hawaiian Telcom

www.hawaiiantel.com

CITY & COUNTY OF HONOLULU OCEAN SAFETY & LIFE GUARD
 ATTN: SHELDON KONO 6TH FL
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 HONOLULU, HI 96813-3078

Account Number: 200000000309924
 Billing Telephone #: (808)931-6048
 Invoice Number: 43414720
 Customer PO: 0

Invoice Date: 08/01/10
 Service Period: 08/01/10 - 08/31/10
 Usage Period:
 Payment Due: August 31, 2010

BALANCE FORWARD

PREVIOUS BALANCE	\$2,385.81
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$2,385.81

ACCOUNT ACTIVITY DETAIL

ACCOUNT CHARGES

Regulated Local Account Charges

Centrex Pilot # No Hnt Gp	(08/01/10 - 08/31/10)	\$0.25	\$0.25
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Account Taxes, Surcharges and Regulatory Fees

Intrastate Surcharge		\$0.03	\$0.03
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TOTAL ACCOUNT CHARGES

\$0.28

REGULATED LOCAL SERVICE - (808)931-6049 (08/01/10 - 08/31/10)

Additional Services

Centrex Network Access Register (4 @ \$11.50)	\$46.00	\$260.40
Centrex Terminal Make Busy	\$1.00	
Centrex Pkg Lvl 8-Uni CI Distr	\$200.00	
Centrex Ln/Ci&Cty Honolulu	\$13.40	

Local Regulated Taxes, Surcharges and Regulatory Fees

Federal Universal Service Fee Centrex 1-9 Lines	\$1.93	\$41.73
Statewide 911 Emergency Service Surcharge	\$1.08	
Intrastate Surcharge	\$29.24	
PUC Fee	\$0.65	
Telecommunications Relay Service	\$0.20	
General Excise Tax	\$0.48	
Subscriber Line Charge Centrex	\$8.15	

TOTAL REGULATED LOCAL SERVICE FOR (808)931-6049

\$302.13

REGULATED LOCAL SERVICE - (808)931-6085 (08/01/10 - 08/31/10)

Additional Services

Centrex Network Access Register	\$11.50	\$25.90
Centrex Terminal Make Busy	\$1.00	
Centrex Ln/Ci&Cty Honolulu	\$13.40	

Local Regulated Taxes, Surcharges and Regulatory Fees

Statewide 911 Emergency Service Surcharge	\$0.27	\$11.81
Intrastate Surcharge	\$2.90	
PUC Fee	\$0.06	
Telecommunications Relay Service	\$0.05	
General Excise Tax	\$0.38	
Subscriber Line Charge Centrex	\$8.15	

TOTAL REGULATED LOCAL SERVICE FOR (808)931-6085

\$37.71

TOTAL LOCAL CHARGES

\$339.84

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.

Hawaiian Telcom

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OCEAN SAFETY & LIFEGUARDS SERVICES DIVISION Account Number: 200000000308281
ATTN: SHELDON KONO 6TH FL Billing Telephone #: (808)923-1042
DEPT OF INFORMATION TECHNOLOGY Invoice Number: 42838338
650 S KING ST Customer PO: 0
HONOLULU, HI 96813-3078

Invoice Date: 07/01/10
Service Period: 07/01/10 - 07/31/10
Usage Period:
Payment Due: July 31, 2010

ACCOUNT SUMMARY

Previous Balance \$513.87
Payments Received \$0.00
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY) \$513.87

NEW CHARGES BY SERVICE TYPE:

Local Charges \$66.30
TOTAL NEW CHARGES: \$66.30

TOTAL AMOUNT DUE: \$580.17

To avoid a late payment fee on new charges, payment must be received by 07/31/10.

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

RECEIVED BY: [Signature]
DATE: 8/24/10

APPROVED FOR PAYMENT
[Signature] Date: 8/24/10

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Hawaiian Telcom

1177 Bishop Street, Honolulu, HI 96813

Account Number: 200000000308281
Billing Telephone #: (808)923-1042
Invoice Number: 42838338
Invoice Date: 07/01/10
Service Period: 07/01/10 - 07/31/10

Payment Due: July 31, 2010
Total Amount Due: \$580.17
Payment Amount: \$

Check here for change of billing address (see reverse)

AUTO5-DIGIT 96813 68 PSS 63183AA03-A-4
15290 1 AV 0.335



OCEAN SAFETY & LIFEGUARDS SERVICES DIVISION
ATTN: SHELDON KONO 6TH FL
DEPT OF INFORMATION TECHNOLOGY
650 S KING ST
HONOLULU HI 96813-3078

Mail payments to:



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

200000000308281 0042838338 1 006 1000288 00000058017

Hawaiian Telcom

www.hawaiiantel.com

OCEAN SAFETY & LIFEGUARDS SERVICES DIVISION Account Number: 200000000308281
 ATTN: SHELDON KONO 6TH FL Billing Telephone #: (808)923-1042
 DEPT OF INFORMATION TECHNOLOGY Invoice Number: 42838338
 650 S KING ST Customer PO: 0
 HONOLULU, HI 96813-3078

Invoice Date: 07/01/10
 Service Period: 07/01/10 - 07/31/10
 Usage Period:
 Payment Due: July 31, 2010

BALANCE FORWARD

PREVIOUS BALANCE	\$513.8
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$513.8

ACCOUNT ACTIVITY DETAIL

REGULATED LOCAL SERVICE - (808)923-1042 (07/01/10 - 07/31/10)

Additional Services

Sgl Ln Flt (Business Line)	\$37.71
Touch Call - Business Line	\$2.15

Local Regulated Taxes, Surcharges and Regulatory Fees

Federal Universal Service Fee - Multi-Line Business Other	\$1.93	\$16.71
Statewide 911 Emergency Service Surcharge	\$0.27	
Intrastate Surcharge	\$4.24	
PUC Fee	\$0.10	
Telecommunications Relay Service	\$0.05	
Federal Excise Tax	\$1.51	
General Excise Tax	\$0.48	
Subscriber Line Charge Mltln	\$8.15	

TOTAL REGULATED LOCAL SERVICE FOR (808)923-1042

\$54.48

REGULATED LOCAL SERVICE - 11.EMNN.000984..HAWT (07/01/10 - 07/31/10)

Additional Services

PL Cust Lp Mi Ty 2001/2/6 (2 @ \$5.30)	\$10.60
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Local Regulated Taxes, Surcharges and Regulatory Fees

Intrastate Surcharge	\$1.19	\$1.22
PUC Fee	\$0.03	

TOTAL REGULATED LOCAL SERVICE FOR 11.EMNN.000984..HAWT

\$11.82

TOTAL LOCAL CHARGES

\$66.30

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.

Hawaiian Telcom

www.hawaiiantel.com

OCEAN SAFETY & LIFEGUARDS SERVICES DIVISION
ATTN: SHELDON KONO 6TH FL
DEPT OF INFORMATION TECHNOLOGY
650 S KING ST
HONOLULU, HI 96813-3078

Account Number: 200000000308281
Billing Telephone #: (808)923-1042
Invoice Number: 43371556
Customer PO: 0

Invoice Date: 08/01/10
Service Period: 08/01/10 - 08/31/10
Usage Period:
Payment Due: August 31, 2010

ACCOUNT SUMMARY

Previous Balance	
Payments Received	\$580.17
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$0.00
	\$580.17

NEW CHARGES BY SERVICE TYPE:

Local Charges	\$66.30
TOTAL NEW CHARGES:	\$66.30
	\$66.30

TOTAL AMOUNT DUE:	\$646.4
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To avoid a late payment fee on new charges, payment must be received by 08/31/10.

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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!

RECEIVED BY: [Signature]
DATE: 8/22/10

APPROVED FOR PAYMENT
Date: _____

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Please note your Account or Telephone Number on check payment. Do NOT enclose correspondence with payment.

