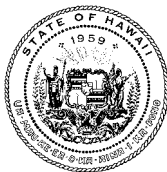


LINDA LINGLE  
GOVERNOR



RUSS K. SAITO  
Comptroller

SANDI YAHIRO  
Deputy Comptroller

**STATE OF HAWAII**

**WIRELESS ENHANCED 911 BOARD  
Joint Technical & Finance Committee Meeting**

May 7, 2010  
10:00 a.m.

Honolulu Police Department  
Command Conference Room, 4<sup>th</sup> Floor  
801 S. Beretania  
Honolulu, Hawaii 96813

**AGENDA  
Amended**

- I. Call to order.
- II. Introductions
- III. Review and Approval of Minutes from April 7, 2010 Joint Technical & Finance Committee Meeting.
- IV. Items for Discussion, Consideration and Action
  - a. Finance Committee
    - i. Monthly Financial Report
    - ii. Authorization for the Executive Director to attend the National Association of State Nine-One-One Administrators (NASNA) in Indianapolis, IN, June 3-4, 2010 – Estimated Cost \$568.56 (Hotel and per diem)
  - b. Technical Committee
  - c. Joint Committees
    - i. Request for Reimbursement from the Honolulu Police Department for the replacement of PSAP UPS Batteries in the amount of \$50,680.
    - ii. Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC
    - iii. Legislative Update
    - iv. Hawaiian Telcom Long Distance Charges related to Wireless 9-1-1 Callbacks
    - v. FY 2011 – 2015 Budget and Spending Plan

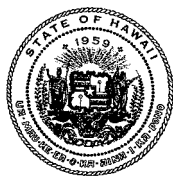
vi. Discussion with Hawaiian Telcom to provide input on Next Generation E9-1-1

V. Announcements.

VI. Next meeting date and location – TBD

VII. Adjournment.

LINDA LINGLE  
GOVERNOR



RUSS K. SAITO  
Comptroller

SANDI YAHIRO  
Deputy Comptroller

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD  
Joint Technical & Finance Committee Meeting

May 7, 2010  
10:00 a.m.

Honolulu Police Department  
Command Conference Room, 4<sup>th</sup> Floor  
801 S. Beretania  
Honolulu, Hawaii 96813

Minutes

Committee Members in Attendance: Aimee Awana, Tony Ramirez, Russell Lundberg, Marie McCauley, Paul Ferreira, Victor Ramos, Eric Knutzen, Goldie Cross, Clement Chan, James LaClair, Kenison Tejada

Staff in Attendance: Glenn Roach, Courtney Tagupa

Guests in Attendance: Kevin Kuwahara, Kevin Uyeda, Patrick Chan, Ken Schmidt, Jim Hayden, Paul Epstein, Aaron Correia, John Thompson, Nikki Lavatai, Lani Natividad, Miles Tamanaha

I. Call to order.

The meeting was called to order at 10:00 AM

II. Introductions

Introductions were made

III. The Executive Director requested that the agenda be amended to drop item vi. Discussion with Hawaiian Telcom to provide input on Next Generation E9-1-1

**Goldie Cross made a motion to amend the agenda to drop item vi. Discussion with Hawaiian Telcom to provide input on Next Generation E9-1-1**

**Seconded by Paul Ferreira**

**No further discussion**

**Motion was passed unanimously**

- IV. Review and Approval of Minutes from April 7, 2010 Joint Technical & Finance Committee Meeting.

**Motion was made to approve the minutes of the April 7, 2010 Joint Technical & Finance Committee Meeting**

**Seconded**

**No further discussion**

**Motion was passed unanimously**

- V. Items for Discussion, Consideration and Action

- a. Finance Committee  
i. Monthly Financial Report

Mr Tagupa presented the Financial Report for April 2010

No further action required

- ii. Authorization for the Executive Director to attend the National Association of State Nine-One-One Administrators (NASNA) in Indianapolis, IN, June 3-4, 2010 – Estimated Cost \$568.56 (Hotel and per diem)

**A motion was made to authorize the Executive Director to attend the National Association of State Nine-One-One Administrators (NASNA) in Indianapolis, IN, June 3-4, 2010**

**Seconded**

**No further discussion**

**Motion was passed unanimously**

- b. Technical Committee-No Updates

- c. Joint Committees  
i. Request for Reimbursement from the Honolulu Police Department for the replacement of PSAP UPS Batteries in the amount of \$50,680.

**A motion was made to approve the Request for Reimbursement from the Honolulu Police Department for the replacement of PSAP UPS Batteries in the amount of \$50,680.**

**Seconded by Goldie Cross**

**Clarification was requested by Jim LaClair on if Hawaiian Telcom was the provider of the referenced equipment**

**Kenison Tejada indicated that Honolulu Fire Department would support this request for this FY but for future years, this and several other items would have to be reconsidered for future funding. Discussion continued in reference to prioritization of future items for funding**

**Clarification was requested regarding what was supported by the reference UPS**

**The motion was passed unanimously**

- ii. Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC.

Major McCauley asked the Executive Director to clarify that the Board was already reimbursing the military for 3 positions which will no longer be funded do to clarification of the Law pertaining to the funding of military/federal PSAPs

**Motion was made by Paul Ferreira to approve the Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC.**

**Seconded by Eric Knutzen**

**Kevin Kuwahara from Hawaiian Telcom, clarified that the Board was funding the wireless charges from the military for 3 positions, but were not funding the CPE charges. He brought attention to the reference materials on this item.**

**Discussion continued in relationship to clarification of the charges and what was covered under the wireline tariff versus what was being funded by the Board.**

**Paul Ferreira amended the motion to approve the Honolulu Police Department request for 3 additional CML positions to be installed at the primary PSAP in the amount of \$147.40 NRC and \$15,268.50 MRC, for the current calendar year, but requested that Hawaiian Telcom provide additional detail and a breakdown of the charges**

**Amendment was seconded by Eric Knutzen**

**With the exception of Jim LaClair, who abstained from the vote, the motion passed unanimously**

- iii. Legislative Update

Discussion entailed on the status of current Legislative activities that could potentially impact 9-1-1 and the Board in the State of Hawaii

Request was made by Paul Ferreira to include a Legislative Update on all future agendas

iv. Hawaiian Telcom Long Distance Charges related to Wireless 9-1-1 Callbacks

The Executive Director indicated that there had been some questions from the PSAPs regarding the announcement by Hawaiian Telcom at the last meeting that they were going to begin applying long distance charges on callbacks to wireless 9-1-1 calls. Kevin Kuwahara with Hawaiian Telcom clarified the questions

No further action was required.

v. FY 2011 – 2015 Budget and Spending Plan

Mr. Tagupa distributed the Preliminary FY 2011-2015 Wireless Enhanced 911 Spending Plan and explained the content

Discussion continued on the plan

This item will be a continuing process and will be included in the next meeting agenda for further discussion and action.

vi. Discussion with Hawaiian Telcom to provide input on Next Generation E9-1-1

Removed from the agenda

VI. Announcements.

Mr. Ramirez recognized the outstanding work by Hawaiian Telcom in working with Akimeka LLC in the reduction of MSAG errors

Mr. Knutzen announced that he would be on an extended leave from Kauai County

The Executive Director requested that the PSAPs provide the names of the attendees for the NENA Conference

VII. Next meeting date and location – June 2, 2010 at the Honolulu Police Department

VIII. Adjournment.

The meeting adjourned 11:37 AM

Name	Agency
Aimee Wana	Hawaii Police
Tony Ramirez	AKIMEKA LLC
Courtney	AKIMEKA TECHNOLOGIES
RUSSELL LUNDBERG	MOBI PCS
MARIE McCulley	HPD
Paul FERREIRA	Hawaii Police
Victor PARGAS	HPD CO
Eric Knutson	Kaunoi
KEVIN KUWAHARA	HAWAIIAN TELCOM
KEVIN OYEDA	HAWAIIAN TELCOM
Patrick CHAU	HPD
Kew Schmitt	DPP/GIS
Jim Hayden	DPP/GIS
Goldie Cross	ATT
Limant Chan	PIC DIT
Paul Epstein	HPD
Aaron Correia	HPD ITD
JOHN THOMPSON	HPD ITD
Nikki Lavatai	HPD
J. Lani Natividad	HPD-COMM
Miles Tamaha	HPD-Comm
JAMES LACLAIR	HAWAIIAN TELCOM
Kenison Tejada	Honolulu Fire Dept.



