LINDA LINGLE
GOVERNOR

RUSS K. SAITO
Comptroller

SANDI YAHIRO
Deputy Comptroller

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD
Joint Technical & Finance Committee Meeting

March 10, 2010
10:00 a.m.

Honolulu Fire Department Headquarters
Conference Room
636 South St @ Queen
Honolulu, Hawaii 96813

AGENDA

I. Call to order.

II. Introductions

III. Review and Approval of Minutes from February 10, 2010 Joint Technical & Finance Committee Meeting.

IV. Items for Discussion, Consideration and Action

    a. Finance Committee
        i. Monthly Financial Report
        ii. Expenditure Plan for FY2010 Budgeted items
        iii. Authorization to send the Executive Director, Board Members and PSAP Representatives to the NENA Annual Conference in Indianapolis, IN, June 5-10, 2010

    b. Technical Committee
        i. Update on TracFone Certification Request
        ii. Update on 9-1-1 Assessment

    c. Joint Committees
        i. FCC Request for Information on use of 9-1-1 funds
        ii. Legislative Update
        iii. Request for Reimbursement for Honolulu PD CAD Maintenance increasing the budget line item from $91,719. To $222,030.11
        iv. Reallocation of currently budgeted funds to cover the costs of a Request for Reimbursement from the Maui Police department in an amount of $47,800 for an upgrade to the Positron Mapping System to support Pictometry imagery.

  v. Reallocation of currently budgeted funds to cover the costs of a Request for Reimbursement from the Maui Police Department in an amount not to exceed $70,000 for the procurement of Alcatel-Lucent Fortinet Encryption System in support of 9-1-1 response

  vi. Reallocation of currently budgeted funds to cover the costs of a Request for Reimbursement from the Maui Police Department in an amount not to exceed $100,000 for the procurement of BizTalk Interface in support of 9-1-1 response.

V. Announcements.

VI. Next meeting date and location – Wednesday, April 7, 2010

VII. Adjournment.

LINDA LINGLE
GOVERNOR
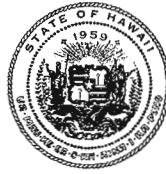
RUSS K. SAITO
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STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD
Joint Technical & Finance Committee Meeting

March 10, 2010
10:00 a.m.

Honolulu Fire Department Headquarters
Conference Room
636 South St @ Queen
Honolulu, Hawaii 96813

Minutes

Members in Attendance: Russell Lundberg, Victor Ramos, Eric Knutzen, Clayton Tom, Goldie Cross, Paul Ferreira, Tony Ramirez, Marie McCauley, Clement Chan, Scott Yagihara, Kenison Tejada

Staff in Attendance: Courtney Tagupa, Glenn Roach

Guest in Attendance: David Peck, Major John Thompson, Thalia Burns, Ah Lan Leong, Maria Abbatiello, Lani Natividad

I. Call to order.

The meeting was called to order at 10:00 A.M.

II. Introductions

Introductions were made

III. Review and Approval of Minutes from February 10, 2010 Joint Technical & Finance Committee Meeting.

Motion was made by Russell Lundberg to approve the minutes of the February 10, 2010 Joint Technical and Finance Committee Meeting

Seconded by Paul Ferreira

Motion carried by unanimous vote

IV. Items for Discussion, Consideration and Action

    a. Finance Committee
       i. Monthly Financial Report – Mr. Tagupa presented the Monthly Financial Report
          1. For month of February cash position is $10,482,073.56.
          2. During the month we increased cash flow $380,862.43.
          3. Net cash receipts amounted to $836,487.20. Expenditures during February, $109,000.
          4. Cash disbursements: YTD-paid for $3,717,000. against a $9M budget
       ii. Expenditure Plan for FY2010 Budgeted items-included in above discussion.
       iii. Authorization to send the Executive Director, Board Members and PSAP Representatives to the NENA Annual Conference in Indianapolis, IN, June 5-10, 2010
          1. Executive Director presented the estimates at $3000 per person

Motion was made by Mr. Knutzen to authorize the Executive Director, Board Members and PSAP representatives with a limit of 2 per PSAP with additional representation from the NENA/APCO Pacific Chapter Leadership, not to exceed $48,000 to attend NENA 2010 June 5-10, in Indianapolis; the expenditures will be taken from FY 2011.

Motion was seconded by Paul Ferreira

Motion carried unanimously

    b. Technical Committee
       i. Update on TracFone Certification Request

          Executive Director presented an update on the TracFone Certification. He noted there were some operational issues with the PSAPs due to the fact that TracFone does not have their own NENA ID. He stated that in his opinion there is no reason to deny their certification and to bring up the operational issues with the FCC in relationship to a future NFPRM. He recommended statewide certification.

Consensus of the Joint Committee was for each one of the PSAPs to provide individual certification.

       ii. Update on 9-1-1 Assessment

          The Executive Director presented a sample survey for the 9-1-1 Assessment

          No further action was required

    c. Joint Committees
       i. FCC Request for Information on use of 9-1-1 funds

The Executive Director presented the request from the FCC related to the use of 9-1-1 Funds
No further action required.

ii. Legislative Update

The Executive Director presented the update on current Hawaii Legislative action related to 9-1-1

No further action was required

iii. Request for Reimbursement for Honolulu PD CAD Maintenance increasing the budget line item from $91,719. To $222,030.11

Motion was made by Mr. Ramirez for the Technical Committee to move the item for approval to the Finance Committee

Motion was seconded

Motion carried unanimously

Motion was made and seconded by the Finance Committee to approve the request

Motion carried unanimously

iv. Reallocation of currently budgeted funds to cover the costs of a Request for Reimbursement from the Maui Police department in an amount of $47,800 for an upgrade to the Positron Mapping System to support Pictometry imagery.

v. Reallocation of currently budgeted funds to cover the costs of a Request for Reimbursement from the Maui Police Department in an amount not to exceed $70,000 for the procurement of Alcatel-Lucent Fortinet Encryption System in support of 9-1-1 response

vi. Reallocation of currently budgeted funds to cover the costs of a Request for Reimbursement from the Maui Police Department in an amount not to exceed $100,000 for the procurement of BizTalk Interface in support of 9-1-1 response.

Motion was made by Ms. Cross for the Technical Committee to move items iv, v, vi for approval to the Finance Committee

Motion was seconded by Mr. Ramirez

Motion carried unanimously

Motion was made by Mr. Lundberg for the Finance Committee to approve items iv, v, vi

Motion was seconded by Mr. Knutzen

Motion carried unanimously

V. Announcements

Mr. Ferreira recommended that the Board consider moving the Committee and full Board Meetings to a location that can accommodate larger attendance.

Mr. Tagupa announced that we would begin the budget process next month

Mr. Tejada provided an update on the planning of the "PSAP Forum" to be held on March 31, 2010

VI. Next meeting date and location

Ms. Cross made the recommendation to move the Joint Committee Meetings to either the Friday or Tuesday prior to the Board Meeting to accommodate participation by all members.
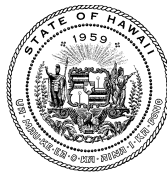
VII. Adjournment.

Meeting was adjourned at 11:38 AM

Wireless Enhanced 911 Board
Joint Technical/Finance Committee

March 10, 2010

10:00 a.m.
Honolulu Fire Department Headquarters
Conference Room
636 South St @ Queen
Honolulu, Hawaii 96813

Name	Agency	Phone
1. SCOTT YAGIHARA	KAUAI PD	
2. VICTOR K RAMO	MAUI PD	
3. ANTONIO RAMIREZ	AKIMEKA LLC	
4. CLAYTON TOM	MAUI POLICE DEPT.	
5. PAUL FERREIRA	HAWAII POLICE	
6. Kenison Tejada	Honolulu Fire	
7. David Peck	Pictometry	
8. Clement Chau	C & C DIT	
9. PATRICK Chau	HPD ITD	
10. JOHN THOMPSON	HPD ITD	
11. MARIE McCAULEY	HPD COMMUNICATIONS	
12. Thalia Bourns	Hpd Comm	
13. Ah Lan Leong	HPD Comm	
14. MARIA ALEMNANA	HPD Comm	
15. Lani Natividad	HPD Comm	
16. Eric Kauteen	County of Kauai	
17. Goldie Cross	ATT	
18. COURTNEY TAGUPA	Akimeka TECH	
19. RUSSELL LUNDBERG	MOBI PCS	

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SANDI YAHIRO
Deputy Comptroller

March 9, 2010

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

From: Glenn Roach – Executive Director

Subject: Legislative Update

The following Bills related to the Board and/or 9-1-1 are currently being tracked:

HB2274

Measure Title:	**RELATING TO THE WIRELESS ENHANCED 911 FUND.**
Report Title:	**Wireless Enhanced 911 Fund; Independent Audit**
Description:	**Requires an independent audit of the wireless enhanced 911 fund annually. Specifies that the audit shall include information on the status of projects undertaken or planned by public safety answering points. Specifies that the results of the audit shall be included in the board's annual report to the legislature.**
Companion:	
Package:	**None**
Current Referral:	**PBS, CPC, FIN**
Introducer(s):	**HANOHANO, PINE, Awana, Nakashima, Takumi**

Date		Status Text
1/21/2010	H	Pending introduction.
1/22/2010	H	Introduced and Pass First Reading.
1/22/2010	H	Referred to PBS, CPC, FIN, referral sheet 4
1/26/2010	H	Bill scheduled to be heard by PBS on Thursday, 01-28-10 9:45am in House conference room 309.
1/28/2010	H	The committees on PBS recommend that the measure be PASSED, UNAMENDED. The votes were as follows: 9 Ayes: Representative(s) Hanohano, Aquino, Awana, Keith-Agaran, M. Lee, Nakashima, Rhoads, Takumi, Yamashita; Ayes with reservations: none; Noes: none; and 3 Excused: Representative(s) Saiki, Souki, Pine.
2/2/2010	H	Reported from PBS (Stand. Com. Rep. No. 50-10), recommending passage on Second Reading and referral to CPC.
2/2/2010	H	Passed Second Reading and referred to the committee(s) on CPC with none voting no (0) and Representative(s) McKelvey, Pine, Tokioka excused (3).
2/3/2010	H	Bill scheduled to be heard by CPC on Monday, 02-08-10 2:00 PM in House conference room 325.
2/8/2010	H	The committee(s) recommends that the measure be deferred.

HB2542 HD1

Measure Title: RELATING TO NON-GENERAL FUNDS.

Report Title: Transfer of Non-general Funds

Description: Addresses the fiscal year 2009-2010 budget shortfall by transferring to the general fund an unspecified amount of excess balances from certain special funds. Effective July 1, 2020. (HB2542 HD1)

Companion: SB2695

Package: Gov

Current Referral: WAM

Introducer(s): SAY (BR)

Date		Status Text
1/25/2010	H	Pending introduction.
1/27/2010	H	Introduced and Pass First Reading.
1/27/2010	H	Referred to FIN, referral sheet 7
2/12/2010	H	Bill scheduled to be heard by FIN on Wednesday, 02-17-10 10:00AM in House conference room 308.
2/17/2010	H	The committee(s) recommends that the measure be deferred.

2/19/2010	H	Bill scheduled for decision making on Monday, 02-22-10 4:30PM in conference room 308.
2/22/2010	H	Broadcast of hearing/briefing available. See: www.capitoltv.org
2/22/2010	H	The committees on FIN recommend that the measure be PASSED, WITH AMENDMENTS. The votes were as follows: 17 Ayes: Representative(s) M. Oshiro, M. Lee, Aquino, Awana, Brower, Choy, Coffman, Har, Keith-Agaran, C. Lee, Nishimoto, Sagum, Tokioka, Wooley, Yamashita, Finnegan, Ward; Ayes with reservations: none; Noes: none; and Excused: none.
2/26/2010	H	Reported from FIN (Stand. Com. Rep. No. 499-10) as amended in HD 1, recommending passage on Second Reading and placement on the calendar for Third Reading.
2/26/2010	H	Passed Second Reading as amended in HD 1; placed on the calendar for Third Reading with none voting no (0) and Bertram, Souki, Thielen, Tokioka excused (4).
3/2/2010	H	Passed Third Reading with Representative(s) Hanohano voting no (1) and none excused (0). Transmitted to Senate.
3/3/2010	S	Received from House (Hse. Com. No. 201).
3/3/2010	S	Passed First Reading.
3/3/2010	S	Referred to WAM.

SB2620 SD1

Measure Title:	RELATING TO THE WIRELESS ENHANCED 911 FUND.
Report Title:	Wireless Enhanced 911 Fund; Independent Audit
Description:	Requires an independent audit of the wireless enhanced 911 fund annually. Specifies that information on the status of projects undertaken or planned by public safety answering points, and the results of the audit shall be included in the board's annual report to the legislature. (SD1)
Companion:	HB2274
Package:	None
Current Referral:	EDT/PSM, WAM
Introducer(s):	KIDANI, ESPERO, HOOSER, Baker, Bunda, English, Galuteria, Ihara, Kim, Nishihara, Tsutsui

Date		Status Text
1/22/2010	S	Introduced.
1/25/2010	S	Passed First Reading.
1/27/2010	S	Referred to EDT/PSM, WAM.
1/28/2010	S	The committee(s) on EDT/PSM added the measure to the public hearing scheduled on 2/1/2010 1:30:00 PM in conference room 016.

1/29/2010	S	The committee(s) on EDT/PSM deleted the measure from the public hearing scheduled on 2/1/2010 1:30:00 PM in conference room 016.
2/1/2010	S	The committee(s) on EDT/PSM has scheduled a public hearing on 02-05-10 2:30pm in conference room 016.
2/5/2010	S	The committee(s) on EDT recommend(s) that the measure be PASSED, WITH AMENDMENTS. The votes in EDT were as follows: 4 Aye(s): Senator(s) Fukunaga, Baker, Ige, Slom; Aye(s) with reservations: none ; 0 No(es): none; and 1 Excused: Senator(s) Hee.
2/5/2010	S	The committee(s) on PSM recommend(s) that the measure be PASSED, WITH AMENDMENTS. The votes in PSM were as follows: 4 Aye(s): Senator(s) Espero, Gabbard, Galuteria, Kidani; Aye(s) with reservations: none ; 0 No(es): none; and 3 Excused: Senator(s) Bunda, English, Hemmings.
2/10/2010	S	Reported from EDT/PSM (Stand. Com. Rep. No. 2150) with recommendation of passage on Second Reading, as amended (SD 1) and referral to WAM.
2/10/2010	S	Report adopted; Passed Second Reading, as amended (SD 1) and referred to WAM.

SB2695 SD1

Measure Title:	RELATING TO NON-GENERAL FUNDS.
Report Title:	Transfer of Non-general Funds
Description:	Addresses the fiscal year 2009-2010 budget shortfall by transferring to the general fund a total of $ in excess balances from certain special funds. ($)
Companion:	HB2542

Package: Gov

Current Referral: FIN

Introducer(s): HANABUSA (BR)

Date		Status Text
1/25/2010	S	Introduced.
1/27/2010	S	Passed First Reading.
1/27/2010	S	Referred to WAM.
2/2/2010	S	The committee(s) on WAM has scheduled a public hearing on 02-08-10 9:30am in conference room 211.
2/8/2010	S	The committee(s) on WAM recommend(s) that the measure be PASSED, WITH AMENDMENTS. The votes in WAM were as follows: 9 Aye(s): Senator(s) Kim, Tsutsui, English, Galuteria, Hooser, Kidani, Kokubun, Hemmings; Aye(s) with reservations: Senator(s) Chun Oakland ; 0 No(es): none; and 3 Excused: Senator(s) Fukunaga, Hee, Tokuda.
2/26/2010	S	Reported from WAM (Stand. Com. Rep. No. 2341) with recommendation of passage on Second Reading, as amended (SD 1) and placement on the calendar for Third Reading.
2/26/2010	S	Report adopted; Passed Second Reading, as amended (SD 1).
2/26/2010	S	48 Hrs. Notice 03-02-10.
3/2/2010	S	Passed Third Reading, as amended (SD 1). Ayes, 23; Aye(s) with reservations: Senator(s) Baker, Chun Oakland, Fukunaga, Green, Ige . Noes, 2 (Senator(s) Hemmings, Slom). Excused, 0 (none). Transmitted to House.

