



STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD

December 2, 2010
11:30 A.M.

Comptroller's Conference Room
Kalanimoku Building
Room 410
1151 Punchbowl Street
Honolulu, Hawaii 96813

AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from November 9, 2010 Board Meeting
- 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. Review and Approval of Minutes from November 9, 2010 Board Meeting
 - b. Monthly Financial Report
 - c. Finalize date and location for Wireless Technology Workshop in January 2011

- d. Hawaii Request for Reimbursement for costs related to the Intergraph Users Group in the amount of \$3,006.81
- e. Review of FY2011 Spending Plan in regards to draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY
- f. Draft legislation to amend HRS 138 to expand the authority of the Board

VII. Announcements

VIII. Next meeting date – Thursday, January 13, 2010

IX. Adjournment.



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December 2, 2010
11:30 A.M.

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Minutes

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

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

Guest in Attendance: Thera Bradshaw, Thalia Burns, Tony Ramirez, John Thompson, Morris Tamanaha, Clement Chan, Kenison Tejada.

I. Call to order

Chair Saito called the meeting to order at 11:30 am

II. Introductions

Self introductions were made

III. Review and Approval of Minutes from November 9, 2010 Board Meeting

Jim Laclair made a motion to approve the Minutes from November 9, 2010 Board Meeting

Paul Ferreira seconded the motion

No discussion

Motion passed unanimously

IV. Committee Updates by Chairs.

- a. Finance Committee – Russell Lundberg – nothing to report
- b. Technical Committee – nothing to report
- c. Communications Committee - Paul Ferreira – nothing to report

V. PSAP Status Updates

- a. Kauai – Mark Begley – gave an update on the CAD procurement process
- b. Oahu – Gordon Bruce – nothing to report
- c. Molokai – Clayton Tom – 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 presented the November 2010 Financial Report

- a. Finalize date and location for Wireless Technology Workshop in January 2011

Paul Ferreira made a motion to move the Wireless Technology Workshop to the week of March 7, 2011

Russell Lundberg seconded the motion

No further discussion

Motion passed unanimously

- b. Hawaii Request for Reimbursement for costs related to the Intergraph Users Group in the amount of \$3,006.81

Goldie Cross made a motion to approve the Hawaii Request for Reimbursement for costs related to the Intergraph Users Group in the amount of \$3,006.81

Jim Laclair seconded the motion

No further discussion

Motion passed unanimously with Paul Ferreira abstaining from the vote

- c. Review of FY2011 Spending Plan in regards to draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY

Paul Ferreira made a motion to not introduce legislation to increase appropriations spending cap and emergency appropriations increase request for the current FY

Goldie Cross seconded the motion

No further discussion

Motion carried unanimously

d. Draft legislation to amend HRS 138 to expand the authority of the Board

Paul Ferreira presented remarks received from Time Warner Cable and NENA and then made a motion to recommend the draft language as amend with changes presented by Mark Begley

Goldie Cross seconded the motion

No further discussion

Motion passed unanimously

VII. Announcements

Paul Ferreira on behalf of the Board recognized the leadership and achievements of Chair Saito pending his departure due to the change in administrations.

VIII. Next meeting date – Thursday, January 13, 2010

IX. Adjournment.

The meeting was adjourned at 1:00 pm

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

• PSAP Operations

9-1-1 Call Volume – November 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,646	3,867	40.1%	5,779	59.9%

(*) 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	9,646	3,867	40.1%	5,779	59.9%	0	0.0%	993	10.3%
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%
TOTAL YTD	109,885	43,136	39.3%	66,746	60.7%	3	0.0%	12,452	11.3%
AVG PER MO	9,990	3,921		6,068		0		1,132	
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	1,958	932	47.6%	24.1%	1,026	52.4%	17.8%	0	0.0%	41	2.1%
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%
TOTAL YTD	20,571	9,899	48.1%	22.9%	10,664	51.9%	16.0%	8	0.0%	371	1.8%
AVG PER MO	1,870	900			969			1		34	
Note:	Total Calls include Administrative calls that are not direct 911 calls.										

Notes:

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

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

- **PSAP Operations (continued)**

Wireless Test – November 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

11/01/10 -- 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.

11/01/10 -- 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.

11/01/10 -- 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).

It has been discovered that different processes exist among the carriers. The processes are being reviewed to ensure compliance to the ongoing wireless maintenance procedures as outlined by NENA.