## 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:

4/1/2010 - 4/30/2010

### Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Total
<b>Initial Calls (screeners)</b>	17059	<b>32.27%</b>	30738	<b>58.15%</b>	5060	<b>9.57%</b>	52857
<b>HPD</b>	15955	<b>31.63%</b>	27932	<b>55.37%</b>	6560	<b>13.00%</b>	50447
<b>HFD</b>	1772	<b>42.90%</b>	1868	<b>45.22%</b>	491	<b>11.89%</b>	4131
<b>EMS</b>	2910	<b>47.06%</b>	2658	<b>42.99%</b>	615	<b>9.95%</b>	6183
<b>RDC</b>	543	<b>24.43%</b>	1016	<b>45.70%</b>	664	<b>29.87%</b>	2223
<b>Hickam</b>	34	<b>11.45%</b>	211	<b>71.04%</b>	52	<b>17.51%</b>	297
	17059	<b>32.27%</b>	30738	<b>58.15%</b>	5060	<b>9.57%</b>	52857

\*\*\* Call numbers for HPD call takers and screener positions are only for period from 4/11/2010 to 4/24/2010 due to HPD scheduled operation in Kapolei from 4/25/2010 to 4/30/2010.

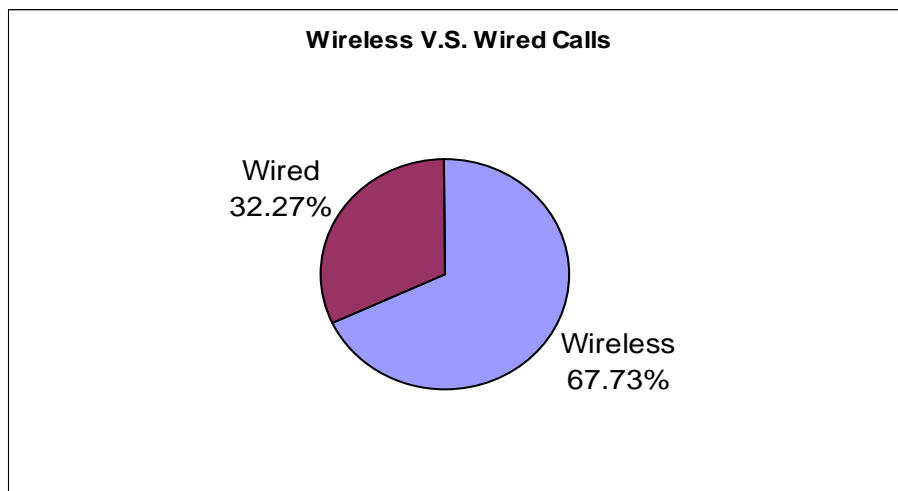
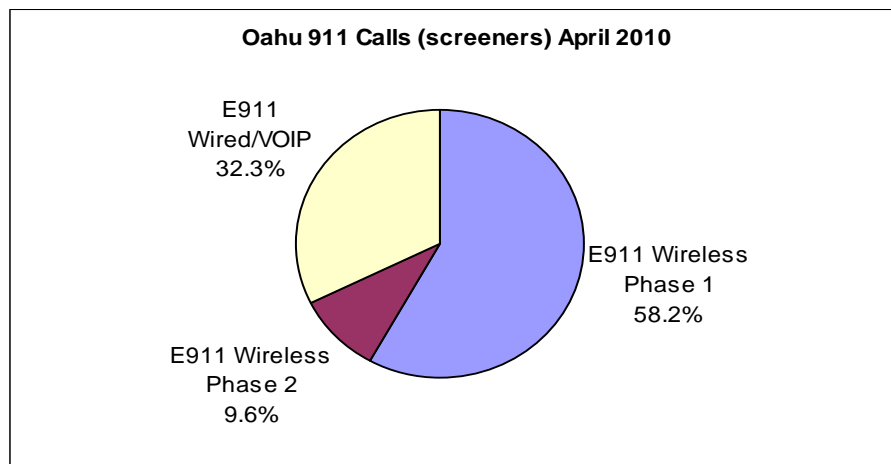




## Call Statistics Continued

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

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	30738	58.15%
E911 Wireless Phase 2	5060	9.57%
E911 Wired/VOIP	17059	32.27%
<b>Total</b>	<b>52857</b>	

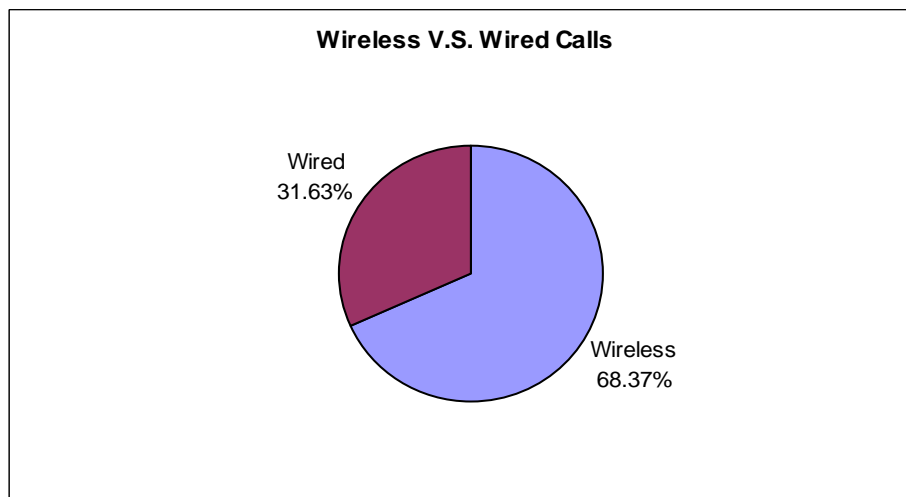
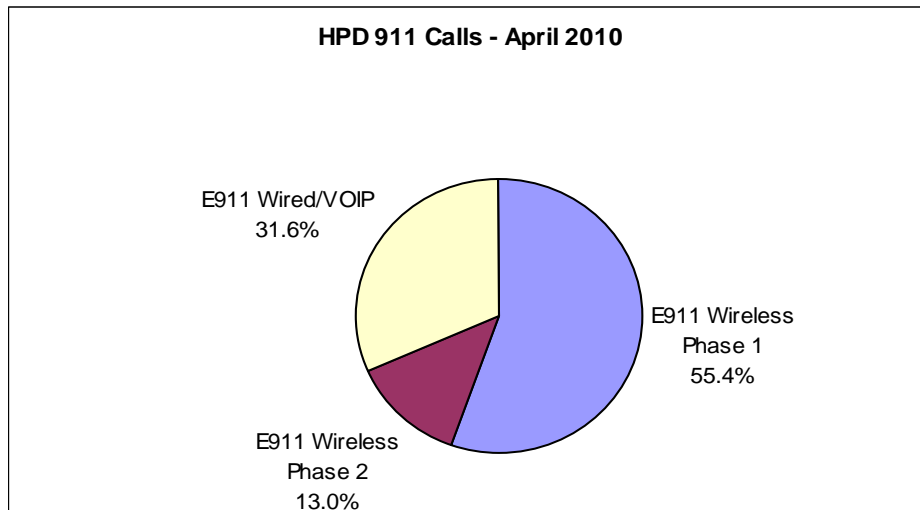