Date		Status Text
3/2/2010	H	Received from Senate (Sen. Com. No. 242) in amended form (SD 1).
3/3/2010	H	Pass First Reading
3/3/2010	H	Referred to FIN, referral sheet 33

SB2769

Measure Title:	**RELATING TO ENHANCED 911 SERVICES.**
Report Title:	**Enhanced 911 Service; Emerging Technologies**
Description:	Establishes a monthly surcharge on communications service connections to fund deployment and operation of enhanced 911 system communications service providers and public safety agencies. Creates enhanced 911 board to oversee collection and distribution of surcharge funds. Requires reports to the legislature, protection of proprietary information, and regular audits of the fund. Repeals Chapter 138, HRS (enhanced 911 services for mobile phones). ($)
Companion:	
Package:	None
Current Referral:	CPN/EDT, WAM
Introducer(s):	ESPERO, Bunda, Galuteria, Kidani

Date		Status Text
1/25/2010	S	Introduced.
1/27/2010	S	Passed First Reading.

| 1/27/2010 | S | Referred to CPN/EDT, WAM. |

Maui County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations

9-1-1 Call Volume – February 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,424	2,606	35.1%	4,818	64.9%
MOLOKAI	248	166	66.9%	82	33.1%

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

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	**15,652**	**5,552**	**35.5%**	**10,098**	**64.5%**	**2**	**0.0%**	**2,745**	**17.5%**
AVG PER MO	**7,826**	**2,776**		**5,049**		**1**		**1,373**	

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	476	303	63.8%	172	36.2%	1	0.2%	93	19.5%
AVG PER MO	238	152		86		1		47	

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 – February 2010

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
2/25/10	T-Mobile	Maui	2	6	Maui PSAP/Akimeka

Maui County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations (continued)

02/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.
	A projected completion date to resolve this trouble is March 31, 2010 according to Goldie Cross of AT&T Mobility. The completion date is dependent on a rehoming project and tower validation. Once that is completed, AT&T Mobility will work with Intrado to do changes island by island to the CGI information that allows tower information (addressing) to display when rebidding or transferring to a secondary PSAP. All involved parties have agreed to the projected completion date which could change due to PSAP availability for testing.
02/01/10 -- Ongoing	Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, and SB2769 - Emerging Technologies.
02/01/10 -- Ongoing	OnStar, Intrado and Akimeka personnel continue to work on potential testing dates for the Neighbor Island PSAPs. Testing will include Latitude and Longitude of the vehicle on the Plant/CML screen.
02/08/10	Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the February 25th NENA Governmental teleconference.
02/08/10 -- 02/09/10	Akimeka personnel assisted Lieutenant Faamu to report trouble on the Maui Police PBX. Trouble was isolated to "re-booting" the program and was resolved by Hawaiian Telcom, Inc. (HTI).
02/11/10 -- Ongoing	Akimeka personnel continued to work with Wireless Enhanced Board Executive Director, Mr. Glenn Roach, to review and post questions involving Safelink/Tracfone certification.
02/12/10	Akimeka personnel participated in a webinar regarding "3-1-1 & 9-1-1 Jurisdictional Call Centers".
02/25/10	Akimeka personnel participated in the monthly APCO Data Transfer Committee conference call.
02/25/10	Akimeka personnel participated in the monthly NENA Governmental conference call.
02/27/10	The State of Hawaii was under a tsunami warning as a result of the earthquake in Chile. The first sirens were sounded at 6:00 a.m. HST. Fortunately, the State of Hawaii did not sustain any damage as a result of the multiple tsunami waves and all residents and property were protected.

Maui County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## MSAG

Current Month – February 2010

2010		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	117	104	19	4	51	27	3	0	13	1	1
		Revised categories and report format changes effective April 2009.									

A total of 117 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

During the month of February 2010, 104 change requests were completed on the Maui County MSAG database . There currently exists one (1) request in Suspended status, with one (1)TN affected. Akimeka recently discovered that a separate 911Net exists for the island of Molokai and access was granted.   Additionally, contact with VoIP service providers was initiated to discuss Hawaiian Telcom Format 6 compliancy regarding the Driving Directions field. Resolution is pending.

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	255	229	77	18	64	48	22	0	26		
AVG PER MO	128	115	39	9	32	24	11	0	13		
		(*) Applies to Change, Delete and Insert categories									

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

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(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
February 1, 2010 – February 28, 2010

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

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	02/26/10			Per Sprint CRSS
	Maui			02/25/10	
	Maui/Molokai	02/24/10			
	Maui/Molokai	02/19/10			Per AT&T Mobility Annual Audit
	Maui/Molokai	02/18/10			
	Maui/Molokai	02/16/10			
	Maui	02/12/10			Per AT&T Mobility CRSS
	Maui	02/05/10			Per T-Mobile CRSS
Street Centerlines	Maui	02/23/10			
	Maui/Molokai	02/08/10			
	Maui	02/03/10			
	Maui	02/02/10			
	Maui	02/01/10			
Address Points	Maui	02/26/10			
	Maui	02/25/10		02/25/10	
	Maui	02/24/10			
	Maui	02/23/10			
	Maui/Molokai	02/22/10			
	Maui	02/19/10			
	Maui	02/18/10			
	Maui	02/17/10			
	Maui	02/16/10			
	Maui/Molokai	02/12/10			
	Maui/Molokai	02/11/10			
	Maui/Molokai	02/10/10			
	Maui/Molokai	02/09/10			
	Maui/Molokai	02/08/10			
	Maui	02/05/10			
	Maui	02/04/10			
	Maui/Molokai	02/03/10		02/03/10	
	Maui/Molokai	02/02/10			
	Maui	02/01/10			
Pseudo Address Points	Maui	02/25/10		02/25/10	
	Maui	02/23/10			
	Maui	02/22/10			
	Maui	02/10/10			
	Maui			02/03/10	
Parcels					
Airports					
Bridges					

(*) *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
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – February 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		
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations	Maui/Molokai	02/17/10			
Fire Sub Zones					
Fire Zones					
Gate Codes	Maui			02/03/10	
High Resolution Imagery					
Hospitals					
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					

(*) *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
February 1, 2010 – February 28, 2010

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

Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Park Polygon					
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	Maui			02/03/10	New layer added to the map
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. Akimeka does not perform any edits on the spatial information of the layer. Changes to the attribute table are made when needed. Akimeka uploads the layers into the Akimeka GIS Server and PSAP GIS Server accordingly.

Maui County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Service Requests Transactions

Open Service Requests – February 2010

	MAUI PSAP					
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - ANI/ALI Discrepancy	High	Akimeka is working on fixing the problem. Notification will be provided to the PSAP upon resolution.

	MOLOKAI PSAP					
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Year-to-Date (YTD) Summary – 2010

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

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

Maui County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Service Requests Transactions (continued)

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

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

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

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations

9-1-1 Call Volume – February 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,775	987	35.6%	1,783	64.4%

9-1-1 Call Volume – Calendar Year 2010

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		**Wireless**		**Admin**		**Abandoned**	
2010	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	**5,685**	**2,151**	**37.9%**	**3,519**	**62.1%**	**15**	**0.3%**	**1,118**	**19.7%**
AVG PER MO	**2,843**	**1,076**		**1,760**		**8**		**559**	

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 – February 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations (continued)

2/1/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble. A projected completion date to resolve this trouble is March 31, 2010 according to Goldie Cross of AT&T Mobility. The completion date is dependent on a rehoming project and tower validation. Once that is completed, AT&T Mobility will work with Intrado to do changes island by island to the CGI information that allows tower information (addressing) to display when rebidding or transferring to a secondary PSAP. All involved parties have agreed to the projected completion date which could change due to PSAP availability for testing.
2/1/10 -- Ongoing	Kathleen Langtad and Akimeka personnel continue to monitor the monthly statistics for Admin call totals. Based on the definition provided by Stephen Douglass of Hawaiian Telcom, Inc. (HTI), a trouble ticket was opened since the counts were higher than normal or as expected. HTI reported that trouble on one of the outdial trunks could have caused the abnormal count. The trouble ticket is still open and HTI is monitoring and testing the trunks. HTI moved the outdial trunks for the Kauai County PSAP to a new span and monitored the trunks. There was no further occurance of trouble. Akimeka personnel, along with Kathleen Langtad reviewed the February monthly statistics report. Using a benchmark of 0 to 5 Admin calls in a calendar month and that there are no reports of abnormal notification sounds, the Kauai County PSAP supported the closing of the trouble ticket.
2/1/10 -- Ongoing	Akimeka personnel continues to work with Wavecomm Solutions (formerly Pacific Lightnet) to resolve and clear an open trouble ticket for the Kauai Beach Hotel where no ANI/ALI is being sent on 9-1-1 calls. Kauai County PSAP is waiting for Wavecomm Solutions to test with the hotel before the trouble ticket is closed.
2/1/10 -- Ongoing	Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, and SB2769 - Emerging Technologies.
2/1/10 -- Ongoing	OnStar, Intrado and Akimeka personnel continue to work on potential testing dates for the Neighbor Island PSAPs. Testing will include Latitude and Longitude of the vehicle on the Plant/CML screen.
02/08/10	Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the February 25th NENA Governmental teleconference.
2/11/10 -- Ongoing	Akimeka personnel continued to work with Wireless Enhanced Board Executive Director, Mr. Glenn Roach, to review and post questions involving Safelink/Tracfone certification.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations (continued)

02/12/10	Akimeka personnel participated in a webinar regarding "3-1-1 & 9-1-1 Jurisdictional Call Centers".
2/17/10 -- Ongoing	Akimeka personnel provided assistance to the Kauai County PSAP to price out a 5th Plant/CML position and the associated network.
2/19/10 -- Ongoing	Akimeka personnel worked with Kathleen Langtad and Allen Hanike of DLNR to establish new callbox information at Polihale State Park.
02/25/10	Akimeka personnel participated in the monthly APCO Data Transfer Committee conference call.
02/25/10	Akimeka personnel participated in the monthly NENA Governmental conference call.
02/27/10	The State of Hawaii was under a tsunami warning as a result of the earthquake in Chile. The first sirens were sounded at 6:00 a.m. HST. Fortunately, the State of Hawaii did not sustain any damage as a result of the multiple tsunami waves and all residents and property were protected.

- ## MSAG

Current Month – February 2010

2010		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	**39**	**38**	**17**	**2**	**11**	**7**	**1**	**66**	**1**	**0**	**0**
		Revised categories and report format changes effective April 2009.									

A total of 39 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

During the month of February 2010, 66 customer ANI/ALI records were corrected as a direct result of the 38 change requests made to the MSAG database. There are currently no requests under Requested or Suspended status in 911Net, and all 701/709 issues have been resolved.

Additionally, contact with VoIP service providers was initiated to discuss Hawaiian Telcom Format 6 compliancy regarding the Driving Directions field. Resolution is pending.

There are no records in Suspended status as of February 28, 2010.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
KAUAI		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2010	**TOTAL**										
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	**76**	**75**	**43**	**3**	**13**	**12**	**4**	**195**	**1**		
AVG PER MO	**38**	**38**	**22**	**2**	**7**	**6**	**2**	**98**	**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 identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(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
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – February 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				
			02/26/10	
	02/23/10			Per AT&T Mobility Annual Audit
	02/17/10			
Street Centerlines				
	02/17/10			
	02/04/10			
Address Points				
			02/26/10	
	02/23/10			
	02/16/10			
	02/04/10			
Psuedo Address Points				
			02/26/10	
	02/25/10			
	02/11/10			
Parcels				
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
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
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – January 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				
Milepost Markers				
National and State Parks				
Plat Maps				
Police Beats	02/25/10		02/26/10	Re-loaded to reflect new beat numbers
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
February 1, 2010 – February 28, 2010

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

Current Month GIS Activities – February 2010

02/08/10   Akimeka GIS personnel reconfigured Pictometry as follows:

1) Configured the project to allow queries on street centerlines and address points. The project previously was set up to allow queries only on TMKs and Milepost Markers. As such, the tool wasn't able to query on addresses or street names.

2) Configured the project to show attributes when a feature is selected as follows:
- TMK --> Parcel Owner
- Address Points --> House Number and Street Name
- Centerlines --> Street Name

3) Turned on auto labels for street centerlines and address points.

4) Changed the color of highlighted streets from black to blue. Since the parcel boundaries are in black, it made it difficult to distinguish and locate the selected streets.

5) Checked the coordinates search issue. Opened EFS both ways from PowerMap and the desktop and searched for the same Latitude/Longitude and got the same result.

6) Changed the project's units to decimal degrees per the dispatcher's request. The Latitude/Longitude values from the call are displayed in decimal degrees on the CML.

7) Ran the shapefile and dbf PDX upgrade for the GIS layers that Akimeka updated.

02/11/10   Akimeka GIS personnel loaded the new Pictometry Configuration to all PowerMap workstations.

02/26/10   Akimeka GIS personnel ran the index on the Pictometry project to reflect the update.

Kauai County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Service Requests Transactions

Open Service Requests – February 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	158	Incorrect Address	MSAG - ANI/ALI Discrepancy	Urgent	Request to update record sent to Sprint; corrrection pending.

Year-to-Date (YTD) Summary – 2010

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

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:

2/1/2010 - 2/28/2010

Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Total
Initial Calls (screeners)	20027	32.66%	35128	57.28%	6168	10.06%	61323
HPD	19285	32.23%	32884	54.96%	7660	12.80%	59829
HFD	1644	43.21%	1791	47.07%	370	9.72%	3805
EMS	2842	49.29%	2405	41.71%	519	9.00%	5766
RDC	573	29.91%	861	44.94%	482	25.16%	1916
Hickam	45	13.47%	230	68.86%	59	17.66%	334
	20027	32.66%	35128	57.28%	6168	10.06%	61323

Call Statistics Continued

Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	35128	57.28%
E911 Wireless Phase 2	6168	10.06%
E911 Wired/VOIP	20027	32.66%
Total	61323	

Oahu 911 Calls (screeners) February 2010

Wireless V.S. Wired Calls
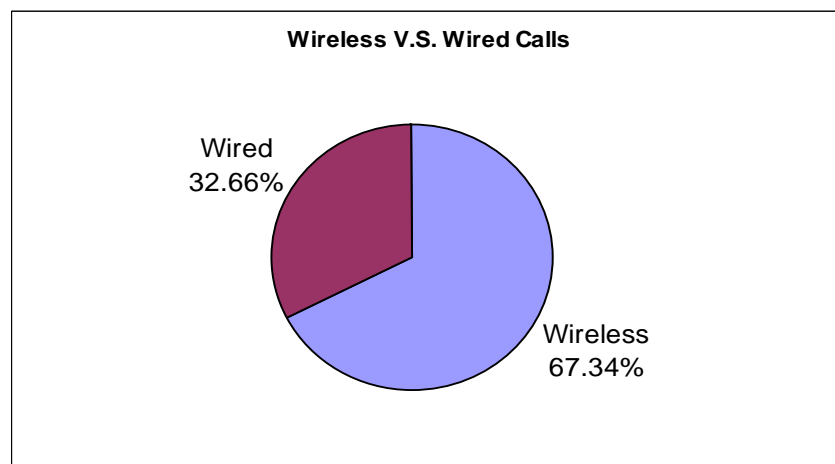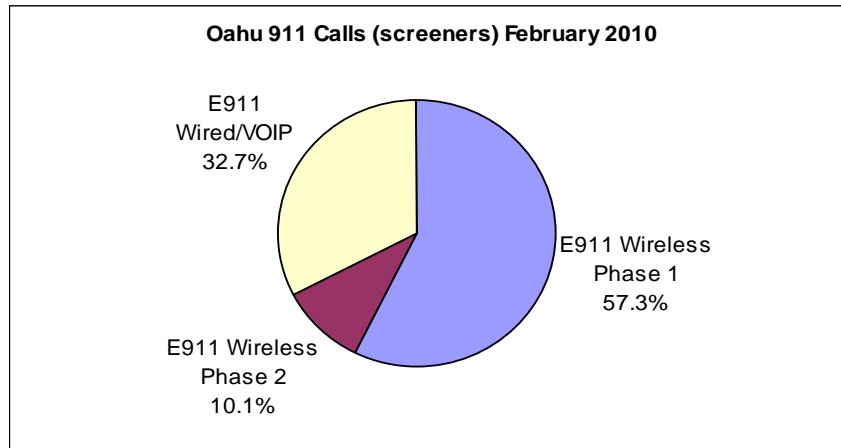
Call Statistics Continued

HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	32884	54.96%
E911 Wireless Phase 2	7660	12.80%
E911 Wired/VOIP	19285	32.23%
	59829	

HPD 911 Calls - February 2010

Wireless V.S. Wired Calls
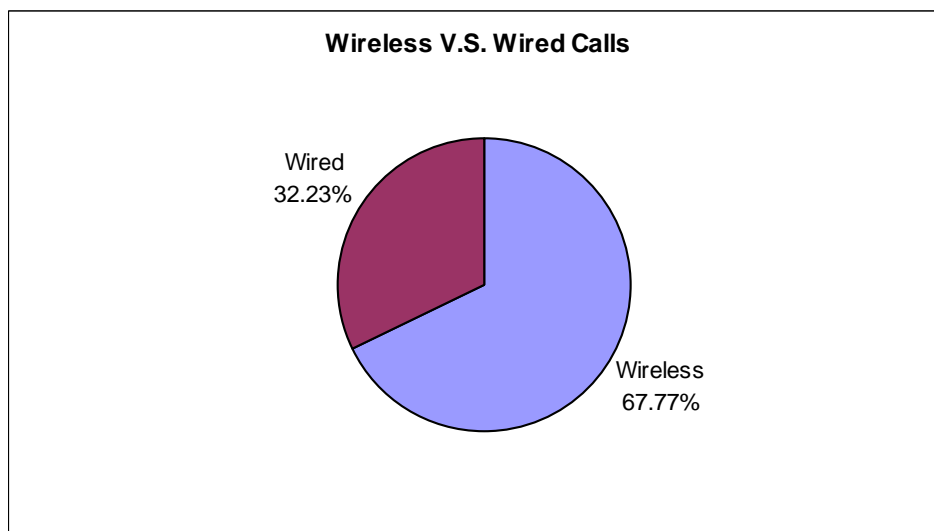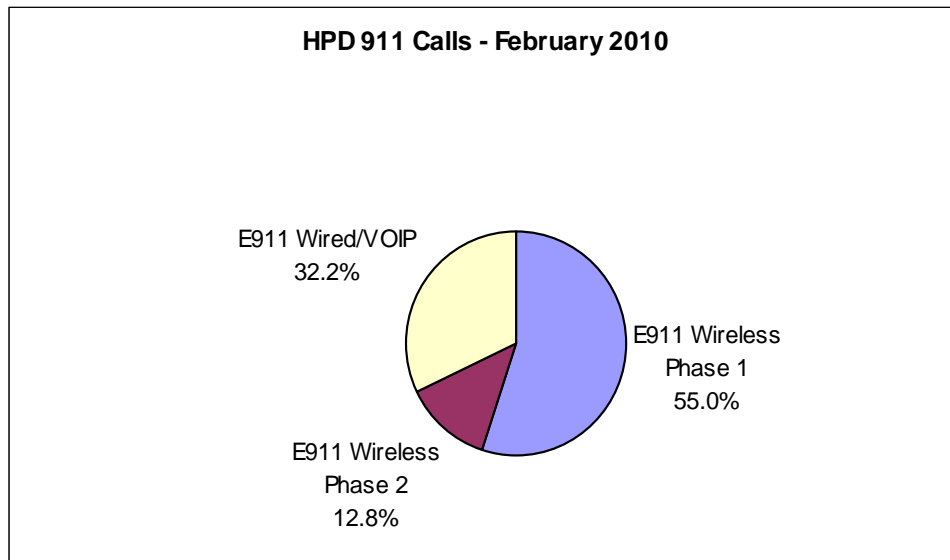
Call Statistics Continued

HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	1791	47.07%
E911 Wireless Phase 2	370	9.72%
E911 Wired	1644	43.21%
Total	3805	

HFD 911 Calls - February 2010

E911 Wired/VOIP 43.2%

E911 Wireless Phase 1 47.1%

E911 Wireless Phase 2 9.7%

Wireless V.S. Wired Calls

Wired 43.21%

Wireless 56.79%
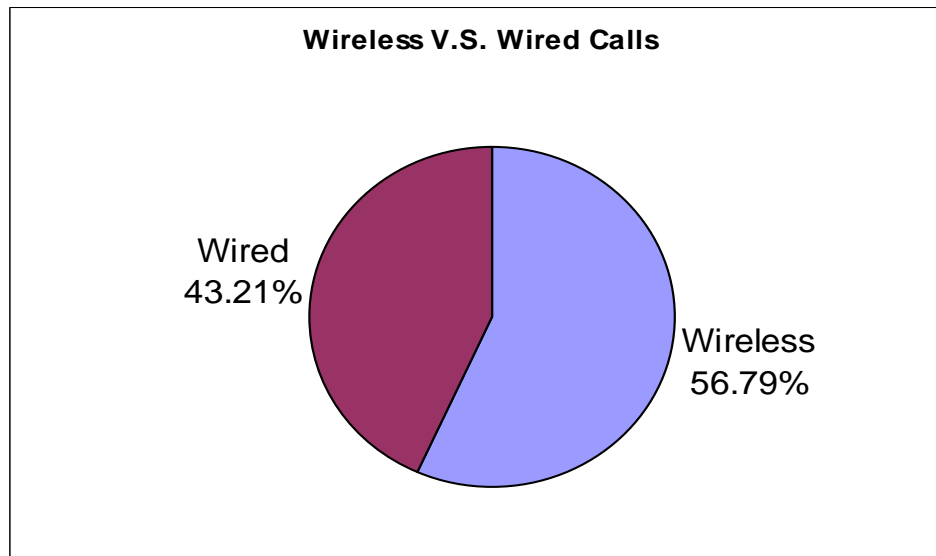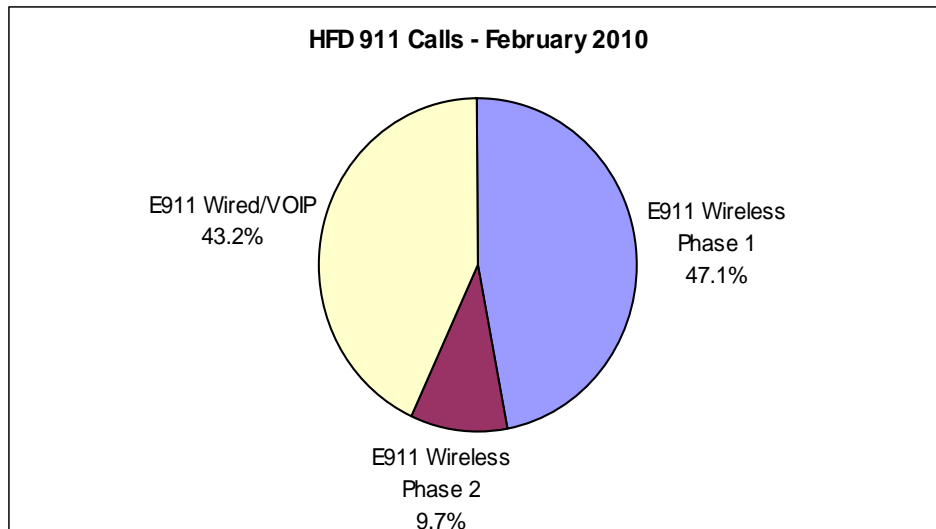
Call Statistics Continued

EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2405	41.71%
E911 Wireless Phase 2	519	9.00%
E911 Wired/VOIP	2842	49.29%
Total	5766	

EMS 911 Calls - February 2010

E911 Wired/VOIP 49.3%

E911 Wireless Phase 1 41.7%

E911 Wireless Phase 2 9.0%

Wireless V.S. Wired Calls

Wired 49.29%

Wireless 50.71%
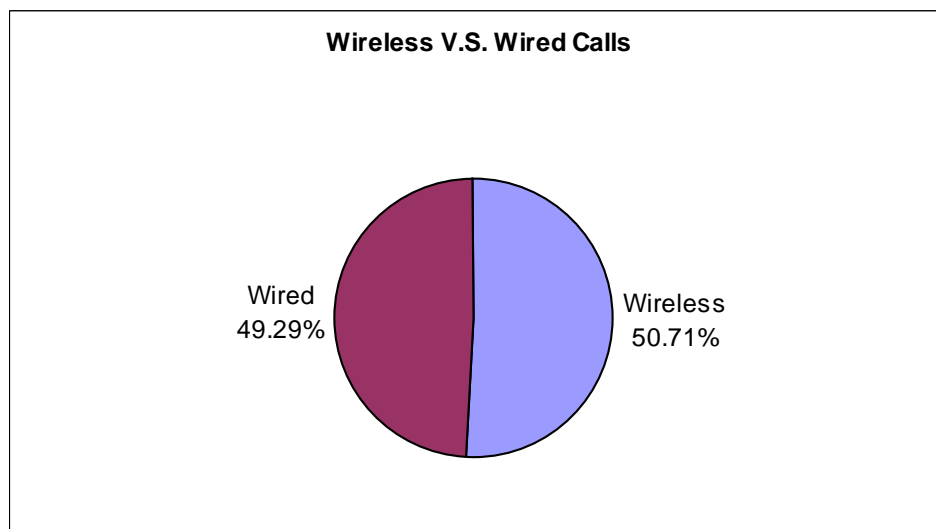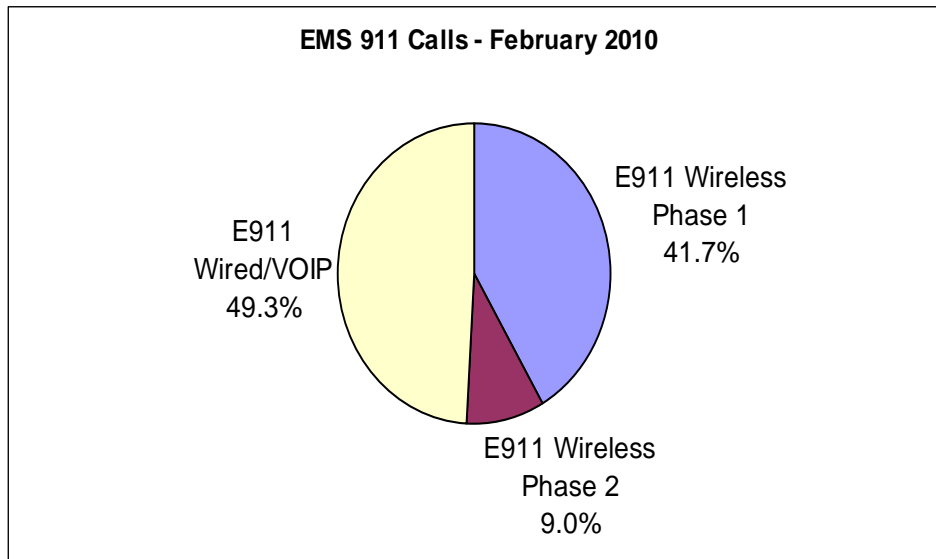
Call Statistics Continued

RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	861	44.94%
E911 Wireless Phase 2	482	25.16%
E911 Wired/VOIP	573	29.91%
Total	1916	

RDC 911 Calls - February 2010

E911 Wired/VOIP
29.9%

E911 Wireless
Phase 1
44.9%

E911 Wireless
Phase 2
25.2%

Wireless V.S. Wired Calls

Wired
29.91%
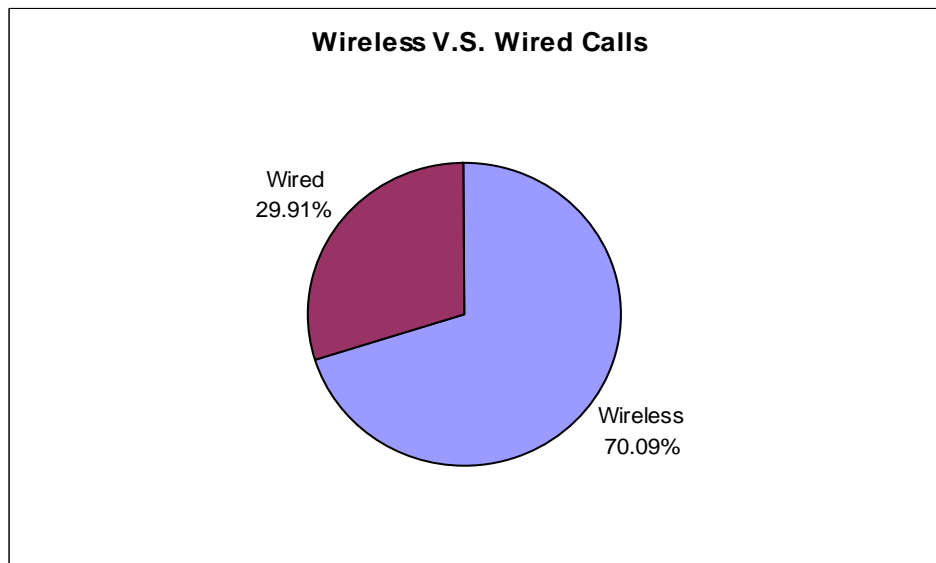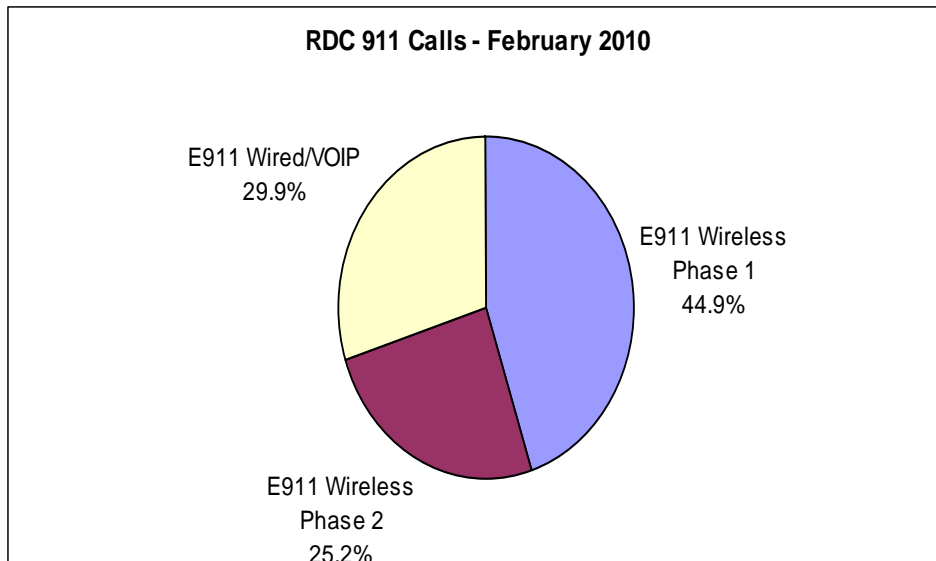
Wireless
70.09%

Call Statistics Continued

Hickam 911 Calls (Call-takers' positions)

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	230	68.86%
E911 Wireless Phase 2	59	17.66%
E911 Wired/VOIP	45	13.47%
Total	334	