11/01/10 -- 11/05/10 Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Responses to the questions were received from Jennie Stein.

11/01/10 -- 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. Drafts are still under review by the committee.

11/18/10 -- 11/24/10 The use of the "Admin" telephone number for Sprint/Nextel's 9-1-1 overflow calls was not approved by the Hawai'i County PSAP. As such, Sprint/Nextel began the process to correct the routing of their 9-1-1 overflow calls by establishing a remote call forward (RCF) number via Hawaiian Telcom, Inc (HTI). The RCF number would be used in lieu of the "Admin" telephone number.

On behalf of the Hawai'i County PSAP, Akimeka coordinated and forwarded Hawai'i County's approval to Sprint/Nextel to establish a RCF number to the 9-1-1 network. Once Sprint/Nextel discovered that there would be non-recurring and recurring monthly charges, Sprint/Nextel needed to obtain the necessary internal approvals and authorization to proceed. The order was closed/cancelled at the request of HTI pending the acceptance of charges by Sprint/Nextel.

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

- PSAP Operations (continued)**

11/29/10 -- Akimeka personnel assisted Lieutenant Wana in the investigation of a 9-1-1 caller
11/30/10 complaint. The caller claimed that she did not place a call to 9-1-1.

In checking the PSAP's records, Dispatch received two (2) calls from the caller's wireless telephone number. A police officer called the wireless telephone number back and made arrangements to meet the caller at the location where the caller was. The alleged caller was adamant that she did not place a call to 9-1-1. As such, the officer checked her handset call log and no outbound calls to 9-1-1 were shown.

Trouble tickets were opened with both Hawaiian Telcom, Inc. (HTI) and AT&T Mobility to check their internal network logs for calls placed from the alleged caller's wireless telephone number. Both HTI and AT&T Mobility confirmed that two calls to 9-1-1 had been placed from the wireless telephone number in question.

Goldie Cross from AT&T Mobility agreed to handle the complaint and will be contacting the wireless subscriber to offer further assistance with her wireless services.

- MSAG**

Current Month – November 2010

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	187	145	74	50	4	0	17	0	42	0	0
Revised categories and report format changes effective April 2009.											

During the month of November 2010, 145 9-1-1Net requests were completed relating to the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of November 30, 2010.

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

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November	187	145	74	50	4	0	17	0	42	0	0
October	469	468	170	206	35	2	55	7,581	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
TOTAL YTD	2,656	2,295	776	843	250	217	209	15,793	361		
AVG PER MO	241	209	71	77	23	20	19	1,436	33		

(*) Applies to Change, Delete and Insert categories

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

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

• **Mapping Layers Updated/Loaded Into GIS – November 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				
		11/24/10		Per Nextel CRS
		11/19/10		Per AT&T Mobility CRS
		11/17/10		
		11/10/10		Per VZW CRS
		11/08/10		Per AT&T Mobility CRS
		11/05/10		Per VZW CRS
		11/04/10		

(*) 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 November 1, 2010 – November 30, 2010

- **Mapping Layers Updated/Loaded Into GIS – November 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		
Street Centerline				
Address Points				
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				
Police Beat Boundaries				
Police District				
Police ESZ				

(*) 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 November 1, 2010 – November 30, 2010

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

- 11/02/10 Akimeka personnel were trained on a new software: MapSAG 911 GIS Data Management System. This software will enhance current capabilities for locating and correcting errors in our spatial and attribute data.
- 11/12/10 Akimeka completed the DRAFT North Kohala ESZ District Maps requested by Captain Miyamoto. An electronic pdf file was sent via email to to Captain Miyamoto and Lieutenant Wana for approval.
- 11/12/10 -- 11/24/10 Akimeka started the effort to create new ESZ/ESN areas for the County of Hawaii.

Note: Akimeka's dedicated circuit was not working and Akimeka's IT personnel was deployed to get this resolved. Once the connection is re-established and working, Akimeka will update the GIS server in the PSAP. The upload is targeted for mid-December 2010.

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

- Service Requests Transactions

Open Service Requests – November 2010 (October 28 – November 26, 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. Service Request will be closed in December 2010.
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	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
6	11/12/10	278	<u>Incorrect Address:</u> TN = 808/880-9666	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 17, 2010.
7	11/12/10	282	<u>Incorrect Address:</u> TN = 808/965-9207	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 18, 2010.
Documented Items Per April 9 Intergraph Conference Call						
8	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. Pending since May 25, 2010.