## Call Statistics Continued

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

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	27932	55.37%
E911 Wireless Phase 2	6560	13.00%
E911 Wired/VOIP	15955	31.63%
	50447	

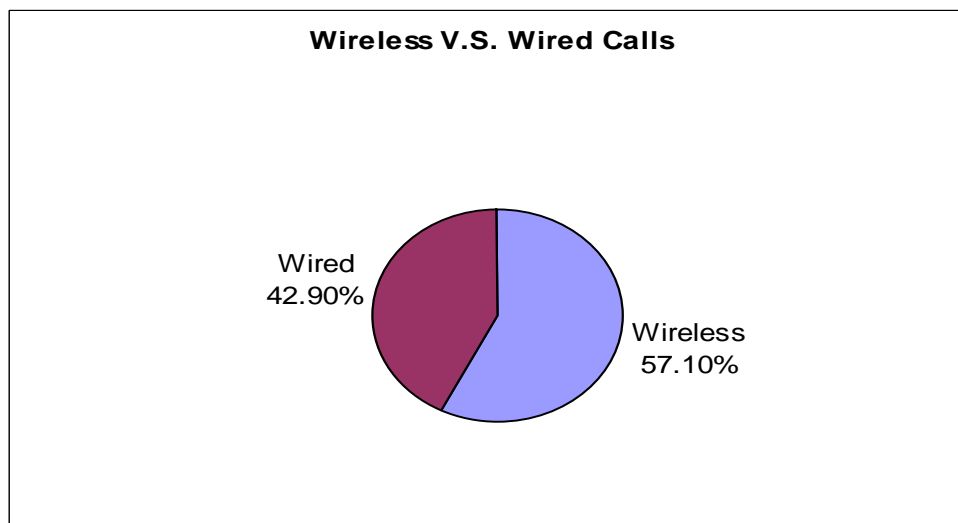
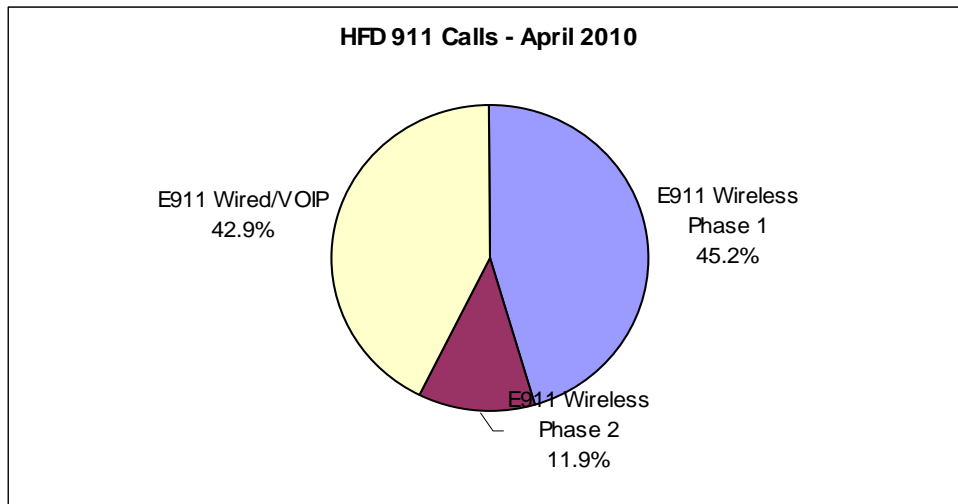




## Call Statistics Continued

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

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	1868	45.22%
E911 Wireless Phase 2	491	11.89%
E911 Wired	1772	42.90%
<b>Total</b>	<b>4131</b>	

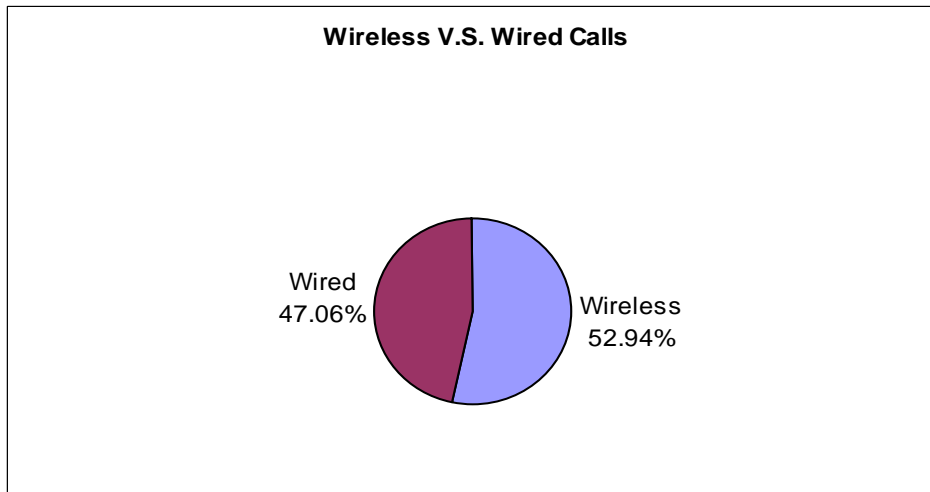
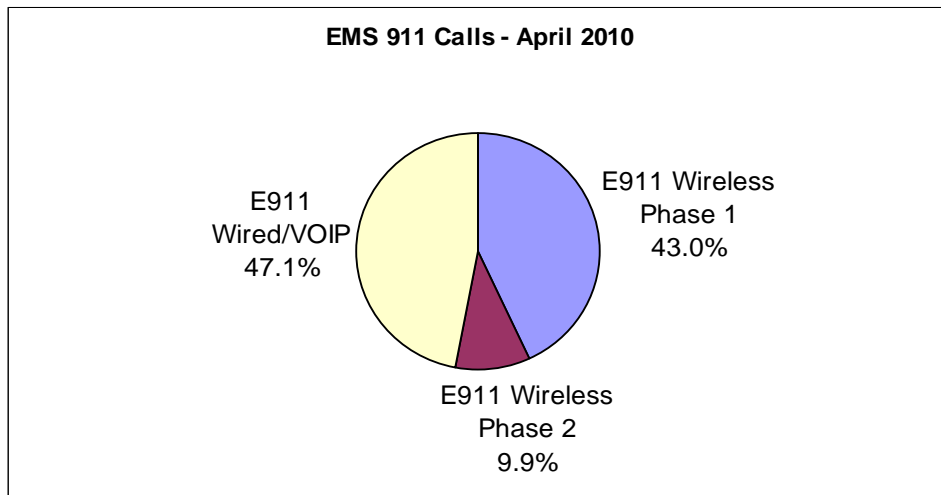




## Call Statistics Continued

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

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	2658	42.99%
E911 Wireless Phase 2	615	9.95%
E911 Wired/VOIP	2910	47.06%
<b>Total</b>	<b>6183</b>	