Hawaiian Telcom

1177 Bishop Street, Honolulu, HI 96813

Account Number: 200000000308281
Billing Telephone #: (808)923-1042
Invoice Number: 43371556
Invoice Date: 08/01/10
Service Period: 08/01/10 - 08/31/10

Payment Due: August 31, 2010
Total Amount Due: \$646.47
Payment Amount: \$ _____

Check here for change of billing address (see reverse)

AUTO5-DIGIT 96813 69 PS5 63701AA03-A-4
16001 1 AV 0.335



OCEAN SAFETY & LIFEGUARDS SERVICES DIVISION
ATTN: SHELDON KONO 6TH FL
DEPT OF INFORMATION TECHNOLOGY
650 S KING ST
HONOLULU HI 96813-3078

Mail payments to:

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

200000000308281 0043371556 1 008 1000288 00000064647

Hawaiian Telcom

www.hawaiiantel.com

OCEAN SAFETY & LIFEGUARDS SERVICES DIVISION Account Number: 200000000308281
 ATTN: SHELDON KONO 6TH FL Billing Telephone #: (808)923-1042
 DEPT OF INFORMATION TECHNOLOGY Invoice Number: 43371556
 650 S KING ST Customer PO: 0
 HONOLULU, HI 96813-3078

Invoice Date: 08/01/10
 Service Period: 08/01/10 - 08/31/10
 Usage Period:
 Payment Due: August 31, 2010

BALANCE FORWARD

PREVIOUS BALANCE	\$580.17
TOTAL BALANCE FORWARD (Past Due Amount - DUE IMMEDIATELY)	\$580.17

ACCOUNT ACTIVITY DETAIL

REGULATED LOCAL SERVICE - (808)923-1042 (08/01/10 - 08/31/10)

Additional Services

Sgl Ln Flt (Business Line)	\$35.60	\$37.75
Touch Call - Business Line	\$2.15	

Local Regulated Taxes, Surcharges and Regulatory Fees

Federal Universal Service Fee - Multi-Line Business Other	\$1.93	\$16.73
Statewide 911 Emergency Service Surcharge	\$0.27	
Intrastate Surcharge	\$4.24	
PUC Fee	\$0.10	
Telecommunications Relay Service	\$0.05	
Federal Excise Tax	\$1.51	
General Excise Tax	\$0.48	
Subscriber Line Charge Mltlin	\$8.15	

TOTAL REGULATED LOCAL SERVICE FOR (808)923-1042 **\$54.48**

REGULATED LOCAL SERVICE - 11.EMNN.000984..HAWT (08/01/10 - 08/31/10)

Additional Services

PL Cust Lp Mi Ty 2001/2/6 (2 @ \$5.30)	\$10.60	\$10.60
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Local Regulated Taxes, Surcharges and Regulatory Fees

Intrastate Surcharge	\$1.19	\$1.22
PUC Fee	\$0.03	

TOTAL REGULATED LOCAL SERVICE FOR 11.EMNN.000984..HAWT **\$11.82**

TOTAL LOCAL CHARGES **\$66.30**

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.



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CITY & COUNTY OF HONOLULU
OCEAN SAFETY & LIFEGUARD
DEPT OF INFORMATION TECHNOLOGY
650 S KING ST
FL 5TH
HONOLULU, HI 96813-3078

Account Number: 200000000299876
Invoice Number: 43131955
Customer PO: 0

Invoice Date: 07/19/10
Service Period: 07/19/10 - 08/18/10
Usage Period:
Payment Due: August 18, 2010

ACCOUNT SUMMARY

Previous Balance \$0.00
Payments Received \$0.00

NEW CHARGES BY SERVICE TYPE:

Local Charges \$12,389.50
TOTAL NEW CHARGES: \$12,389.50

TOTAL AMOUNT DUE: \$12,389.50

To avoid a late payment fee on new charges, payment must be received by 08/18/10.

This bill includes charges from a previous billing period(s) whose processing was inadvertently delayed. We apologize for any inconvenience this may cause. If you have any questions or would like to discuss payment options, please call a Billing Specialist at:

Residential 643-3456
Business 643-4411

Customers enrolled in Automatic Bill Payment: If you would like to stop the scheduled payment for this invoice, please contact us to cancel your enrollment in Automatic Bill Payment at least 3 business days prior to the withdrawal date stated on your bill. If you are a registered user on our website, you may cancel your enrollment by going online to www.hawaiiantel.com.

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

RECEIVED BY: [Signature]
DATE: 8/27/10

APPROVED FOR PAYMENT
[Signature] Date: 8/24/10

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1177 Bishop Street, Honolulu, HI 96813

Account Number: 200000000299876
Invoice Number: 43131955
Invoice Date: 07/19/10
Service Period: 07/19/10 - 08/18/10

Payment Due: August 18, 2010
Total Amount Due: \$12,389.50
Payment Amount: \$ _____

Check here for change of billing address (see reverse)

AUTO5-DIGIT 96813 55 P55 63697AA21-A-3
12908 1 AV 0.335



CITY & COUNTY OF HONOLULU
OCEAN SAFETY & LIFEGUARD
DEPT OF INFORMATION TECHNOLOGY
650 S KING ST FL 5
HONOLULU HI 96813-3017

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P.O. BOX 30770
HONOLULU HI 96820-0770

200000000299876 0043131955 1 002 1000288 00001238950

CITY & COUNTY OF HONOLULU
 OCEAN SAFETY & LIFEGUARD
 DEPT OF INFORMATION TECHNOLOGY
 650 S KING ST
 FL 5TH
 HONOLULU, HI 96813-3078

Account Number: 200000000299876
 Invoice Number: 43131955
 Customer PO: 0

Invoice Date: 07/19/10
 Service Period: 07/19/10 - 08/18/10
 Usage Period:
 Payment Due: August 18, 2010

ACCOUNT ACTIVITY DETAIL

REGULATED LOCAL SERVICE - Z145122 (07/19/10 - 08/18/10)

Order Id: Z145122 Po Number: TR 500387

Additional Services

PSAP CML Ocean Safety 5 yr		\$1,610.20	\$1,610.20
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Additional Services

PSAP CML Ocean Safety 5 yr	(01/19/10 - 02/18/10)	\$1,610.20	\$9,661.20
PSAP CML Ocean Safety 5 yr	(02/19/10 - 03/18/10)	\$1,610.20	
PSAP CML Ocean Safety 5 yr	(03/19/10 - 04/18/10)	\$1,610.20	
PSAP CML Ocean Safety 5 yr	(04/19/10 - 05/18/10)	\$1,610.20	
PSAP CML Ocean Safety 5 yr	(05/19/10 - 06/18/10)	\$1,610.20	
PSAP CML Ocean Safety 5 yr	(06/19/10 - 07/18/10)	\$1,610.20	

Prorated Regulated Local Service

PSAP CML Ocean Safety 5 yr	(01/05/10 - 01/18/10)	\$727.19	\$727.19
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Local Regulated Taxes, Surcharges and Regulatory Fees

PUC Fee	\$30.03	\$390.91
Federal Excise Tax	\$360.88	

TOTAL REGULATED LOCAL SERVICE FOR Z145122

\$12,389.50

TOTAL LOCAL CHARGES

\$12,389.50

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.

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

- PSAP Operations**

9-1-1 Call Volume – August 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,917	2,840	31.9%	6,071	68.1%
MOLOKAI	226	145	64.2%	81	35.8%

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

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
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	8,917	2,840	31.9%	6,071	68.1%	6	0.1%	1,597	17.9%
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	66,508	22,662	34.1%	43,837	65.9%	9	0.0%	11,418	17.2%
AVG PER MO	8,314	2,833		5,480		1		1,427	
<u>Note:</u>	Total Calls include Administrative calls that are not direct 911 calls.								

Maui County Wireless E9-1-1 Status Report August 1, 2010 – August 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	226	145	64.2%	81	35.8%	0	0.0%	32	14.2%
July	387	237	61.2%	150	38.8%	0	0.0%	84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	2,203	1,359	61.8%	841	38.2%	3	0.1%	382	17.3%
AVG PER MO	275	170		105		0		48	

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 – August 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
08/13/10	Verizon Wireless Network Connectivity Testing	Maui	1	6	Maui PSAP
08/17/10	AT&T Mobility	Maui	2	6	Maui PSAP/ Akimeka

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

• PSAP Operations (continued)

08/01/10 -- Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket
Ongoing (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.

This issue has been escalated to the State of Hawaii Wireless E9-1-1 Board for action. Akimeka will continue to track and monitor on behalf of the Neighbor Island PSAPs.

08/01/10 -- Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX
Ongoing call display issues. A conference call was held on August 10, 2010 with PSAP representatives from each island, telematics companies and Intrado. Intrado provided an overview on the delivery of a telematics 9-1-1 call which would provide latitude and longitude of the vehicle. The PSAPs asked questions and action items were assigned accordingly.

Akimeka personnel monitored an OnStar live test on August 16, 2010 on the island of Oahu for the Neighbor Island PSAPs. The call was successfully delivered with accurate latitude and longitude which plotted the vehicle to the correct location. The call was then transferred to the Hawai'i County PSAP so testing could be completed with their CAD equipment.

Glenn Roach, Executive Director of the Wireless E9-1-1 Board, will coordinate future implementation conference calls. Akimeka personnel will continue to track and monitor the implementation for the Neighbor Island PSAPs.

08/01/10 -- Akimeka personnel, with the assistance of Intrado, continues to work on a
Ongoing 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.

Additional information was received and Akimeka personnel are working to incorporate them into the final documents.

08/01/10 -- Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be
Ongoing conducted. Jennie Stein sent Nextel tower information and Akimeka personnel are validating the information. Sprint tower information is forthcoming.

08/01/10 -- Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd
Ongoing Party EMD working group and Telematics committee conference calls. Surveys were completed for each of the Neighbor Island PSAPs to gather information regarding the delivery of 9-1-1 calls from EMD trained telematics advisors. This information was shared with the committee.

