



**STATE OF HAWAII**

**WIRELESS ENHANCED 911 BOARD**

November 9, 2010  
10:00 a.m.

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

AGENDA

- I. Call to order – Chair Russ Saito
- II. Introductions
- III. Review and Approval of Minutes from October 14, 2010 Board Meeting – Chair Russ Saito
- IV. Committee Updates by Chairs.
  - a. Finance Committee – Glenn Roach
  - 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. Draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY (2011) – Glenn Roach

- c. Draft legislation to amend HRS 138 to expand the authority of the Board – Paul Ferreira
- d. Transitional Plan Related to Change in State Administration

VII. Announcements.

VIII. Next meeting date – Tuesday, December 9, 2010 – 10:00 a.m. - Kalanimoku Building, room 426

IX. Adjournment.



STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

November 9, 2010  
10:00 a.m.

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

Minutes

Members in Attendance: Clayton Tom, Victor Ramos, Paul Ferreira, Mark Begley, James LaClair, Cedric Apaka, Dean Nishina, Goldie Cross, Gordon Bruce, Russ Saito

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

Guest in Attendance: Tony Ramirez, Thera Bradshaw, Clement Chan, Kenison Tejada, Ken Schmidt, Janet Crotteau

I. Call to order

Meeting was called to order at 10:00 a.m. by Vice Chair Paul Ferreira.

**Jim LaClair made a motion was made to adjourned the meeting until 1:00 p.m. in Room 426**

**Clayton Tom Seconded the motion**

**No discussion**

**Motion passed unanimously by voice vote**

Meeting was recessed at 10:01 a.m.

Meeting was called back into order at 1:00 p.m. by Chair Russ Saito

## II. Introductions

Self introductions were made

- ## III. Review and Approval of Minutes from October 14, 2010 Board Meeting – Chair Russ Saito

**Jim LaClair made a motion to approve the Minutes from October 14, 2010 Board Meeting**

**Goldie Cross Seconded the motion**

**No discussion**

**Motion passed unanimously by voice vote**

## IV. Committee Updates by Chairs.

- a. Finance Committee – Glenn Roach – nothing to report
- b. Technical Committee – Victor Ramos – nothing to report
- c. Communications Committee - Paul Ferreira – nothing to report

## V. PSAP Status Updates

- a. Kauai – Mark Begley – Mark Begley gave an update on the Kauai CAD RFP Process
- b. Oahu – Gordon Bruce – Gordon Bruce gave an update on the project on 9-1-1 services, by Kelvin Rasmussen, who was in attendance at the last Board Meeting
- c. Molokai – Victor Ramos – nothing to report
- d. Maui – Clayton Tom – nothing to report
- e. Hawaii – Paul Ferreira – nothing to report

## VI. Items for Discussion, Consideration and Action

- a. Monthly Financial Report – Courtney Tagupa

Courtney Tagupa presented the Financial Report for the month of October 2010.

- b. Draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY (2011) – Glenn Roach

The Executive Director presented the Draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY (2011)

Discussion incurred around the need for and amount of the emergency appropriations increase request.

**Paul Ferreira made a motion for the Executive Director to provide the current spending plan to the Board and PSAPs for review and make recommendations on the items and amounts that they desired to be include in an emergency appropriations request. In addition, to include this discussion on the agenda for the next Board Meeting in December.**

**Gordon Bruce Seconded the motion**

**No further discussion**

**Motion passed unanimously by voice vote**

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

Paul Ferreira presented Draft legislation as developed by the Investigative Committee on Legislation, to amend HRS 138 to expand the authority of the Board. He indicated the draft will be provided to all stakeholders for review and comments before recommend action at the next Committee/Board Meeting

- d. Transitional Plan Related to Change in State Administration

Discussion occurred in regards to the change in State Administration and the need to include the election of Board Officers on the agenda of the next meeting due to the fact that the Chair term as State Comptroller will end before the date of the next meeting scheduled for December 9, 2010

VII. Announcements.

No announcements

- VIII. Next meeting date – Thursday, December 9, 2010 – 10:00 a.m. - Kalanimoku Building, Room 426

IX. Adjournment.

Meeting was adjourned at 1:50 p.m.

Name	Agency	Phone #	Email
Cheri Reed	Boyd	518 413-2673	gloria@TKCConsulting.com
Tony Ramirez	AKIMEKA	808-722-1316	TRAMIREZ@AKIMEKA.COM
Thera Bradshaw	TKC	213-840-0683	thera@TKCconsulting.com
Vivian Pappas	HANA-POKAI	357-2268	STYK
CLAYTON TOM	MPD	281-5794	clayton.tom@mpd.net
Paul FERREIRA	HPD	961-2244	pferreira@co.hawaii.us
MARK BEGLEY	KPD	241-1602	MBEGLEY@KAUAI.GOV
COLE TWEY TAGOPA	Ke'eki Tech	447-8919	—
JAMES LACLAIR	HAWAIIAN TEL	546-7720	JAMES.LACLAIR@HAWAIIANTEL.COM
JOHN THOMPSON	HONOLULU PD	723-8755	jthompson@honolulu.gov
Aimee Wana	HAWAII PD	961-8807	awana@co.hawaii.hi.us
Cedric Apsa	VAN	421-2110	cedric.apsa@vanizpawireless.com
Clement Chan	DIT	768-7688	cchan@honolulu.gov
Kenison Tejada	HFD	478-7704	ktejada@honolulu.gov
Ken Schmidt	DPP/GIS	768-8057	kschmidt@hondalungor
JANET CROTEAU	HPD	539-3490	jcroteau@honolulu.gov
DEAN NISHINA	DCA	586-2770	DEAN.K.NISHINA@DCCA.HAWAII.GOV
Goldie Cross	ATT	222-1692	gc7403@ATT.COM
<del>COLE BRUCE</del>	<del>CAC (ANL)</del>	<del>768-7601</del>	<del>gbruce@honolulu.gov</del>
PAT O'HARA	Attorney General	586-1268	patricia.t.ohara@hawaii.gov
Kang Yonasky	DAGS	586-0696	Kang.Yonasky@hawaii.gov

\_\_\_B. NO. \_\_\_

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# A BILL FOR AN ACT

**RELATING TO AN EMERGENCY APPROPRIATION TO WIRELESS ENHANCED 911  
FUND**

Whereas, since July 2, 2004, wireless subscribers have been assessed \$.66/month surcharge as required by Act 159, SLH 2004

Whereas Act 159, SLH 2004 also created the Fund in which these collected fees are deposited;

Whereas, the Fund reimburses public safety answers points (PSAPs) and wireless carriers for the purposes of ensuring adequate funding for the deployment and sustainment of wireless enhanced 911 services and for expenses of administering the Fund and the board;

Whereas, the Fund is self sustaining and does not require General Funds;

Whereas, during 2009 the Wireless Enhanced 911 Board developed a 5 year strategic plan with input from all of the PSAPs in Hawaii;

Whereas, this plan identified the most critical needs to assure up-to-date technology and operational necessities required to support the ongoing expenses of receiving, delivering and dispatching wireless emergency 9-1-1 calls from the public;

Whereas, many of the components and systems required to support wireless 9-1-1 services currently operating within the PSAPs are antiquated and obsolete and need immediate replacement or ongoing maintenance;

Whereas, 9-1-1 is the initial point of contact by the public when they have an emergency that could result in the loss of life, limb or property;

\_\_\_\_.B. NO. \_\_\_\_\_

Whereas, to ensure that the PSAPs are adequately funded for the needs identified in the strategic plan;

Whereas, the PSAPs are of the utmost importance to assure the citizens and visitors to Hawaii have access to 9-1-1 when needed;

Whereas, without this emergency appropriation, the reimbursements to the PSAPs for some of the costs to sustain wireless enhanced 911 services will not be funded;

Therefore, be it enacted by the legislature of the State of Hawaii a bill relating to an emergency appropriation to the Wireless Enhanced 911 Fund.