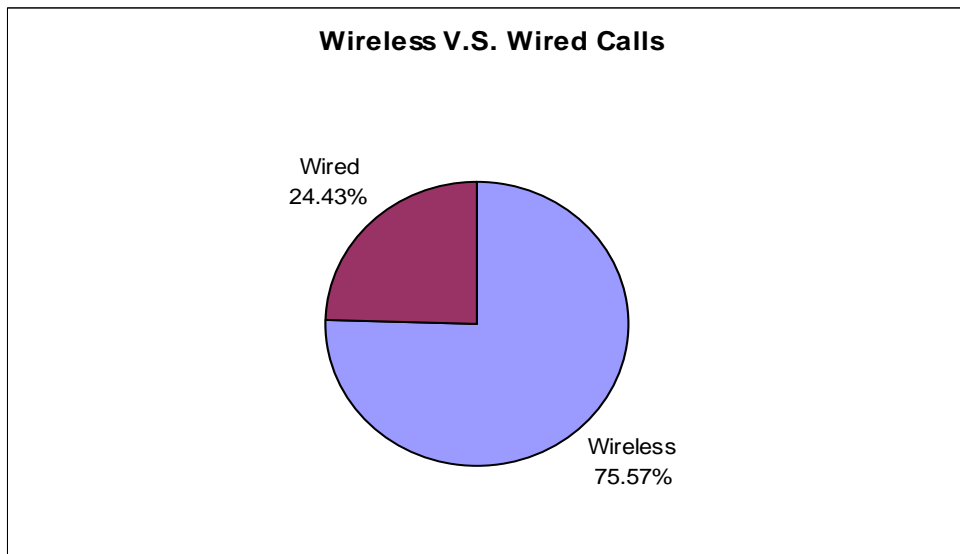
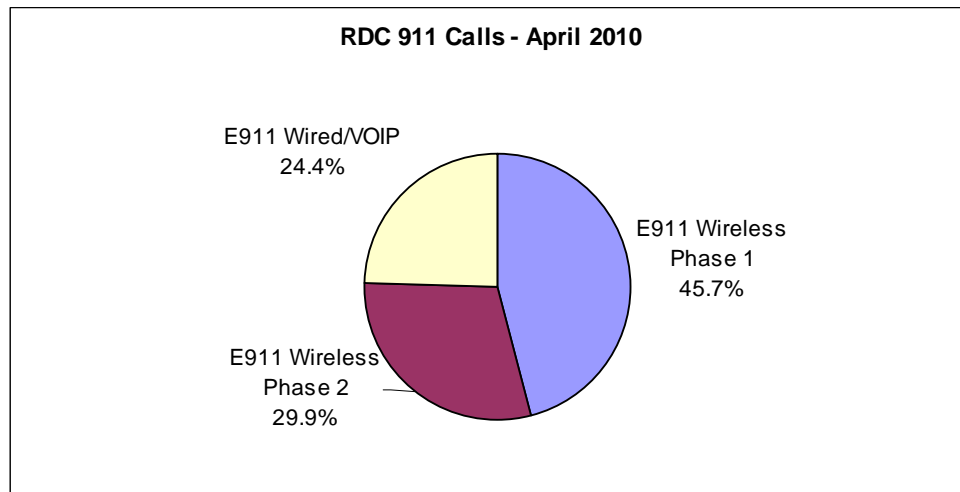




## Call Statistics Continued

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

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1016	45.70%
E911 Wireless Phase 2	664	29.87%
E911 Wired/VOIP	543	24.43%
<b>Total</b>	<b>2223</b>	

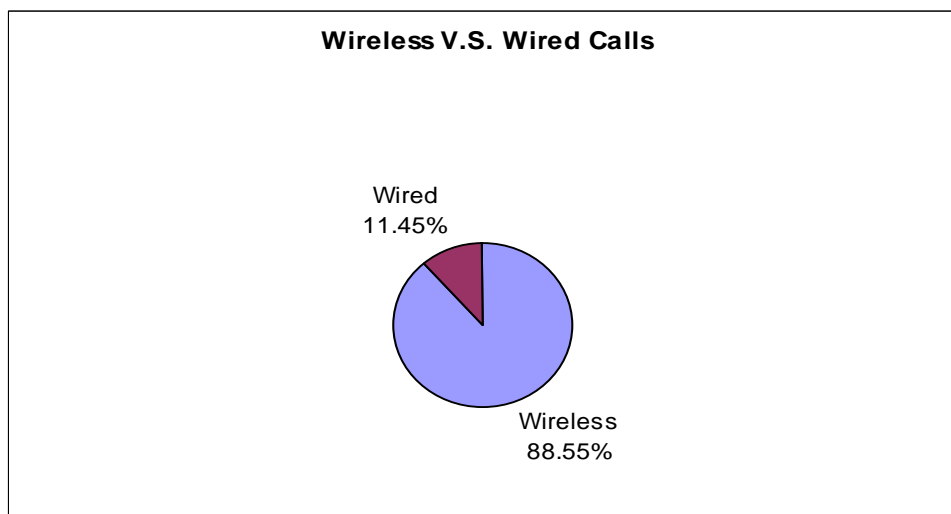
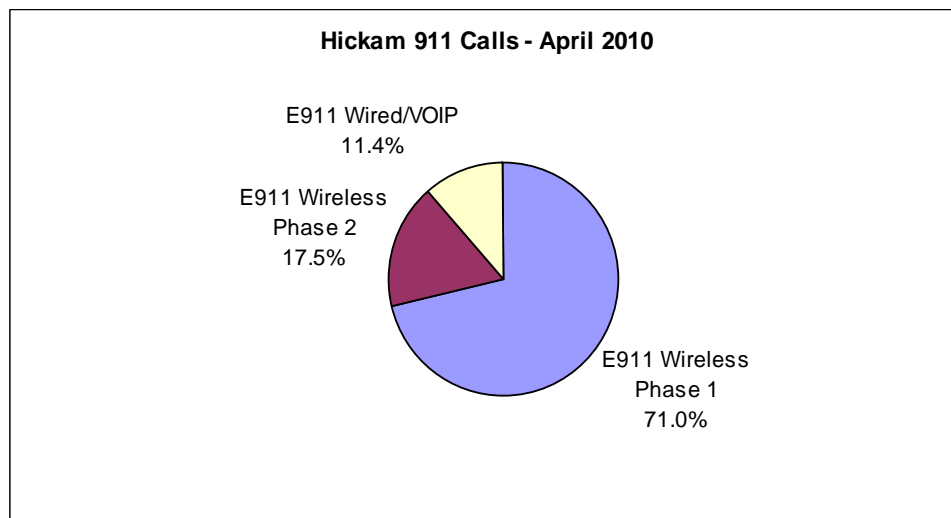




## Call Statistics Continued

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

Hickam	ALI 911Records	Percentage
E911 Wireless Phase 1	211	71.04%
E911 Wireless Phase 2	52	17.51%
E911 Wired/VOIP	34	11.45%
<b>Total</b>	<b>297</b>	





## MSAG Updates

MSAG Changes	Description	Date
4	Insert	April 2010

## Wireless Routing Sheets Processed

Carrier	Towers	Sectors
Verizon	9	16
Mobi	6	14
AT&T	1	9

## Events and Project Status

### Ongoing

- DIT has received new Geolynx backup servers and is preparing to install the Geolynx servers with Pictometry data.
- DIT is working with HFD and HPD to migrate their admin/backup lines off of the City's Legacy PBX system.
- DIT 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



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

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



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

### • PSAP Operations

#### 9-1-1 Call Volume – April 2010

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,812	3,908	39.8%	5,904	60.2%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
2010	Total	Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June									
May									
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
<b>TOTAL YTD</b>	<b>40,036</b>	<b>15,962</b>	<b>39.9%</b>	<b>24,072</b>	<b>60.1%</b>	<b>2</b>	<b>0.0%</b>	<b>4,503</b>	<b>11.2%</b>
<b>AVG PER MO</b>	<b>10,009</b>	<b>3,991</b>		<b>6,018</b>		<b>1</b>		<b>1,126</b>	

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

HAWAII		TRANSFERRED TO FIRE									
2010	Total	Wireline			Wireless			Admin		Abandoned	
		# 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	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
<b>TOTAL YTD</b>	<b>7,363</b>	<b>3,689</b>	<b>50.1%</b>	<b>23.1%</b>	<b>3,667</b>	<b>49.9%</b>	<b>15.2%</b>	<b>7</b>	<b>0.1%</b>	<b>157</b>	<b>2.1%</b>
<b>AVG PER MO</b>	<b>1,841</b>	<b>922</b>			<b>917</b>			<b>2</b>		<b>39</b>	

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

**Notes:**

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

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

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- **PSAP Operations (continued)**

### Wireless Test – April 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
04/20/10 – 04/21/10	AT&T Mobility	21	68	Hawaii PSAP/ Akimeka
04/21/10	Sprint	1	3	Hawaii PSAP/ Akimeka

04/01/10 -- 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.