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

- **Service Requests Transactions (continued)**

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	13	11	8	0	0	13	11	0	0	0	0
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
TOTAL	119	111	8	18	16	100	94	0	0	1	1
<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

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

• PSAP Operations

9-1-1 Call Volume – November 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,837	956	33.7%	1,881	66.3%

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	2,837	956	33.7%	1,881	66.3%	0	0.0%	681	24.0%
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%
TOTAL YTD	32,398	11,611	35.9%	20,763	64.1%	24	0.1%	6,271	19.4%
AVG PER MO	2,945	1,056		1,888		2		570	
<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 – November 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
11/18/10	Sprint	1	3	Kauai PSAP/Akimeka

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

- **PSAP Operations (continued)**

11/01/10 -- 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.

11/01/10 -- 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.

11/01/10 -- 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).

It has been discovered that different processes exist among the carriers. The processes are being reviewed to ensure compliance to the ongoing wireless maintenance procedures as outlined by NENA.

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11/01/10 -- 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. Drafts are still under review by the committee.

11/18/10 -- 11/24/10 The use of the "Admin" telephone number for Sprint/Nextel's 9-1-1 overflow calls was not approved by the Kauai County PSAP. As such, Sprint/Nextel began the process to correct the routing of their 9-1-1 overflow calls by establishing a remote call forward (RCF) number via Hawaiian Telcom, Inc (HTI). The RCF number would be used in lieu of the "Admin" telephone number.

On behalf of the Kauai County PSAP, Akimeka coordinated and forwarded Kauai County's approval to Sprint/Nextel to establish a RCF number to the 9-1-1 network. Once Sprint/Nextel discovered that there would be non-recurring and recurring monthly charges, Sprint/Nextel needed to obtain the necessary internal approvals and authorization to proceed. The order was closed/cancelled at the request of HTI pending the acceptance of charges by Sprint/Nextel.

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

• **MSAG**

Current Month – November 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	2	2	2	0	0	0	0	0	0	0	0

Revised categories and report format changes effective April 2009.

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
December											
November	2	2	2	0	0	0	0	0	0	0	0
October	5	5	5	0	0	0	0	0	0	0	0
September	1	0	0	0	0	0	0	0	1	0	0
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	428	420	277	5	42	55	41	580	10		
AVG PER MO	39	38	25	0	4	5	4	53	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 November 1, 2010 – November 30, 2010

- Mapping Layers Updated/Loaded Into GIS – November 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	11/24/10			Per Nextel CRS
			11/23/10	
	11/19/10			Per AT&T Mobility CRS
	11/17/10			
	11/08/10			
	11/05/10			
11/04/10				Per VZW CRS
Street Centerlines				
Address Points				
Pseudo Address Points				
Parcels	11/30/10			Parcels adjustments were made to improve the spatial accuracy of the existing parcels layers.
	11/29/10			
	11/24/10			
	11/23/10			
	11/22/10			
	11/19/10			
	11/12/10			
	11/10/10			
	11/09/10			
	11/08/10			
	11/05/10			
	11/04/10			
11/02/10				
11/01/10				
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				

(*) 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 November 1, 2010 – November 30, 2010

- **Mapping Layers Updated/Loaded Into GIS – November 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		
Medic Beat Boundaries				
Medical Facilities				
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 November 1, 2010 – November 30, 2010

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

Current Month GIS Activities – November 2010

Note: Although Akimeka's GIS work effort and services continued, uploads to the PSAP GIS Server were on hold pending contract renewal, with the exception of the WSP Cell Towers layer. Akimeka continued to upload the PSAP GIS Server for the WSP Cell Towers layer in order to not jeopardize the testing process.

With the official "Notice to Proceed" received from Kauai County on November 24, 2010, Akimeka resumed its normal process and will upload the PSAP GIS server accordingly.

11/02/10 Akimeka personnel were trained on a new software: MapSAG 911 GIS Data Management System. This software will enhance current capabilities for locating and correcting errors in our spatial and attribute data.