1           SECTION 1. This Act is recommended for immediate passage  
2 in accordance with section 9 of article VII of the Constitution  
3 of the State of Hawaii.

4           SECTION 2. The purpose of this Act is to make an emergency  
5 appropriation and increase the spending ceiling of the Wireless  
6 Enhanced 911 Fund (the Fund) from \$9,000,000 to \$14,000,000.  
7 Act 159, SLH 2004 created the Fund, which is a special fund  
8 outside of the state treasury, to provide reimbursement to the  
9 public safety answering points (PSAPs) and wireless service  
10 providers for the purposes of ensuring adequate funding for the  
11 deployment and sustainment of wireless enhanced 911 service and  
12 for expenses of administering the fund and the board.

13           SECTION 3. There is appropriated out of the Wireless  
14 Enhanced 911 fund, a sum of \$14,000,000, or so much thereof as  
15 may be necessary, for fiscal year 2011-2012 for the purpose of  
16 reimbursing PSAPs and wireless providers for technical



\_\_\_\_.B. NO. \_\_\_\_\_

1 improvements and for the operating costs of the Fund. The sum  
2 appropriated shall be expended by the Wireless Enhanced 911  
3 Board for the purpose of this Act.

4  
5

6 SECTION 4. This Act shall take effect upon its approval.  
7

8

9

INTRODUCED BY: \_\_\_\_\_

10

BY REQUEST

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

### • PSAP Operations

#### 9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,085	3,755	37.2%	6,330	62.8%

(\*) 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	10,085	3,755	37.2%	6,330	62.8%	0	0.0%	1,182	11.7%
September	9,525	3,689	38.7%	5,836	61.3%	0	0.0%	1,089	11.4%
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%
<b>TOTAL YTD</b>	<b>100,239</b>	<b>39,269</b>	<b>39.2%</b>	<b>60,967</b>	<b>60.8%</b>	<b>3</b>	<b>0.0%</b>	<b>11,459</b>	<b>11.4%</b>
<b>AVG PER MO</b>	<b>10,024</b>	<b>3,927</b>		<b>6,097</b>		<b>0</b>		<b>1,146</b>	
<b>Note:</b>	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	1,771	817	46.1%	21.8%	954	53.9%	15.1%	0	0.0%	38	2.1%
September	1,722	798	46.4%	21.6%	923	53.6%	15.8%	1	0.1%	30	1.7%
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%
<b>TOTAL YTD</b>	<b>18,613</b>	<b>8,967</b>	<b>48.2%</b>	<b>22.8%</b>	<b>9,638</b>	<b>51.8%</b>	<b>15.8%</b>	<b>8</b>	<b>0.0%</b>	<b>330</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>1,861</b>	<b>897</b>			<b>964</b>			<b>1</b>		<b>33</b>	
<b>Note:</b>	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 October 1, 2010 – October 31, 2010

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- **PSAP Operations (continued)**

### Wireless Test – October 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
10/05/10 – 10/06/10	Verizon Wireless	39	84	Hawaii PSAP/ Akimeka
10/26/10	AT&T Mobility	2	6	Hawaii PSAP/ Akimeka

10/01/10 -- 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. There have been no updates received to date.

10/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.

10/01/10 -- Ongoing Akimeka personnel 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 was distributed internally within Akimeka for additional review.

10/01/10 -- Ongoing Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review.  
  
Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.

10/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.

10/01/10 -- 10/30/10 Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and updated records on six (6) towers.

10/05/10 -- 10/06/10 Verizon Wireless requested re-testing of their towers and sectors due to the installation of new MPC equipment. 59.6% of the calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

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

- MSAG**

### Current Month – October 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
<b>HAWAII</b>	<b>469</b>	<b>468</b>	<b>170</b>	<b>206</b>	<b>35</b>	<b>2</b>	<b>55</b>	<b>0</b>	<b>1</b>	<b>2</b>	<b>5</b>

Revised categories and report format changes effective April 2009.

During the month of October 2010, 468 9-1-1Net requests were completed relating to the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

There are two (2) records in Suspended status as of October 31, 2010.

### Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
December											
November											
October	469	468	170	206	35	2	55	0	1	2	5
September	183	152	91	8	11	20	22	2,828	31	0	0
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
<b>TOTAL YTD</b>	<b>2,469</b>	<b>2,150</b>	<b>702</b>	<b>793</b>	<b>246</b>	<b>217</b>	<b>192</b>	<b>8,212</b>	<b>319</b>		
<b>AVG PER MO</b>	<b>247</b>	<b>215</b>	<b>70</b>	<b>79</b>	<b>25</b>	<b>22</b>	<b>19</b>	<b>821</b>	<b>32</b>		

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

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

Definitions:		
	(a)	Represents customer address change requests 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 October 1, 2010 – October 31, 2010

- Mapping Layers Updated/Loaded Into GIS – October 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	10/29/10			Per T-Mobile Annual Audit
	10/29/10			Per AT&T Mobility CRSS
	10/28/10			Per AT&T Mobility CRSS
	10/26/10			Per VZW CRSS
			10/24/10	
Street Centerline			10/24/10	
	10/22/10			
Address Points			10/24/10	
	10/22/10			
Pseudo Address Points				
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Rescue				
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.

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

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- Mapping Layers Updated/Loaded Into GIS – October 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.*

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

### Current Month GIS Activities – October 2010

10/18/10 -- Akimeka collected new GPS data of major roads in the following communities:  
 10/19/10 Hawi, Kapa`au, Kamuela, Honoka`a, Pā`auhau, Pa`auilo, O`ōkala, Laupāhoehoe, Pāpa`aloa, Nīnole, Hakalau, Honomū, Pepe`ekee, Pāpa`ikou and parts of Hilo. This field work supports the spatial corrections needed for the County of Hawaii roads.

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

- **Service Requests Transactions**

### Open Service Requests – October 2010 (September 28 – October 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	09/13/10	257	<u>Incorrect Address:</u> TN = 808/929-7425	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
4	10/20/10	265	<u>Incorrect Address:</u> TN = 808/328-2269	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
5	10/26/10	267	<u>Incorrect Address:</u> TN = 808/776-1738	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
<b>Documented Items Per April 9 Intergraph Conference Call</b>						
6	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	3	1	6	0	0	3	1	0	0	0	0
September	14	14	4	0	0	14	14	0	0	0	0
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
<b>TOTAL</b>	<b>106</b>	<b>100</b>	<b>6</b>	<b>18</b>	<b>16</b>	<b>87</b>	<b>83</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>
Note:		Open Service Requests reflect what is in pending status at the end of the report month.									

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

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

- PSAP Operations**

### 9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
<b>MAUI (*)</b>	7,965	2,512	31.5%	5,453	68.5%
<b>MOLOKAI</b>	241	144	59.8%	97	40.2%

(\*) 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	7,965	2,512	31.5%	5,453	68.5%	0	0.0%	1,403	17.6%
September	7,355	2,358	32.1%	4,996	67.9%	1	0.0%	1,273	17.3%
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%
<b>TOTAL YTD</b>	<b>81,828</b>	<b>27,532</b>	<b>33.7%</b>	<b>54,286</b>	<b>66.3%</b>	<b>10</b>	<b>0.0%</b>	<b>14,094</b>	<b>17.2%</b>
<b>AVG PER MO</b>	<b>8,183</b>	<b>2,753</b>		<b>5,429</b>		<b>1</b>		<b>1,409</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							



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

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October	270	136	50.4%	134	49.6%	0	0.0%	54	20.0%
September	241	144	59.8%	97	40.2%	0	0.0%	28	11.6%
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%
<b>TOTAL YTD</b>	<b>2,714</b>	<b>1,639</b>	<b>60.5%</b>	<b>1,072</b>	<b>39.5%</b>	<b>3</b>	<b>0.1%</b>	<b>464</b>	<b>17.1%</b>
<b>AVG PER MO</b>	<b>271</b>	<b>164</b>		<b>107</b>		<b>0</b>		<b>46</b>	
<u>Note:</u>		Total Calls include Administrative calls that are not direct 911 calls.							