The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.

The rehomeing and upgrade project (Phase 2) has been completed on Kaua'i, Hawai'i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.

04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.

04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.

04/01/10 -- 04/30/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. The Hawai'i County PSAP returned their signed certification with conditions to Tracfone on April 30, 2010.

04/07/10 -- Ongoing On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.

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

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### • PSAP Operations (continued)

- 04/14/10 Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a leash for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.
  
- 04/15/10 -- Akimeka personnel coordinated questions and responses from the Neighbor  
Ongoing Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.
  
- 04/16/10 -- Akimeka personnel is working with Intrado to prepare a flowchart for the  
Ongoing Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

### • MSAG

#### Current Month – April 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	196	161	30	69	25	18	19	509	35	0	0

Revised categories and report format changes effective April 2009.

A total of 196 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, a total of 509 customer ANI/ALI records were updated as a result of the 161 changes made to the MSAG database and 35 ALI Discrepancy reports were submitted to 911Net.

***There are no records in Suspended status as of April 30, 2010 – seven consecutive months since October 2009.***

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

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2010**

HAWAII		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
<b>TOTAL YTD</b>	<b>736</b>	<b>635</b>	<b>224</b>	<b>137</b>	<b>101</b>	<b>103</b>	<b>70</b>	<b>4,799</b>	<b>101</b>		
<b>AVG PER MO</b>	<b>184</b>	<b>159</b>	<b>56</b>	<b>34</b>	<b>25</b>	<b>26</b>	<b>18</b>	<b>1,200</b>	<b>25</b>		

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

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

It was discovered in April 2010 that five (5) transactions listed in the Hawaii MSAG Update Log - 2010 were identified as belonging to Maui County. The discrepancy occurred upon data export from 911Net due to the transactions originating under the Hawaii County 911Net log-in.

The year-to-date summary chart above has been corrected accordingly for the month of March 2010.

<b>Definitions:</b>	(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.

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
	04/29/10			Per Sprint CRSS
	04/26/10			Per VZW CRSS
			04/21/10	Uploaded the new Cell Tower layer to fix calls that were not plotting correctly on the map
	04/07/10			Added VZW tower per CRSS
	04/07/10			Per Mobi PCS CRSS
Street Centerline				
	04/23/10			
	04/19/10			
			04/16/10	
	04/13/10			
	04/12/10			
	04/01/10			
Address Points				
	04/22/10			
	04/19/10			
			04/16/10	
	04/07/10			
	04/01/10			
Psuedo Address Points				
	04/19/10			
			04/16/10	
	04/11/10			
	04/08/10			
	04/06/10			
	04/05/10			
	04/02/10			
Parcels				
Churches				
Coastal Names			04/16/10	
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
	04/16/10			
	04/15/10			
Fire Stations			04/16/10	
Food & Beverage				
			04/16/10	

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

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

- Mapping Layers Updated/Loaded Into GIS – April 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		
Hospitals			04/16/10	
Hotels				
Milepost Markers				
National and State Parks			04/16/10	
Ocean Rescue				
Points of Interest	04/22/10			Created a new layer of National Parks
			04/16/10	
Police Beat Boundaries				
	04/19/10			Edited per Hawaii County Police request
Police District	04/19/10			Edited to align with new Police Beats per Hawaii County Police request
			04/16/10	
Police ESZ	04/19/10			Edited Kona side per Hawaii County Police request
	04/13/10			
	04/06/10			Per requested changes from Hawaii County Police
	04/05/10			
Police Stations			04/16/10	
Post Office				
Schools			04/16/10	
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

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

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

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

### Current Month GIS Activities – April 2010

- 04/09/10 Akimeka personnel participated on a conference call with Hawaii County PSAPs and Intergraph to discuss mapping issues using GeoMedia. Conference notes and action items were documented and shared.
- 04/19/10 Akimeka GIS personnel worked on the metadata for Police Beats, Police Dispatch Groups and Police ESZ layers.
- 04/19/10 As requested, Akimeka GIS personnel emailed the Police Beats and Police Dispatch Group layers to Cheryl Chan of Hawaii County Planning.
- 04/19/10 Akimeka GIS personnel fixed the zoom levels and views on the PowerMap configurator. The zoom levels with the Address Point layer were not working properly after an update, causing issues on some workstations. There was no service interruption to the PSAPs during this fix and all workstations were updated automatically.
- 04/20/10 Akimeka GIS personnel responded to PowerMap issues/questions submitted by Hawaii County Fire via the Service Request process. PowerMap configurations were edited as appropriate. Generally, most configurations made on the server will affect all workstations (Police and Fire) but in this case the changes only affected the Fire workstations.
- Some changes will not take effect until the next PowerMap update which is tentatively scheduled for May 28, 2010.
- 04/21/10 -- Akimeka GIS personnel provided Sergeant Ing with information regarding the  
04/22/10 Pictometry drives. Included in the email was a recommendation on how to reconnect the hard drives.
- Upon further discussions with Sergeant Ing, since the computer is not recognizing Pictometry hard drives on two positions, Akimeka recommended that Sergeant Ing open a Help Desk trouble ticket with Positron.
- 04/23/10 Akimeka met its commitment and delivered the following layers to Intergraph via Akimeka FTP: National Parks, Police Beats, Police Dispatch Group, Police ESZ, Fire ESZ, and Fire Dispatch Group. Akimeka fulfilled their requirement by the due date and is waiting for Intergraph to update.
- 04/26/10 As requested by Hawaii County IT, Akimeka sent Excel spreadsheets of all Hawaii County Address Points in Akimeka's GIS Address Point layer to assist with the verification of Common Names. A copy was also provided to Lieutenant Wana via email.
- 04/27/10 Akimeka GIS personnel sent the latest Police ESZ layer to Lieutenant Wana for review and approval.
- 04/27/10 Darryl Willis from Hawaii County Fire had questions regarding the PowerMap layers and how data displays. Akimeka GIS personnel responded and answered his questions in order to provide a better understanding of the views and layers.

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

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- **Service Requests Transactions**

### Open Service Requests – April 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/22/10	160	<u>Incorrect Address:</u> TN = 808/930-4654	MSAG - ANIVALI Discrepancy	Normal	Request to update record sent to PLN; correction pending. PLN to contact customer to confirm location.  PLN reported that a change request was sent to Intrado but it had not been propagated as yet.
<b>Documented Items Per April 9 Intergraph Conference Call</b>						
2	04/21/10	185	Milepost Markers Not Visible; Unable to Zoom In and Out; Too Small	911 Map -- Other	Very High	Akimeka completed its portion by the due date commitment and is waiting for Intergraph to update on their end.
3	04/21/10	187	Common Place Names. Intergraph Needs the Latest Layer/File.	911 Map -- Other	High	
4	04/21/10	189	Subdivisions/Towns Layer	911 Map -- Other	High	
5	04/21/10	190	Parks Boundaries	911 Map -- Other	High	
6	04/21/10	191	2-Digit Code to Denote Municipality	911 Map -- Other	High	Further discussion required to assess the possibility and business impact across systems.  Akimeka recommends that a full understanding of the business impacts occur before any changes are made which could have a negative impact.
7	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka is awaiting a copy of the approved written descriptions of the police and fire beats which will take some time. As such, the beat boundaries were updated accordingly.
8	04/21/10	193	Road Classifications	911 Map -- Other	High	Further discussion required to determine which features are incorrectly classified.
9	04/21/10	196	Use of Highway Numbers	911 Map -- Other	High	Akimeka recommended that Intergraph research other options as discussed.



