LINDA LINGLE
GOVERNOR

RUSS K. SAITO
Comptroller

SANDI YAHIRO
Deputy Comptroller

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD
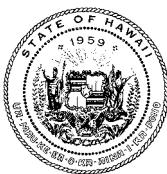**Joint Finance, Technical and Communications Committee**
Meeting

December 2, 2010
10:00 A.M.

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

AGENDA

 I. Call to order

 II. Introductions

 III. Items for Discussion, Consideration and Action

 a. Review and Approval of Minutes from November 9, 2010 Joint Technical, Finance and Communications Committee Meeting.
 b. Monthly Financial Report
 c. Finalize date and location for Wireless Technology Workshop in January 2011
 d. Hawaii Request for Reimbursement for costs related to the Intergraph Users Group in the amount of $3,006.81
 e. Review of FY2011 Spending Plan in regards to draft legislation to increase the appropriations spending cap and emergency appropriations increase request for the current FY
 f. Draft legislation to amend HRS 138 to expand the authority of the Board

 IV. Announcements

 V. Next meeting date and location – January 11, 2011

 VI. Adjournment.

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WIRELESS ENHANCED 911 BOARD
Joint Finance, Technical and Communications Committee
Meeting

December 2, 2010
10:00 A.M.

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

Minutes

Members in Attendance: Tony Ramirez, Clayton Tom, Paul Ferreira, Mark Begley, James LaClair, John Thompson, Morris Tamanaha, Cedric Apaka, Clement Chan, Kenison Tejada, Dean Nishina, Goldie Cross, Russell Lundberg

Staff in Attendance: Glenn Roach, Courtney Tagupa

Guest in Attendance: Thera Bradshaw, Thalia Burns

I. Call to order

Meeting was called to order at 10:00 am

II. Introductions

Self Introductions were made

III. Items for Discussion, Consideration and Action

a. Review and Approval of Minutes from November 9, 2010 Joint Technical, Finance and Communications Committee Meeting.

Paul Ferreira made a motion to approve the Minutes from November 9, 2010 Joint Technical, Finance and Communications Committee Meeting

Jim Laclair seconded the motion

No discussion

Motion passed unanimously

      b. Monthly Financial Report

Courtney Tagupa presented the November 2010 Financial Report

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

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

Russell Lundberg seconded the motion

No further discussion

Motion passed unanimously

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

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

Jim Laclair seconded the motion

No further discussion

Motion passed unanimously with Paul Ferreira abstaining from the vote

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

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

Goldie Cross seconded the motion

No further discussion

Motion carried unanimously

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

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

Goldie Cross seconded the motion

No further discussion

Motion passed unanimously

    IV.   Announcements

No announcements

    V.   Next meeting date and location – January 11, 2011

    VI.   Adjournment.

Meeting was adjourned at 11:20 AM

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

- ## PSAP Operations

9-1-1 Call Volume – November 2010

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

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November	9,646	3,867	40.1%	5,779	59.9%	0	0.0%	993	10.3%
October	10,085	3,755	37.2%	6,330	62.8%	0	0.0%	1,182	11.7%
September	9,525	3,689	38.7%	5,836	61.3%	0	0.0%	1,089	11.4%
August	9,902	3,850	38.9%	6,052	61.1%	0	0.0%	1,116	11.3%
July	10,426	3,940	37.8%	6,486	62.2%	0	0.0%	1,175	11.3%
June	9,893	3,991	40.3%	5,901	59.7%	1	0.0%	1,231	12.4%
May	10,372	4,082	39.4%	6,290	60.6%	0	0.0%	1,163	11.2%
April	9,812	3,908	39.8%	5,904	60.2%	0	0.0%	1,137	11.6%
March	10,186	3,910	38.4%	6,276	61.6%	0	0.0%	1,169	11.5%
February	9,464	3,851	40.7%	5,613	59.3%	0	0.0%	1,051	11.1%
January	10,574	4,293	40.6%	6,279	59.4%	2	0.0%	1,146	10.8%
TOTAL YTD	109,885	43,136	39.3%	66,746	60.7%	3	0.0%	12,452	11.3%
AVG PER MO	9,990	3,921		6,068		0		1,132	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	1,958	932	47.6%	24.1%	1,026	52.4%	17.8%	0	0.0%	41	2.1%
October	1,771	817	46.1%	21.8%	954	53.9%	15.1%	0	0.0%	38	2.1%
September	1,722	798	46.4%	21.6%	923	53.6%	15.8%	1	0.1%	30	1.7%
August	1,881	877	46.6%	22.8%	1,004	53.4%	16.6%	0	0.0%	24	1.3%
July	2,113	964	45.6%	24.5%	1,149	54.4%	17.7%	0	0.0%	32	1.5%
June	1,831	887	48.4%	22.2%	944	51.6%	16.0%	0	0.0%	21	1.1%
May	1,932	935	48.4%	22.9%	997	51.6%	15.9%	0	0.0%	28	1.4%
April	1,757	918	52.3%	23.5%	836	47.7%	14.2%	3	0.2%	29	1.7%
March	1,856	915	49.3%	23.4%	940	50.7%	15.0%	1	0.1%	36	1.9%
February	1,750	885	50.6%	23.0%	864	49.4%	15.4%	1	0.1%	45	2.6%
January	2,000	971	48.6%	22.6%	1,027	51.4%	16.4%	2	0.1%	47	2.4%
TOTAL YTD	20,571	9,899	48.1%	22.9%	10,664	51.9%	16.0%	8	0.0%	371	1.8%
AVG PER MO	1,870	900			969			1		34	