- Service Requests Transactions**

Open Service Requests – November 2010 (October 28 – November 26, 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	0	0	1	0	0	0	0	0	0	0	0
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
TOTAL	11	10	1	4	4	7	6	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

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

- PSAP Operations**

9-1-1 Call Volume – November 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,874	2,742	34.8%	5,132	65.2%
MOLOKAI	276	134	48.6%	142	51.4%

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

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November	7,874	2,742	34.8%	5,132	65.2%	0	0.0%	1,332	16.9%
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%
TOTAL YTD	89,702	30,274	33.8%	59,418	66.2%	10	0.0%	15,426	17.2%
AVG PER MO	8,155	2,752		5,402		1		1,402	
<u>Note:</u>	Total Calls include Administrative calls that are not direct 911 calls.								

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

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November	276	134	48.6%	142	51.4%	0	0.0%	28	10.1%
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%
TOTAL YTD	2,990	1,773	59.4%	1,214	40.6%	3	0.1%	492	16.5%
AVG PER MO	272	161		110		0		45	

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 – November 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
11/05/10	Verizon Wireless	Molokai	3	5	Molokai PSAP/ Akimeka

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

• PSAP Operations (continued)

11/01/10 -- 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.

11/01/10 -- 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.

11/01/10 -- 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).

It has been discovered that different processes exist among the carriers. The processes are being reviewed to ensure compliance to the ongoing wireless maintenance procedures as outlined by NENA.

11/01/10 -- 11/05/10 Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Responses to the questions were received from Jennie Stein.

11/01/10 -- 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. Drafts are still under review by the committee.

11/15/10 -- 11/18/10 Akimeka personnel received training on the Intergraph CAD in support of PSAP Operations.

11/18/10 -- 11/24/10 The use of the "Admin" telephone number for Sprint/Nextel's 9-1-1 overflow calls was not approved by the Maui and Molokai PSAPs. As such, Sprint/Nextel began the process to correct the routing of their 9-1-1 overflow calls by establishing a remote call forward (RCF) number via Hawaiian Telcom, Inc (HTI). The RCF number would be used in lieu of the "Admin" telephone number.

On behalf of the Maui and Molokai PSAPs, Akimeka coordinated and forwarded Maui County's approval to Sprint/Nextel to establish a RCF number to the 9-1-1 network. Once Sprint/Nextel discovered that there would be non-recurring and recurring monthly charges, Sprint/Nextel needed to obtain the necessary internal approvals and authorization to proceed. The order was closed/cancelled at the request of HTI pending the acceptance of charges by Sprint/Nextel.

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

• PSAP Operations (continued)

- 11/22/10 Akimeka performed site testing at the Maui Dispatch Center on the new ESN layers.

- 11/24/10 Akimeka provided the Maui Police Department (MPD) with an equipment quote for new computers and peripherals to replace the computers utilized for the 9-1-1 Wireless GIS mapping in the PSAP. The MPD GIS mapping computers are approximately seven (7) years old on average, which exceeds the useful life cycle expectancy of a computer that is utilized for 9-1-1 service. The MPD IT group will evaluate and include the quote into their procurement and purchase order.

- 11/24/10 At the request of the Maui Police Department, Akimeka submitted a Hand Receipt to Captain Lawrence Hudson for the Intergraph Build Machine. The Intergraph Build Machine is a computer that is utilized to convert ESRI formatted files into the correct format utilized by the Intergraph CAD system's mapping module. The Hand Receipt is a formal document which states that Akimeka has custodial possession of the build machine and is responsible for the equipment until instructed by the Maui Police Department to return the Intergraph Build Machine.

• MSAG

Current Month – November 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
MAUI COUNTY	87	87	42	33	2	2	8	0	0	0	0
Revised categories and report format changes effective April 2009.											

During the month of November 2010, 87 changes were completed relating to the Maui County MSAG database. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of November 30, 2010.