**Notes:**

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

**Wireless Test – October 2010**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
10/14/10	Verizon Wireless	Lanai	3	5	Maui PSAP/ Akimeka
10/19/10	Verizon Wireless	Maui	21	57	Maui PSAP/ Akimeka
10/29/10	AT&T Mobility	Maui	1	3	Maui PSAP/ Akimeka

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

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### • PSAP Operations (continued)

- 10/01/10 -- 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. There have been no updates received to date.
- 10/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
- 10/01/10 -- Ongoing Akimeka personnel 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 was distributed internally within Akimeka for additional review.
- 10/01/10 -- Ongoing Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review.

Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.
- 10/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.
- 10/01/10 -- Ongoing Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and are in the process of updating records. Additional discrepancies were discovered and forwarded to Benjamin Vermillion for review.
- 10/01/10 -- 10/21/10 Akimeka personnel validated the ALI record which was downloaded for the Koki Beach Park callbox in the 9-1-1 ALI database. A screenprint of the record was sent to Tom Heinrich of Global Specialty so he could complete the callbox installation. The callbox was successfully put into service on October 21, 2010.

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

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- **PSAP Operations (continued)**

10/14/10 -- Verizon Wireless requested re-testing of their towers and sectors due to the  
10/19/10 installation of new MPC equipment. 67% of the Maui/Lanai calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

Molokai will be tested on November 5, 2010. Testing needed to be re-scheduled due to technical trouble which occurred on October 22, 2010 (initial test date). Akimeka and Verizon Wireless personnel, along with Molokai dispatchers, discovered an audio problem during tower testing. The dispatcher and Verizon Wireless tester could not hear each other. A trouble ticket was opened by Verizon Wireless with Hawaiian Telcom. The trouble was isolated to be a translation issue on the 9-1-1 trunk. The trouble was fixed and re-tested to ensure that the audio trouble was resolved.

10/25/10 -- All of Akimeka's ground work, MSAG clean-up, GIS support services, and  
10/31/10 database synchronization has laid the foundation for the next phase. Akimeka submitted a proposal to the Maui County PSAPs on October 25, 2010, with recommended ESZ/ESN boundaries/assignments. The recommended ESZ/ESN assignment will enhance Maui County's 9-1-1 operations by providing definitive emergency response responsibilities by each Public Safety entity (Police, Fire, and EMS).

Approvals to proceed from the Maui PSAP and Molokai PSAP were received on October 28, 2010.

Accordingly, Akimeka submitted on behalf of the Maui County PSAPs, the ESN assignments to Stephen Douglass of Hawaiian Telcom for programming into the Selective Router. An anticipated timeline and proposed testing schedule were requested.

Once the selective router is programmed and ready for routing, Akimeka will make ESN assignments in 9-1-1Net and assign the ESNs one street segment at a time, not to exceed the record transactions allowed as set forth in PUC Tariff 20, Section 9.

This effort will effectively position Maui County for Next Generation call routing.

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

• **MSAG**

**Current Month – October 2010**

2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
MAUI COUNTY	158	158	94	38	1	1	24	0	0	2	0

Revised categories and report format changes effective April 2009.

During the month of October 2010, 158 changes were completed relating to the Maui County MSAG database. See attached spreadsheet for a detailed description of changes and additions.

Two transactions are in Suspended status as of October 31, 2010.

**Year-to-Date (YTD) – 2010**

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October	158	158	94	38	1	1	24	0	0	2	0
September	9	9	1	1	1	6	0	984	0	1	1
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
<b>TOTAL YTD</b>	<b>1,414</b>	<b>1,357</b>	<b>369</b>	<b>421</b>	<b>285</b>	<b>217</b>	<b>65</b>	<b>1,096</b>	<b>57</b>		
<b>AVG PER MO</b>	<b>141</b>	<b>136</b>	<b>37</b>	<b>42</b>	<b>29</b>	<b>22</b>	<b>7</b>	<b>110</b>	<b>6</b>		

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

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

<b>Definitions:</b>	(a)	Represents customer address change requests 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 October 1, 2010 – October 31, 2010

- Mapping Layers Updated/Loaded Into GIS – October 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	10/29/10			Per AT&T Mobility CRSS
	Maui			10/28/10	
	Maui	10/27/10			
	Maui	10/25/10			Per VZW CRSS
	Maui	10/22/10			Per VZW CRSS
	Molokai	10/20/10			Per Mobi PCS CRSS
	Maui	10/20/10			Per AT&T Mobility CRSS
	Maui/Molokai	10/20/10			Per VZW CRSS
Street Centerlines	Maui	10/26/10			Updated centerline attribute tables with updated ESN information
	Maui			10/28/10	
Address Points	Maui	10/27/10			
	Maui	10/25/10			Added Common Names as requested by the Maui PSAP and an address point.
Pseudo Address Points					
Parcels	Maui	10/18/10			
	Maui	10/15/10			
	Maui	10/14/10			
	Maui	10/13/10			
	Maui	10/12/10			
	Maui	10/08/10			
	Maui	10/07/10			
	Maui	10/06/10			
	Maui	10/01/10			
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN	Maui	10/26/10			Updated ESNs
	Maui	10/25/10			Created new ESZ for Maui County upon approval to proceed.
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					

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

- Mapping Layers Updated/Loaded Into GIS – October 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		
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					
Major Roads					
Medic Beat Boundaries					
Medic Stations					
Medical Facilities					
Milepost Markers					
National and State Parks		10/25/10			Added Kahekili Park
Ocean Rescue Boundaries					
Park Polygon	Maui			10/28/10	
	Maui	10/25/10			Added Kahekili Park
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					

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

- Mapping Layers Updated/Loaded Into GIS – October 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		
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

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

Note: The Parcels layer is provided by Maui County.

- Service Requests Transactions**

### Open Service Requests – October 2010 (September 28 – October 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	10/19/10	264	<u>Incorrect Address:</u> TN = 808/575-9024	MSAG - ANI/ALI Discrepancy	High	Customer records were researched and correction request submitted.
3	10/22/10	266	<u>Incorrect Address:</u> TN = 808/878-2712	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

## Maui County Wireless E9-1-1 Status Report October 1, 2010 – October 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	2	0	3	0	0	2	0	0	0	0	0
September	0	1	1	0	1	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>19</b>	<b>16</b>	<b>3</b>	<b>10</b>	<b>9</b>	<b>9</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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