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

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

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

- ## PSAP Operations (continued)

Wireless Test – November 2010

Date	WSP	Sites Tested	Sectors Tested	Tested By:
None				

11/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
11/01/10 -- Ongoing	Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
11/01/10 -- Ongoing	Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW).
	It has been discovered that different processes exist among the carriers. The processes are being reviewed to ensure compliance to the ongoing wireless maintenance procedures as outlined by NENA.
11/01/10 -- 11/05/10	Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Responses to the questions were received from Jennie Stein.
11/01/10 -- Ongoing	Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. Drafts are still under review by the committee.
11/18/10 -- 11/24/10	The use of the "Admin" telephone number for Sprint/Nextel's 9-1-1 overflow calls was not approved by the Hawai`i County PSAP. As such, Sprint/Nextel began the process to correct the routing of their 9-1-1 overflow calls by establishing a remote call forward (RCF) number via Hawaiian Telcom, Inc (HTI). The RCF number would be used in lieu of the "Admin" telephone number.
	On behalf of the Hawai`i County PSAP, Akimeka coordinated and forwarded Hawai`i County's approval to Sprint/Nextel to establish a RCF number to the 9-1-1 network. Once Sprint/Nextel discovered that there would be non-recurring and recurring monthly charges, Sprint/Nextel needed to obtain the necessary internal approvals and authorization to proceed. The order was closed/cancelled at the request of HTI pending the acceptance of charges by Sprint/Nextel.

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

- ## PSAP Operations (continued)

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

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

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

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

- ## MSAG

Current Month – November 2010

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

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

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

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2010

HAWAII		9-1-1NET REQUESTS							(a) 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	187	145	74	50	4	0	17	0	42	0	0
October	469	468	170	206	35	2	55	7,581	1	2	5
September	183	152	91	8	11	20	22	2,828	31	0	0
August	245	240	15	187	5	29	4	20	5	0	0
July	392	237	25	162	2	46	2	8	155	0	0
June	189	185	63	27	74	5	16	243	4	0	0
May	255	233	114	66	18	12	23	314	22	0	0
April	196	161	30	69	25	18	19	509	35	0	0
March	182	177	86	37	26	9	19	4,058	5	0	0
February	126	105	47	13	15	17	13	118	21	0	0
January	232	192	61	18	35	59	19	114	40	0	0
TOTAL YTD	2,656	2,295	776	843	250	217	209	15,793	361		
AVG PER MO	241	209	71	77	23	20	19	1,436	33		

(*) Applies to Change, Delete and Insert categories

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

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers				
	11/24/10			Per Nextel CRS
	11/19/10			Per AT&T Mobility CRS
	11/17/10			
	11/10/10			Per VZW CRS
	11/08/10			
	11/08/10			Per AT&T Mobility CRS
	11/05/10			
	11/05/10			Per VZW CRS
	11/04/10			

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

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

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

	HAWAII			
Type of Layer	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	Date Created/ Edits Performed	**Date Uploaded to Server**		
Street Centerline				
Address Points				
Psuedo Address Points				
Parcels				
Churches				
Coastal Names				
Communities				
Critical Infrastructure				
Emergency Callboxes				
Fire Beats				
Fire District				
Fire ESZ				
Fire Stations				
Food & Beverage				
Hospitals				
Hotels				
Major Roads				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Rescue				
Points of Interest				
Police Beat Boundaries				
Police District				
Police ESZ				

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Police Stations				
Post Office				
Schools				
Service Station				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				

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

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

Current Month GIS Activities – November 2010

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

11/12/10   Akimeka completed the DRAFT North Kohala ESZ District Maps requested by Captain Miyamoto. An electronic pdf file was sent via email to to Captain Miyamoto and Lieutenant Wana for approval.