Hickam 911 Calls - February 2010

E911 Wired/VOIP
13.5%

E911 Wireless
Phase 2
17.7%

E911 Wireless
Phase 1
68.9%

Wireless V.S. Wired Calls

Wired
13.47%
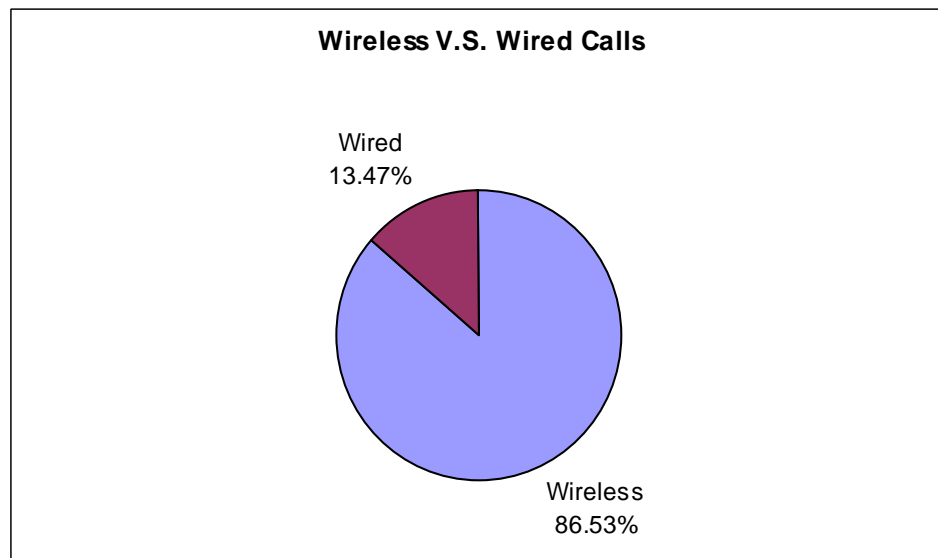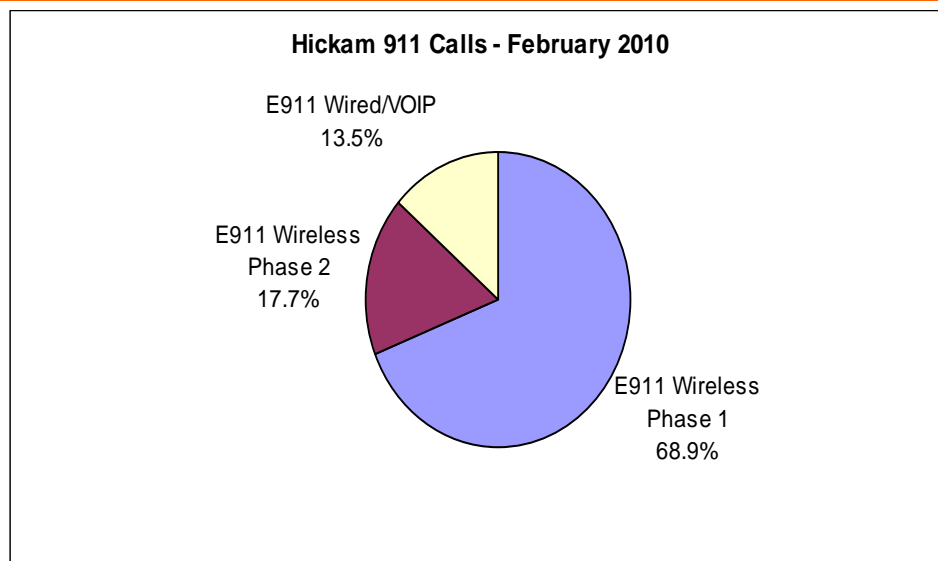
Wireless
86.53%

MSAG Updates

MSAG Changes	Description	Date
3	CHANGE/COMBIN	January 2010

Wireless Routing Sheets Processed

Carrier	Towers	Sectors
AT&T	2	21
Mobi	1	3
VZW	2	6

Events and Project Status

Ongoing

- DIT has received the first complete delivery of Pictometry data and is preparing to deploy it to the Oahu PSAP.

- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system to Hawaiian Tel's CNET solution.

- 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 is also working to have Oahu's E911 servers provide real-time alarms to an alert system in DIT Operations for immediate response and escalation to the appropriate contact. Any hardware failure, including hard drives, power supply, etc. will trigger these event notifications automatically.

- As per the City & County Honolulu's new computer security policies, DIT is in the process of testing cyber security measures and developing maintenance plans to conform to those guidelines.

Hawaii County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## PSAP Operations

9-1-1 Call Volume – February 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,464	3,851	40.7%	5,613	59.3%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
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	20,038	8,144	40.6%	11,892	59.4%	2	0.0%	2,197	11.0%
AVG PER MO	10,019	4,072		5,946		1		1,099	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	3,750	1,856	49.5%	22.8%	1,891	50.5%	15.9%	3	0.1%	92	2.5%
AVG PER MO	1,875	928			946			2		46	

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
February 1, 2010 – February 28, 2010

- ## PSAP Operations (continued)

Wireless Test – February 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
2/17/10	Mobi PCS	1	3	Hawaii PSAP

2/1/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. Trouble was isolated to signalling problems. Plans are underway between AT&T Mobility and Intrado to upgrade their network and resolve the trouble.

A projected completion date to resolve this trouble is March 31, 2010 according to Goldie Cross of AT&T Mobility. The completion date is dependent on a rehoming project and tower validation. Once that is completed, AT&T Mobility will work with Intrado to do changes island by island to the CGI information that allows tower information (addressing) to display when rebidding or transferring to a secondary PSAP. All involved parties have agreed to the projected completion date which could change due to PSAP availability for testing. |
2/1/10 -- Ongoing	Akimeka personnel distributed updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. Current pending legislation is SB2620 and HB2274 - Independent Audit, SB2695 and HB2542 - Transfer of Non-General Funds, and SB2769 - Emerging Technologies.
2/1/10 -- Ongoing	OnStar, Intrado and Akimeka personnel continue to work on potential testing dates for the Neighbor Island PSAPs. Testing will include Latitude and Longitude of the vehicle on the Plant/CML screen.
02/08/10	Akimeka personnel distributed meeting information to the Neighbor Island PSAPs regarding the February 25th NENA Governmental teleconference.
2/11/10 -- Ongoing	Akimeka personnel continued to work with Wireless Enhanced Board Executive Director, Mr. Glenn Roach, to review and post questions involving Safelink/Tracfone certification.
02/12/10	Akimeka personnel participated in a webinar regarding "3-1-1 & 9-1-1 Jurisdictional Call Centers".
02/25/10	Akimeka personnel participated in the monthly APCO Data Transfer Committee conference call.
02/25/10	Akimeka personnel participated in the monthly NENA Governmental conference call.
02/27/10	The State of Hawaii was under a tsunami warning as a result of the earthquake in Chile. The first sirens were sounded at 6:00 a.m. HST. Fortunately, the State of Hawaii did not sustain any damage as a result of the multiple tsunami waves and all residents and property were protected.

Hawaii County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## MSAG

Current Month – February 2010

		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	126	105	47	13	15	17	13	118	21	0	0
		Revised categories and report format changes effective April 2009.									

A total of 126 transactions were made on the MSAG database according to centerlines and addresses provided by the County. See attached spreadsheet for a detailed description of changes and additions. Many other records were evaluated for updates but haven't been changed.

During the month of February 2010, 118 customer ANI/ALI records were corrected as a direct result of the 105 change requests made to the MSAG database. Twenty-one (21) ALI discrepancy reports were submitted to 911Net. There are currently no requests under Suspended or Requested status and all 701/709 issues have been resolved. Additionally, contact with VoIP service providers was initiated to discuss Hawaiian Telcom Format 6 compliancy regarding the Driving Directions field. Resolution is pending.

There are no records in Suspended status as of February 28, 2010.

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	358	297	108	31	50	76	32	232	61		
AVG PER MO	179	149	54	16	25	38	16	116	31		
	(*) Applies to Change, Delete and Insert categories										

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

Definitions:	(a)	Represents customer address change requests identified by Akimeka and submitted to Intrado to correct the customer records and/or MSAG.
	(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 – February 2010

Type of Layer	HAWAII			
	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	02/26/10			Per AT&T Mobility Annual Audit
	02/22/10			
			02/16/10	
	02/12/10			Per Sprint CRSS -- 1 tower/3 sectors
Street Centerline			02/16/10	
	02/15/10			
	02/03/10			
	02/02/10			
Address Points	02/26/10			
	02/25/10			
			02/16/10	
	02/05/10			
	02/04/10			
	02/02/10			
Psuedo Address Points	02/26/10			
	02/16/10		02/16/10	
Parcels				
Churches				
Coastal Names	02/26/10			
Communities				
Critical Infrastructure				
Emergency Callboxes	02/16/10		02/16/10	
Fire Beats				
Fire District			02/16/10	Aesthethic changes were made to the Fire Districts based on input received from Fire Dispatch.
Fire ESZ			02/16/10	
Fire Stations				
Food & Beverage				
Hospitals	02/26/10			

Hawaii County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- **Mapping Layers Updated/Loaded Into GIS – February 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**		
Hotels				
Milepost Markers				
National and State Parks	02/26/10			
Ocean Rescue				
Points of Interest	02/26/10			
	02/25/10			
Police Beat Boundaries				
Police District				
Police ESZ				
Police Stations				
Post Office				
Schools	02/26/10			
	02/25/10			
Service Station			02/16/10	New service station layer was added to the map
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.*

Hawaii County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Mapping Layers Updated/Loaded Into GIS – February 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		
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

Note:	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layersas 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 – February 2010

02/01/10	Akimeka GIS personnel updated the ArcReader Project for the Hawaii County Fire Department.
02/04/10	Akimeka GIS personnel delivered Basemap GIS layers to Intergraph for map update.
02/04/10	Akimeka GIS personnel rectified the condo maps to add address points for condo/apartment units.
02/16/10	Akimeka GIS personnel reached out to Sergeant Matsumoto for help to identify a few streets in order to complete the speed limit data and to verify the Community layer.

Hawaii County Wireless E9-1-1 Status Report
February 1, 2010 – February 28, 2010

- ## Service Requests Transactions

Open Service Requests – February 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	160	Incorrect Address: TN = 808/930-4654	MSAG - ANI/ALI Discrepancy	Normal	Request to update record sent to PLNI; corrrection pending.

Thirteen (13) pending Service Requests were cleared in the month of February 2010. Ticket #147 was inadvertently not included in the January 2010 report and should have been reflected as a pending Service Request. This ticket was also closed in February 2010. All record changes were made accordingly.

Year-to-Date (YTD) Summary – 2010

HAWAII				SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
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	**30**	**29**	**1**	**1**	**1**	**29**	**28**	**0**	**0**	**0**	**0**
	Note:	Open Service Requests reflect what is in pending status at the end of the report month.									

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

PUBLIC NOTICE

Federal Communications Commission
445 12ᵗʰ Street, S.W.
Washington, D.C. 20554

DA 10-240
February 5, 2010
OMB Control Number 3060-1122

INFORMATION COLLECTION MANDATED BY THE NEW AND EMERGING TECHNOLOGIES IMPROVEMENT ACT OF 2008

OMB Control Number 3060-1122

The New and Emerging Technologies 911 Improvement Act of 2008 (NET 911 Act) became law on July 23, 2008, requiring Internet Protocol (IP) enabled voice service providers to provide 911 and enhanced 911 (E911) services, and requiring various regulatory undertakings by the Federal Communications Commission.[1] Pursuant to Section 101 of the NET 911 Act, the Commission must collect information regarding any fees collected by the states or other jurisdictions in connection with 911/E911 services, specifically, information "detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified."[2] Section 101 of the NET 911 Act further requires the Commission to file "within 1 year after the date of enactment of the [NET 911 Act], and annually thereafter" a report with the Congress "detailing the status in each State of the collection and distribution of such fees or charges, and including findings on the amount of revenues obligated or expended by each State or political subdivision thereof for any purpose other than the purpose for which any such fees or charges are specified."[3]

On July 22, 2009, the Commission submitted to Congress its first annual "Report to Congress On

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[1] New and Emerging Technologies 911 Improvement Act of 2008, Pub. L. No. 110-283, 122 Stat. 2620 (2008) (NET 911 Act).

[2] *Id.* at §101. Section 101(1) of the NET 911 Act affirms the ability of "[a] State, political subdivision thereof, Indian tribe, or village or regional corporation serving a region established pursuant to the Alaska Native Claims Settlement Act, as amended ..." to collect fees or charges "[applicable] to commercial mobile services or IP-enabled voice services ... for the support or implementation of 9-1-1 or enhanced 9-1-1 services, provided that the fee or charge is obligated or expended only in support of 9-1-1 and enhanced 9-1-1 services, or enhancements of such services, as specified in the provision of State or local law adopting the fee or charge. For each class of subscribers to IP-enabled voice services, the fee or charge may not exceed the amount of any such fee or charge applicable to the same class of subscribers to telecommunications services." NET 911 Act at §101(2).

[3] *Id.* Section 6(f)(2) specifically directs the Commission to file its reports with the Committee on Commerce, Science and Transportation of the Senate and the Committee on Energy and Commerce of the House of Representatives.

State Collection and Distribution of 911 and Enhanced 911 Fees and Charges."[4] Pursuant to OMB authorization,[5] the Public Safety and Homeland Security Bureau seeks the following specific information in order to prepare the next annual report and fulfill its continuing obligations under Section 101 of the NET 911 Act:

- A statement as to whether or not the state or other entity as defined by Section 6(f)(1) of the NET 911 Act has established a funding mechanism designated for or imposed for the purposes of 911 or E911 support or implementation (including a citation to the legal authority for such mechanism).

- The amount of the fees or charges imposed for the implementation and support of 911 and E911 services, and the total amount collected pursuant to the assessed fees or charges, for the annual period ending December 31, 2009.

- A statement describing how the funds collected are made available to localities, and whether the state has established written criteria regarding the allowable uses of the collected funds, including the legal citation to such criteria.

- A statement identifying any entity in the state that has the authority to approve the expenditure of funds collected for 911 or E911 purposes, and a description of any oversight procedures established to determine that collected funds have been made available or used for the purposes designated by the funding mechanism, or otherwise used to implement or support 911 or E911.

- A statement whether all the funds collected for 911 or E911 purposes have been made available or used for the purposes designated by the funding mechanism, or otherwise used for the implementation or support of 911 or E911.

- A statement identifying what amount of funds collected for 911 or E911 purposes were made available or used for any purposes other than the ones designated by the funding mechanism or used for purposes otherwise unrelated to 911 or E911 implementation or support, including a statement identifying the unrelated purposes for which the funds collected for 911 or E911 purposes were made available or used.

- Any other comments the respondent may wish to provide regarding the applicable funding mechanism for 911 and E911.

Letters seeking the information described here will be mailed to the Office of the Governor of each state and territory, and Tribal Government of each Native American Reservation. Copies also will be sent to the Secretary of State, Public Utility Commission Chairman, and 911 Director of each state and

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[4] Federal Communications Commission, "Report to Congress on State Collection and Distribution of 911 and Enhanced 911 Fees and Charges" (July 22, 2009) .

[5] On January 26, 2009, the Commission received authorization from the Office of Management Budget to implement a data collection program to implement the NET 911 Act requirements. Letter from Kevin F. Neyland, Deputy Administrator, Office of Information and Regulatory Affairs, Office of Management and Budget, OMB Control Number 200812-3060-008 (Jan 26, 2009).

equivalent offices in the territories and reservations.

Consistent with Section 101 of the NET 911 Act, the Commission requests that state officials report the information identified in this Public Notice with respect to fees and charges collected in connection with the implementation and support of 911 or E911 services within their state, including any political subdivision thereof, Indian tribe and/or village and regional corporation serving any region established pursuant to the Alaska Native Claims Settlement Act that otherwise lie within their state boundaries.[6] In addition, consistent with the definition of "State" set out in 47 U.S.C. 153(40), the Commission will collect this information from states as well as the District of Columbia, and the inhabited U.S. Territories and Possessions.

Information submitted pursuant to this information collection should be submitted in the NET 911 electronic drop box located at https://esupport.fcc.gov/actonline, and should be submitted no later than March 23, 2010. Filed information must include verification and signature by an official identified in the filing. The information filing should be submitted on an official (letterhead) document of the signatory's agency which is then uploaded to the electronic drop box by attaching an electronic copy of the document and hitting "send."

Filers may also fax or mail a copy of the signed document to the Commission's Secretary, and should reference OMB Control Number 3060-1122.

■   Paper Filers: Parties who choose to file by paper must file an original and four copies of each filing.

■   Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail (although the Commission continues to experience delays in receiving U.S. Postal Service mail). All filings must be addressed to: Marlene H. Dortch, Office of the Secretary, Federal Communications Commission.

■   Effective December 28, 2009, all hand-delivered or messenger-delivered paper filings for the Commission's Secretary must be delivered to FCC Headquarters at 445 12th Street, SW, Washington, D.C. 20554. Parties must also serve one copy with the Commission's copy contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW, Room CY-B402, Washington, D.C. 20554, (202) 488-5300, or via e-mail to fcc@bcpiweb.com. The filing hours at this location are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of before entering the building. **PLEASE NOTE**: The Commission's former filing location at 236 Massachusetts Avenue, NE is permanently closed.

■   Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, M.D. 20743.

■   U.S. Postal Service first-class, Express, and Priority mail should be addressed to 445 12th Street, SW, Washington, D.C. 20554.