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

• PSAP Operations (continued)

- 08/01/10 -- Akimeka personnel met with Watson Furniture to discuss projected plans to
Ongoing install new furniture in the Molokai 9-1-1 Center. Plans were outlined and documented to ensure all parties with equipment within the Center would be included in future project planning meetings.

- 08/01/10 -- Akimeka personnel received notification from T-Mobile that all corrections
08/31/10 were completed as specified in the annual audit.

- 08/12/10 Akimeka personnel provided updates to the Neighbor Island PSAPs regarding trouble experienced by Time Warner customers on August 12, 2010. Their customers could not be heard at the far end. The trouble began at 11:11 a.m. and was isolated to the outgoing audio portion of the fiber cable that was inadvertently damaged by tree trimmers. Service was restored by 12:16 p.m., same day. Time Warner will be looking at additional redundant routes to prevent this kind of trouble from happening in the future.

- 08/12/10 Akimeka personnel viewed a software tool designed to enhance comparisons between the GIS maps and MSAG records that may assist Akimeka with their data synchronization work efforts. Various vendors are being explored.

- 08/13/10 Akimeka personnel provided updates to the Neighbor Island PSAPs regarding call processing issues being experienced by T-Mobile customers on August 13, 2010, beginning at 8:22 a.m. Trouble was isolated to T-Mobile's internal equipment and resolved at 8:45 a.m.

- 08/15/10 -- Akimeka personnel coordinated and tested with GeoMedia Licensing a direct
08/31/10 connection to the Intergraph equipment to enable mapping updates.

- 08/19/10 -- Akimeka personnel monitored and provided updates to the Maui PSAP
08/23/10 regarding the AT&T Mobility Sugar Mill tower outage on August 19, 2010. The outage was due to a brush fire that damaged both the telephone and electrical cables. The tower was restored on August 23, 2010.

- 08/25/10 Akimeka personnel, along with Neighbor Island PSAP representatives, attended Hawaiian Telcom, Inc's NG911 presentation.

- 08/27/10 Akimeka personnel confirmed with Verizon Wireless and Intrado that all corrections were completed as specified in the annual audit.

- 08/30/10 -- Akimeka personnel assisted the Maui PSAP personnel with the temporary
08/31/10 evacuation to the alternate 9-1-1 center. Personnel ensured that the mapping server was properly powered down to ensure there would be no damage to the equipment. Personnel returned the following day to power back up the mapping server and re-tested all positions.

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

• **MSAG**

Current Month – August 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
MAUI COUNTY	239	232	29	148	0	53	2	0	7	1	1

Revised categories and report format changes effective April 2009.

During the month of August 2010, 232 changes were completed relating to the Maui County MSAG database. See attached spreadsheet for a detailed description of changes and additions.

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 continued to be focused on identifying and changing MSAG ranges 1 – 9999/1 – 9998.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August	239	232	29	148	0	53	2	0	7	1	1
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	1,247	1,190	274	382	283	210	41	112	57		
AVG PER MO	156	149	34	48	35	26	5	14	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 August 1, 2010 – August 31, 2010

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui			08/18/10	
	Molokai			08/12/10	
	Molokai	08/03/10			Per VZW CRSS
Street Centerlines	Maui	08/26/10			
	Maui	08/16/10			
	Molokai			08/12/10	
	Maui	08/12/10			
	Maui	08/10/10			
	Maui	08/09/10			
	Maui	08/06/10			
	Maui/Molokai	08/05/10			Edited Akimeka Street Centerlines to match GPS'd Street Centerlines
Address Points	Maui/Molokai	08/27/10			Changed common names per Maui Dispatch request.
	Maui	08/26/10			
	Maui/Molokai	08/25/10			
	Maui	08/24/10			
	Maui	08/23/10			Changed two (2) common names per Maui Dispatcher's request.
	Maui	08/20/10			
	Maui	08/19/10			Added/Changed two (2) common names per Maui Dispatch request. Also edited attributes to meet Intergraph standards.
	Maui	08/18/10			Edited attributes to meet Intergraph CAD standards.
	Maui	08/17/10			Changed three (3) common names per Maui Dispatcher's request.
	Maui	08/16/10			
	Molokai			08/12/10	
	Maui	08/09/10			
	Maui	08/06/10			Edited to meet Intergraph CAD standards and requirements.
	Maui	08/04/10			
Pseudo Address Points	Maui	08/03/10			Per Maui Police's request to add KAUAULA as a common name.
	Maui	08/27/10			MSAG Address Points
	Molokai			08/12/10	
	Molokai	08/11/10			
	Maui	08/09/10			
	Maui	08/04/10			

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

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

- Mapping Layers Updated/Loaded Into GIS – August 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		
Parcels	Maui	08/31/10			Spatial adjustment project effort
	Maui	08/30/10			
	Maui	08/27/10			
	Maui	08/26/10			
	Maui	08/25/10			
	Maui	08/24/10			
	Maui	08/20/10			
	Maui	08/19/10			
	Maui	08/18/10			
	Maui	08/17/10			
	Maui	08/16/10			
	Maui	08/13/10			
	Maui	08/12/10			
	Maui	08/11/10			
	Maui	08/10/10			
	Maui	08/09/10			
	Maui	08/06/10			
	Maui	08/05/10			
Maui	08/04/10				
Maui	08/03/10				
Maui	08/02/10				
Airports					
Bridges	Molokai			08/12/10	
Cane Fields					
Coastal Names	Molokai			08/12/10	
Common Places					
Emergency Callboxes	Molokai			08/12/10	
	Maui	08/09/10			
EMS Zones					
Fire Beat Boundaries					
	Molokai			08/12/10	
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
MSAG Communities	Maui	08/13/10			
	Maui	08/12/10			

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

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

- Mapping Layers Updated/Loaded Into GIS – August 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		
Major Roads	Maui	08/16/10	08/16/10		Uploaded the Major Roads layer. This layer was previously loaded in PowerMap prior to Akimeka. Akimeka used the current street centerline schema to update the attributes of the Major Roads layer and load it into the geodatabase. An update to the Major Roads layer in PowerMap was done previously.
Medic Beat Boundaries					
Medic Stations					
Medical Facilities	Maui/Molokai	08/13/10	08/13/10		Created a new layer for Medical Facilities. Downloaded Assisted Living and Skilled Nursing medical facilities GIS layers from the State GIS website.
Milepost Markers					
National and State Parks	Molokai			08/12/10	
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest	Maui			08/18/10	
	Molokai			08/12/10	
Police Beat Boundaries	Maui			08/18/10	
Police Dispatch Group (District)	Maui			08/18/10	
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails	Maui			08/18/10	
Tsunami Evacuation Zones					

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

Note: The Parcels layer is provided by Maui County.

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

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

Current Month GIS Activities – August 2010

08/18/10 Akimeka GIS personnel installed and configured the Pictometry Server and Pictometry was installed on all Positron workstations.

- **Service Requests Transactions**

Open Service Requests – August 2010 (July 29 – August 27, 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			

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

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2010

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

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	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

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

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Beginning	Net	Ending
ITEM	Balance	Change	Balance
Cash Inflow:			
Wireless Surcharge Collection	\$ 43,843,461.83	\$ 727,421.66	\$ 44,570,883.49
Interest Income	\$ 1,815,931.19	\$ 1,014.25	\$ 1,816,945.44
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,558,695.18	\$ 1,014.25	\$ 1,559,709.43
Subtotal Cash Inflow	\$ 45,402,157.01	\$ 728,435.91	\$ 46,130,592.92
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (15,408,640.92)	\$ (1,800.79)	\$ (15,410,441.71)
Board Member Travel Expense	\$ (74,869.73)	\$ (479.80)	\$ (75,349.53)
DB&F Revenue Assessments	\$ (2,210,456.81)		\$ (2,210,456.81)
DB&F Administrative Expense Assessments	\$ (446,291.56)		\$ (446,291.56)
WSP Reimbursement	\$ (661,573.66)		\$ (661,573.66)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,538,755.01)	\$ (27,083.33)	\$ (1,565,838.34)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,689.85)		\$ (1,689.85)
Membership	\$ (100.00)	\$ (100.00)	\$ (200.00)
Subtotal Cash Outflow	\$ (36,806,182.95)	\$ (29,463.92)	\$ (36,835,646.87)
Totals	\$ 8,595,974.06	\$ 698,971.99	\$ 9,294,946.05
Encumbrances	\$ (155,738.22)		\$ (155,738.22)
Net Cash Inflow/(Outflow)	\$ 8,440,235.84	\$ 698,971.99	\$ 9,139,207.83

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

		MONTH
Description		TOTAL
Total Receipts:		728,436
Disbursements:		
	Board Member Travel	480
	Consulting Expense	
	TKC Consulting Group, LLC	27,083
	Total Consulting Expense	27,083
	PSAP Expenses	
	Conferences	
	APCO Conference	1,801
	Total Conferences	1,801
	Total PSAP Expenses	1,801
Total Disbursements		29,364
Net Receipts		699,072