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

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>	<b>Month</b>	<b>Ending</b>
	<b>Inception-to-Date</b>	<b>Cash</b>	<b>Inception-to-Date</b>
	<b>Cash Flow</b>	<b>Flow</b>	<b>Cash Flow</b>
<b>ITEM</b>	<b>Balance</b>	<b>Balance</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Wireless Surcharge Collection	\$ 45,208,625.43	\$ 475,166.75	\$ 45,683,792.18
Interest Income	\$ 1,817,760.02	\$ 765.36	\$ 1,818,525.38
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,560,524.01	\$ 765.36	\$ 1,561,289.37
<b>Subtotal Cash Inflow</b>	<b>\$ 46,769,149.44</b>	<b>\$ 475,932.11</b>	<b>\$ 47,245,081.55</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (15,742,985.20)	\$ (120,334.12)	\$ (15,863,319.32)
Board Member Travel Expense	\$ (76,319.16)	\$ (1,672.63)	\$ (77,991.79)
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	\$ (742,632.78)		\$ (742,632.78)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,620,005.00)		\$ (1,620,005.00)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Board Strategic Planning Expenses	\$ (1,689.85)		\$ (1,689.85)
Membership	\$ (100.00)		\$ (100.00)
<b>Subtotal Cash Outflow</b>	<b>\$ (37,304,285.77)</b>	<b>\$ (122,006.75)</b>	<b>\$ (37,426,292.52)</b>
Total Cash Balance	\$ 9,464,863.67	\$ 353,925.36	\$ 9,818,789.03
Encumbrances	\$ (155,738.22)		\$ (155,738.22)
Total Unencumbered Cash Balance	\$ 9,309,125.45	\$ 353,925.36	\$ 9,663,050.81

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

		<b>TOTAL</b>
<b>DESCRIPTION</b>		<b>MONTH</b>
<b>Income</b>		
	<b>Interest Inc</b>	765.36
	<b>Total Wireless Surcharge Collection</b>	475,166.75
<b>Total Income</b>		475,932.11
<b>Expense</b>		
	<b>Board Member Travel</b>	1,672.63
	<b>PSAP Expenses</b>	
	<b>Akimeka Program Mgmt</b>	107,764.17
	<b>Conferences</b>	
	<b>APCO Conference</b>	6,466.80
	<b>Nena Conference</b>	6,103.15
	<b>Total Conferences</b>	12,569.95
	<b>Total PSAP Expenses</b>	120,334.12
<b>Total Expense</b>		122,006.75
<b>Net Income</b>		<b>353,925.36</b>

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

FYTD 2011 Budget vs. Actuals			
DESCRIPTION	TOTAL		
	Jul - Oct 10	Annual Budget	\$ Over Budget
<b>Cash Receipts:</b>			
Interest Inc	3,368.14	10,000.00	(6,631.86)
<b>Total Wireless Surcharge Collection</b>	2,592,635.06	8,490,000.00	(5,897,364.94)
<b>Total Income</b>	2,596,003.20	8,500,000.00	(5,903,996.80)
<b>Expense</b>			
Board Member Travel	4,479.21	27,000.00	(22,520.79)
Consulting Expense			
TKC Consulting Group, LLC	135,416.65	325,000.00	(189,583.35)
<b>Total Consulting Expense</b>	135,416.65	325,000.00	(189,583.35)
DB&F Assessments			
DB&F Admin. Exp. Assess	32,385.58	236,207.00	(203,821.42)
DB&F Revenue Assessment	71,450.45	415,000.00	(343,549.55)
<b>Total DB&amp;F Assessments</b>	103,836.03	651,207.00	(547,370.97)
NASNA Dues	100.00	100.00	-
PSAP Expenses			
Akimeka Program Mgmt	178,046.12	1,665,138.00	(1,487,091.88)
CAD Related Expenses	-	3,800,000.00	(3,800,000.00)
Computers			
KVM Switches	3,971.00	4,100.00	(129.00)
Positron Equip SW Maintenance	-	40,000.00	(40,000.00)
UPS Battery-HPD	24,112.14	24,136.00	(23.86)
<b>Total Computers</b>	28,083.14	68,236.00	(40,152.86)
Conferences			
APCO Conference	25,997.32	51,000.00	(25,002.68)
Nena Conference	25,734.02	51,000.00	(25,265.98)
<b>Total Conferences</b>	51,731.34	102,000.00	(50,268.66)
Excom911 Logging Recorder Maint	-	31,650.00	(31,650.00)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	0.60	-	0.60
Haw Telcom Network	13,608.76	60,000.00	(46,391.24)
Hawaiian Telcom Trunk	110,561.25	111,398.00	(836.75)
<b>Total Hawaiian Telcom Charges</b>	124,170.61	171,398.00	(47,227.39)
Pictometry License Agreement	207,217.85	1,929,685.00	(1,722,467.15)
Software Maintenance			
GeoComm Maintenance	18,586.00	48,586.00	(30,000.00)
<b>Total Software Maintenance</b>	18,586.00	48,586.00	(30,000.00)
<b>Total PSAP Expenses</b>	607,835.06	7,816,693.00	(7,208,857.94)
WSP Cost Recovery			
Sprint/Nextel	81,059.12	180,000.00	(98,940.88)
<b>Total WSP Cost Recovery</b>	81,059.12	180,000.00	(98,940.88)
<b>Total Expense</b>	932,726.07	9,000,000.00	(8,067,273.93)
<b>Net Income</b>	<b>1,663,277.13</b>	<b>(500,000.00)</b>	<b>2,163,277.13</b>

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

FY 2011 FORECASTED SPENDING															
DESCRIPTION	FY2011	Actual	Actual	Actual	Actual	FORECAST								Total	(Over)/Under
	Budget	Jul 2010	Aug 2010	Sep 2010	Oct 2010	Nov 2010	Dec 2010	Jan 2011	Feb 2011	Mar 2011	Apr 2011	May 2011	Jun 2011	Budget	
<b>Disbursements:</b>															
Board Member Travel	27,000	1,357	480	970	1,673	1,500	1,500	8,178	1,500	1,500	1,500	1,500	5,342	27,000	0
TKC Consulting Group, LLC	325,000	54,167	27,083	54,167		27,083	27,083	27,083	27,083	27,083	27,083	27,083		324,998	2
DB&F Admin. Exp. Assess	236,207	71,450				18,715		30,719			112,269		3,054	236,207	-
DB&F Revenue Assessment	415,000	32,386				85,890		85,890			85,890		124,944	415,000	-
NASNA Dues	100	100												100	-
Akimeka Program Mgmt	1,665,138			70,282	107,764	96,459	96,459	138,762	138,762	138,762	138,762	138,762	346,551	1,411,323	253,815
CAD Related Expenses	3,800,000							3,800,000						3,800,000	-
Computers														-	-
KVM Switches	4,100	3,971												3,971	129
Positron Equip SW Maintenance	40,000					21,414							18,586	40,000	-
UPS Battery-HPD	24,136			24,112										24,112	24
Conferences														-	-
APCO Conference	51,000		1,801	17,730	6,467	7,500								33,498	17,502
Nena Conference	51,000	19,631			6,103								25,266	51,000	(0)
Excom911 Logging Recorder Maint	31,650										31,650			31,650	-
Hawaiian Telcom Charges														-	-
Haw Tel Frame Relay & CIR	-	1												1	(1)
Haw Telcom Network	60,000	406		13,202		5,000	5,000	5,000	5,000	5,000	5,000	5,000	11,392	60,000	-
Hawaiian Telcom Trunk	111,398	110,562												110,562	836
Pictometry License Agreement	1,929,685			207,217			797,186						964,842	1,969,245	(39,560)
GeoComm Maintenance	48,586	18,586											30,000	48,586	-
WSP Cost Recovery														-	-
Sprint/Nextel	180,000			81,059					90,000					171,059	8,941
<b>Total Disbursements</b>	<b>9,000,000</b>	<b>312,617</b>	<b>29,364</b>	<b>468,739</b>	<b>122,007</b>	<b>263,561</b>	<b>927,228</b>	<b>4,095,632</b>	<b>262,345</b>	<b>172,345</b>	<b>402,154</b>	<b>172,345</b>	<b>1,529,977</b>	<b>8,758,311</b>	<b>241,689</b>