11/12/10 -- Akimeka started the effort to create new ESZ/ESN areas for the County of
11/24/10   Hawaii.

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

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

- ## **Service Requests Transactions**

Open Service Requests – November 2010 (October 28 – November 26, 2010)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawaii County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawaii was received on May 16, 2010. This request will take considerable effort to coordinate MSAG Community changes with MSAG. Akimeka will discuss this further with the Hawaii County PSAP.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
3	09/13/10	257	Incorrect Address: TN = 808/929-7425	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted. Service Request will be closed in December 2010.
4	10/20/10	265	Incorrect Address: TN = 808/328-2269	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.
5	11/12/10	270	Incorrect Address: TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
6	11/12/10	278	Incorrect Address: TN = 808/880-9666	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 17, 2010.
7	11/12/10	282	Incorrect Address: TN = 808/965-9207	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 18, 2010.
Documented Items Per April 9 Intergraph Conference Call						
8	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawaii County PSAPs. Screenshots illustrating the changes were sent to the Hawaii PSAPs and Akimeka is awaiting approval of the modifications. Pending since May 25, 2010.

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

- ## Service Requests Transactions (continued)

HAWAII				SERVICE REQUEST CATEGORIES								
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**		
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	
December												
November	13	11	8	0	0	13	11	0	0	0	0	
October	3	1	6	0	0	3	1	0	0	0	0	
September	14	14	4	0	0	14	14	0	0	0	0	
August	2	1	4	0	0	2	1	0	0	0	0	
July	3	8	3	0	1	3	7	0	0	0	0	
June	3	13	8	0	0	3	13	0	0	0	0	
May	24	15	18	4	9	19	5	0	0	1	1	
April	24	16	9	11	3	13	13	0	0	0	0	
March	3	3	1	2	2	1	1	0	0	0	0	
February	6	18	1	1	1	5	17	0	0	0	0	
January	24	11	13	0	0	24	11	0	0	0	0	
TOTAL	**119**	**111**	**8**	**18**	**16**	**100**	**94**	**0**	**0**	**1**	**1**	

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

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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

- ## PSAP Operations

9-1-1 Call Volume – November 2010

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

9-1-1 Call Volume – Calendar Year 2010

KAUAI		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	2,837	956	33.7%	1,881	66.3%	0	0.0%	681	24.0%
October	3,173	1,063	33.5%	2,109	66.5%	1	0.0%	614	19.4%
September	2,930	1,010	34.5%	1,920	65.5%	0	0.0%	543	18.5%
August	2,949	1,014	34.5%	1,929	65.5%	6	0.2%	538	18.2%
July	3,199	1,168	36.5%	2,031	63.5%	0	0.0%	558	17.4%
June	2,744	1,040	37.9%	1,704	62.1%	0	0.0%	540	19.7%
May	2,990	1,108	37.1%	1,882	62.9%	0	0.0%	589	19.7%
April	2,806	976	34.8%	1,829	65.2%	1	0.0%	542	19.3%
March	3,085	1,125	36.5%	1,959	63.5%	1	0.0%	548	17.8%
February	2,775	987	35.6%	1,783	64.4%	5	0.2%	545	19.6%
January	2,910	1,164	40.1%	1,736	59.9%	10	0.3%	573	19.7%
TOTAL YTD	32,398	11,611	35.9%	20,763	64.1%	24	0.1%	6,271	19.4%
AVG PER MO	2,945	1,056		1,888		2		570	

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

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – November 2010

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

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

- ## PSAP Operations (continued)