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

	DESCRIPTION	YTD Aug '10	Total Budget	\$ Over/(Under) Budget
RECEIPTS:				
	Interest Inc	1,788	10,000	(8,212)
	Total Wireless Surcharge Collection	1,479,726	8,490,000	(7,010,274)
	Total Receipts:	1,481,515	8,500,000	(7,018,485)

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

DESCRIPTION	TOTAL		
	YTD Aug '10	Total Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	1,837	27,000	(25,163)
Consulting Expense			
TKC Consulting Group, LLC	81,250	325,000	(243,750)
Total Consulting Expense	81,250	325,000	(243,750)
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	-	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	1,801	51,000	(49,199)
Nena Conference	19,631	51,000	(31,369)
Total Conferences	21,432	102,000	(80,568)
Excom Recorder maintenance		31,650	(31,650)
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	154,957	7,785,043	(7,630,086)
WSP Cost Recovery			
Sprint/Nextel	-	180,000	(180,000)
Total WSP Cost Recovery	-	180,000	(180,000)
Total Disbursements	341,980	9,000,000	(8,658,020)

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

DESCRIPTION	Hawaii PSAP		
	YTD Aug '10	Total Budget	\$ Over/(Under) 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	-	435,739	(435,739)
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 August
2010

DESCRIPTION	Kauai PSAP		
	YTD Aug '10	Total Budget	\$ Over/(Under) 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	-	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 August
2010

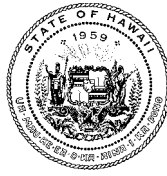
DESCRIPTION	Maui PSAP		
	YTD Aug '10	Total Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	-	421,692	(421,692)
CAD Related Expenses	-		
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 August
2010

DESCRIPTION	Oahu PSAP		
	YTD Aug '10	Total Budget	Over/(Under) 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	-	507,631	(507,631)
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)
Excom Recorder maintenance		31,650	(31,650)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		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	1,031,108	(991,035)

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

DESCRIPTION	Operations		
	YTD Aug '10	Total Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
Board Member Travel	1,837	27,000	(25,163)
Consulting Expense			
TKC Consulting Group, LLC	81,250	325,000	(243,750)
Total Consulting Expense	81,250	325,000	(243,750)
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	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
APCO Conference	1,801	3,000	(1,199)
Nena Conference	-	3,000	(3,000)
Total Conferences	1,801	6,000	(4,199)
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	1,801	6,000	(4,199)
WSP Cost Recovery			
Sprint/Nextel	-	180,000	(180,000)
Total WSP Cost Recovery	-	180,000	(180,000)
Total Disbursements	188,824	1,189,307	(1,000,483)



September 14, 2010

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

From: Glenn Roach – Executive Director

Subject: Authorization for the Executive Director to attend the Fall Meeting of the National Association of 9-1-1 Administrators (NASNA), November 1-2, 2010 in Phoenix, AZ.

The following are the estimated costs for the Executive Director to attend the National Association of 9-1-1 Administrators (NASNA) in Phoenix, AZ, November 1-2, 2010

- Registration: \$ 0
- Airfare: \$ 810
- Hotel: \$ 350
- Per Diem \$ 248.50

- Total: \$ 1408.50



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:

8/1/2010 - 9/1/2010

Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	23717	31.64%	42622	56.86%	8608	11.48%	12	0.02%	74959
HPD	19367	31.19%	33098	53.31%	9609	15.48%	10	0.02%	62084
HFD	1838	40.20%	2217	48.49%	517	11.31%	0	0.00%	4572
EMS	2881	44.41%	2872	44.27%	732	11.28%	3	0.05%	6488
RDC	548	22.09%	1214	48.93%	694	27.97%	25	1.01%	2481

Note:

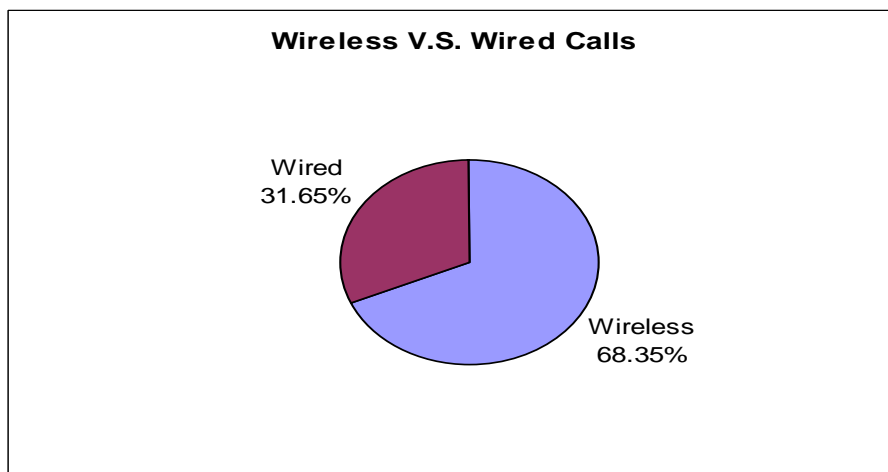
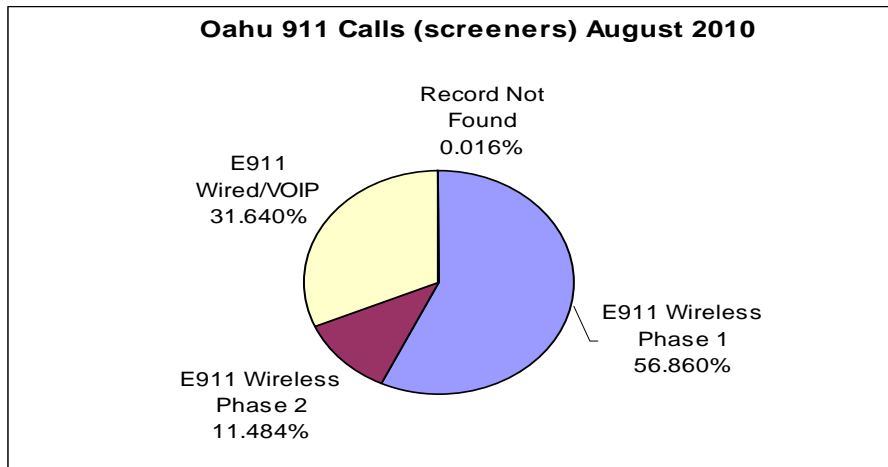
- "Record Not Found" may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: [RECORD NOT FOUND!00:15:50!911!1583304982000](#)
- GeoComm system could not capture some of HPD's data during the planned power outage in FMB building.



Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	42622	56.86%
E911 Wireless Phase 2	8608	11.48%
E911 Wired/VOIP	23717	31.64%
Record Not Found	12	0.02%
Total	74959	

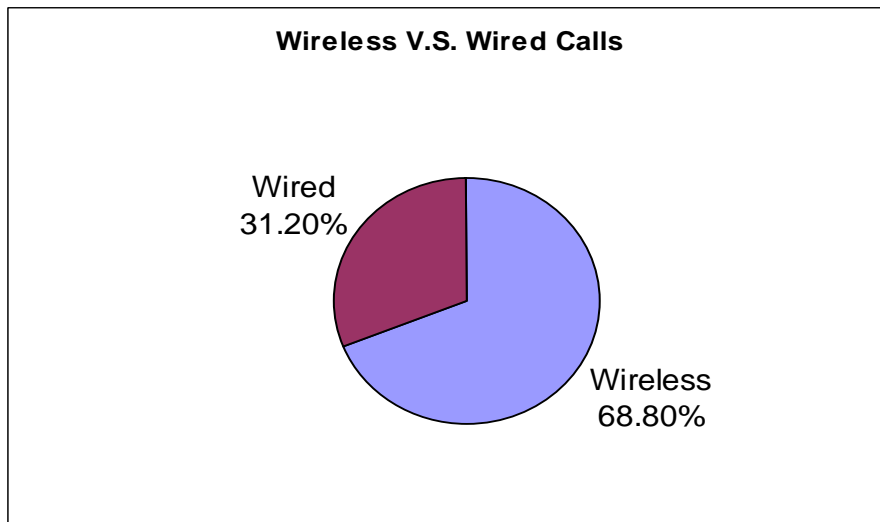
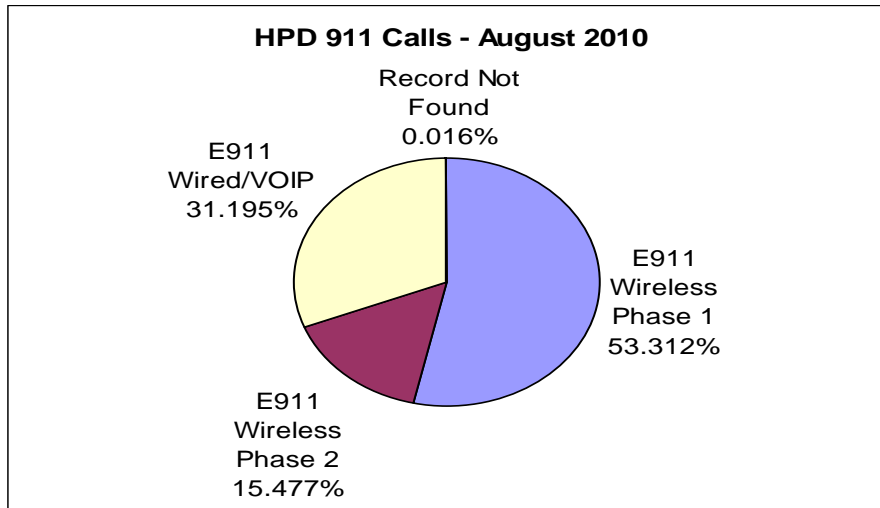




Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	33098	53.31%
E911 Wireless Phase 2	9609	15.48%
E911 Wired/VOIP	19367	31.19%
Record Not Found	10	0.02%
Total	62084	

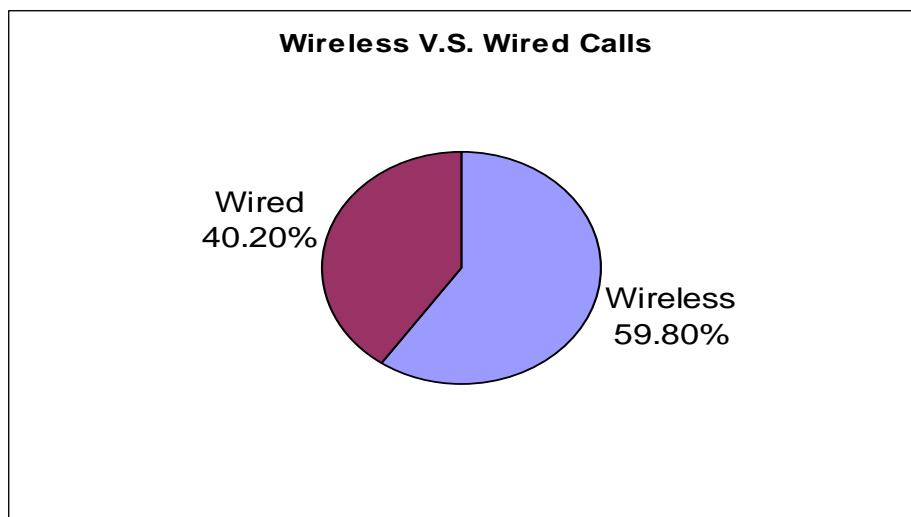
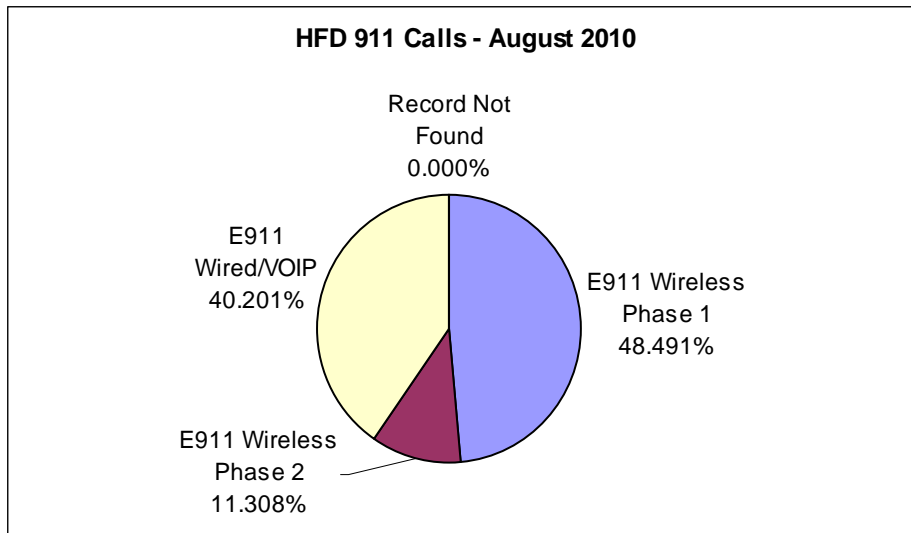




Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2217	48.49%
E911 Wireless Phase 2	517	11.31%
E911 Wired/VOIP	1838	40.20%
Record Not Found	0	0.00%
Total	4572	

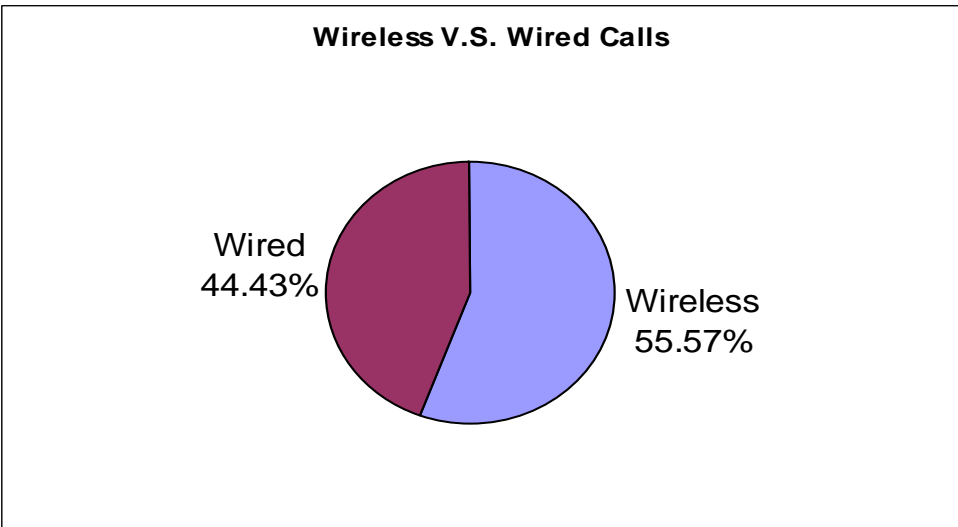
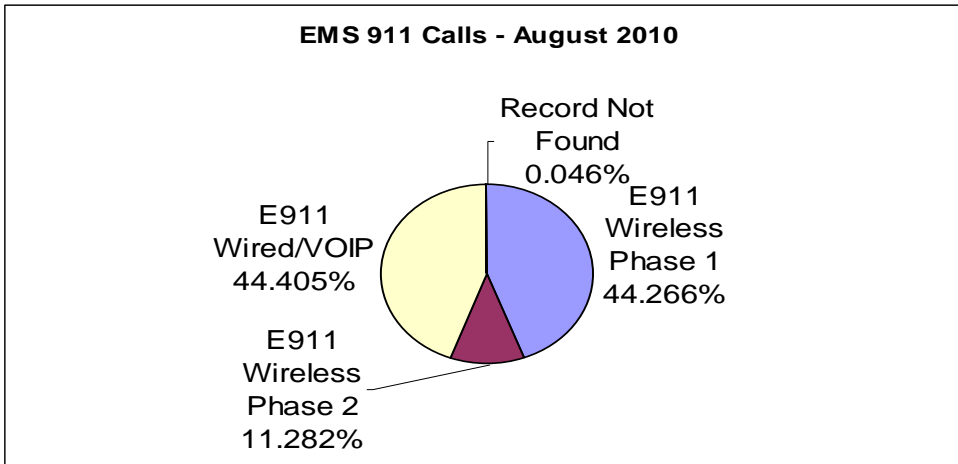




Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2872	44.27%
E911 Wireless Phase 2	732	11.28%
E911 Wired/VOIP	2881	44.41%
Record Not Found	3	0.05%
Total	6488	