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

DESCRIPTION	Hawaii PSAP		
	Jul - Oct 10	Annual Budget	\$ Over Budget
<b>Expense</b>			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
<b>Total Consulting Expense</b>	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
<b>Total DB&amp;F Assessments</b>	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	72,623.24	435,739.00	(363,115.76)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000.00	(40,000.00)
UPS Battery-HPD	-		
<b>Total Computers</b>	-	40,000.00	(40,000.00)
Conferences			
APCO Conference	6,466.80	6,000.00	466.80
Nena Conference	6,103.15	6,000.00	103.15
<b>Total Conferences</b>	12,569.95	12,000.00	569.95
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	-		
Pictometry License Agreement	-	1,039,000.00	(1,039,000.00)
Software Maintenance			
GeoComm Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	85,193.19	1,526,739.00	(1,441,545.81)
WSP Cost Recovery			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>Total Expense</b>	85,193.19	1,526,739.00	(1,441,545.81)

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

		Kauai PSAP		
DESCRIPTION		Jul - Oct 10	Annual Budget	\$ Over Budget
Expense				
	Board Member Travel	-		
	Consulting Expense			
	TKC Consulting Group, LLC	-		
	<b>Total Consulting Expense</b>	-		
	DB&F Assessments			
	DB&F Admin. Exp. Assess	-		
	DB&F Revenue Assessment	-		
	<b>Total DB&amp;F Assessments</b>	-		
	NASNA Dues	-		
	PSAP Expenses			
	Akimeka Program Mgmt	0.09	300,076.00	(300,075.91)
	CAD Related Expenses	-	3,800,000.00	(3,800,000.00)
	Computers			
	KVM Switches	-		
	Positron Equip SW Maintenance	-		
	UPS Battery-HPD	-		
	<b>Total Computers</b>	-		
	Conferences			
	APCO Conference	-	6,000.00	(6,000.00)
	Nena Conference	2,521.46	6,000.00	(3,478.54)
	<b>Total Conferences</b>	2,521.46	12,000.00	(9,478.54)
	Excom911 Logging Recorder Maint	-		
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	-		
	Haw Telcom Network	-		
	Hawaiian Telcom Trunk	110,561.25	111,398.00	(836.75)
	<b>Total Hawaiian Telcom Charges</b>	110,561.25	111,398.00	(836.75)
	Pictometry License Agreement	207,217.85	198,930.00	8,287.85
	Software Maintenance			
	GeoComm Maintenance	-		
	<b>Total Software Maintenance</b>	-		
	<b>Total PSAP Expenses</b>	320,300.65	4,422,404.00	(4,102,103.35)
	WSP Cost Recovery			
	Sprint/Nextel	-		
	<b>Total WSP Cost Recovery</b>	-		
	<b>Total Expense</b>	320,300.65	4,422,404.00	(4,102,103.35)

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

DESCRIPTION	Maui PSAP		
	Jul - Oct 10	Annual Budget	\$ Over Budget
<b>Expense</b>			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
<b>Total Consulting Expense</b>	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
<b>Total DB&amp;F Assessments</b>	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt	105,422.79	421,692.00	(316,269.21)
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
<b>Total Computers</b>	-		
Conferences			
APCO Conference	-	6,000.00	(6,000.00)
Nena Conference	-	6,000.00	(6,000.00)
<b>Total Conferences</b>	-	12,000.00	(12,000.00)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	-		
Pictometry License Agreement	-	396,750.00	(396,750.00)
Software Maintenance			
GeoComm Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	105,422.79	830,442.00	(725,019.21)
WSP Cost Recovery			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>Total Expense</b>	105,422.79	830,442.00	(725,019.21)

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

DESCRIPTION	Oahu PSAP		
	Jul - Oct 10	Annual Budget	\$ Over Budget
<b>Expense</b>			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
<b>Total Consulting Expense</b>	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
<b>Total DB&amp;F Assessments</b>	-		
NASNA Dues	-		
<b>PSAP Expenses</b>			
Akimeka Program Mgmt	-	507,631.00	(507,631.00)
CAD Related Expenses	-		
Computers			
KVM Switches	3,971.00	4,100.00	(129.00)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112.14	24,136.00	(23.86)
<b>Total Computers</b>	28,083.14	28,236.00	(152.86)
Conferences			
APCO Conference	17,729.73	30,000.00	(12,270.27)
Nena Conference	17,109.41	30,000.00	(12,890.59)
<b>Total Conferences</b>	34,839.14	60,000.00	(25,160.86)
Excom911 Logging Recorder Maint	-	31,650.00	(31,650.00)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	0.60		0.60
Haw Telcom Network	13,608.76	60,000.00	(46,391.24)
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	13,609.36	60,000.00	(46,390.64)
Pictometry License Agreement	-	295,005.00	(295,005.00)
Software Maintenance			
GeoComm Maintenance	18,586.00	48,586.00	(30,000.00)
<b>Total Software Maintenance</b>	18,586.00	48,586.00	(30,000.00)
<b>Total PSAP Expenses</b>	95,117.64	1,031,108.00	(935,990.36)
WSP Cost Recovery			
Sprint/Nextel	-		
<b>Total WSP Cost Recovery</b>	-		
<b>Total Expense</b>	95,117.64	1,031,108.00	(935,990.36)



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

DESCRIPTION	Operations		
	Jul - Oct 10	Annual Budget	\$ Over Budget
<b>Cash Receipts:</b>			
Interest Inc	3,368.14	10,000.00	(6,631.86)
<b>Total Wireless Surcharge Collection</b>	2,592,635.06	8,490,000.00	(5,897,364.94)
<b>Total Income</b>	2,596,003.20	8,500,000.00	(5,903,996.80)
<b>Expense</b>			
Board Member Travel	4,479.21	27,000.00	(22,520.79)
Consulting Expense			
TKC Consulting Group, LLC	135,416.65	325,000.00	(189,583.35)
<b>Total Consulting Expense</b>	135,416.65	325,000.00	(189,583.35)
DB&F Assessments			
DB&F Admin. Exp. Assess	32,385.58	236,207.00	(203,821.42)
DB&F Revenue Assessment	71,450.45	415,000.00	(343,549.55)
<b>Total DB&amp;F Assessments</b>	103,836.03	651,207.00	(547,370.97)
NASNA Dues	100.00	100.00	-
PSAP Expenses			
Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
<b>Total Computers</b>	-		
Conferences			
APCO Conference	1,800.79	3,000.00	(1,199.21)
Nena Conference	-	3,000.00	(3,000.00)
<b>Total Conferences</b>	1,800.79	6,000.00	(4,199.21)
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
<b>Total Hawaiian Telcom Charges</b>	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
<b>Total Software Maintenance</b>	-		
<b>Total PSAP Expenses</b>	1,800.79	6,000.00	(4,199.21)
WSP Cost Recovery			
Sprint/Nextel	81,059.12	180,000.00	(98,940.88)
<b>Total WSP Cost Recovery</b>	81,059.12	180,000.00	(98,940.88)
<b>Total Expense</b>	326,691.80	1,189,307.00	(862,615.20)
<b>Net Income</b>	<b>2,269,311.40</b>	<b>7,310,693.00</b>	<b>(5,041,381.60)</b>