11/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
11/01/10 -- Ongoing	Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
11/01/10 -- Ongoing	Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW).
	It has been discovered that different processes exist among the carriers. The processes are being reviewed to ensure compliance to the ongoing wireless maintenance procedures as outlined by NENA.
11/01/10 -- 11/05/10	Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Responses to the questions were received from Jennie Stein.
11/01/10 -- Ongoing	Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. Drafts are still under review by the committee.
11/18/10 -- 11/24/10	The use of the "Admin" telephone number for Sprint/Nextel's 9-1-1 overflow calls was not approved by the Kauai County PSAP. As such, Sprint/Nextel began the process to correct the routing of their 9-1-1 overflow calls by establishing a remote call forward (RCF) number via Hawaiian Telcom, Inc (HTI). The RCF number would be used in lieu of the "Admin" telephone number.
	On behalf of the Kauai County PSAP, Akimeka coordinated and forwarded Kauai County's approval to Sprint/Nextel to establish a RCF number to the 9-1-1 network. Once Sprint/Nextel discovered that there would be non-recurring and recurring monthly charges, Sprint/Nextel needed to obtain the necessary internal approvals and authorization to proceed. The order was closed/cancelled at the request of HTI pending the acceptance of charges by Sprint/Nextel.

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

- ## MSAG

Current Month – November 2010

2010		9-1-1NET REQUESTS							(a) 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	**2**	**2**	**2**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Revised categories and report format changes effective April 2009.

Year-to-Date (YTD) Summary – 2010

KAUAI		9-1-1NET REQUESTS							(a) 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	2	2	2	0	0	0	0	0	0	0	0
October	5	5	5	0	0	0	0	0	0	0	0
September	1	0	0	0	0	0	0	0	1	0	0
August	42	42	39	0	0	2	1	0	2	0	0
July	96	95	75	0	3	1	16	13	1	0	0
June	47	47	27	0	0	20	0	0	0	0	0
May	50	49	38	2	4	0	5	170	1	0	0
April	42	40	18	0	4	6	12	40	2	0	0
March	67	65	30	0	18	14	3	162	2	0	0
February	39	38	17	2	11	7	1	66	1	0	0
January	37	37	26	1	2	5	3	129	0	3	5
TOTAL YTD	**428**	**420**	**277**	**5**	**42**	**55**	**41**	**580**	**10**		
AVG PER MO	**39**	**38**	**25**	**0**	**4**	**5**	**4**	**53**	**1**		

(*) Applies to Change, Delete and Insert categories

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

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

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

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

| Type of Layer | KAUAI | | | |
| | Akimeka GIS Server | | Date Loaded Into PSAP GIS Server | Other/Remarks |
	Date Created/ Edits Performed	Date Uploaded to Server		
	11/24/10			Per Nextel CRS
			11/23/10	
WSP Cell Towers	11/19/10			
	11/17/10			Per AT&T Mobility CRS
	11/08/10			
	11/05/10			
	11/04/10			Per VZW CRS
Street Centerlines				
Address Points				
Psuedo Address Points				
	11/30/10			
	11/29/10			
	11/24/10			
	11/23/10			
	11/22/10			
	11/19/10			
Parcels	11/12/10			Parcels adjustments were made to improve the spatial accuracy of the existing parcels layers.
	11/10/10			
	11/09/10			
	11/08/10			
	11/05/10			
	11/04/10			
	11/02/10			
	11/01/10			
Coastal Names				
Common Places				
Communications				
Communities				
Emergency Callboxes				
EMS Zones				
Fire Beat Boundaries				
Fire Sub Zones				
Fire Zones				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Hotels				

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

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

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

Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Medic Beat Boundaries				
Medical Facilities				
Milepost Markers				
National and State Parks				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Post Offices				
Radio Towers				
Restaurants				
Schools				
Subdivisions				
Tsunami Evacuation Zones				
WiFi Sites				

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

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

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

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

Current Month GIS Activities – November 2010

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

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

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

- ## Service Requests Transactions

Open Service Requests – November 2010 (October 28 – November 26, 2010)

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

Year-to-Date (YTD) Summary – 2010

KAUAI				SERVICE REQUEST CATEGORIES							
2010	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	0	0	1	0	0	0	0	0	0	0	0
October	2	1	1	0	0	2	1	0	0	0	0
September	2	2	0	1	1	1	1	0	0	0	0
August	1	1	0	0	0	1	1	0	0	0	0
July	1	1	0	0	0	1	1	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	1	1	0	0	0	1	1	0	0	0	0
March	1	2	0	1	1	0	1	0	0	0	0
February	3	2	1	2	2	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	11	10	1	4	4	7	6	0	0	0	0