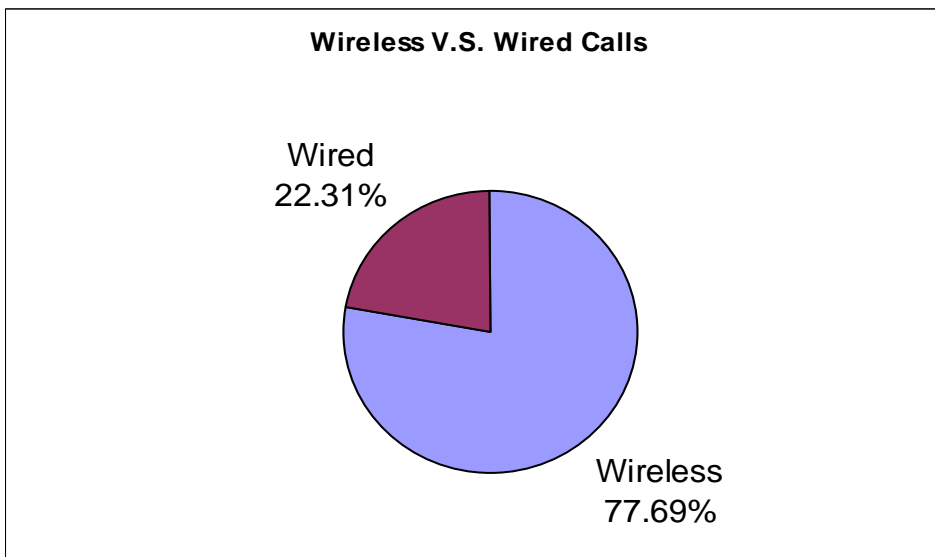
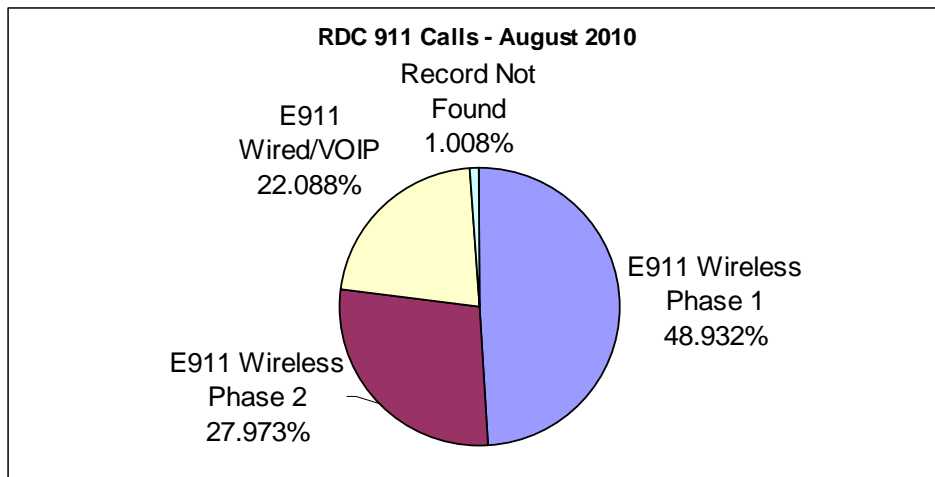




Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1214	48.93%
E911 Wireless Phase 2	694	27.97%
E911 Wired/VOIP	548	22.09%
Record Not Found	25	1.01%
Total	2481	





MSAG Updates

MSAG Changes	Description	Date
13	Updates	August 2010

Wireless Routing Sheets Processed

Carrier	Towers	Sectors
AT&T	2	4
Nextel	1	3
Verizon	7	18

Events and Project Status

Ongoing

- 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 computer security policies, DIT is in the process of testing cyber security measures and developing maintenance plans to conform to those guidelines.
- DIT continues to process routing sheet requests and updating Oahu's cell tower/sector layers.
- DIT attended Hawaiian Tel NG911 presentation.

EDITORIAL: Reduce e911 system tax

Aug 28, 2010 (The Honolulu Star-Advertiser - McClatchy-Tribune Information Services via COMTEX) -- The point of assigning money collected to a special fund is to see that it's spent on the prescribed purpose. That's why the funding mechanism that supports the Enhanced 911 system -- the wireless network that delivers emergency cellular calls to first responders more reliably -- needs a second look.

Subscribers to cellular phone service pay as part of their monthly billing a 66-cent fee that feeds the e911 Fund, which is overseen by a state board. Projects authorized by the board maintain and improve the e911 system, which pinpoints the location of a cell phone call by using global positioning system technology.

Here's the problem, as outlined by Star-Advertiser writer Dan Nakaso: The fund was so flush that last year the Legislature skimmed \$16 million from it to help close the budget deficit. Even so, according to the board's recent minutes, the fund remains healthy enough that the board was able to budget up to its \$9 million spending cap on projects from its top two priority tiers.

This raises the question: Why is the consumer continually billed at a rate that so clearly exceeds the needs of the fund? Why hasn't the Legislature, which by law sets the fee, lowered the amount tacked on to subscribers' bills? Some lawmakers have proposed doing just that but seemingly have run into the brick wall of governmental inertia. One iteration of House Bill 1014, carried over to the 2010 session where it finally died, would have knocked 20 cents off the monthly fee, among other changes.

This bill should be resurrected in some form to give subscribers back some of their money. There's no reason why subscribers to private cell services should be paying into a fund that produces enough of an excess that it can be siphoned off for uses that, if anything, should be financed by the broader taxpayer base.

Some informed observers are not holding their breath. Jim Schuler, a spokesman for the industry group CTIA, said Hawaii isn't alone in raiding its overly fat fund, adding that legislatures rarely reduce a fee, once enacted.

And Glenn Roach, the private contractor providing staff support to the Hawaii board, said the plan next session is to ask that the spending cap be lifted so that the fund can be spent down on lower-priority projects.

But it would be a fairer policy to give back subscribers some of their money and schedule the lower tier of upgrades and maintenance projects over the longer term, especially since some of their money already has been diverted for purposes that have nothing to do with the stated purpose.

In fact, state Sen. Donna Mercado Kim, who chaired the Senate Ways and Means Committee,

said she's starting to think many of the state's special funds should be reviewed. Sometimes nonessential projects get budgeted merely to spend down the money in these funds, which is not helpful to the state's goal of running a tight ship.

She's right. Having stray pots of petty cash may give lawmakers a budget-balancing option more palatable than tax increases, but it's not sound fiscal policy.

\$16M from e911 fund used to balance budget

Legislators approved taking funds raised by cell phone fees

By Dan Nakaso

POSTED: 01:30 a.m. HST, Aug 20, 2010

State officials raided \$16 million last year from a special fund paid for by cell phone customers to help balance the budget, the Federal Communications Commission reported.

Hawaii was one of 10 states that in 2009 took money from the special fund created to maintain the islands' e911 system, which rescue crews often praise for helping to find lost or injured hikers.

Isle cell phone customers are charged a fee by their carriers that goes into Hawaii's so-called Wireless Enhanced 911 Fund, set up to maintain and improve the e911 system.

Emergency responders need to constantly keep up with changing cell phone technology to pinpoint the location of a cell phone call by triangulating from cell phone towers or by using global positioning system technology, said Jim Schuler, spokesman for CTIA the Wireless Association, a Washington, D.C.-based cell phone industry trade association.

State Sen. Donna Mercado Kim (D, Halawa-Moanalua-Kamehameha Heights), chairwoman of the Senate Ways and Means Committee that considered bills to transfer the money, suggested that Hawaii's e911 fund was vulnerable during a time of fiscal crisis because it was flush.

"If the fund is for 911 and they have excess balances, perhaps they (cell phone companies) are charging too much," Kim said. "The intent was to make themselves self-sufficient. But if there is over and above the actual money needed, what happens to that money?"

Schuler, of CTIA the Wireless Association, said state legislators actually set the surcharges that cell phone companies charge customers.

"The reason we get so exercised about it is that our customers are levied a fee for 911, and they think they're helping to pay for that," Schuler said. "What Hawaii did was use it for other purposes. If there is an excess, that's usually a red flag for a legislature to raid the fund. ... Rarely is a rate then lowered by a legislature."

Five states raided their 911 or e911 funds to balance their budgets in 2008, according to a report released Aug. 13 by the FCC.

In 2009 five more states -- including Hawaii -- turned to their 911/e911 funds, according to the FCC.

The FCC did not criticize Hawaii or the other states, but did say, "In short, at the state level, most states used the 911/E911 fees they collected in 2009 solely to fund 911/E911 services."

Gov. Linda Lingle had proposed using \$9 million of Hawaii's Wireless Enhanced 911 fund to help plug the 2009 budget deficit. One of several bills lawmakers introduced would have given the governor approval to use \$5 million of the fund.

Even after the efforts were fought by the Honolulu and Maui police departments, the Kauai Fire Department, cell phone companies, the National Emergency Number Association and the 9-1-1 Industry Alliance, Lingle ended up with legislative approval to take \$16 million out of the e911 fund.

Hawaii's 911 system handles more than 1.15 million calls annually throughout the islands, Maui Police Chief Gary Yabuta wrote to legislators, asking them not to tap the e911 fund.

"These funds are important to the continued delivery of enhancements to the 911 network as devices continue to be introduced to the public ... for text messaging, video messaging, telematics vehicles, all which use the 911 wireless network to request emergency response," Yabuta wrote.

The state's budget crisis meant other special funds also were not immune last year, including \$20 million from the Hawaii Tobacco Settlement Fund and \$20 million from the Housing Revolving Fund.

Kim said the e911 fund is still projected to have \$5 million in unencumbered reserves through 2013 -- even after spending \$21 million for system upgrades last year.

"That's significant," Kim said.

In 2007 the fund spent \$1.5 million on the e911 system and took in revenue of \$7.8 million, Kim said. The cash balance was \$11.8 million that year.

In 2008 the fund spent \$4 million, brought in another \$8 million and ended with a cash balance of \$18 million.