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

• **MSAG (continued)**

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	87	87	42	33	2	2	8	0	0	0	0
October	165	165	94	38	2	7	24	7,267	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
TOTAL YTD	1,508	1,451	411	454	288	225	73	8,363	57		
AVG PER MO	137	132	37	41	26	20	7	760	5		

(*) Applies to Change, Delete and Insert categories

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

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

• **Mapping Layers Updated/Loaded Into GIS – November 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/Molokai	11/24/10			Per Nextel CRS
	Maui	11/17/10			
	Maui	11/05/10			Per AT&T Mobility CRS
	Maui	11/04/10			Per VZW CRS
	Maui/Molokai	11/01/10			Per T-Mobile Annual Audit
Street Centerlines	Maui	11/29/10			
	Maui	11/23/10			
	Maui	11/22/10			
	Maui	11/10/10			

(*) 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 November 1, 2010 – November 30, 2010

- Mapping Layers Updated/Loaded Into GIS – November 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		
Address Points	Maui	11/29/10			
	Maui/Molokai	11/23/10			
	Maui	11/22/10			
Pseudo Address Points					
Parcels					
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
MSAG Communities					
Major Roads					
Medic Beat Boundaries					
Medic 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 November 1, 2010 – November 30, 2010

- Mapping Layers Updated/Loaded Into GIS – November 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		
Medical Facilities					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ	Maui	11/12/10			
	Maui	11/10/10			
	Maui	11/09/10			
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

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

Note: The Parcels layer is provided by Maui County.

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

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

Current Month GIS Activities – November 2010

- 11/02/10 Akimeka personnel were trained on a new software: MapSAG 911 GIS Data Management System. This software will enhance current capabilities for locating and correcting errors in our spatial and attribute data.
- 11/15/10 -- Akimeka GIS personnel received training on the Intergraph CAD. The training
11/18/10 included Maui's map flow process and how to upload a new map to the Maui PSAP's test database and workstation.
- 11/29/10 -- Akimeka GIS personnel are in the process of editing a map book of ESNs for the
11/30/10 County of Maui.

- **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 November 1, 2010 – November 30, 2010

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2010

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	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
TOTAL	19	16	3	10	9	9	7	0	0	0	0

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
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.

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

REIMBURSEMENTS TO HAWAII POLICE DEPARTMENT
 Travel Expenses For Attendance At The 2010 Intergraph User Annual Conference
 Las Vegas, Nevada
 (August 28 to September 3, 2010)

ATTENDEE	AIRFARE	PER DIEM	CAR, GAS, & PARKING (Shuttle)	REGISTRATION FEES	TOTALS
Linda Nako System Analyst IV	\$1,025.81	\$1,082.00		\$899.00	\$3,006.81
Totals	\$1,025.81	\$1,082.00	\$0.00	\$899.00	\$3,006.81


Hawaii Wireless Enhanced 911 Board Travel Reimbursement Summary Form, with copies of County of Hawaii Travel Certificates and copies of receipts attached.

PSAP TRIP REPORT WORKSHEET

(To be completed after travel/attendance at conference)

1. The purpose of this form is to provide a means for County or individual PSAP site representatives to report on the purpose and benefits gained in attending the conference/meeting. Completion of this form is a requirement for obtaining reimbursement from the State of Hawaii Wireless Enhanced 911 Board for conference attendees. This form must be submitted by each attendee, with the completed PSAP Reimbursement Request Worksheet, which was used to obtain approval from the State of Hawaii Wireless Enhanced 911 Board to attend the conference/meeting.

2. ATTENDEE INFORMATION

- a. PSAP/County: **Hawai'i Police Department**
- b. Individual Submitting Request: **Linda Nako**
- c. Rank/Title: **Systems Analyst V**
- d. Telephone Number: **(808)961-2394** Email Address: **lnako@co.hawaii.hi.us**
- e. Contact/Address for Reimbursement Payments: **349 Kapiolani Street, Hilo, HI 96720**
- f. Total Amount Requested: **\$3,006.81**
- g. Signature of Requestor/Traveler: 

h. CONFERENCES OR MEETINGS RELATED TO WIRELESS E9-1-1

Name and Description of Conference/Meeting ¹	Dates of Conference/Meeting	Cost of Conference/Meeting ²
1. 2010 Intergraph Conference Las Vegas, Nevada	Aug 28 to Sept 3, 2010	\$3,006.81

Please provide an explanation of:

a. Relevance of your position in the PSAP to the courses/sessions attended:

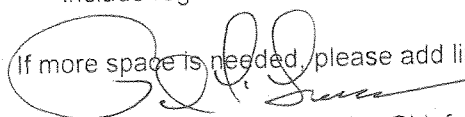
System's Analyst V Linda Nako, responsible for the maintenance of our department's computer systems to include the Intergraph Computer Aided Dispatch (CAD) system.

b. The benefit gained by attendance to the specific course/sessions:

The benefit gained by attendance is to understand the progress of NG-911 and to know what Intergraph's plans are to upgrade their systems to support the future trends that affect our ability to efficiently answer 911 calls and locate the emergency. Intergraph's next version of CAD (9.1) and Mobile (9.1) will be Nextgen ready and run on the new geospatial platform that will be compatible with other mapping formats such as Google maps and ARC Info.