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[6] *See* NET 911 Act, Section 6(f)(1).

■   Fax Filers: Filings may be faxed to (202) 418-2824.

■   People with Disabilities: To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer & Governmental Affairs Bureau at 202-418-0530 (voice), 202-418-0432 (tty).

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT

As required by the Paperwork Reduction act of 1995 (44 U.S.C. § 3507), the FCC is notifying the public that it received OMB approval on January 26, 2009, for the collection of information described in this Public Notice. Public reporting burden for this collection of information is estimated to be ten to fifty hours per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. This collection of information is for the purpose of assisting the Commission in carrying out provisions of the NET 911 Act. This collection is mandatory under the New and Emerging Technologies 911 Improvement Act of 2008, Pub. L. No. 110-283, 122 Stat. 2620 (2008). Send comments regarding this burden estimate, or any other aspect of this collection of information, including suggestions for reducing the burden to Federal Communications Commission, AMD-PERM, Washington, DC 20554, Paperwork Reduction Project (3060-1122), or via the Internet to PRA@fcc.gov. DO NOT SEND ELECTION LETTERS TO THIS ADDRESS.

Under 5 CFR § 1320, an agency may not conduct or sponsor a collection of information unless it displays a currently valid OMB Control Number. No person shall be subject to any penalty for failing to comply with a collection of information subject to the Paperwork Reduction Act (PRA) that does not display a currently valid OMB Control Number. **This collection has been assigned OMB Control Number 3060-1122 and its expiration date is January 31, 2012.**

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. 3507.

-- FCC --

1	PSAP Survey received date	Data Input	Comments
2	Confirmed by		
3	PSAP Name		
4	NENA PSAP ID		
5	**24x7 Phone Number (wireline)** A 24 hour / 7 day a week 10 digit number that rings into the dispatch center and is answered by 9-1-1 call takers. This is the number used for any public safety emergency calls which can not be traditionally routed on "9-1-1" trunks/lines such as calls from communications relay centers		
6	**24x7 Phone Number (VoIP)** A 24 hour / 7 day a week 10 digit number that rings into the dispatch center and is answered by 9-1-1 call takers. This is the number used for any public safety emergency VoIP calls which can not be traditionally routed on "9-1-1" trunks/lines		
7	**24x7 Phone Number (wireless)** A 24 hour / 7 day a week 10 digit number that rings into the dispatch center and is answered by 9-1-1 call takers. This is the number used for any public safety emergency wireless calls which can not be traditionally routed on "9-1-1" trunks/lines		
8	**Additional 24x7 Phone Number**		
9	**Business Number** non emergency line		
10	Fax Number for PSAP		
11	**PSAP Website Address**		
12	Does your agency have access to the internet?		
13	Is your PSAP IP enabled?		
14	**Physical Address of PSAP**		
15	Location		
16	Community		
17	County		
18	State		
19	Zip Code + 4		
20	**Mailing Address for PSAP**		
21	Location		
22	Community		
23	County		
24	State		
25	Zip Code + 4		

26	**Oversight Agency Name**		
27	Role (authority board or oversight agency)		
28	Website		
29	Oversight Agency Address		
30	Oversight Agency Contact		
31	Oversight Agency Phone Number		
32	Associated PSAPs with Oversight Agency		
33	**9-1-1 Service Type** (basic or enhanced)		
34	**Enhanced Date** If Basic, what is the anticipated cutover date to ALI?		
35	**Wireline PSAP Type** Primary, Secondary fully equipped, Secondary voice only, non-PSAP (responding agency, etc)		
36	**Wireline/VoIP Coverage Area** jurisdictional boundaries		
37	**Wireless PSAP Type** Primary, Secondary fully equipped, Secondary voice only, non-PSAP (responding agency, etc)		
38	**Wireless Coverage Area** jurisdictional boundaries		
39	**Does your agency have access to GIS boundary files?** (Most common formats are ESRI shapefiles and MapInfo Tab files)		
40	**Alternate PSAP** (A PSAP designated to receive calls when the primary PSAP is unable to do so.)		
41	**Secondary PSAP** (A PSAP to which 9-1-1 calls are transferred from a Primary PSAP.)		
42	**Administrative Contact** Who oversees dispatch center?		
43	Title		
44	Address		
45	Location		
46	Community		
47	State		
48	Zip Code + 4		
49	Phone Number		
50	Fax Number		
51	Email Address		
52	**MSAG Coordinator**		
53	Title		
54	Address		

55	Location		
56	Community		
57	State		
58	Zip Code + 4		
59	Phone Number		
60	Fax Number		
61	Email Address		
62	**VoIP Deployment Contact**		
63	Title		
64	Address		
65	Location		
66	Community		
67	State		
68	Zip Code + 4		
69	Phone Number		
70	Fax Number		
71	Email Address		
72	**Wireless Deployment Contact**		
73	Title		
74	Address		
75	Location		
76	Community		
77	State		
78	Zip Code + 4		
79	Phone Number		
80	Fax Number		
81	Email Address		
82	**Who will be making call routing decisions?**		
83	**PSAP Technical Contact** who is the person who maintains your equipment?		
84	Title		
85	Address		
86	Location		
87	Community		
88	State		
89	Zip Code + 4		
90	Phone Number		

91	Fax Number		
92	Email Address		
93	**Name of Selective Router(s) serving PSAP**		
94	Which SR is primary for wireless if served by more then one?		
95	Which SR is primary for VoIP if served by more then one?		
96	**Selective Router Host Provider**		
97	**Selective Router Host Contact**		
98	Title		
99	Address		
100	Location		
101	Community		
102	State		
103	Zip Code + 4		
104	Phone Number		
105	Fax Number		
106	Email Address		
107	How many wireless capable trunks are there from the LEC selective router to your PSAP? Are they shared trunks with wireline and wireless calls, or are they dedicated wireless only trunks?		
108	**Wireless ESN**		
109	**VoIP ESN**		
110	**ALI Database** Does your PSAP query an on-site or central office ALI database as opposed to a LEC regional/national ALI database?		
111	If regional, who is the **ALI Host Provider**		
112	If ALI DB is on-site, is it used for both wireless and wireline ALI queries?		
113	If ALI DB is on-site, will it be used for VoIP ALI queries?		
114	If on site, who provides regular service order updates?		
115	Intrado or TCS backbone?		
116	**ALI Host Contact**		
117	Title		
118	Address		
119	Location		
120	Community		
121	State		

122	Zip Code + 4		
123	Phone Number		
124	Fax Number		
125	Email Address		
126	**Current ALI Format Name?**		
127	**Is your ALI format VoIP compatible?**		
128	**Wireless Phase 1 ALI Format Name**		
129	**Wireless Phase 2 ALI Format Name**		
130	**Is your PSAP Phase 2 capable?**		
131	**Have you requested Phase 2 connectivity from your LEC?**		
132	Has the LEC provided a completion date? When?		
133	Are there any planned changes to your ALI display?		
134	Has your ALI display format been upgraded for Phase 2?		
135	If no, what date will you switch to Phase 2 format?		
136	Does your ALI format display the X/Y? Where?		
137	Does your ALI format display confidence or uncertainty?		
138	**20 Digit Capable**		
139	**ALI/CPE Display Vendor**		
140	**ALI/CPE Display Model**		
141	What is the ALI response timer currently set to? (If 10 seconds or less, timer MUST be increased for Phase 2 deployments)		
142	When will this timer adjustment take place?		
143	Is your equipment capable of re-bids to obtain updated location information?		
144	What is the process to initiate re-bid (retry ALI, re-transmit)? (button, touch screen, click of mouse, etc.)		
145	If re-bid is automatic, what is the re-bid timer set to?		
146	Have all your dispatchers been trained on how to re-bid?		
147	**ALI/CPE Vendor Contact**		
148	Title		
149	Address		
150	Location		
151	Community		
152	State		
153	Zip Code + 4		
154	Phone Number		

155	Fax Number		
156	Email Address		
157	Who is responsible for maintenance on the CPE?		
158	What is the process to get CPE support during the time of test, if necessary?		
159	**CAD**		
160	Is your CAD connected to your CPE equipment?		
161	What fields transfer to CAD? (X/Y, phone, address, etc.)		
162	**CAD Vendor Contact**		
163	Title		
164	Address		
165	Location		
166	Community		
167	State		
168	Zip Code + 4		
169	Phone Number		
170	Fax Number		
171	Email Address		
172	**Mapping Software**		
173	Are you currently able to map lat/long from wireless calls? Automatically or manually?		
174	**Does your PSAP have any planned upgrades or changes?** (Equipment upgrades for Phase 2, i.e. CAD, mapping, routers, etc. General equipment upgrades, PSAP moves, personnel changes, changes to re-bid feature, etc.)		
175	**If yes, please state when changes will take place**		
176			
177	**Consultant**		
178	Consultant name		
179	Date of on-site survey		
180	Name of PSAP Contact Interviewed		
181	Nine-digit NENA PSAP ID		
182	Number of pictures associated with this PSAP		
183			
184			
185	Who is your 911 service provider?		
186	Local PSAP Local Exchange Carrier (LEC - telephone company that provides phone service to PSAP)		

187	Who is your hosted Automatic Location Identification Database (ALI DB) provider (company)?		
188	Does your PSAP use a Standalone ALI (SALI) database? (Y/N)		
189	If SALI, do you also access a hosted ALI DB? (Y/N or N/A)		
190	If SALI and hosted, reason?		
191			
192	**PSAP Positions (consoles)**		
193	Total # of call taker positions (consoles)		
194	# of call taker positions staffed 24x7 (consoles)		
195	# of positions - call taker only		
196	# of positions - dispatch only		
197	# of positions - call taker and dispatch combined		
198	# of supervisor positions		
199			
200	**PSAP Personnel**		
201	Total # full-time telecommunicators currently staffed		
202	Total # part-time telecommunicators currently staffed		
203	Total # full-time telecommunicators currently budgeted		
204	Total # part-time telecommunicators currently budgeted		
205	Total # full-time telecommunicators needed		
206	Total # part-time telecommunicators needed		
207	How many full-time GIS Analysts, Technicians, or Specialists do you currently have staffed?		
208	How many part-time GIS Analysts, Technicians, or Specialists do you currently have staffed?		
209	Total # full-time equivalent 911 staff in addition to telecommunicators (MSAG, management, etc.)		
210	Total # full-time equivalent non-911 staff (all other PSAP operations)		
211	Do telecommunicators have any ancillary duties? (ex. Jail duty) (Y/N)		
212	What % of time is spent on ancillary duties? (%)		
213			
214	**Responding Agencies**		
215	Number of responding agencies served by PSAP - Law enforcement		
216	Number of responding agencies served by PSAP - Fire protection		

217	Number of responding agencies served by PSAP - EMS		
	Number of responding agencies served by PSAP - Rescue Squads		
219	Do the responding agencies served by PSAP overlap with another PSAP - Law enforcement (Y/N)		
220	Do the responding agencies served by PSAP overlap with another PSAP - Fire (Y/N)		
221	Do the responding agencies served by PSAP overlap with another PSAP - EMS (Y/N)		
	Do the responding agencies served by PSAP overlap with another PSAP - Rescue Squads (Y/N)		
223	Do you have mutual assistance agreements with other responding agencies? (Y/N)		
224			
225	**PSAP Service Area**		
226	Major events affecting service area (e.g. stadium, NASCAR, beach holiday, etc)		
227	Major emergency events affecting service area/county (e.g. HAZMAT, hurricanes, floods, etc)		
228	Do you have citizen notification capability? (Y/N)		
229	If not, do you have a need for citizen notification? (Y/N)		
230	Major emergency events directly affecting PSAP operations/building (e.g. hurricanes, floods, etc)		
231	Do you have any military bases, college campuses, prisons etc. in your service area? (Y/N)		
232	Approximate population of service area including bases and campuses, etc.		
233	Do the bases/campuses act as secondary PSAPs (do you transfer calls to them)? (Y/N)		
234	Is there an interstate, train line, airport, in the jurisdiction? (Y/N)		
235	Is there a large seasonal population shift? (Y/N)		
236	Is there a are large non-English-speaking population? (Y/N)		
237	What other information would you like to receive regarding a 911 event? (weather, crash notification, medical records, environmental sensors, etc.)		
238	Should Telematics Automatic Crash Notification (ACN) data come directly to the PSAP or through a third-party call center? (Y/N) Why? (include "Why" response under Comments)		
239			

240	**PSAP Backup Plan (1 - 5)**		
241	Do you have a back-up PSAP location (not staffed 24x7)? (Y/N)		
242	Is the back-up PSAP an identical mirror of the primary PSAP? (Y/N or N/A)		
243	What is the back-up PSAP location?		
244	Do you have formal back-up plan procedures? (Y/N)		
245	Do you have mobile emergency command centers? (Y/N)		
246	If so, how many?		
247	Do you have a PSAP make busy switch? (Y/N)		
248			
249	**PSAP Training (1 - 5)**		
250	How long is training period for new telecommunicators? (express in months -- e.g., two weeks = 0.5; three and a half months = 3.5)		
251	Is new hire telecommunicator training mandatory? (Y/N)		
252	Who performs training? (agency name, in-house, OTJ etc.)		
253	Do you have a training PSAP? (Y/N)		
254	What standards (ex. NENA, APCO, CALEA, etc.) does the PSAP adhere to regarding the following?		
255	Operations administration		
256	Accessibility		
257	Contingency planning		
258	Human resources		
259	Standard Operating procedures		
260	Wireless implementation		
261	PSAP Operations and NG Implementation		
262			
263	**CAD Equipment**		
264	CAD Manufacturer		
265	CAD Model		
266	CAD Interface Types		
267	CAD Supplier		
268	CAD system under warranty or maintenance agreement? (Y/N)		
269	Are there CAD system maintenance requirements? (Y/N)		

270	Is your CAD system linked to a Mapping/GIS system? (Y/N)		
271	Are you allowed to add applications to your workstations? (Y/N)		
272	How do you exchange data between CAD and other applications? (Y/N)		
273	Do you use any reporting software to generate reports from CAD? (Y/N)		
274			
275	**Recording**		
276	Are all 9-1-1 calls automatically recorded and linked to the call (time/date/ANI/ALI)? (Y/N)		
277	Are all admin calls automatically recorded? (Y/N)		
278	Is all radio traffic automatically recorded? (Y/N)		
279	Recording vendor - Company name		
280	Recording vendor - Application/version		
281	How long are recordings retained? (express in months, e.g., two years = 24)		
282			
283	**TDD/TTY (1 - 5)**		
284	Does PSAP have TDD/TTY service? (Y/N)		
285	Is TDD/TTY equipment integrated with call handling/dispatch or standalone? (Y/N)		
286	Does the PSAP support 711 service for VoIP? (Y/N)		
287			
288	**Mapping/GIS (1 -5)**		
289	GIS Vendor		
290	What Mapping/GIS software does your agency use? (Most common GIS software is ESRI ArcView 3.X or ESRI ArcGIS)		
291	If you don't currently use Mapping/GIS software, do you have plans to implement GIS technology in your agency? (Y/N)		
292	What Mapping/GIS extensions do you use on a frequent basis? (i.e. Spatial Analyst, Network Analyst, 3D Analyst, etc.)		
293	What types of GIS layers are available and utilized?		
294	Is there an ability to translate coordinate data to map? (Y/N)		
295	Does it map caller's location? (Y/N)		

296	Any interface issues between 9-1-1 and CAD/mapping systems? (Y/N)		
297	Who prepares your Mapping/GIS data?		
298	Do you obtain any of your GIS data from other agencies, cities, counties, or statewide entities? (Y/ N)		
299	Do you share any of your GIS data with other agencies, cities, counties, or statewide entities? (Y/N)		
300	What GIS resources (if any) are available in the county? (commercial; college) - name of agency and contact information		
301	What Map Datum is your GIS data stored in? (Most common datums are NAD 27 or NAD 83)		
302	Does your Mapping/GIS polygon based data retain topology? (Y/N)		
303	How complete or accurate do you feel your Mapping/GIS data is? (express as %)		
304	How do you store your Mapping/GIS data? (i.e. Geodatabase, personal geodatabase, file directory, etc.)		
305	How is map data updated? (name of system or fax)		
306	How often is your Mapping/GIS data updated?		
307	Identify the maintenance requirements and responsibilities of the GIS system		
308	Do you receive any Mapping/GIS specific funding? (Y/N)		
309			
310	**Radio**		
311	What is the radio capability used by the PSAP for dispatching 911 calls?		
312	Who is the radio vendor?		
313	How is data transmitted to responders?		
314			
315	**Other Applications**		
316	What other applications are in use? (Lotus, Excel, etc.)		
317	Internet access - PSAP - Dial-up or broadband		
318	Do you have high-speed network connectivity options? (Y/N)		
319			
320	Responder Notification Systems - In place (Y/N)		
321	Responder Notification Systems - Planned (Y/N)		
322			