This year the fund has an unencumbered balance of \$7.6 million, Kim said.

Some people who testified against raiding Hawaii's e911 fund said the move could jeopardize federal funds to improve 911 services.

"Congress is currently attempting to reauthorize the enhanced 911 act that actually punishes states that raid their funds," Schuler said.

But with millions of dollars in excess funds, Hawaii did not need to request any of the \$40 million that went to 28 states, Puerto Rico and American Samoa last year to bolster their 911 systems.

The federal grants ranged from \$4.3 million to California to \$200,000 for American Samoa, according to the National Highway Traffic Safety Administration and the U.S. Department of Commerce's National Telecommunications and Information Administration.

"Hawaii," Schuler said, "didn't need to ask for any money."

Report Title:

Enhanced 911 Services; Surcharge; Fund; Board

Description:

Establishes a single entity to administer enhanced 911 services for the state. (HB1014 HD3)

HOUSE OF REPRESENTATIVES
TWENTY-FIFTH LEGISLATURE, 2009
STATE OF HAWAII

H.B. NO.

1014
H.D. 3

A BILL FOR AN ACT

RELATING TO ENHANCED 911 SERVICES.

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

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

"[~~E~~]CHAPTER 138[~~]~~"

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

[E]§138-1[3] **Definitions.** As used in this chapter, unless the context requires otherwise:

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

"911 system" means an emergency communications system that:

(1) Enables the user of a voice communications service connection such as telephone, computer, or commercial mobile radio service, Interconnected VoIP service or a data communications service connection that transmits data exclusively, such as text messaging, to reach a public safety answering point by accessing 911, or via a service/relay bureau ; and

(2) Provides enhanced 911 service.

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

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

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

"Commercial mobile radio service" means commercial mobile radio service under sections 3(27) and 332(d) of the Federal Telecommunications Act of 1996, 47 U.S.C. 151 et seq., and the Omnibus Budget Reconciliation Act of 1993, P.L. 103-66, August 10, 1993, 107 Stat. 312.

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

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

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

"Communication service" means a service capable of accessing, connecting with, or interfacing with a 911 system, by dialing, initializing, or otherwise activating the 911 system by means of a local telephone device, commercial mobile radio service device, interconnected voice over Internet protocol (VoIP) device, indirect communication through a service bureau or call relay service, such as alarm companies or telematic providers, or any other means.

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

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

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

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

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

"Prepaid connections" means the sale of a communications service which is paid for in advance or sold in predetermined units of which the number of minutes declines with use of the services.

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

"Public safety agency" means an entity that provides firefighting, law enforcement, emergency medical or other emergency services.

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

"Reseller" means a person or entity that purchases [~~commercial mobile radio service~~] communications services from a [~~wireless~~] communications service provider for the purpose of reselling [~~commercial mobile radio service~~] communications services to end-users.

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

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

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

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

"Interconnected voice over Internet protocol (VoIP)" means a service that: (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment (CPE); and (4) permits users generally to receive calls that originate on the public

switched telephone network and to terminate calls to the public switched telephone network."

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

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

[§138-2] ~~[Wireless-enhanced]~~ **Enhanced 911 board.** (a) There is created within the department of accounting and general services, for administrative purposes, ~~[a wireless]~~ an enhanced 911 board consisting of ~~[eleven]~~ Thirteen voting members; provided that the membership shall consist of:

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

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

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

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

(5) One representative from a communications service company that offers Interconnected VoIP services, who shall be appointed by the governor as provided in section 26-34;

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

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

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

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

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

(f) Each member shall hold office until the member's successor is appointed and qualified. Section 26-34 shall apply only insofar as it relates to succession, vacancies, and suspension of board members, and as provided in subsection (a).

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

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

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

(2) Perform administrative duties necessary to administer the fund or oversee operations of the board, including providing technical advisory support[-]; provided that no third-party accounting firm, consultant, or other third party hired to perform these administrative duties may be retained if the accounting firm, consultant, or other third party, either directly or indirectly, has a conflict of interest or is affiliated with the management of or owns a pecuniary interest in any entity subject to the provisions of this chapter.

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

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

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

[E]§138-4[3] **Surcharge.** (a) A monthly [~~wireless~~] enhanced 911 surcharge, subject to this chapter, shall be imposed upon each [~~commercial mobile radio~~] communications service connection.

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

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

(c) All [~~wireless~~] communications service providers and resellers shall bill to and collect from each of their customers a monthly surcharge at the rate established for each [~~commercial mobile radio~~] communications service connection. The [~~wireless~~] communications service provider or reseller may list the surcharge as a separate line item on each bill. If a [~~wireless~~] communications service provider or reseller receives a partial payment for a monthly bill from a [~~commercial mobile radio~~] communications service customer, the [~~wireless~~] communications service provider or reseller shall apply the payment against the amount the customer owes the [~~wireless~~] communications service provider or reseller, before applying the partial payment against the surcharge.

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

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

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

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

(e) Each [~~wireless~~] communications service provider or reseller may retain two per cent of the amount of surcharges collected to offset administrative expenses associated with billing and collecting the surcharge.

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

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

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

(i) Each customer who is subject to this chapter shall be liable to the State for the surcharge until it has been paid to the ~~[wireless]~~ communications service provider.

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

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

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

~~[§138-5]~~ **Recovery Disbursements from the fund.** (a) ~~[After January 1, 2005, every]~~ Every public safety answering point shall be eligible to seek ~~[reimbursement]~~ disbursements from the fund ~~solely~~ to pay for the reasonable costs to lease, purchase, or maintain all necessary equipment, including computer hardware, software, and database provisioning, required by the public safety answering point to provide technical functionality for the ~~[wireless]~~ enhanced 911 service. This may include any expenses directly associated with the planning phases and training of personnel in any new and emerging technologies involving enhanced 911. ~~[pursuant to the Federal Communications Commission order.]~~ With the exception of those expenses directly

associated with the implementation of new technologies, all other expenses necessary to operate the public safety answering point, including but not limited to those expenses related to overhead, staffing, and other day-to-day operational expenses, shall continue to be paid through the general funding of the respective counties.

(b) Every public safety answering point shall be eligible to seek disbursements from the fund to pay for the reasonable costs associated with having representatives, other than E911 Board Members, on E911 Board Committees to include, established and investigative committees.

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

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

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

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

(e) ~~(e)~~ After the expenses of the board are paid, the public safety answering points shall be allocated two-thirds of the remaining balance of the fund. The remaining one-third shall be available for ~~wireless~~ communications service provider cost recovery.

The board shall determine the reimbursement amounts for the public safety answering points, based on the limitations set forth in section 138-5(a). The reimbursement level for each ~~wireless~~ communications service provider shall be limited:

- (1) To one third the total contribution made by the ~~wireless~~ individual communications service provider into the enhanced 911 fund. This method of direct reimbursement is not available to the provider of wire line E911; and
- (2) As provided in section 138-5(~~bc~~).

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

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

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

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

[§138-8] **Proprietary information.** (a) All proprietary information submitted to the board by any third party used by the board in connection with its duties or any public safety answering point in deploying [wireless] enhanced 911 service shall be retained in confidence. Proprietary information submitted pursuant to this chapter shall not be released to any person, other than to the submitting [wireless] communications service provider or reseller, the board, or any independent, third-party accounting firm retained by the board, without the express permission of the submitting [wireless]

communications service provider or reseller. General information collected by the board shall be released or published only in aggregate amounts that do not identify or allow identification of numbers of subscribers or revenues attributable to an individual [~~wireless~~] communications service provider.

(b) The board, any third parties it may retain, and any public safety answering point shall take appropriate measures to maintain the confidentiality of the proprietary information that may be submitted by a [~~wireless~~] communications service provider. The board shall hold all propriety information in confidence and shall adopt reasonable procedures to prevent disclosure or providing access to the proprietary information to the public and competitors, including members of the board representing other [~~wireless~~] communications service providers. Members of the board shall not disclose the information to any third parties, including their employers, without the written consent of the [~~wireless~~] communications service provider whose proprietary information is to be disclosed.

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

[E]§138-9[3] Limitation of liability. (a) Notwithstanding any law to the contrary, in no event shall any [~~wireless~~] communications service provider, reseller, or their

respective employees, directors, officers, assigns, affiliates, or agents, except in cases of gross negligence or wanton and willful misconduct, be liable for any civil damages or criminal liability resulting from death or injury to a person or from damage to property incurred by any person in connection with any act or omission in developing, designing, adopting, establishing, installing, participating in, implementing, maintaining, or providing access to [~~phase I or phase II wireless~~] enhanced 911 or any other [~~wireless~~] communications service intended to help persons obtain emergency assistance. In addition, no [~~wireless~~] communications service provider, reseller, or their respective employees, directors, officers, assigns, affiliates, or agents shall be liable for civil damages or criminal liability in connection with the release of customer information to any governmental entity, including any public safety answering point, as required under this chapter.