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

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- **Service Requests Transactions**

### 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	24	16	9	11	3	13	13	0	0	0	0
March	3	3	1	2	2	1	1	0	0	0	0
February	6	18	1	1	1	5	17	0	0	0	0
January	24	11	13	0	0	24	11	0	0	0	0
<b>TOTAL</b>	<b>57</b>	<b>48</b>	<b>9</b>	<b>14</b>	<b>6</b>	<b>43</b>	<b>42</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

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

### • PSAP Operations

#### 9-1-1 Call Volume – April 2010

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,806	976	34.8%	1,829	65.2%

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

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July									
June									
May									
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
<b>TOTAL YTD</b>	<b>11,576</b>	<b>4,252</b>	<b>36.8%</b>	<b>7,307</b>	<b>63.2%</b>	<b>17</b>	<b>0.1%</b>	<b>2,208</b>	<b>19.1%</b>
<b>AVG PER MO</b>	<b>2,894</b>	<b>1,063</b>		<b>1,827</b>		<b>4</b>		<b>552</b>	

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

**Notes:**

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

#### Wireless Test – April 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
04/13/10	AT&T Mobility	7	21	Kauai PSAP/Akimeka

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

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- **PSAP Operations (continued)**

- 04/01/10 -- 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.
- The projected completion date was pushed out to allow for the completion and testing of the rehomeing and network upgrade project across the Neighbor Islands.
- The rehomeing and upgrade project (Phase 2) has been completed on Kaua'i, Hawai'i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.
- 04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
- 04/01/10 -- Ongoing Akimeka personnel contacted and is awaiting a response from Allan Hanke of the DLNR to obtain the Polihale State Park callbox latitude and longitude. There is currently no identification on the callbox. Identification will be assigned once the latitude and longitude coordinates are received.
- 04/01/10 -- 04/05/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. The Kaua'i County PSAP returned their signed certification with conditions to Tracfone on April 5, 2010.
- 04/01/10 -- 04/08/10 Akimeka personnel, along with Kathleen Langtad, spoke with Guy Undercoffer, Acting General Manager of the Kauai Beach Resort regarding the lack of address information when the property calls 9-1-1. Samples of 9-1-1 test calls were provided to Mr. Undercoffer and Wavecomm Solutions. The trouble was isolated to either the network provided by Wavecomm Solutions or their PBX provider. Wavecomm Solutions and the Kauai Beach Resort will continue to work on resolving this trouble.
- 04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
- 04/01/10 -- 04/30/10 Akimeka personnel assisted the Kaua'i County PSAP in preparing documentation and cost support for the alternate PSAP site and a 5th PSAP position at the Kauai County PSAP.

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

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### • PSAP Operations (continued)

- 04/07/10 -- Ongoing    On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.
  
- 04/14/10            Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a leash for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.
  
- 04/15/10 -- Ongoing    Akimeka personnel coordinated questions and responses from the Neighbor Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.
  
- 04/16/10 -- Ongoing    Akimeka personnel is working with Intrado to prepare a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

### • MSAG

#### Current Month – April 2010

2010		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL								# of Transactions	TNs Affected	
KAUAI	42	40	18	0	4	6	12	40	2	0	0

Revised categories and report format changes effective April 2009.

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

During the month of April 2010, 40 customer ANI/ALI records were corrected as a direct result of changes made to the MSAG database.

***There are no records in Suspended status as of April 30, 2010 – three consecutive months – and no issues are listed on the monthly Intrado 701/709 report.***

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

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2010**

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2010	TOTAL										
December											
November											
October											
September											
August											
July											
June											
May											
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
<b>TOTAL YTD</b>	<b>185</b>	<b>180</b>	<b>91</b>	<b>3</b>	<b>35</b>	<b>32</b>	<b>19</b>	<b>397</b>	<b>5</b>		
<b>AVG PER MO</b>	<b>46</b>	<b>45</b>	<b>23</b>	<b>1</b>	<b>9</b>	<b>8</b>	<b>5</b>	<b>99</b>	<b>1</b>		

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

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

<b>Definitions:</b>	(a)	Represents customer address change requests 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 – April 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	04/26/10			Per VZW CRSS
	04/19/10			Per AT&T Mobility CRSS. Change in sector compass orientation and azimuth.
Street Centerlines			04/14/10	
	04/12/10			

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

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

- **Mapping Layers Updated/Loaded Into GIS – April 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		
Address Points	04/29/10			
	04/28/10			
	04/27/10			
	04/26/10			
	04/23/10			
	04/22/10			
	04/21/10			
	04/20/10			
	04/13/10		04/14/10	
	04/01/10			
Psuedo Address Points			04/14/10	
	04/12/10			
	04/09/10			
Parcels				
Coastal Names	04/12/10			
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				
Medic Beat Boundaries				
Milepost Markers				
National and State Parks				

(\*) 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 April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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		
Plat Maps				
Points of Interest			04/14/10	
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions			04/14/10	
Tsunami Evacuation Zones				
WiFi Sites				

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

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

### Current Month GIS Activities – April 2010

04/22/10 Akimeka GIS personnel discussed parcel horizontal accuracy improvement methodology with Kauai GIS personnel.

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

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- **Service Requests Transactions**

### Open Service Requests – April 2010

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

### Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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



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

- PSAP Operations**

### 9-1-1 Call Volume – April 2010

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,737	2,962	38.3%	4,774	61.7%
MOLOKAI	274	178	65.2%	95	34.8%

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

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

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin		# of Calls	% Abandoned of Total
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	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
<b>TOTAL YTD</b>	<b>31,684</b>	<b>11,321</b>	<b>35.7%</b>	<b>20,360</b>	<b>64.3%</b>	<b>3</b>	<b>0.0%</b>	<b>5,384</b>	<b>17.0%</b>
<b>AVG PER MO</b>	<b>7,921</b>	<b>2,830</b>		<b>5,090</b>		<b>1</b>		<b>1,346</b>	
<u>Note:</u>	Total Calls include Administrative calls that are not direct 911 calls.								