## 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:

**10/1/2010 - 10/31/2010**

### Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
<b>Initial Calls (screeners)</b>	14599	<b>31.64%</b>	25923	<b>56.18%</b>	5608	<b>12.15%</b>	10	<b>0.02%</b>	46140
<b>HPD</b>	11838	<b>31.40%</b>	19888	<b>52.76%</b>	5962	<b>15.82%</b>	9	<b>0.02%</b>	37697
<b>HFD</b>	1753	<b>40.95%</b>	2011	<b>46.98%</b>	517	<b>12.08%</b>	0	<b>0.00%</b>	4281
<b>EMS</b>	2987	<b>42.53%</b>	3102	<b>44.17%</b>	933	<b>13.28%</b>	1	<b>0.01%</b>	7023
<b>RDC</b>	589	<b>23.35%</b>	1165	<b>46.19%</b>	756	<b>29.98%</b>	12	<b>0.48%</b>	2522

Note:

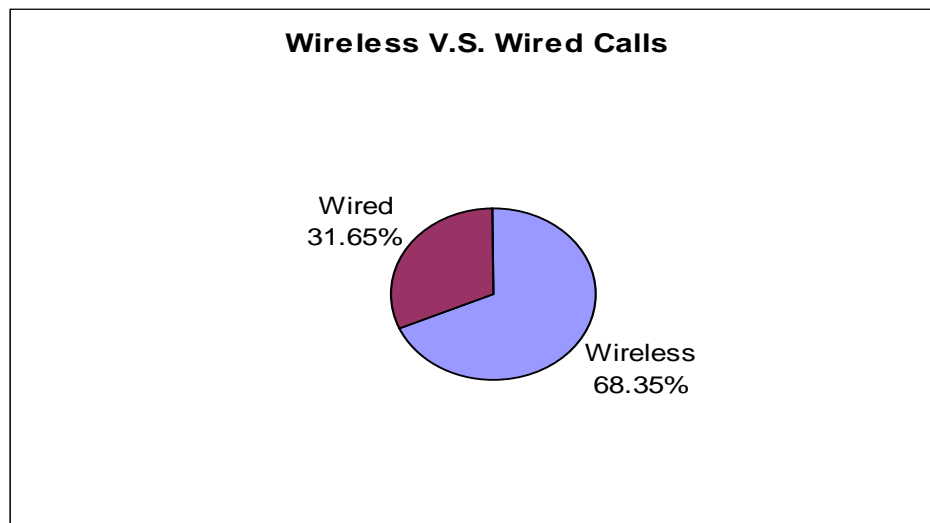
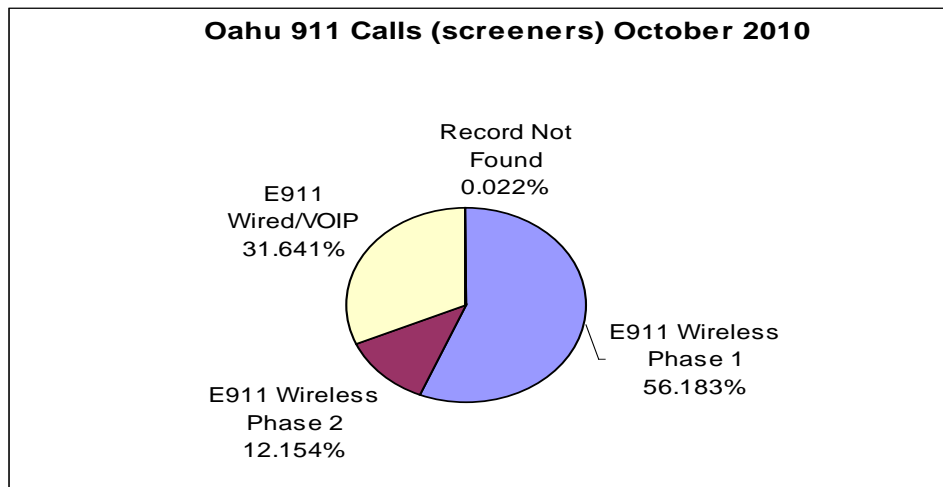
- "Record Not Found" may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: [RECORD NOT FOUND!00:15:50!911!1583304982000](#)
- Call numbers for HPD call takers and screener positions are not for the entire October due to HPD scheduled operation in Kapolei during the month.



## Call Statistics Continued

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

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	25923	56.18%
E911 Wireless Phase 2	5608	12.15%
E911 Wired/VOIP	14599	31.64%
Record Not Found	10	0.02%
<b>Total</b>	<b>46140</b>	

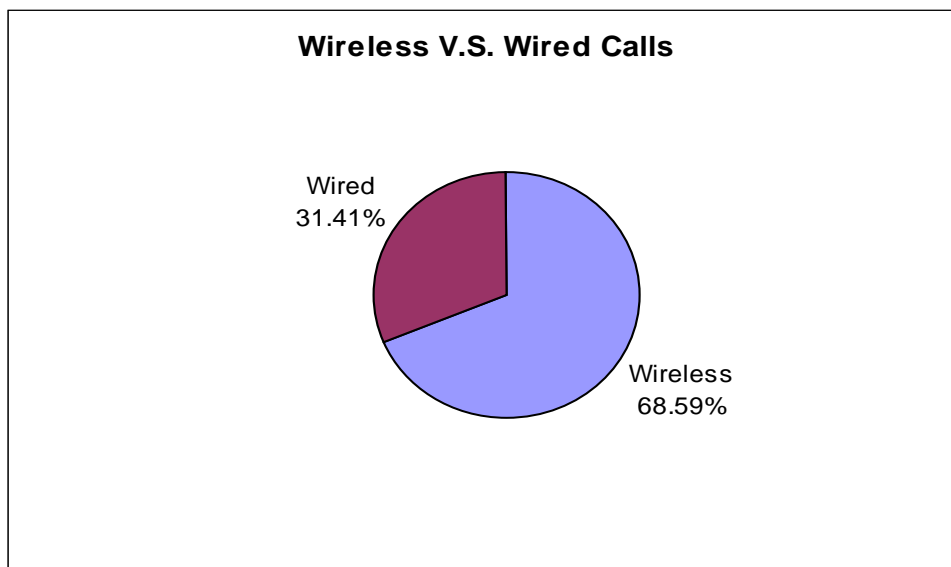
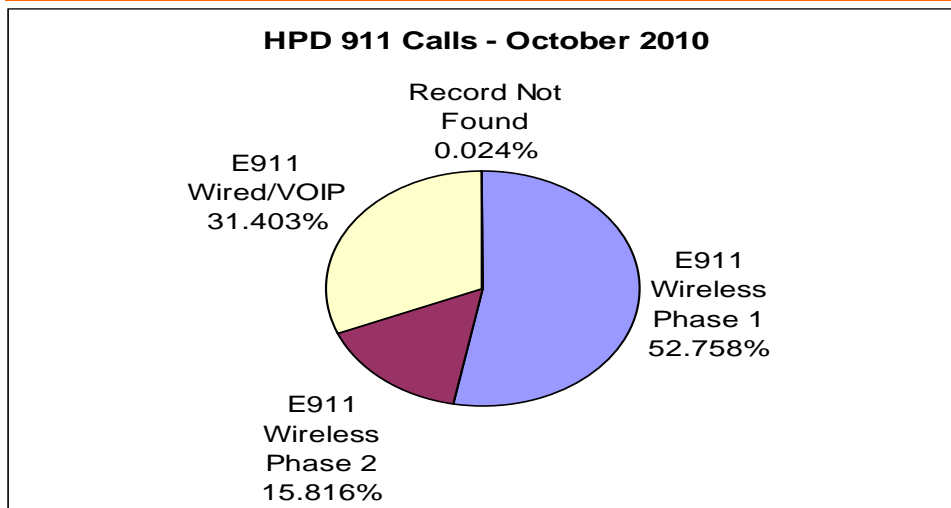




## Call Statistics Continued

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

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	19888	52.76%
E911 Wireless Phase 2	5962	15.82%
E911 Wired/VOIP	11838	31.40%
Record Not Found	9	0.02%
<b>Total</b>	<b>37697</b>	