323	Police mobile data computer (MDC), mobile data terminal (MDT), none?		
324	EMS mobile data computer, mobile data terminal, none?		
325	Fire mobile data computer, mobile data terminal, none?		
326			
327	Police Automatic Vehicle Location (AVL) (Y/N)		
328	EMS AVL (Y/N)		
329	Fire AVL (Y/N)		
330			
331	**MSAG/Addressing**		
332	Total number of ESNs associated with this PSAP		
333	Do all residences and businesses in the jurisdiction have 911 addresses? (Y/N)		
334	Percent complete 911 addressing for PSAP jurisdiction (%)		
335	Percent complete MSAG development (%)		
336	What addressing/street naming standards are utilized (e.g. United States Postal Service, NENA)?		
337	How are MSAG updates sent to ALI provider & telephone companies? (fax, email, name of system, etc.)		
338	Is your MSAG data in sync with your GIS Street Centerline data? (Y/N)		
339			
340	**Capacity/Trunks**		
341	# used ports in ANI/ALI controller		
342	# unused ports in ANI/ALI controller		
343	# of incoming trunks - total		
344	# of incoming trunks - dedicated wireline		
345	# of incoming trunks - dedicated wireless		
346	# of incoming trunks - dedicated VoIP		
347			
348	**Selective Router (SR) to PSAP Routing**		
349	Is PSAP trunked to the SR? (Y/N)		
350	Is the PSAP connected to the 911 network via a remote switch? (Y/N)		
351	List all wireline and wireless carriers served by this PSAP? (carrier NENA IDs in MSAG)		
352			
353	**Selective Router Trunking**		

354	Is SR dual homed? (Y/N)		
355	If single, plans to go dual? (Y/N)		
356	List all PSAPs you can selectively transfer to, with ANI and ALI?		
357	What PSAPs would you like to selectively transfer to?		
358	Is your SR connected to other SRs to support tandem to tandem transfers? (Y/N)		
359			
360	**Automated Call Distributor (ACD)**		
361	Does PSAP employ ACD? (Y/N)		
362	What is ACD product? (name)		
363			
364	**Testing**		
365	Can PSAP deploy test positions? (Y/N)		
366	How many test positions? (number)		
367			
368	**Dispatch and Receiving Agencies**		
369	Can the PSAP transfer voice, data, and/or CAD data between agencies (primary to primary, primary to secondary, PSAP to receiving agency, etc.) (Y/N)		
370	Does PSAP have Emergency Medical Dispatch (EMD) ability? (Y/N)		
371	What EMD protocols (product names) are utilized?		
372			
373	**Statistics/Management Information**		
374	*Request copies of management reports for a typical month re: the following:*		
375	What statistics do you receive from your current 9-1-1 provider?		
376	What statistics do you receive from your current Customer Premises Equipment (CPE)?		
377	Average call volumes/hour		
378	Approximate calls per day		
379	# of 9-1-1 calls annually		
380	*Time factor of receipt to dispatch of 9-1-1 calls*		
381	Average # of 9-1-1 calls/month		
382	Average # of admin calls/month		
383	Average # emergency calls received on admin lines/month		

384	What percentage of calls are bridged/conferenced?		
385	What percentage of calls are transferred?		
386	What percentage of calls are selectively transferred?		
387	What percentage of calls are fixed transferred?		
388	What percentage of calls are CPE based selective transfers?		
389	Percentage of calls that are wireless		
390	What percentage of wireless calls are transferred out?		
391	What percentage are non-emergency calls?		
392	How are non-emergency calls handled?		
393	# wireline TNs in service area		
394	# wireless TNs in service area		
395	# VoIP TNs in service area		
396	Total # of TNs		
397			
398	**Peak Call Volumes**		
399	Busiest month of the year		
400	Total # 9-1-1 calls for busiest month of the year		
401	Busiest day of the year		
402	Total # 9-1-1 calls for busiest day of the year		
403	Busiest hour of the year		
404	Total # 9-1-1 calls for busiest hour of the year		
405	Busiest minute of the year		
406	Total # 9-1-1 calls for busiest minute of the year		
407			
408	**Location Accuracy**		
409	Do you receive location confidence factor when you have X/Y for call? (Y/N)		
410	If confidence factor is provided, do you use it? (Y/N)		
411	What is the expected range for confidence factor? (range of percentages)		
412			
413	**Financial Information**		
414	Identify the revenue sources used for funding all PSAP operations (911 + all other operations) (property taxes, county, general funds, etc.)		
415	Identify the total annual cost for PSAP operations (911 + all other operations)		

416	Request PSAP Budget for 2008 OR collect the monthly recurring cost for each of the following:		
417	End office to SR trunk costs		
418	SR to PSAP trunks		
419	Selective router		
420	TSP Service Order Processing		
421	Wireless		
422	VoIP		
423	Database services		
424	Workstation/Call answering equipment		
425	ANI/ALI controllers		
426	Recording equipment		
427	Mapping equipment		
428	Addressing and MSAG management		
429	Mapping and map maintenance		
430	Average Call Taker Salary		
431	Total monthly salary for all PSAP personnel		
432			
433	**Physical Premise Requirements (1 - 5)**		
434	Is there available room for 24" x 108" x 72" (w x d x h) enclosed cabinet? (Y/N)		
435	Does 3' of service clearance exist in front of cabinet? (Y/N)		
436	Does 2' of service clearance exist in back of cabinet? (Y/N)		
437	Does 3' of service clearance exist on at least one side of cabinet? (Y/N)		
438	Is the ceiling height of proposed cabinet location greater than 8.5'? (Y/N)		
439	Describe floor construction type (tile, carpet, concrete, wood, or raised flooring)		
440	Is floor loading capacity rated to accept a minimum of 150 lbs/sq. ft. (Y/N)		
441			
442	Are rack(s) located within 20' of the Telco provider's on-premise equipment and 9-1-1 CPE? (Y/N)		
443	Describe fire suppression system in proposed equipment room location.		
444	Are floors, walls, and ceiling sealed or painted to minimize dust? (Y/N)		

445	Are lighting/fixtures fed by a separate power distribution source from proposed Next Gen equipment? (Y/N)		
446	Doors shall be a minimum of 3' wide x 7' high without door sills, hinged to open outward. (Code Permitting)		
447			
448	**Electrical & Grounding Requirements (1 - 5)**		
449	Are there two (2) dedicated diverse 110volt / 20amp power feeds? (Y/N)		
450	Is facility UPS/GenSet protected? (Y/N)		
451	Is Uninterrupted Power Supply (UPS)/GenSet redundant? (Y/N)		
452	Does UPS/GenSet additional power capacity exist for Next Gen 911 equipment? (Does capacity for 2 additional 20 amps circuits exist?)		
453	If UPS protected, is the Uninterruptible Power Supply (UPS) system fed from diverse utility power feeds? (Y/N)		
454	Does proposed location have convenient outlets for installation activities? (Y/N)		
455	Are outlets sourced from different Power Distribution Units (PDUs) than the emergency service equipment? (Y/N)		
456	Does building ground electrode system exist? (Y/N)		
457			
458	**System Environmental Requirements (1 - 5)**		
459	Does adequate overhead lighting (overhead fixtures) exist to perform service work in/around Next Gen cabinet?		
460	Proposed equipment location HVAC system must meet the following standard: Ambient temperature must be between 68-77 degrees Fahrenheit. (Y/N)		
461	Humidity parameters should be maintained between 40% and 55 % Relative Humidity.(Y/N)		
462	Ambient temperature rate of change must not exceed > 9 degrees/hour. (Y/N)		
463	Are there any radio equipment or strong magnetic fields in the vicinity of the 9-1-1 Routing service equipment racks? (Y/N)		
464			
465	**Logistical Site Requirements (1 - 5)**		

466	Does PSAP have suitable space for pre-delivery of Next Gen equipment and cabinet? (Y/N)		
467	Does PSAP having loading /unloading dock facilities (describe in detail)? (Y/N)		
468	If loading dock is non-existent, are suitable ramps available for equipment delivery/transport. (Y/N)		
469	Is proposed equipment room location on main floor? (Y/N)		
470	If no, does elevator exist that is of suitable size to transport Next Gen cabinet? (Y/N)		
471	Are hallways/ceilings/doors heights suitable to accommodate delivery of Next Gen cabinet? (Y/N)		
472	Comments		
	VER.2		

LINDA LINGLE
GOVERNOR

RUSS K. SAITO
Comptroller

SANDI YAHIRO
Deputy Comptroller

March 10, 2010

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

From: Glenn Roach – Executive Director

Subject: Authorization to send the Executive Director, Board Members and PSAP Representatives to the NENA Annual Conference in Indianapolis, IN, June 5-10, 2010

The following are the estimated costs per person to the NENA Annual Conference in Indianapolis, IN, June 5-10, 2010 (see included brochure)

- Registration: $750
- Airfare: $1,000
- Hotel (5 nights): $945+tax
- Per Diem ($61/day) $305

- Total: $3,000

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www.nena.org

June 5–10, 2010
Indianapolis, Indiana

EMPOWERMENT   KNOWLEDGE   NETWORKING   LEADERSHIP

NENA 2010

The Event for Emergency Communications Professionals

Advance Registration Brochure

June 5 – 10, 2010 • Indianapolis, Indiana

NENA 2010
It's YOUR Future!

As our industry begins to fully realize the power of broadband-enabled 9-1-1 and emergency communications, it is critical that we come together to explore the possibilities in front of us. Officials in Washington and in state capitals across the nation have made clear their commitment to modernizing public safety systems. Now, it is up to us to provide the leadership and vision to bring the future to life.

What does a fully integrated and interoperable IP-based emergency response system mean for you and your agency, company, or community? Have you considered the operations, technical, policy, and educational challenges ahead? Are you equipped with the knowledge and tools to keep pace with the constantly evolving technology and communications landscape?

Do you know what the future holds?
At **NENA 2010**, you will be connected to the pulse of 9-1-1. Join thousands of public safety

professionals, telecommunications specialists, and government leaders for a week filled with opportunities to develop a keen understanding of the near and long-term issues facing public safety and plan to leave with the skills necessary to tackle these challenges head on.

Featuring renowned keynote speakers, general sessions with industry leaders and visionaries, dozens of education sessions designed to enrich you personally as well as professionally, unparalleled opportunities to network and dialogue with your peers, and a cutting-edge exhibit hall, you are guaranteed to come away ready to help guide public safety into the broadband age.

NENA 2010 is the must-attend event of the year for today's emergency communications professional. Don't miss your chance to be a part of it. After all, it's YOUR future!

(9-1-1
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About the National Emergency Number Association

As *The Voice of 9-1-1™*, NENA is on the forefront of all emergency communications issues. The association serves its members and the greater public safety community as the only professional organization solely focused on 9-1-1 policy, technology, operations, and education issues. With more than 7,000 members in 48 chapters across the United States and around the globe, NENA promotes the implementation and awareness of 9-1-1, as well as international three-digit emergency communications systems.

NENA works with 9-1-1 professionals nationwide, public policy leaders, emergency services and telecommunications industry partners, like-minded public safety associations, and other stakeholder groups to develop and carry out critical programs and initiatives, to facilitate the creation of an IP-based Next Generation 9-1-1 system, and to establish industry leading standards, training, and certifications. Through the association's efforts to provide effective and efficient public safety solutions, NENA strives to protect human life, preserve property, and maintain the security of our communities.

Education & Inspiration

NENA 2010 continues the association's proud tradition of being the 9-1-1 industry's premier educational event. Keynotes and sessions will focus on broadband-enabled emergency response and the convergence of technologies, agencies, and industries necessitated by this transformation, as well as what this all means for you — the emergency communications professional.

Monday's three-hour multimedia Super Session, *From 5 months to 5 Years: NENA's Vision for the Future of Emergency Communications,* will set the tone for the week, laying out where we are as an industry and where we are headed. From there, dozens of track sessions covering GIS, emergency preparedness, Next Generation 9-1-1, accessibility, education, training, and policy will fill in the rest of the picture. Since your life doesn't stop once you leave the office, special personal and professional development sessions will address the ways we can all lead healthier, more productive, and more successful lives through stress management, life and financial planning, and improved interpersonal skills.

Exhibit Hall

If you are a 9-1-1 professional interested in discovering the latest in emergency communications technologies and products, or if you are a vendor looking to get the word out to those who make significant purchasing decisions, **NENA 2010** is where you need to be. Our expansive Exhibit Hall provides attendees with a chance to see, hear, and feel the newest public safety goods and services and to connect with the exhibitors in order to make well-informed buying decisions. Exhibitor and Next Generation Partner Program sessions right in the hall itself provide an in-depth picture of future through interactive presentations and demonstrations.

Networking

NENA 2010 is Where 9-1-1 Connects.™ Thousands of your NENA peers—ready-to-help experts and public safety professionals—will be joining us in Indianapolis to talk about the issues of the day and forge 9-1-1's path forward. But you can be sure that it won't be all business. You'll have the chance to get to know your colleagues and share some fun at events and activities including the NENA Arcade Welcome Reception, the First Timers' Breakfast, local PSAP and sightseeing tours, numerous Exhibit Hall gatherings, and Wednesday evening's Installation Banquet & Gala.

What's New at NENA 2010?

- Monday afternoon Super Session
- 4 brand new Pre-Conference Courses
- Center Manager Certification Program
- Educational Sessions designed to achieve a well-rounded life

Pre-Conference Courses*

NENA 2010 will feature eleven Pre-Conference Courses aimed at 9-1-1 professionals looking to hone their skills in specific areas. A great way to kick off your conference experience, attend to gain valuable insights into the latest trends and topics in emergency communications and earn points towards ENP Certification and Re-Certification.

Brand new courses for 2010 include *Continuity of Operations Plans for PSAPs, Customer Service for 9-1-1 Professionals, Filling the Seats in Your PSAP,* and *SOP SOS.* Additionally, we will be offering *Achieving Excellence in 9-1-1 Center Management, Grant Management for PSAPs, Introduction to Converging 9-1-1 Technologies, Introduction to Next Generation 9-1-1, Next Gen Employees for the Next Gen PSAP, Overcoming Negativity in the Communications Center,* and *Training the 9-1-1 Trainer.* Course descriptions are available at www.nena.org/education.

Center Manager Certification Program*

NENA's new Center Manager Certification Program is designed to equip current, new, and potential PSAP managers with the tools needed to effectively manage the PSAP through a rigorous 40-hour course of lecture and lab-based education. Participants will develop skill sets that are critically important to anyone hoping to build a long-lasting and successful career in 9-1-1 center management. At **NENA 2010**, the 20-hour lecture-based portion of the program will be offered, covering: Business Writing for the Manager, Financial Management, Human Resources, Customer Service and Quality Assurance, Legal Issues, and Communications Skills.

Participation in this program is open to PSAP or 9-1-1 Authority managers and supervisors, and/or those who have taken one of the following NENA courses: *Achieving Excellence, Leadership,* or *Preparation for Management.* Lab-based component, necessary for certification completion, to be held in a to-be-determined centralized location in August 2010. Additional $500 registration fee required. Further program details are available at www.nena.org/education.

The Indiana NENA Chapter can't wait to show off our State Capital and looks forward to making NENA 2010 a conference to remember!