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

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
<b>TOTAL YTD</b>	<b>1,048</b>	<b>666</b>	<b>63.7%</b>	<b>380</b>	<b>36.3%</b>	<b>2</b>	<b>0.2%</b>	<b>195</b>	<b>18.6%</b>
<b>AVG PER MO</b>	<b>262</b>	<b>167</b>		<b>95</b>		<b>1</b>		<b>49</b>	

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

**Notes:**

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

**Wireless Test – April 2010**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By:
04/28/10	AT&T Mobility	Maui	7	23	Maui PSAP/Akimeka

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

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### • PSAP Operations (continued)

- 04/01/10 -- 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.
- The projected completion date was pushed out to allow for the completion and testing of the rehomings and network upgrade project across the Neighbor Islands.
- The rehomings and upgrade project (Phase 2) has been completed on Kaua'i, Hawai'i, Maui and Lanai. Molokai is still pending. Once all of the Neighbor Islands have been successfully tested, AT&T Mobility will coordinate with Intrado to update the CGI information to allow for tower information (addressing) to display when rebidding or transferring to a secondary PSAP. A targeted completion date has not been provided.
- 04/01/10 -- Ongoing Akimeka personnel and Intrado continue to work on OnStar calls display issues. The current network being used is unable to display the additional information in the "driving instructions" field. Discussions and compromise are ongoing and continue to be under review.
- 04/01/10 -- 04/28/10 Akimeka personnel continued to distribute updates, hearing notices and support for bills involving 9-1-1 to the Neighbor Island PSAPs. SB2695 and HB2542 - Transfer of Non-General Funds, no longer contains verbiage to transfer any monies from the Wireless fund.
- 04/01/10 Akimeka personnel distributed sample letters to the Neighbor Island PSAPs regarding the Safelink certification. Four (4) versions of the certification letter were sent to the PSAPs for their review and use. If no response is received by Tracfone or their representative on or before May 13, 2010, Tracfone will be able to self certify their Safelink service.
- 04/07/10 -- Ongoing On behalf of the Neighbor Island PSAPs, Akimeka personnel requested a tentative 2010 testing schedule from all Wireless Service Providers (WSPs). All carriers have responded and Sprint is still in the process of collecting their information.
- 04/14/10 Akimeka personnel worked with Kathy McMahon of APCO regarding the new ZOMM technology. ZOMM is a new device which can be purchased as a lease for one's cellphone in case an individual walks away from their cellphone. One feature is a panic button which, upon activation, sends a recording to 9-1-1 for help and acts as a speakerphone. The APCO Telematics committee contacted the President of ZOMM, Henry Peniz, to request a meeting regarding this device.
- 04/15/10 -- Ongoing Akimeka personnel coordinated questions and responses from the Neighbor Island PSAPs regarding Hawaiian Telcom's proposed long distance 9-1-1 billing charges.
- 04/16/10 -- Ongoing Akimeka personnel performed an audit of the Maui callboxes for addressing accuracy. Updates and corrections were required on 39 (92.9%) out of the 42 callboxes audited. Updates were provided to Hawaiian Telcom, Inc. (HTI) on April 28, 2010.
- 04/16/10 -- Ongoing Akimeka personnel is working with Intrado to prepare a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW). The flowchart will help to establish a better understanding among the involved parties and the timeframes needed to plan a test.

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

• **MSAG**

**Current Month – April 2010**

									(a)	(b)	
2010		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	89	83	42	1	22	16	2	34	6	1	1
Revised categories and report format changes effective April 2009.											

A total of 89 transactions were made on the MSAG database. See attached spreadsheet for a detailed description of changes and additions.

During the month of April 2010, 83 change requests were completed on the Maui County MSAG database. There currently exists one (1) request in Suspended status, with one (1) TN affected. The location remains unknown.

**Year-to-Date (YTD) – 2010**

									(a)	(b)	
MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
<b>TOTAL YTD</b>	<b>522</b>	<b>485</b>	<b>160</b>	<b>64</b>	<b>120</b>	<b>110</b>	<b>31</b>	<b>35</b>	<b>37</b>		
<b>AVG PER MO</b>	<b>131</b>	<b>121</b>	<b>40</b>	<b>16</b>	<b>30</b>	<b>28</b>	<b>8</b>	<b>9</b>	<b>9</b>		
(*) Applies to Change, Delete and Insert categories											

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

It was discovered in April 2010 that five (5) transactions listed in the Hawaii MSAG Update Log - 2010 were identified as belonging to Maui County. The discrepancy occurred upon data export from 911Net due to the transactions originating under the Hawaii County 911Net log-in.

The year-to-date summary chart above has been corrected accordingly for the month of March 2010.

<b>Definitions:</b>	(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 April 1, 2010 – April 30, 2010

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui	04/26/10			Per VZW CRSS
	Maui	04/09/10			Added VZW tower
	Maui	04/07/10			
Street Centerlines	Maui	04/30/10			
	Maui/Molokai	04/15/10			
	Maui/Molokai	04/09/10			Akimeka delivered the spatially correct centerlines to Intergraph on April 20, 2010.
Address Points	Maui/Molokai	04/08/10			
	Maui	04/21/10			
	Maui	04/20/10			
	Maui	04/19/10			
	Maui/Molokai	04/15/10			
	Maui	04/14/10			
	Maui	04/13/10			
	Maui/Molokai	04/12/10			
	Maui/Molokai	04/09/10			
	Maui/Molokai	04/08/10			
	Maui	04/07/10		4/7/2010	
	Maui	04/06/10			
Pseudo Address Points	Maui	04/05/10			
	Maui	04/02/10			
	Maui	04/01/10			
	Maui	04/22/10			
Maui	04/09/10				
Maui	04/08/10				
Maui			04/07/10		
Parcels					
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Communities					
Emergency Callboxes					
EMS Zones					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes	Maui			04/07/10	
	Maui	04/05/10			Edited per Service Request #169
High Resolution Imagery					
Hospitals					

(\*) 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 April 1, 2010 – April 30, 2010

- Mapping Layers Updated/Loaded Into GIS – April 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		
Hotels					
Medic Beat Boundaries					
Medic Stations					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ					
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
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 April 1, 2010 – April 30, 2010

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

### Current Month GIS Activities – April 2010

- 04/08/10 -- Akimeka GIS personnel posted an updated Street Centerline layer and corrected  
04/21/10 Address Point layer for Maui County on Akimeka's ftp site for Intergraph.  
A copy was emailed to Mike Rawls of Intergraph on April 20 and April 21.
- 04/15/10 Akimeka GIS personnel participated in a conference call with Intergraph and  
Maui County regarding mapping issues.
- 04/16/10 Akimeka GIS personnel GPS'ed Maui streets in Makawao and Kula.
- 04/28/10 Akimeka GIS personnel met with Maui Real Property and GIS personnel  
regarding GPS'ed centerlines and parcel layer horizontal accuracy improvement.

- **Service Requests Transactions**

### Open Service Requests – April 2010

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	01/19/10	131	Callbox 25	MSAG - AN/ALI Discrepancy	High	Akimeka is waiting for an address change from Hawaiian Telcom.

Service Request #131 was inadvertently reported as CLOSED in the March 2010 report. However, the Service Request is still open and pending action from Hawaiian Telcom. The year-to-date summary chart has been corrected accordingly.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

• **Service Requests Transactions (continued)**

**Year-to-Date (YTD) Summary – 2010**

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
<b>TOTAL</b>	<b>11</b>	<b>10</b>	<b>1</b>	<b>6</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Service Request #131 was inadvertently reported as CLOSED in the March 2010 report. The year-to-date summary chart above has been corrected accordingly.

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	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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





March 24, 2010

**Major Marie McCauley**  
Honolulu Police Department

**Subject: Proposal for additional (3) CML POSITIONS at HPD 801 S. Beretania Street**

Dear Major McCauley:

Thank you for the opportunity to partner with you to help the Honolulu Police Department with their telecommunication and public safety initiatives.

Enclosed is pricing and service details for the addition of (3) CML positions.

The total MRC (3 year term) for the 911 positions and its associated equipment as listed will be  $\$8112.00 \times 36 = \$292,032.00$ . The MRC obligation for the Communications Lines to support the new 911 positions will be  $\$7156.50 \times 36 = \$257,634.00$ . The NRC will be  $\$147.40$  which will be included in the first month's invoice. Total 36 month obligation to the Honolulu Police Department will be  $\$15,268.50 \times 36 = \$549,666.00$ . The price for the Uninterruptible Power Supply (UPS) is included in the price for the 911 positions. MRC for Communications Lines will still apply. Note: Pricing includes estimates for applicable taxes, surcharges and fees that range from <1% to 11.23% and are adjusted periodically.