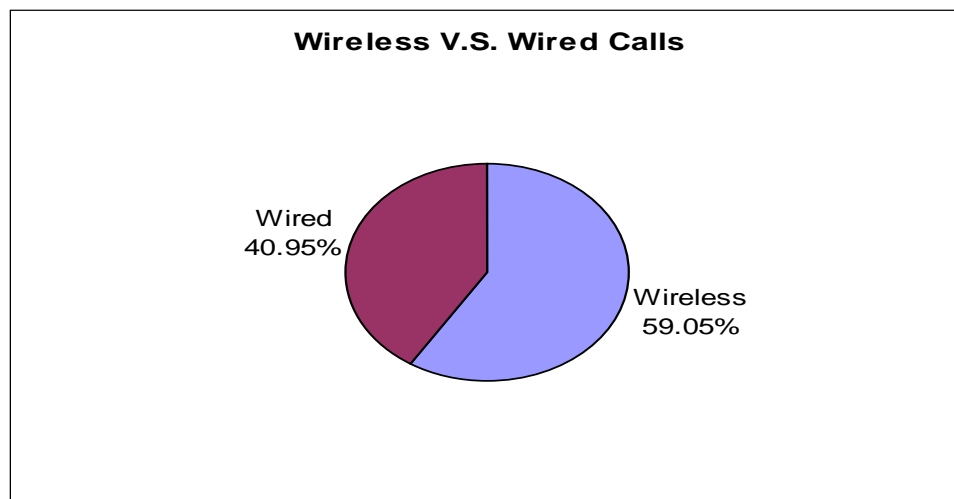
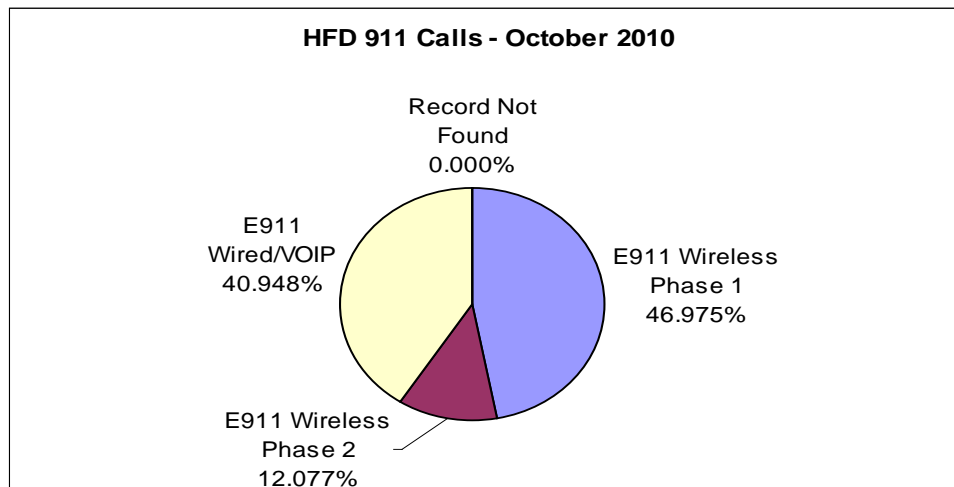




## Call Statistics Continued

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

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2011	46.98%
E911 Wireless Phase 2	517	12.08%
E911 Wired/VOIP	1753	40.95%
Record Not Found	0	0.00%
<b>Total</b>	<b>4281</b>	

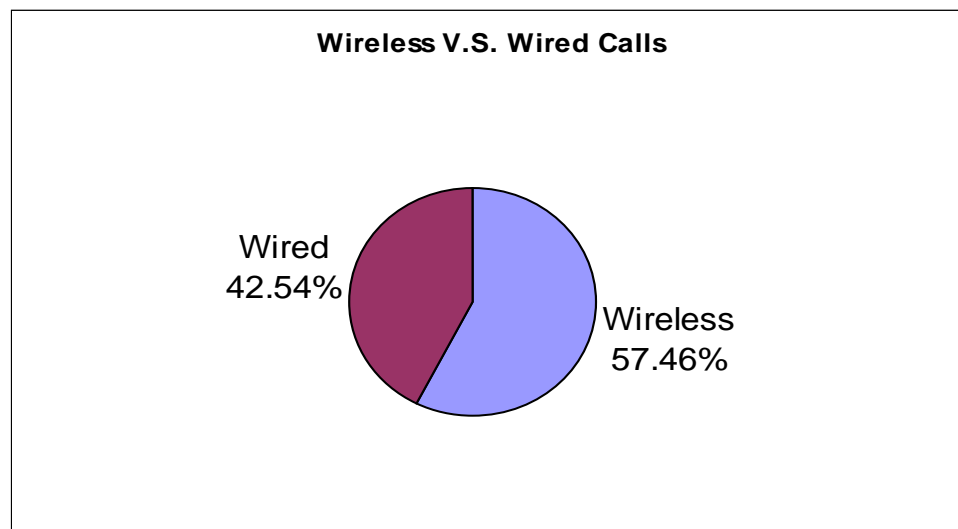
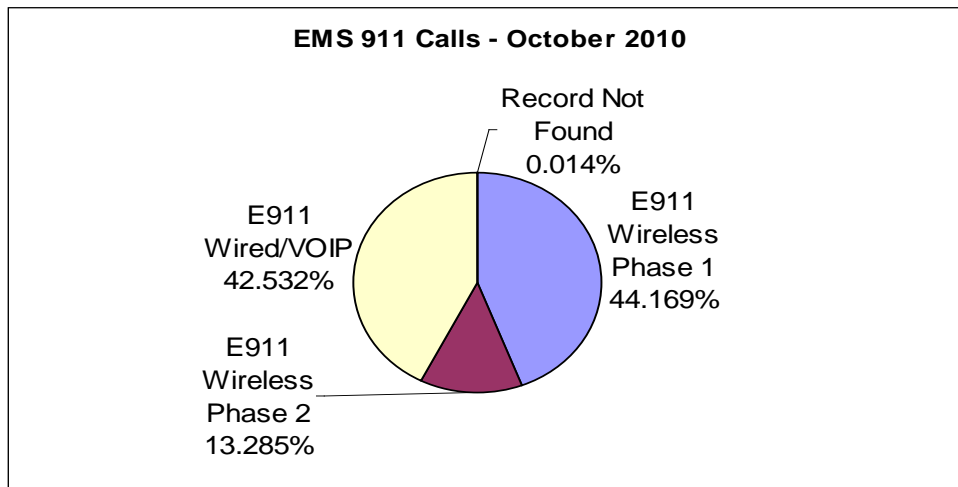




## Call Statistics Continued

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

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	3102	44.17%
E911 Wireless Phase 2	933	13.28%
E911 Wired/VOIP	2987	42.53%
Record Not Found	1	0.01%
<b>Total</b>	<b>7023</b>	