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

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

(b) A person shall not disclose or use, for any purpose other than the [wireless] enhanced 911 calling system, information contained in the database of the [wireless] communications service provider's network portion of the [wireless] enhanced 911 calling system established pursuant to this chapter, without the prior written consent of the [wireless] communications service provider.

[E]§138-11[3] **Dispute resolution.** (a) Any [wireless] communications service provider, reseller, or public safety answering point aggrieved by a decision of the board shall have the right to petition the board for reconsideration within ten days following the rendering of the board's decision. As part of its petition for reconsideration, the aggrieved party may present any reasonable evidence or information for the board to consider. The board shall render its decision on the reconsideration petition as soon as reasonably possible, but no later than thirty days after the reconsideration request is made.

(b) An aggrieved party, following the completion of the reconsideration petition process, upon agreement of the other party, may have the dispute resolved through final and binding arbitration by a single arbitrator in accordance with the [Wireless] Industry Arbitration Rules of the American Arbitration Association. The costs of the arbitration, including the fees and expenses of the arbitrator, shall be borne by the non prevailing party of any arbitration proceeding. The arbitrator's decision shall be final and binding and may be confirmed and enforced in any court of competent jurisdiction.

(c) Nothing in this section shall preclude any [~~wireless~~] communications service provider, reseller, or public safety answering point from pursuing any existing right or remedy to which it is entitled in any court having jurisdiction thereof.

[~~§138-12~~] **Service contracts.** A [~~wireless~~] communications service provider shall not be required to provide [~~wireless~~] enhanced 911 service until the [~~wireless~~] communications service provider and the public safety answering point providing [~~wireless~~] enhanced 911 service in the county or counties in which the [~~wireless~~] communications service provider is licensed to provide [~~commercial mobile radio~~] communications service have entered into a written agreement setting forth the basic terms of service to be provided."

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

SECTION 3. This Act shall take effect January 1, 2011.

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

• PSAP Operations

9-1-1 Call Volume – August 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,949	1,014	34.5%	1,929	65.5%

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	2,949	1,014	34.5%	1,929	65.5%	6	0.2%	538	18.2%
July	3,199	1,168	36.5%	2,031	63.5%	0	0.0%	558	17.4%
June	2,744	1,040	37.9%	1,704	62.1%	0	0.0%	540	19.7%
May	2,990	1,108	37.1%	1,882	62.9%	0	0.0%	589	19.7%
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	23,458	8,582	36.6%	14,853	63.4%	23	0.1%	4,433	18.9%
AVG PER MO	2,932	1,073		1,857		3		554	

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 – August 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
08/10/10 – 08/11/10	Mobi PCS Network Connectivity Testing	1	2	Kauai PSAP Akimeka
08/18/10	Mobi PCS	1	3	Kauai PSAP Akimeka

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

• PSAP Operations (continued)

08/01/10 -- 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.

This issue has been escalated to the State of Hawaii Wireless E9-1-1 Board for action. Akimeka will continue to track and monitor on behalf of the Neighbor Island PSAPs.

08/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar, Hughes, and ATX call display issues. A conference call was held on August 10, 2010 with PSAP representatives from each island, telematics companies and Intrado. Intrado provided an overview on the delivery of a telematics 9-1-1 call which would provide latitude and longitude of the vehicle. The PSAPs asked questions and action items were assigned accordingly.

Akimeka personnel monitored an OnStar live test on August 16, 2010 on the island of Oahu for the Neighbor Island PSAPs. The call was successfully delivered with accurate latitude and longitude which plotted the vehicle to the correct location. The call was then transferred to the Hawai'i County PSAP so testing could be completed with their CAD equipment.

Glenn Roach, Executive Director of the Wireless E9-1-1 Board, will coordinate future implementation conference calls. Akimeka personnel will continue to track and monitor the implementation for the Neighbor Island PSAPs.

08/01/10 -- 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.

Additional information was received and Akimeka personnel are working to incorporate them into the final documents.

08/01/10 -- Ongoing Akimeka personnel notified Sprint/Nextel and Intrado that an annual audit will be conducted. Jennie Stein sent Nextel tower information and Akimeka personnel are validating the information. Sprint tower information is forthcoming.

08/01/10 -- Ongoing Akimeka personnel participated in the joint NENA/APCO Urgency Algorithm/3rd Party EMD working group and Telematics committee conference calls. Surveys were completed for each of the Neighbor Island PSAPs to gather information regarding the delivery of 9-1-1 calls from EMD trained telematics advisors. This information was shared with the committee.

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

- **PSAP Operations (continued)**

- 08/01/10 -- Akimeka personnel assisted Kathleen Langtad in testing and documenting new
08/19/10 emergency callboxes at the Kauai Community College. There will be six (6) callboxes on campus that will dial 9-1-1 when activated. The map location of the callboxes was provided and received from the college.
- Kathleen Langtad met with Pat Watase of Kauai Community College and re-tested the callboxes. Currently, the callboxes were "bagged" since they cannot be deployed as they are not ADA compliant.
- 08/01/10 -- Akimeka personnel verified with T-Mobile that all corrections were completed as
08/31/10 specified in the annual audit.
- 08/12/10 Akimeka personnel provided updates to the Neighbor Island PSAPs regarding trouble experienced by Time Warner customers on August 12, 2010. Their customers could not be heard at the far end. The trouble began at 11:11 a.m. and was isolated to the outgoing audio portion of the fiber cable that was inadvertently damaged by tree trimmers. Service was restored by 12:16 p.m., same day. Time Warner will be looking at additional redundant routes to prevent this kind of trouble from happening in the future.
- 08/12/10 Akimeka personnel viewed a software tool designed to enhance comparisons between the GIS maps and MSAG records that may assist Akimeka with their data synchronization work efforts. Various vendors are being explored.
- 08/13/10 Akimeka personnel provided updates to the Neighbor Island PSAPs regarding call processing issues being experienced by T-Mobile customers on August 13, 2010, beginning at 8:22 a.m. Trouble was isolated to T-Mobile's internal equipment and resolved at 8:45 a.m.
- 08/18/10 Akimeka personnel discussed with the Kauai Addressing Authority the use of psuedo addressing for 9-1-1 purposes. This addressing is needed for locations that do not have a postal address assigned to it. The psuedo address will aid in dispatching first responders to an emergency.
- 08/18/10 -- Akimeka personnel participated on a conference call with Dave Peck from
Ongoing Pictometry to review the plans for the final delivery and installation of the Pictometry imagery. No date was provided by Pictometry (Dave Peck) as to when the project will be completed.
- 08/25/10 Akimeka personnel, along with Neighbor Island PSAP representatives, attended Hawaiian Telcom, Inc's NG911 presentation.
- 08/27/10 Akimeka personnel confirmed with Verizon Wireless and Intrado that all corrections were completed as specified in the annual audit.

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

• **MSAG**

Current Month – August 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
KAUAI	44	42	39	0	0	2	1	0	2	0	0

Revised categories and report format changes effective April 2009.

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

During the month of July 2010, 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 continue to be researched and necessary action 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 August 31, 2010 – seven consecutive months.

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
December											
November											
October											
September											
August	42	42	39	0	0	2	1	0	2	0	0
July	96	95	75	0	3	1	16	13	1	0	0
June	47	47	27	0	0	20	0	0	0	0	0
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	420	413	270	5	42	55	41	580	9		
AVG PER MO	53	52	34	1	5	7	5	73	1		

(*) Applies to Change, Delete and Insert categories

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

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

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

- **Mapping Layers Updated/Loaded Into GIS – August 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	08/13/10			Per Sprint CRSS -- added a tower and sector
Street Centerlines				
Address Points	08/31/10			
	08/19/10			Added emergency call boxes to the Address Point layer
	08/03/10			
Pseudo Address Points	08/11/10			
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				
Medical Facilities	08/13/10	08/13/10		Created a new layer for Medical Facilities. Downloaded Assisted Living and Skilled Nursing medical facilities GIS layers from the State GIS website.
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest				

(*) 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 August 1, 2010 – August 31, 2010

- Mapping Layers Updated/Loaded Into GIS – August 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		
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

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

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

Current Month GIS Activities – August 2010

- 08/19/10 Akimeka GIS personnel followed up with Bobby Ragasa (Manu Kai Security Deputy) via email regarding Pacific Missile Range Facility's (PMRF's) street and address maps.
- 08/20/10 PMRF maps were approved for distribution per Scott Zenger (PMRF PWO). Akimeka received 27 street and address maps and indexes via email from PMRF, Tisha Ayudan, Document Control, Manu Kai Security.

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

- **Service Requests Transactions**

Open Service Requests – August 2010 (July 29 – August 27, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	1	1	0	0	0	1	1	0	0	0	0
July	1	1	0	0	0	1	1	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	7	7	0	3	3	4	4	0	0	0	0
<u>Note:</u>		Open Service Requests reflect what is in pending status at the end of the report month.									

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