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

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

- ## PSAP Operations

9-1-1 Call Volume – November 2010

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

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

9-1-1 Call Volume – Calendar Year 2010

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2010	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November	7,874	2,742	34.8%	5,132	65.2%	0	0.0%	1,332	16.9%
October	7,965	2,512	31.5%	5,453	68.5%	0	0.0%	1,403	17.6%
September	7,355	2,358	32.1%	4,996	67.9%	1	0.0%	1,273	17.3%
August	8,917	2,840	31.9%	6,071	68.1%	6	0.1%	1,597	17.9%
July	9,365	3,046	32.5%	6,319	67.5%	0	0.0%	1,657	17.7%
June	8,260	2,640	32.0%	5,620	68.0%	0	0.0%	1,385	16.8%
May	8,282	2,815	34.0%	5,467	66.0%	0	0.0%	1,395	16.8%
April	7,737	2,962	38.3%	4,774	61.7%	1	0.0%	1,193	15.4%
March	8,295	2,807	33.8%	5,488	66.2%	0	0.0%	1,446	17.4%
February	7,424	2,606	35.1%	4,818	64.9%	0	0.0%	1,281	17.3%
January	8,228	2,946	35.8%	5,280	64.2%	2	0.0%	1,464	17.8%
TOTAL YTD	89,702	30,274	33.8%	59,418	66.2%	10	0.0%	15,426	17.2%
AVG PER MO	8,155	2,752		5,402		1		1,402	

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

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		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	276	134	48.6%	142	51.4%	0	0.0%	28	10.1%
October	270	136	50.4%	134	49.6%	0	0.0%	54	20.0%
September	241	144	59.8%	97	40.2%	0	0.0%	28	11.6%
August	226	145	64.2%	81	35.8%	0	0.0%	32	14.2%
July	387	237	61.2%	150	38.8%	0	0.0%	84	21.7%
June	247	135	54.9%	111	45.1%	1	0.4%	37	15.0%
May	295	176	59.7%	119	40.3%	0	0.0%	34	11.5%
April	274	178	65.2%	95	34.8%	1	0.4%	50	18.2%
March	298	185	62.1%	113	37.9%	0	0.0%	52	17.4%
February	248	166	66.9%	82	33.1%	0	0.0%	46	18.5%
January	228	137	60.4%	90	39.6%	1	0.4%	47	20.6%
TOTAL YTD	**2,990**	**1,773**	**59.4%**	**1,214**	**40.6%**	**3**	**0.1%**	**492**	**16.5%**
AVG PER MO	**272**	**161**		**110**		**0**		**45**	
Note:	Total Calls include Administrative calls that are not direct 911 calls.								

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Wireless Test – November 2010

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

- ## PSAP Operations (continued)

11/01/10 -- Ongoing	Akimeka personnel continues to monitor an open AT&T Mobility trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. There have been no updates received to date.
11/01/10 -- Ongoing	Akimeka personnel continues to monitor the work with Telematics providers, OnStar, Hughes, and ATX. There have been no updates or further testing scheduled by the Telematics providers.
11/01/10 -- Ongoing	Akimeka personnel continues to work on a flowchart for the Neighbor Island PSAPs which documents the flow of a Call Routing Spreadsheet (CRSS) and Testing Validation Worksheet (TVW).
	It has been discovered that different processes exist among the carriers. The processes are being reviewed to ensure compliance to the ongoing wireless maintenance procedures as outlined by NENA.
11/01/10 -- 11/05/10	Akimeka personnel received and reviewed the CRS from Sprint-Nextel for their Nextel towers. Responses to the questions were received from Jennie Stein.
11/01/10 -- Ongoing	Akimeka personnel participated in the monthly joint NENA/APCO Urgency Algorithm/3rd Party EMD working group, Telematics committee, and data transfer conference calls. The committees are reviewing best practice procedures for EMD delivery by Telematics providers. Drafts are still under review by the committee.
11/15/10 -- 11/18/10	Akimeka personnel received training on the Intergraph CAD in support of PSAP Operations.
11/18/10 -- 11/24/10	The use of the "Admin" telephone number for Sprint/Nextel's 9-1-1 overflow calls was not approved by the Maui and Molokai PSAPs. As such, Sprint/Nextel began the process to correct the routing of their 9-1-1 overflow calls by establishing a remote call forward (RCF) number via Hawaiian Telcom, Inc (HTI). The RCF number would be used in lieu of the "Admin" telephone number.
	On behalf of the Maui and Molokai PSAPs, Akimeka coordinated and forwarded Maui County's approval to Sprint/Nextel to establish a RCF number to the 9-1-1 network. Once Sprint/Nextel discovered that there would be non-recurring and recurring monthly charges, Sprint/Nextel needed to obtain the necessary internal approvals and authorization to proceed. The order was closed/cancelled at the request of HTI pending the acceptance of charges by Sprint/Nextel.