— **Cindy Snyder,** Indiana NENA Chapter President

Schedule-At-A-Glance *(subject to change)*

Saturday, June 5th
7:00AM – 5:00PM	Registration Open
8:30AM – 4:30PM	Pre-Conference Courses*

Sunday, June 6th
7:00AM – 6:30PM	Registration Open
8:30AM – 4:30PM	Pre-Conference Courses* / Center Manager Certification Program*
1:00PM – 4:00PM	PSAP Tours
4:30PM – 5:30PM	NENA Membership Meeting
5:30PM – 6:00PM	9-1-1 Cares
6:00PM – 6:30PM	9-1-1 For Kids
6:30PM – 9:00PM	Welcome Reception: The NENA Arcade

Monday, June 7th
6:30AM – 5:30PM	Registration Open
7:00AM – 7:45AM	First Timers Breakfast
8:00AM – 10:00AM	Opening General Session & Keynote Address
10:00AM – 4:00PM	Exhibit Hall Open
10:00AM – 1:30PM	Exclusive Hall Hours
12:00PM – 1:00PM	Lunch served in Exhibit Hall
1:30PM – 4:30PM	Super Session — From 5 Months to 5 Years: NENA's Vision for the Future of Emergency Communications
1:30PM – 4:30PM	Center Manager Certification Program *(cont'd)**
5:00PM – 6:00PM	ENP & Leadership Reception (by invitation event)

Requires additional registration fee(s) and/or advanced notice of participation

Tuesday, June 8th
6:30AM – 5:00PM	Registration Open
9:00AM – 10:00AM	Emergency Communications Policy Keynote: FCC Commissioner Julius Genachowski (invited)
10:00AM – 4:00PM	Exhibit Hall Open
10:00AM – 11:00AM	Exclusive Hall Hours
11:00AM – 12:00PM	Educational Sessions & Center Manager Certification Program *(cont'd)**
12:00PM – 1:30PM	Exclusive Hall Hours
1:00PM – 4:00PM	PSAP Tours
1:30PM – 2:30PM	Educational Sessions & Center Manager Certification Program *(cont'd)**
2:30PM – 4:00PM	Exclusive Hall Hours & Exhibit Hall Closing Reception
4:00PM – 5:00PM	Educational Sessions & Center Manager Certification Program *(cont'd)**

Wednesday, June 9th
7:00AM – 2:00PM	Registration Open
7:45AM – 8:45AM	Regional Breakfast & Meeting
9:00AM – 10:45AM	Emergency Preparedness & Disaster Readiness General Session
10:00AM – 2:00PM	PSAP Tours
11:00AM – 4:30PM	Educational Sessions
11:00AM – 5:00PM	Center Manager Certification Program *(cont'd)**
6:00PM – 9:00PM	**NENA 2010** Installation Banquet & Gala

Thursday, June 10th
8:00AM – 9:00AM	NENA Board Meeting (Open to all)
9:00AM – 5:00PM	National Center for Missing & Exploited Children Workshops*

National Emergency Number Association
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203-1695

NENA 2010

The Event for Emergency Communications Professionals

June 5–10, 2010
Indianapolis, Indiana

*Bookmark www.nena.org/nena2010 as your source
for all the latest conference details and information!*

Advance Registration Brochure

REGISTRATION FORM

NENA 2010

The Event for Emergency Communications Professionals
June 5-10. 2010 • Indianapolis, IN

REGISTRATION INFORMATION

Please register one attendee per form. Duplicate if necessary.

First Name | Middle Initial | Last Name

Name as you wish it to appear on your badge | Title

Agency/Company

Address

City | State/Province | Zip/Postal Code

Daytime Phone | Fax

Email

☐ Please indicate if you are a First Time Attendee and plan to attend the First Timers' Breakfast on Monday morning — *included in registration fee*

☐ Please indicate if you are a Chapter Leader and plan to attend the Chapter Leadership meeting on Wednesday — *no cost*

☐ Please indicate & identify any special needs you may have:

WHAT TOPICS ARE OF INTEREST (Please check all that are of interest)

☐ Accessibility
☐ Education
☐ Emergency Preparedness
☐ GIS
☐ NG9-1-1
☐ Personal Development
☐ Professional Development
☐ Policy
☐ Training
☐ Other_____

CANCELLATION POLICY

All refund requests must be in writing. Refunds will be issued less an administrative fee of $100 per registrant. Registrant substitutions from the same organization may be submitted in writing at any time with no penalty. If the membership status of the substitute differs from that of the original registrant, a refund or additional charge may apply. All refunds will be issued after the conference. No refunds will be issued for requests received after May 21, 2010. Submit requests to: Fax 703.812.4675 or Email: registration@nena.org

SEND PAYMENT BY MAIL OR FAX TO:
NENA 2010
4350 North Fairfax Drive, Suite 750
Arlington, VA 22203
Phone: (800) 332.3911

INTERNAL USE ONLY

ID #:_____

Invoice #:_____

Notes:_____

CONFERENCE REGISTRATION FEES

Fees include: Educational Sessions, Exhibit Hall, Welcome Reception, Monday Lunch in Exhibit Hall, Exhibit Hall Reception, daily AM/PM breaks and Wednesday Installation Banquet & Gala.

	Super Saver By 1/29/10	Early Bird By 5/7/10	Standard Registration After 5/7/10	Subtotal
NENA Member				
#_____	$410	$510	$610	$_____
Non-Member	$550	$650	$750	$_____
ENP (Current/Active)	$360	$460	$560	$_____
One-Day (Please check *only* one)	NA	$175	$225	$_____

☐ Monday one-day (Includes: Educational Sessions, Exhibit Hall entrance & lunch)
☐ Tuesday one-day (Includes: Educational Sessions, Exhibit Hall entrance & reception)
☐ Wednesday one-day (Includes: Educational Sessions & Installation Banquet & Gala)

Spouse/Guest	NA	$100	$150	$_____

Guest Name: _____

☐ Check here if you plan to attend Wednesday night's Installation Banquet & Gala.

Center Manager Certification Program

Sunday, June 6–Wednesday, June 9
Note: Registration fee for CMCP also includes conference registration. Only spouse/guest registrations should be indicated in the "Conference Registration Fees" section.

Member: $750   NENA Member #_____ $_____
Non-Member: $850 $_____

☐ Check here if you plan to attend Wednesday night's Installation Banquet & Gala.

PRE-CONFERENCE COURSE FEES (Courses are subject to change)

Saturday, June 5 & Sunday, June 6
Fees Include: Course materials, workbook and AM/PM breaks.
NOTE: Pre-conference Course Fees are not included in Conference Registration Fees.

	Early Bird By 5/7/10	Standard Registration After 5/7/10	Subtotal
Course Options			
One Course	$195	$225	$_____
Two Courses or a Two-Day Course	$320	$350	$_____

COURSE HOURS FOR ALL COURSES ARE 8:30 AM – 4:30 PM

Two Day Courses - Saturday, June 5 & Sunday, June 6
☐ Achieving Excellence in 9-1-1 Center Management (2-Day Course)

One Day Courses
Saturday, June 5, 2010 (Check *only* one course each day)
☐ Continuity of Operations Plans for PSAPs
☐ Introduction to Next Generation 9-1-1
☐ Next Gen Employees for the Next Gen PSAP
☐ Training the 9-1-1 Trainer

Sunday, June 6, 2010 (Check *only* one course each day)
☐ Customer Service for 9-1-1 Professionals
☐ Filling the Seats in Your PSAP
☐ Grant Management for PSAPs
☐ Introduction to Converging 9-1-1 Technologies
☐ Overcoming Negativity in the Communications Center
☐ SOP SOS

NATIONAL CENTER FOR MISSING & EXPLOITED CHILDREN

Thursday, June 10
Please indicate below if you plan to attend the NCMEC Thursday sessions.
☐ Train the Trainer Seminar $__N/C__
☐ The 9-1-1 Center & Missing Kids Course $__N/C__

TOTAL DUE: $_____

METHOD OF PAYMENT: *(All payments for this event must be in U.S. Dollars)*
Your registration will NOT be processed without payment
☐ Check / Money Order payable to NENA
☐ MasterCard   ☐ Visa   ☐ American Express

Card #   Exp. Date

Cardholder Name   Signature

PSAP REIMBURSEMENT REQUEST WORKSHEET

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

2. PSAP INFORMATION

   a. PSAP/County: Honolulu, Hawaii
   b. Individual Submitting Request: John Thompson
   c. Rank/Title: Police Major
   d. Telephone Number: 8087238755   Email Address: jthompson@honolulu.gov
   e. Contact/Address for Reimbursement Payments:

      Major Thomas Grossi
      HPD Finance Division
      801 S. Beretania Street
      Honolulu, HI 96813

   f. Total Amount Requested: $169,907.60   MRC:

   g. Signature of Requestor: _MAJOR JOHN THOMPSON_

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

Item	Description	Quantity	Non-Recurring Cost (NRC)	Monthly Recurring Cost (MRC)
1	HPD CADS Maintenance - request reimbursement for all or part of this amount	1	$169,907.60	

_____
Signature of PSAP Representative on WE911 Board and Date

MOTOROLA
Communications Enterprise

1307 E. Algonquin Rd Schaumburg, IL 60196
Visit our web site at: www.motorola.com

INVOICE
Page 1 of 1

MOTOROLA INVOICE NUMBER:	78120410
INVOICE DATE:	08/01/2009
PAYMENT DUE:	08/21/2009
CUSTOMER ACCOUNT NUMBER:	1012584472 0001
PURCHASE ORDER DATE:	
YOUR PURCHASE ORDER NUMBER:	1000008

BILL TO HONOLULU POLICE DEPT, CITY OF

901 S BERETANIA ST
HONOLULU, HI 96813

For questions concerning this Invoice please contact
Motorola at: 1-800-422-4210

00046-00030-00018

Payment Terms: NET 20

Sales Order Number: S000001002186

Motorola Federal Tax Id: 36-1115800

Invoice Detail

Dur (Mo.)	Model Number	Description	Qty	Unit Price	Amount
		BILLING FOR YOUR SERVICE AGREEMENT			
		SERVICE PERIOD FROM 01-AUG-09 TO 31-JUL-10			
		MOTOROLA CONTRACT # S00001002186 RN02-MAY-09 04:55:48			
		SERVICES CONTRACTED:			
12	PTRMAI-CAD	MAINTENANCE CAD			162,591.00
12	PTRMAI-RMS	MAINTENANCE RECORDS MGMT			49,878.00

SUBTOTAL		212,469.00
STATE TAX		8,498.76
COUNTY TAX		1,062.35
TOTAL TAX		9,561.11
PLEASE PAY THIS AMOUNT (PAYMENT DUE: 08/21/2009)		222,030.11

Major John Thompson
7-29-09

Detach here and return bottom portion with your payment

INVOICE NUMBER	CUSTOMER ACCOUNT NUMBER	PAYMENT DUE
78120410	1012584472 0001	08/21/2009

Please put your Invoice Number and your Customer Account Number on your check for prompt processing

HONOLULU POLICE DEPT, CITY OF

901 S BERETANIA ST
HONOLULU, HI 96813

Payment Coupon

Invoice Total	Amount Paid
$222,030.11	

Send Payment To:
MOTOROLA

13108 Collections Center Drive
CHICAGO, IL 60693

0708010200040100 1012584472 0001 0000 080109 0022203011 07

CHARMAINE TAVARES
MAYOR

OUR REFERENCE

YOUR REFERENCE

55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
FAX (808) 244-6411

GARY A. YABUTA
CHIEF OF POLICE

CLAYTON N.Y.W. TOM
DEPUTY CHIEF OF POLICE

February 25, 2010

Mr. Russ K. Saito, Chair
Wireless Enhance 911 Board
1600 Kapiolani Boulevard, Suite 530
Honolulu, Hawaii 96814

Dear Mr. Saito:

Re: REQUEST FOR CONSIDERATION OF REIMBURSEMENT OF FUNDS
FOR MAUI POLICE DEPARTMENT TO ENTER INTO A SPECIAL
PROJECT FOR THE PROCUREMENT AND IMPLEMENTATION OF A
MAUI CAD TO STATE DIT INTERFACE TO SUPPORT E9-1-1
RESPONSE AND DISPATCH

The Maui Police Department has been working diligently towards replacing its legacy CAD and RMS system. This special project began in earnest in 2003, however, has not reached maturity until 2010, and will cost the County of Maui about 10 million dollars. The Maui Police Department has not requested reimbursement of its CAD and RMS replacement special project through the Wireless E9-1-1 Board.

An important function of the CAD system is the rapid and accurate dispatching of emergency services personnel and the vital dissemination of critical information to the public safety officials responding to the 9-1-1 call. The 9-1-1 dispatchers are responsible for obtaining information on suspects, perpetrators, drivers, and vehicle owners, and pass the information to the Police, Fire, or EMS responder on the scene. This information is currently contained in the State of Hawaii DIT mainframe computer. In the current environment, the DIT mainframe and the Police Department CAD system require an extra step to access that information over a standalone network, and then pass that information over the CAD and dispatch networks. Even a few seconds delay in accessing information will have a critical impact on responding public safety personnel, citizens, and their safety.

Unfortunately, the State of Hawaii DIT mainframe and the new Maui CAD system cannot connect directly and require an interface in order for these two systems to share and process information seamlessly. Maui Police Department has conducted research
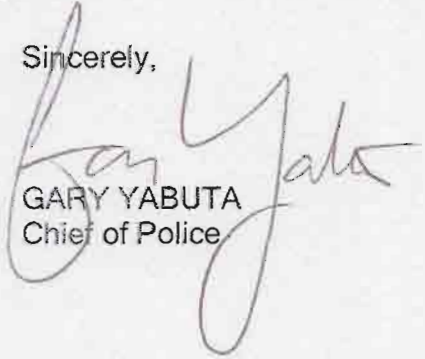
into the interfaces necessary for this system to operate as one network and has determined an interface is available.

During its investigation, it was determined that *BizTalk* has a software and interface solution to this situation. This interface will be a true interface between the State and DIT, thus allowing for immediate availability and sharing of critical information. If favorable consideration is granted with regard to the reimbursement funding, Maui Police Department is prepared to conduct a contractual change order to its existing CAD special project contract in order to encumber and obligate the funds during the current fiscal year.

Maui Police Department is requesting an amount not to exceed $100,000.00 to enter into the contractual agreement to purchase the interface. Attached is the proposed *BizTalk* solution for amount of $100,000.00.

Your consideration in this matter is greatly appreciated. If you have any questions regarding this matter, please contact Captain Lawrence Hudson of our Technical Services Section at (808) 244-6435.

Sincerely,

GARY YABUTA
Chief of Police

NEC

February 22nd, 2010

Maui Police Department
55 Mahalani Street
Wailuku, HI 96793

Re: Quote for Developing Interface between State of Hawaii DMV
and Intergraph CAD System

On behalf of NEC Corporation of America, I am pleased to provide you with pricing for the development of an interface between the existing State of Hawaii DMV system and the Intergraph CAD system currently being delivered by NEC / Intergraph. This quote includes all the necessary hardware and software components required to deliver an interface that will permit the inquiries outlines in Appendix A of this quote. Deliverables, estimated days to complete and cost upon MPD acceptance is outlined below.

Deliverable	Duration	Cost
Complete Project Plan, Interface Design and Implementation Plan. Submission to MPD for Approval.	45 days	included
Coding and Server Implementation (starts upon plan sign-off)	90 days	included
Interface Testing and Verification	60 days	
BizTalk Software		included
Hardware Server & Operating System		included
Cisco Routers (Qty 2)		included
Interface Acceptance		$100,000.00

- *The price does not include any applicable State and/or Federal taxes. All such taxes shall be paid by the customer, or in lieu thereof, customer shall provide an appropriate tax exemption form.*
- *Pricing is valid for 90 days from receipt of quotation.*

Please do not hesitate to contact me directly with any questions or concerns at (916) 203-2556 or by email at brian.moir@necam.com.

Sincerely,

Brian Moir

Brian Moir
Senior Project Manager
Identification Solutions Division
NEC Corporation of America

Appendix A – Hawaii Interface Queries

DIT Mainframe queries

The following lists the four character CICS transactions in PRODCICS for the relevant inquires

1. VIN lookups
   In State only
       M55S/2 for LIT/MC -Motorcycles
       M55S/3 for LIT/TK -Trucks
       M55S/5 for LIT/TR -Trailers
       M55S/1 for all other types

2. Plate lookups
   In State only
       M55L/2 for LIT/MC -Motorcycles
       M55L/3 for LIT/TK -Trucks
       M55L/5 for LIT/TR -Trailers
       M55L/1 for all other types

3. Registration lookup by Name
   In State only (two methods)
       a. ADLA returning a multi-page list
           Request to get next page of ADLA list
           Can run ADLB off of the list

       b. M55N/1 returning a single page list which allows M55L/1 by plate

4. Registration lookup by OLN
       ADLB

5. Gun lookups
       a. By Name
           LFAQ returning a multipage list
           Request to get next page of firearm list
           Can choose details from an entry in the list

       b. By Make and FACT
           LFAQ Individual response.