- 1. Include a copy of the Conference or Meeting Brochure/Registration Form if available.
- 2. Cost should include invoices/receipts of all costs associated with attendance at conference to include registration fees, airfare, lodging, transportation and per diem.

If more space is needed, please add lines to the tables or copy this page.


Paul K. Ferreira, Deputy Police Chief

OCT 18 2010

Signature of PSAP Representative on WE911 Board and Date

Certificate of Travel and Claim for Expenses

Department Hawaii County Police Department Date 09/14/10
March 16, 2010

Name Linda Nako Position/Title Systems Analyst V

Address/City/State/Zip c/o 349 Kapiolani Street, Hilo, HI 96720

I certify that I traveled from Hilo to Nashville/ / Las Vegas, NV
 on official business for the County of Hawaii.

Date travel began June/13/2010/ 08/28/10 Time 1954
 Date travel ended June/18/2010 09/03/10 Time 1540

Purpose of travel attend 2010 Intergraph User Conference in Nashville, Tennessee

COST OF TRIP:		975.81
Air transportation		\$ <u>11/945/80</u>
Per diem (<u>6</u> days at \$ <u>145.00</u> per day)		\$ <u>870.00</u>
Meal allowance for non-overnight travel		\$ _____
Other allowable expenses* (Itemize and attach receipts):		
1. Excess lodging		\$ <u>212.04</u>
2. Baggage-1st bag		\$ <u>50.00</u>
3. _____		\$ _____
4. _____		\$ _____

*Calculation of excess hotel cost: Daily cost of hotel \$ <u>155.68</u> Less <u>(85.00)</u> Daily excess allowed \$ <u>70.68</u> X <u>3</u> days = \$ <u>212.04</u> (enter above as other allowable expense)

TOTAL COST OF TRIP	\$ <u>2,107.85</u>
Less air fare and amount advanced by county	\$ <u>13/077/84</u>
AMOUNT CLAIMED BY ME	\$ <u>1,845.81</u>
	\$ <u>262.04</u>

U-drive cost if to be paid separately: \$ _____

This certificate includes _____ gallons of gasoline for which the federal excise tax has been paid. Receipts are attached. If reporting gasoline purchases on this certificate, submit one extra copy upon completion of travel.

APPROVED:

[Signature]
 Department Head or Authorized Signature

Linda Nako
 Signature of Claimant

CPA or PC No. 010-201-5216.21-115

Section 2-100(a) of the Hawaii County Code requires this certificate to be filed with the Department of Finance within five working days of the completion of travel. Failure to comply with this legal requirement may result in denial of future advance payments of per diem.

For Department Use Only. Complete If Travel Above Includes Meal Allowance or Same Day Per Diem.

Employee No.	Pay Code	Taxable Amount	Destination
_____	_____	_____	_____

Logout

Registration Support:

Phone Support
+1.256.730.1000
1.800.730.4647 (US Toll Free)
E-mail Support

Registration Information

Contact Information

Name: Linda Nako
Email Address: lnako@co.hawaii.hi.us
Address: 349 Kapiolani Street
Hilo, HI 96720
US
Telephone: 8089612394
Company: Hawaii Police Department
Job Title: Systems Analyst V

Login Information

User Name: lindanako
Password: *****

User Profile

Industry/Focus Area: Which of the following is most applicable to you? Public Safety - Emergency Services
What is your position level? Technical User
Is this your first time at an Intergraph users conference? No
Intergraph employee name that referred you, if any

Hotels

Hotel Name	Room Type	Rate	CF
Gaylord Opryland Nashville	Standard Room	\$179.00	Su

Purchased Items

Order ID	Item	Payment Type
7919 print invoice	Full Conference Registration (Alumni)	Credit Card

You will receive a charge on your credit card statement that reads "Intergraph"

899-

Conference cancelled. Credit used for Conference in Las Vegas on 8/28-9/3/10.