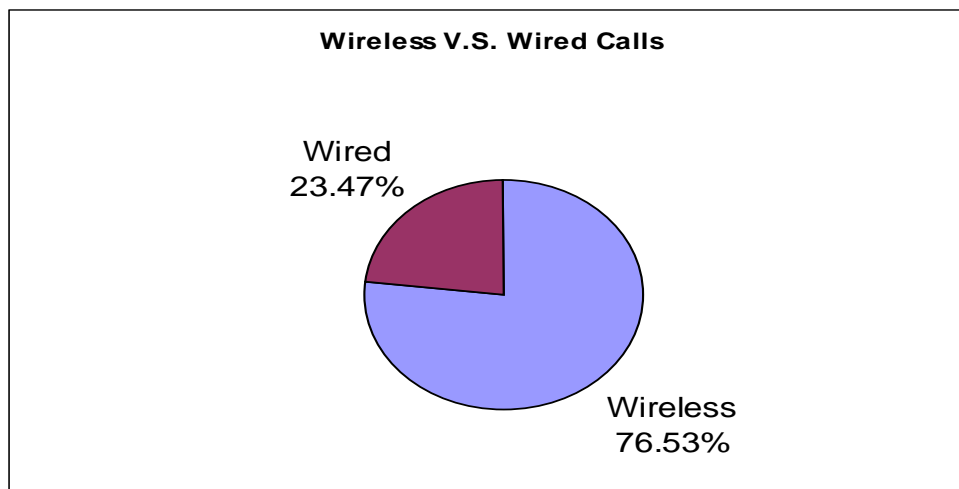
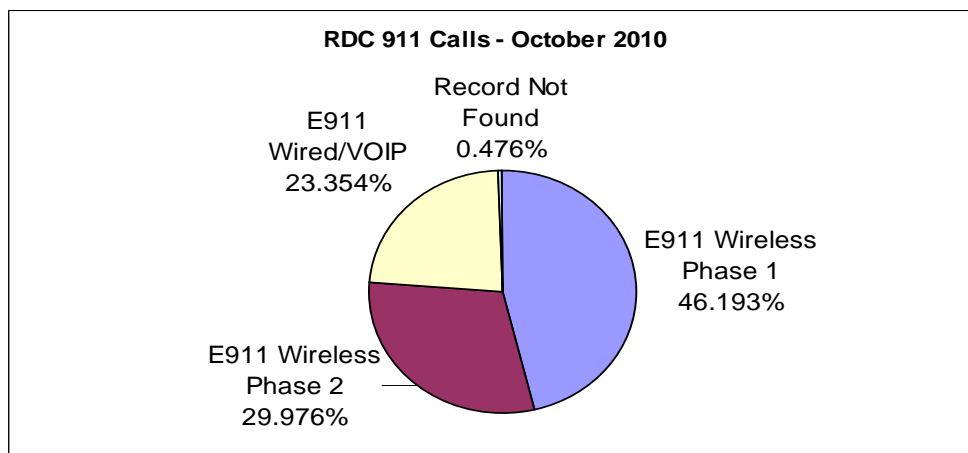




## Call Statistics Continued

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

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1165	46.19%
E911 Wireless Phase 2	756	29.98%
E911 Wired/VOIP	589	23.35%
Record Not Found	12	0.48%
<b>Total</b>	<b>2522</b>	





## Wireless Routing Sheets Processed

Carrier	Towers	Sectors
ATTMO	32	104

## MSAG Updates

MSAG Changes	Date
26	October 2010

## Events and Project Status

### Ongoing

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





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

- DIT continues to push out map updates to GeoComm systems.
- DIT continues to process routing sheets and generating wireless tower/sector maps.
- DIT continues to advise regarding Honolulu's Akimeka services contract.
- DIT continues to coordinate MSAG maintenance.

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

### • PSAP Operations

#### 9-1-1 Call Volume – October 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,173	1,063	33.5%	2,109	66.5%

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

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October	3,173	1,063	33.5%	2,109	66.5%	1	0.0%	614	19.4%
September	2,930	1,010	34.5%	1,920	65.5%	0	0.0%	543	18.5%
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%
<b>TOTAL YTD</b>	<b>29,561</b>	<b>10,655</b>	<b>36.1%</b>	<b>18,882</b>	<b>63.9%</b>	<b>24</b>	<b>0.1%</b>	<b>5,590</b>	<b>18.9%</b>
<b>AVG PER MO</b>	<b>2,956</b>	<b>1,066</b>		<b>1,888</b>		<b>2</b>		<b>559</b>	

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

**Notes:**

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

#### Wireless Test – October 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
10/12/10	Verizon Wireless	15	33	Kauai PSAP/Akimeka
10/28/10	AT&T Mobility	1	3	Kauai PSAP/Akimeka

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

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- **PSAP Operations (continued)**

- 10/01/10 -- 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. There have been no updates received to date.
  
- 10/01/10 -- Ongoing Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
  
- 10/01/10 -- Ongoing Akimeka personnel 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 was distributed internally within Akimeka for additional review.
  
- 10/01/10 -- Ongoing Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Questions were sent to Jennie Stein and are still under review.  
  
Sprint's CRS was audited, reviewed and returned with some discrepancies, which are currently under review.
  
- 10/01/10 -- Ongoing Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. A proposed Best Practices Model for Providing Emergency Medical Dispatch Services was forwarded to the Neighbor Island PSAPs for review and comments.
  
- 10/01/10 -- Ongoing Akimeka personnel finalized the 2010 Annual Audit for T-Mobile and are in the process of updating records. Validation by T-Mobile on one (1) tower is still pending.
  
- 10/14/10 -- 10/19/10 Verizon Wireless requested re-testing of their towers and sectors due to the installation of new MPC equipment. 57.5% of the calls were delivered as WPH2, with no rebid needed, and all of the calls plotted accurately on the Positron map.

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

• **MSAG**

**Current Month – October 2010**

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

Revised categories and report format changes effective April 2009.

**Year-to-Date (YTD) Summary – 2010**

									(a)	(b)	
KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October	5	5	5	0	0	0	0	0	0	0	
September	1	0	0	0	0	0	0	0	1	0	
August	42	42	39	0	0	2	1	0	2	0	
July	96	95	75	0	3	1	16	13	1	0	
June	47	47	27	0	0	20	0	0	0	0	
May	50	49	38	2	4	0	5	170	1	0	
April	42	40	18	0	4	6	12	40	2	0	
March	67	65	30	0	18	14	3	162	2	0	
February	39	38	17	2	11	7	1	66	1	0	
January	37	37	26	1	2	5	3	129	0	3	
<b>TOTAL YTD</b>	<b>426</b>	<b>418</b>	<b>275</b>	<b>5</b>	<b>42</b>	<b>55</b>	<b>41</b>	<b>580</b>	<b>10</b>		
<b>AVG PER MO</b>	<b>43</b>	<b>42</b>	<b>28</b>	<b>1</b>	<b>4</b>	<b>6</b>	<b>4</b>	<b>58</b>	<b>1</b>		

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

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

<b>Definitions:</b>	(a)	Represents customer address change requests 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 October 1, 2010 – October 31, 2010

- **Mapping Layers Updated/Loaded Into GIS – October 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	10/29/10			Per Sprint CRSS
	10/29/10			Per AT&T Mobility CRSS
	10/27/10		10/27/10	
	10/25/10			Per Sprint CRSS
	10/01/10			Per Mobi PCS CRSS
Street Centerlines			10/27/10	
	10/04/10			
Address Points			10/27/10	
	10/13/10			Edited Address Points per Grant Honma of the County of Kauai Planning Department.
Pseudo Address Points				
Parcels	10/29/10			
	10/28/10			
	10/27/10			
	10/26/10			
	10/25/10			
	10/22/10			
	10/13/10			Edited parcel addresses per Grant Honma of the County of Kauai Planning Department
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				

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

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- **Mapping Layers Updated/Loaded Into GIS – October 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		
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

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

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

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

- **Service Requests Transactions**

### Open Service Requests – October 2010 (September 28 – October 27, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	10/27/10	268	<u>Incorrect Address</u> : TN = 808/332-8088	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request in progress.

### 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	2	1	1	0	0	2	1	0	0	0	0
September	2	2	0	1	1	1	1	0	0	0	0
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
<b>TOTAL</b>	<b>11</b>	<b>10</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<u>Note:</u>		Open Service Requests reflect what is in pending status at the end of the report month.									

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