6. Bicycle
       a. By Name
           B55N returning a multi-page list
           Request to get next page of bicycle list
           Can run B55L by plate from an entry in the list

       b. By serial number
           B55S Individual response.

       c. By Plate
           B55L Individual response.

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GARY A. YABUTA
CHIEF OF POLICE

CLAYTON N.Y.W. TOM
DEPUTY CHIEF OF POLICE

February 25, 2010

Mr. Russ K. Saito, Chair
Wireless Enhance 911 Board
1600 Kapiolani Boulevard, Suite 530
Honolulu, Hawaii 96814

Dear Mr. Saito:

Re: REQUEST FOR CONSIDERATION OF REIMBURSEMENT OF FUNDS
FOR MAUI POLICE DEPARTMENT TO ENTER INTO A SPECIAL
PROJECT FOR THE PROCUREMENT OF THE ALCATEL-LUCENT
FORTINET ENCRYPTION SYSTEM TO SUPPORT E9-1-1 RESPONSE
AND DISPATCH

The Maui Police Department has been working diligently towards replacing its legacy CAD and RMS system. This special project began in earnest in 2003; however, has not reached maturity until 2010, and will cost the County of Maui about 10 million dollars. The Maui Police Department has not requested reimbursement of its CAD and RMS replacement special project through the Wireless E9-1-1 Board.

The County of Maui has unusual geographical features and is separated into three different inhabited islands. Providing remote dispatch and response services to these outlying districts, such as Hana, Lana'i, and Moloka'i currently require connectivity via the means of multiple T-1 lines. While this practice is not cost effective, the steady demand for bandwidth continues to climb.

The Maui Police Department has conducted research on this situation and has determined a cost effective solution to the problem of transmitting sensitive data (such as the information involved in NCIC, vehicle or firearms registration checks, or medical information), that 9-1-1 Dispatchers may need to pass on to responding public safety responders involved in wireless E9-1-1 calls or in outlying districts.

On February 17, 2010, at about 1000 hours Hawaii Standard Time, a teleconference was conducted with the State HCJDC, the FBI, Maui Police Department,

Maui MIS, Alcatel-Lucent, and NEC (the vendor for the Police Department's special CAD project). During the conference call, it was determined the technology required for the proposed solution exist and was discussed at great length. The proposed solution involves the implementation of the *Fortinet* encryption system, which is FIPS compliant and is allowable by the State and Federal government for the transmission of sensitive data.

The Alcatel-Lucent *Fortinet* encryption system is not a sole source vendor. Therefore, normal procurement procedures will be complied with. Attached is the proposal from Alcatel-Lucent as an estimate for the sum of $69,923.68. Maui Police Department is requesting consideration of reimbursement funding of the Alcatel-Lucent *Fortinet* encryption system special project in the not to exceed amount of $70,000.00.

Your consideration in this matter is greatly appreciated. If you have any questions regarding this matter, please contact Captain Lawrence Hudson of our Technical Services Section at (808) 244-6435.

Sincerely,

FM. GARY YABUTA
Chief of Police

3400 W Plano Pkwy
M/S: NASVP
Plano, TX 75075

County of Maui Police Department
55 Mahalani Street
Wailuku, Hawaii 96793

RE: Fortinet FIPS Compliancy Solution

Dear Captain Hudson,

Please find the attached WSCA-1466 quote for the Fortinet FIPS Solution attached. This solution will enable FIPS compliancy throughout the MPD network and includes all the equipment, professional services for installation, provisioning and training of your technical resources to operate and maintain the system.

Please let me know if you have any questions and/or concerns.

Mahalo,

Sean K. Cleveland
Account Director, Hawaii Region
Alcatel-Lucent

Price quotation prepared for:
County of Maui Police Department

WSCA-1466
Fortinet FIPS Compliancy Solution

Date: 23-Feb-10
Buyer Reference: FortiNET
Prepared by: SKC / JP

Alcatel·Lucent
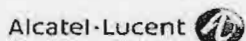
All Pricing is in U.S. Dollars

Product	Description	List Price	Cat	Qty	Your Cost	Extension
Section 1: Hardware and Software Options						
FG310BBDL95036	Bundle - 8 NP2 accelerated 10/100/1000 ports and 2 non-accelerated 10/100/1000 ports, plus SW AMC slot. Bundle includes Hardware Unit, Return and Replace, Firmware Upgrades, 7x24x36 months Comprehensive Support, AntiVirus, IPS, Contect Filtering and Anti-Spam. See Bundle upgrades for other options.	$17,041.00	P	2	$12,780.75	$25,561.50
FG50BBDL95036	Bundle - Dual WAN ports, 3-port 10/100 switch. Bundle includes Hardware Unit, Return and Replace, Firmware Upgrades, 8x5x36 months Enhanced Support, AntiVirus, IPS, Contect Filtering and Anti-Spam. See Bundle upgrades for other options.	$1,170.00	P	8	$877.50	$7,020.00
FMG-400B	FortiManager-400B, manages up to 200 FortiGate devices, recommended for all FG models	$8,995.00	P	1	$6,746.25	$6,746.25
FHS5-15-C1001-158-02-36	3YR FortiClient Premium Edition with Comprehensive Support for 100-249 Clients	$84.00	P	100	$63.00	$6,300.00
FAZ-400B-US	FortiAnalyzer-400B-1 x 500 GB removable disk drive-sup up to 100? FG50-800 models	$5,995.00	P	1	$4,496.25	$4,496.25

SECTION 1 SUBTOTAL: $50,124.00

Product	Description	List Price	Cat	Qty	Your Cost	Extension
Section 2: Services and Installation Programs for Hardware listed above						
FC-10-L0402-311-02-36	3 Yr 8x5 Enhanced FortiCare Rnwl-FL-400B	$2,360.00	P	1	$1,770.00	$1,770.00
FC-10-M0402-247-02-36	3 Yr 24x7 Comprehensive FortiCare Rnwl-FM-400B	$5,902.97	P	1	$4,427.23	$4,427.23
FT-03301	COURSE #301: FortiGate Multi-Threat Security Systems II-Secured Network Deployment & VPNs 3 day course, courseware included	$2,250.00	P	1	$1,687.50	$1,687.50
FCNSP	Voucher for single access to FCNSP Exam - Students must attend 301 class	$250.00	P	1	$187.50	$187.50
FP-10-00000-M08-00-00	Professional Services Consultant - Installation & Training	$2,250.00	P	5	$1,687.50	$8,437.50

SECTION 2 SUBTOTAL: $16,509.73

PRODUCT TOTAL: $66,633.73
GET: $2,789.95
ESTIMATED SHIPPING: $500.00
GRAND TOTAL: $69,923.68

POLICE DEPARTMENT

COUNTY OF MAUI

CHARMAINE TAVARES
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55 MAHALANI STREET
WAILUKU, HAWAII 96793
(808) 244-6400
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DEPUTY CHIEF OF POLICE

February 25, 2010

Mr. Russ K. Saito, Chair
Wireless Enhance 911 Board
1600 Kapiolani Boulevard, Suite 530
Honolulu, Hawaii 96814

Dear Mr. Saito:

Re: REQUEST FOR CONSIDERATION OF REIMBURSEMENT OF FUNDS
FOR THE PROCUREMENT OF THE POSITRON MAPPING SYSTEM
UPGRADE AND ADDITIONAL SERVER AND THREE EXTERNAL 1.5
TB HARD DRIVES

Maui County is respectfully requesting approval for a reimbursement request in order to move forward with the procurement of a necessary upgrade for our E9-1-1 mapping system. The upgrade is necessary to display and read Pictometry imagers on our Positron E9-1-1 mapping system. The original mapping system was procured in 2005 utilizing the Wireless Grant Fund; however, when the system procured it was not configured with the photo imagery module.

This module is necessary for the proper operation of the Pictometry photo oblige imagery. The provided Positron quote for the upgrade also includes the purchase of the Evergreen Software warranty option that will allow Maui County to refresh its mapping system software to the current versions in operation in Hawaii and Kauai Counties.

A previous request for this upgrade was submitted to the Wireless Board, which was approved on December 12, 2008; however, was not executed due to procurement considerations and the fact that a contract with Pictometry was not in place at the time.

Total amount of the reimbursement requested is not to exceed the amount of $47,800.00:

1. This includes $38,535.00 for the Positron Map Upgrade (Imagery Module, Evergreen Software Maintenance, three years help desk support) see attached Positron quote; and

2. A stand-alone server, which will service only this application. The specifications for this server are also attached along with the estimated price of $7,406.07.

3. The Moloka'i PSAP will also require three (3) external hard drives (two (2) operational with one (1) backup) to handle the 1.5 Tb of Pictometry data. It is anticipated the individual cost per hard drive will not exceed $600.00.

Your consideration in this matter is greatly appreciated. If you have any questions regarding this matter, please contact Captain Lawrence Hudson of our Technical Services Section at (808) 244-6435.

Sincerely,

for: GARY YABUTA
Chief of Police

POSITRON

Positron Public Safety
an intrado company

Positron Power MAP Upgrade
for
Maui County, HI

Summary - Base System

Power MAP Upgrade	$	19,500.00
Total	**$**	**19,500.00**

Summary - Maintenance Services

Help Desk - 3 Years, prepaid	$	3,172.50
Software Evergreen - 3 Years, prepaid	$	15,862.50

Configuration Parameters

Power MAP Upgrade	Included			
Pictometry Interface	Included			

Model #	Description	Qty	List Price	Unit Cost	Total
919100/322/U	Power MAP 3.2 Standard License Upgrade	10			
913280/1	Power MAP Interface, Configuration and Set-up	10			
				Subtotal $	19,500.00

Total	**$**	**19,500.00**

Maintenance Services

*Help Desk - 3 Years, prepaid

Model #	Description	Qty		
919100/HD1	Power MAP Help Desk	3		
			Subtotal $	3,172.50

*Software Evergreen - 3 Years, prepaid

Model #	Description	Qty		
919100/SE1	Power MAP Software Evergreen	3		
			Subtotal $	15,862.50

POSITRON

Positron Public Safety
an intrado company

Positron Power MAP Upgrade
for
Maui County, HI

Summary - Base System

Item		Cost
Power MAP Upgrade	S	19,500.00
Total	**$**	**19,500.00**

Summary - Maintenance Services

Item		Cost
Help Desk - 3 Years, prepaid	$	3,172.50
Software Evergreen - 3 Years, prepaid	$	15,862.50

Configuration Parameters

Installations

Power MAP Upgrade		Included		
Pictometry Interface		Included		

Model #	Description	Qty	List Price	Unit Cost	Total
	Power MAP Upgrade				
919100/322/U	Power MAP 3.2 Standard License Upgrade	10			
913280/1	Power MAP Interface, Configuration and Set-up	10			
				Subtotal $	19,500.00

Total		$ 19,500.00

Maintenance Services

Help Desk - 3 Years, prepaid

Model #	Description	Qty			
919100/HD1	Power MAP Help Desk	3			
				Subtotal $	3,172.50

Software Evergreen - 3 Years, prepaid

919100/SE1	Power MAP Software Evergreen	3			
				Subtotal $	15,862.50

1   Power MAP is a viewing software. Customer must supply and maintain GIS data.
    GIS Data must be ESRI .shp format, or capable of being converted to ESRI .shp format.

    The customer is responsible for all installation services, as well as provision of suitable external hard
    drives for each position for storage of the customer-provided Pictometry data.

2   This service is designed to protect the customer's initial Software investment by maintaining
    optimized system performance and functionality. The most recent versions of the purchased
    software product will be available during the contract period to the customer's designated
    maintenance personnel who will be responsible for its deployment at the site.
    The Software Evergreen Program includes shipment of new software versions, minor and
    major releases, and problem workarounds to be deployed by the customer's designated
    maintenance personnel.

    In addition, Underlying Software (i.e., Windows operating system, SQL, etc.) ,
    is not included under the auspices of Positron's Software Evergreen program.

3   This service is designed to provide 24X7 access to our
    customer call center for product support. It also provides remote diagnostics capabilities,
    allowing our technicians to dial in and troubleshoot remotely.

    On Site Maintenance is not included in this proposal.
    On Site Maintenance, if required, will be billed at Positron's then current rate for time,
    material and Travel & Living.

Terms

PRICING   All prices are in U.S. Funds.
                 Taxes, if applicable, are extra.
                 FOB Positron, Montreal. Shipping costs are prepaid and charged.

PAYMENT   NET 30 days.

DELIVERY   TBD.

VALIDITY   60 days

DELL

QUOTATION

QUOTE #: 523334623

Customer #: 5420682

Quote Date: 1/6/10

Date: 1/6/10 10:26:06 AM

Customer Name: AKIMEKA

TOTAL QUOTE AMOUNT:	$7,406.07		
Product Subtotal:	$6,921.17		
Tax:	$449.90		
Shipping & Handling:	$35.00		
Shipping Method:	Ground	Total Number of System Groups:	1

GROUP: 1	QUANTITY: 1	SYSTEM PRICE: $6,921.17	GROUP TOTAL: $6,921.17

Base Unit:	PowerEdge R710 with Chassis for Up to Six 3.5-Inch Hard Drives (224-4846)
Processor:	PowerEdge R710 Shipping (330-4124)
Memory:	32GB Memory (8x4GB), 1066MHz Dual Ranked RDIMMs for 2 Processors, Adv ECC (317-0237)
Monitor:	Embedded Broadcom, GB Ethernet NICS with TOE (430-1764)
Video Card:	E5502 Xeon Processor, 1.86GHz 4M Cache, 800MHz Max Mem (317-1209)
Video Memory:	E5502 Xeon Processor, 1.86GHz 4M Cache, 800MHz Max Mem (317-1221)
Video Memory:	PowerEdge R710 Heat Sinks for 2 Processors (317-1213)
Hard Drive:	1TB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8730)
Hard Drive Controller:	PERC 6/i SAS RAID Controller 2x4 Connectors, Internal, PCIe256MB Cache, x6 Chassis (341-9152)
Floppy Disk Drive:	Power Saving BIOS Setting (330-3491)
Operating System:	Windows Server 2008, Standard x64, Incl Hyper-V, Incl 5 CALs (420-8354)
Modem:	iDRAC6 Enterprise (467-8648)
CD-ROM or DVD-ROM Drive:	DVD ROM, SATA, INTERNAL (313-9092)
Sound Card:	Bezel (313-7517)
Speakers:	Riser with 2 PCIe x8 + 2 PCIe x4 Slot (320-7886)
Documentation Diskette:	Dell Management Console (330-5280)
Documentation Diskette:	Electronic System Documentation and OpenManage DVD Kit (330-3485)
Additional Storage Products:	1TB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8730)
Feature	RAID 5 for H700 or PERC 6/i Controllers (341-8700)
Feature	No Rack Rail or Cbl Mng Arm (330-3479)
Service:	Thank you choosing Dell ProSupport. For tech support, visit http://support.dell.com/ProSupport or call 1-800-945-33 (989-3439)
Service:	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, 2 Year Extended (992-8162)
Service:	ProSupport for IT: 7x24 HW / SW Tech Support and Assistance for Certified IT Staff, 3 Year (992-8352)
Service:	Mission Critical Package: 4-Hour 7x24 On-Site Service with Emergency Dispatch, Initial Year (993-2200)
Service:	Dell Hardware Limited Warranty Plus On Site Service Initial Year (993-8447)
Service:	Dell Hardware Limited Warranty Extended Year (993-8458)

Service:	MISSION CRITICAL PACKAGE: Enhanced Services, 3 Year (993-8518)
Installation:	On-Site Installation Declined (900-9997)
Misc:	High Output Power Supply Non-Redundant, 870W (330-3476)
Misc:	Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)
Misc:	Power Cord, NEMA 5-15P to C13, 15 amp, wall plug, 10 feet / 3 meter (310-8509)
Misc:	1TB 7.2K RPM SATA 3.5" Hot Plug Hard Drive (341-8730)
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SALES REP:	Douglas K Stephenson	PHONE:	1-512-946-2175
Email Address:	Douglas_Stephenson@Dell.com	Phone Ext:	7133425

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