<https://portal.intergraph2010.com/portal/myAccount.wv>

3/19/2010

REGAL TRAVEL



Regal Travel Inc.
 163 Kilauea Ave. Suite 310
 Hilo, HI 96720
 P: (808) 935-5796 F: (808) 961-513
 http://www.regaltravel.com
 ask@regaltravel.com

Invoice No. : 500004726
 Invoice Date : 6/17/2010
 Travel Consultant : Mike Malinowski
 Cust No. : 1415473
 Group No. :
 Page No. : 1

County Of Hawaii
 County Council
 25 Aupuni St Room 118
 Hilo, HI 96720

Air Reservation

Vendor	: Hawaiian Airlines	Confirmation	: NMPCRW
Record Locator	: NMPCRW	Booking Status	: Confirmed
No. of Passengers	: 1		
Start Date	: 8/22/2010	End Date	: 9/6/2010
Passengers	: Nako/Linda	Tkt 7848047742	Tkt Am 83.80

EXCHANGED ORIGINAL TICKET FOR TRAVEL ON 11JUN FOR NEW TICKET TRAVEL DATE 22AUG (Original cost \$842.01)

TOTAL ADDITIONAL COLLECTION \$113.80

Flights

Hawaiian Airlines Sun 22 Aug Depart Honolulu (HNL) 10:10 Terminal Z
 Flight 8 Mon 23 Aug Arrive Las Vegas (LAS) 6:50 A Terminal 2
 Aircraft Type : 763 Meal : Snack
 Flight Duration : 5 hours and 40 minutes Locator : GPFSVD
 # of Stops : 0

Nako/Linda Status : Confirmed

Hawaiian Airlines Mon 06 Sep Depart Las Vegas (LAS) 2:45 A Terminal 2
 Flight 17 Mon 06 Sep Arrive Honolulu (HNL) 5:55 A Terminal Z
 Aircraft Type : 763 Meal : Snack
 Flight Duration : 6 hours and 10 minutes Locator : GPFSVD
 # of Stops : 0

Nako/Linda Status : Confirmed Seat No : 38C

Hawaiian Airlines Mon 06 Sep Depart Honolulu (HNL) 7:09 A Terminal Z
 Flight 112 Mon 06 Sep Arrive Hilo (ITO) 8:00 A
 Aircraft Type : 717 Flight Duration : 51 minutes
 Locator : GPFSVD # of Stops : 0

Nako/Linda Status : Confirmed

Reservation Amount	83.80
This Invoice Amount	83.80
Prior Invoiced Amount	0.00
Balance	0.00

JUN 21 14 23

	\$	<u>Total</u>
Reservation Totals		83.80
Agency Fee	\$	50.00
Grand Total	\$	133.80
Prior Invoice Totals	\$	0.00
This Invoice Totals	\$	133.80
Paid By Credit Card MC XXXXXXXXXXXXX4346:		\$ (133.80)
Balance:		\$ 0.00

Thank you for choosing Regal for your travel planning.
 Please note of the Rule and Restrictions with your purchase:
 Tickets are nonrefundable, non transferable and no name changes are
 allowed.
 Date or Itinerary changes are subject to penalties plus any fare
 differences.
 Baggage policies vary by airlines and are subject to change at any
 time.
 Please check with airlines for updated baggage policy.
 Check-in at least 2 hrs prior to departure with a valid government
 issued photo ID.
 Please reconfirm your flights directly with the airlines within 24
 hrs of departure.



Linda Nako
349 Kapiolani St
Hilo, HI 96720

Room No. 31161
Conf No. 103084327
Arrival 08/30/10
Departure 09/02/10

DATE	DESCRIPTION	CHARGES	CREDITS
08/30/10	Deposit Applied		155.68
08/30/10	ARIA Room Revenue	139.00	
08/30/10	ARIA Room Tax - 12%	16.68	
08/31/10	ARIA Room Revenue	139.00	
08/31/10	ARIA Room Tax - 12%	16.68	
09/01/10	ARIA Room Revenue	139.00	
09/01/10	ARIA Room Tax - 12%	16.68	
09/02/10	American Express XXXXXXXXXXXX1001 XX/XX		311.36
Total		467.04	467.04
Balance		0.00	

EXCESS BAGS RECEIPT



NAKO/LINDA
 Date: 22AUG10 HA 8 H
 Flight: Honolulu
 Arrives: Las Vegas
 Excess Bags Cost: USD 25.00