Mahalo & Best Regards,

A handwritten signature in black ink that reads "Kevin Uyeda".

**Kevin Uyeda**  
Government Account Manager  
Hawaiian Telcom Inc.  
1177 Bishop Street  
Honolulu, Hawaii 96813  
Phone (808) 546-1515  
kevin.uyeda@hawaiiantel.com



**SYSTEM DETAILS**

**Customer Name:** City & County of Honolulu - HPD  
**Street Address:** 801 S. Beretania Street  
**City, State, Zip:** Honolulu, HI 96813  
**BTN:** 808-529-3111

**Term of Contract:**  
3-Yr Contract – Single or Monthly Payment

**Indicate under which tariff the service is to be provided:**

FCC (Interstate)  
X PUC (Intrastate)

**Services are:**

X New – Need to be installed  
Existing (Converting Tariff to ICB)  
Existing (Renewal)

**Expiration Date of Current Contract:** N/A      **ICB# of Current Contract:** N/A

**Description of Service:**

1. Addition of (3) New CML Sentinel E-911 Answering Stations with UPS.

**Location where the Service will be provided:**

Honolulu Police Department  
801 S. Beretania Street  
Honolulu, HI 96813

**Rates and Charges:**

These charges include all applicable local, state and federal taxes, surcharges and fees. **NOTE: These are estimated rates for taxes, surcharges and fees as they are periodically adjusted.**

**Service Period:**

Customer shall purchase this service for a one-time payment, or a period of thirty-six (36) consecutive months following execution of the Agreement and any necessary regulatory approvals, installation and cutover of the Service (if not already installed and operational) and notification by Hawaiian Telcom that the Service is available for Customer’s use (“Service Period”).



**PRICING**

**Rates and Charges:**

These charges include an estimate of taxes, surcharges, fees and other applicable tariff charges.

**CML Fixed Position Station**

	3-Year Term		
	Monthly Payment Option		
	Unit Cost Per Month	Qty	Extended Monthly Cost
<b>Each PSAP Position Will Consist of the Following</b>	\$2,697	3	\$8,091
Intel Dual-Core Workstation			
Audio Card (Voice Processing)			
19-Inch Flat Panel Monitor w/ Speakers			
Voice/Data Integration Device (Synchronize Display & Incoming Call)			
Headset & Microphone			
Network Interface Hardware			
E911 Software & Support			
Equipment Rack, Connectors & Cabling			
Uninterruptible Power Supply (UPS & Battery)			
<b>Estimated Taxes and Surcharges</b>	\$7.00	3	\$21.00

**Estimated Total for PSAP**

\$8,112

**Notes.** The following support is provided as part of the service quoted above.

1. 7x24x365 managed service.
2. Maintenance and repair for all hardware and software.
3. Installation and configuration of each PSAP position for operation with the 911 system.
4. Initial set of headsets and microphones are included. Additional sets are available at an additional cost to the customer.



### Terms and Conditions for PSAPS and UPS:

This service may not be provided until Regulatory Commission approval.

The Customer is responsible for providing all space, power and environmental controlled requirements for the equipment at the Customer's location.

The Customer is responsible for providing all support structures within Customer's premises.

1. Additional Requirements. The above does NOT include the following telecommunications services or other requirements, which are necessary for the proper operation of the answering stations. These items and their associated costs are listed separately below:
  - Backup B1 telephone line per station.
  - FX voice line to each station position.
  - 56Kbps DDS circuit for each station.
  - Data cabling between Adtran TDM multiplexer and each station.
  - Electrical AC power circuits from the UPS panel to the PSAP stations.
2. Minimum Termination Liability:  
**3 – Year Term:** Termination Liability is waived.
3. Applicable Local, State and Federal taxes, surcharges and fees that range from <1% to 11.23%, and are adjusted periodically, have been applied to the above rates.
4. Any service not specifically addressed in this quote should use tariff rates.
5. The rates provided above are only valid for the customer, service and quantities specified above for intraLATA, interstate service.
6. Rates are provided on a "where Facilities Exist Basis", subject to Switch/Port IOF Fiber and Loop Fiber availability, on the day an order is placed.
7. All prices, terms and conditions are subject to obtaining all necessary regulatory approvals.
8. Estimated lead time of one hundred twenty (120) days is required for ordering/installation of fiber and electronics.
9. Items not included on this quote are up for negotiation.



The following telecommunications services are in addition to PSAP rates and are necessary for proper operation of the answering station.

<u>COMMUNICATIONS LINES</u>	<u>Qty</u>	<u>Unit</u>		<u>Total</u>	
		<u>Monthly Recurring</u>	<u>One Time Installation</u>	<u>Monthly Recurring</u>	<u>One Time Installation</u>
Wireless E911 ALI	3	\$2,315.00	N/A	\$6,945.00	N/A
2002 Voice Line to Each Station Position	3	\$57.50	\$43.80	\$172.50	\$131.40
Estimated Taxes & Surcharges				\$39.00	\$16.00
ESTIMATED TOTAL FOR COMMUNICATION LINES:				<u>\$7,156.50</u>	<u>\$147.40</u>

**TERMS AND CONDITIONS FOR COMMUNICATION LINES**

1. Applicable Local, State and Federal taxes, surcharges and fees that range from <1% to 11.23%, and are adjusted periodically, have been applied to the above rates.
2. Rates are provided on a "where Facilities Exist Basis", subject to Switch/Port IOF Fiber and Loop Fiber availability, on the day an order is placed.
3. The customer is responsible for providing all support structures space, power and environmental controlled requirements for the Equipment at the Customer's location.
4. Lead time is estimated at 60 days.

**SUMMARY OF TOTAL PSAP AND COMMUNICATION LINE RATES WITH ESTIMATED TAXES AND SURCHARGES**

<u>SERVICE DESCRIPTION</u>	<u>Qty</u>	<u>Unit</u>		<u>Total</u>	
		<u>Monthly Recurring</u>	<u>One Time Installation</u>	<u>Monthly Recurring</u>	<u>One Time Installation</u>
Fixed Position Station with UPS	3	\$2,697.00	N/A	\$8,091.00	N/A
Wireless E911 ALI	3	\$2,315.00	N/A	\$6,945.00	N/A
2002 Voice Line to Each Station Position	3	\$57.50	\$43.80	\$172.50	\$131.40
Estimated Taxes & Surcharges				\$60.00	\$16.00
ESTIMATED TOTAL FOR PSAPS & COMMUNICATION LINES:				<u>\$15,268.50</u>	<u>\$ 147.40</u>

HPD PSAP's Request for reimbursement for replacement of UPS batteries

Background:

Power supply to critical equipment for WE911 operations, e.g. CAD, recorder and mapping system, at the HPD PSAP is provided by two UPS units that operate in parallel. Due to high heat in the room where these UPS units are housed, the batteries are failing and must be replaced to ensure uninterrupted services to the critical equipment as identified earlier.

Following is the cost proposal<sup>i</sup> for replacement of the batteries per UPS Unit:

**Site ID: 102293 HONOLULU POLICE STATION, 2801 SOUTH BERETANIA STRE, HONOLULU, HI 96813**

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<b>Tag #</b>	<b>Battery Model</b>	<b>String Qty</b>	<b>Cells</b>	<b>Cells Per Jar</b>	<b>Jars</b>
1365108	HX300	1	240	6	40
1365110	HX300	1	240	6	40
1365111	HX300	1.	240	6	40

**Batteries Cost Per UPS Unit \$24,198.00**

**Batteries Cost for two (2) UPS Units \$48,396.00**

**Tax \$2,284.00**

**Total Batteries Cost for two (2) UPS Units \$50,680.00**

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