Date of Issue: 22AUG10
 Place of Issue: AIRPORT HA
 MSR Number: 1730614043100
 Record Locator: GPF SVD
 Form of Payment: CREDIT CARD
 Card Number: XXXXXXXXXXXX1001

Cost Details
 First Bag: 25.00
 Second Bag: 0.00
 Excess Bags: 0.00
 Oversize Bags: 0.00
 Overweight Bags: 0.00
 Surfbords: 0.00
 Additional Cost: 25.00

EXCESS BAGS PURCHASE

PASSENGER TICKET AND BAGGAGE CHECK

2 HAWAIIAN AIRLINES
 REFUNDABLE ONLY WITH
 RELATED FLIGHT CPN
 RETAIN THIS RECEIPT
 THROUGHOUT YOUR
 JOURNEY

FOR CONDITIONS OF
 CONTRACT SEE
 PASSENGER TICKET AND
 BAGGAGE CHECK

NOT VALID FOR TRAVEL
 NOT VALID FOR TRAVEL


NOT VALID FOR TRAVEL
 NOT VALID FOR TRAVEL

NOT VALID FOR TRAVEL
 NOT VALID FOR TRAVEL

FARE: USD 60.00
 TAX: NA
 TOTAL: USD 60.00
 01 T/P SECOND BKG
 04 T/P FIRST BKG
 LASHN: HA HNL10-HA

HAWAIIAN AIRLINES
 NAKO/LINDA
 NOT VALID FOR
 TRANSPORTATION
 PSGR TICKET 1737848047742
 06SEP10 50848011
 LAS-4MF / LAS-VEGAS
 25.00
 35.00

JANUARY 2011

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
						1
2	3	4	5	6	7	8
9	10	11 Committee	12	13 Board	14 Furlough	15
16	17 Holiday	18	19	20	21	22
23	24	25	26	27	28 Furlough	29
30	31	Notes: 				



ALA MOANA
HOTEL

October 22, 2010

REVISED

Mr. Glenn Roach
PSAP Forum
1296 Kapiolani Boulevard
Suite 2702
Honolulu, Hawaii 96814

Re: PSAP Forum
January 10 & 11, 2011

Dear Glenn:

It is a pleasure to assist you with your request to reserve the following banquet room(s) for your upcoming event(s) on:

Monday, January 10, 2011

Meeting, 8:00 a.m. – 5:00 p.m.
Pakalana/Anthurium, 30 Guests

ROOM RENTAL FEE: \$385.00 + 5% Service Fee + 4.712% State Tax
(We will waive the room fee with the purchase of our
Meeting Planner's Package I for a minimum of 30 Guests)

Tuesday, January 11, 2011

Meeting, 8:00 a.m. – 5:00 p.m.
Pakalana/Anthurium, 30 Guests

ROOM RENTAL FEE: \$385.00 + 5% Service Fee + 4.712% State Tax
(We will waive the room fee with the purchase of our
Meeting Planner's Package I for a minimum of 30 Guests)

DEPOSIT RECEIVED: \$150.00



ALA MOANA HOTEL

MEETING PACKAGE I
(Minimum of 30 persons)

Pre-Meeting:

Orange, Pineapple and Guava Juices
Assortment of Sliced Fresh Fruits
Assorted Danish, Muffins, and Croissants
Bagels and Cream Cheese
Freshly Brewed Lion's Coffee, Decaffeinated Coffee or Hot Tea

Mid Morning Break:

Freshly Brewed Lion's Coffee, Decaffeinated Coffee or Hot Tea

Deli Luncheon Buffet:

Corn and Bacon Chowder
Island Garden Greens with Choice of (2) two Dressings
Assortment of Sliced Fresh Fruits
Potato and Macaroni Salad
Penne Pasta Salad

Cold cuts to include:

Oven Roasted Ham, Turkey Breast, Roast Beef, Deviled Egg Salad
Swiss, Cheddar and American Cheeses

Breads:

Assorted Selection of Breads

Butter Lettuce Leaves, Sliced Onions and Tomatoes
Dijon Mustard, Mayonnaise and Ketchup

Chef's Selection of Cakes and Pies

Freshly Brewed Lion's Coffee, Decaffeinated Coffee, Hot or Iced Tea

Afternoon Break:

Freshly Baked Cookies and Chef's Awesome Brownies
Assorted Soft Drinks and Juices

\$43.00