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

- ## PSAP Operations (continued)

11/22/10	Akimeka performed site testing at the Maui Dispatch Center on the new ESN layers.
11/24/10	Akimeka provided the Maui Police Department (MPD) with an equipment quote for new computers and peripherals to replace the computers utilized for the 9-1-1 Wireless GIS mapping in the PSAP. The MPD GIS mapping computers are approximately seven (7) years old on average, which exceeds the useful life cycle expectancy of a computer that is utilized for 9-1-1 service. The MPD IT group will evaluate and include the quote into their procurement and purchase order.
11/24/10	At the request of the Maui Police Department, Akimeka submitted a Hand Receipt to Captain Lawrence Hudson for the Intergraph Build Machine. The Intergraph Build Machine is a computer that is utilized to convert ESRI formatted files into the correct format utilized by the Intergraph CAD system's mapping module. The Hand Receipt is a formal document which states that Akimeka has custodial possession of the build machine and is responsible for the equipment until instructed by the Maui Police Department to return the Intergraph Build Machine.

- ## MSAG

Current Month – November 2010

2010		9-1-1NET REQUESTS							(a) 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	87	87	42	33	2	2	8	0	0	0	0
		Revised categories and report format changes effective April 2009.									

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

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

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

- ## MSAG (continued)

Year-to-Date (YTD) – 2010

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2010	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November	87	87	42	33	2	2	8	0	0	0	0
October	165	165	94	38	2	7	24	7,267	0	2	0
September	9	9	1	1	1	6	0	984	0	1	1
August	239	232	29	148	0	53	2	0	7	1	1
July	228	220	11	165	3	38	3	75	8	1	1
June	70	70	16	0	52	0	2	0	0	1	1
May	188	183	58	5	108	9	3	2	5	1	1
April	89	83	42	1	22	16	2	34	6	1	1
March	178	173	41	45	34	46	7	1	5	1	1
February	117	104	19	4	51	27	3	0	13	1	1
January	138	125	58	14	13	21	19	0	13	2	7
TOTAL YTD	1,508	1,451	411	454	288	225	73	8,363	57		
AVG PER MO	137	132	37	41	26	20	7	760	5		

(*) Applies to Change, Delete and Insert categories

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

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

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui/Molokai	11/24/10			Per Nextel CRS
	Maui	11/17/10			Per AT&T Mobility CRS
	Maui	11/05/10			
	Maui	11/04/10			Per VZW CRS
	Maui/Molokai	11/01/10			Per T-Mobile Annual Audit
Street Centerlines	Maui	11/29/10			
	Maui	11/23/10			
	Maui	11/22/10			
	Maui	11/10/10			

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

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

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

MAUI COUNTY					
Type of Layer	**Island**	**Akimeka GIS Server**		**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
		Date Created/ Edits Performed	**Date Uploaded to Server**		
Address Points	Maui	11/29/10			
	Maui/Molokai	11/23/10			
	Maui	11/22/10			
Pseudo Address Points					
Parcels					
Airports					
Bridges					
Cane Fields					
Coastal Names					
Common Places					
Emergency Callboxes					
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
MSAG Communities					
Major Roads					
Medic Beat Boundaries					
Medic Stations					

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

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

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Medical Facilities					
Milepost Markers					
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries					
Police Dispatch Group (District)					
Police ESZ	Maui	11/12/10			
	Maui	11/10/10			
	Maui	11/09/10			
Police Reporting Areas					
Police Stations					
Ponds					
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Restaurants					
Schools					
Subdivisions					
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					

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

Note: The Parcels layer is provided by Maui County.

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

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

Current Month GIS Activities – November 2010

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

- ## Service Requests Transactions

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

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	5/29/2010	222	Investigate ESZ for Kamaaina Road	911 Map - Other	High	Change will be reflected in the CAD with the next Intergraph map roll. Will keep Service Request open until the update occurs.
2	10/19/10	264	Incorrect Address: TN = 808/575-9024	MSAG - ANI/ALI Discrepancy	High	Customer records were researched and correction request submitted.
3	10/22/10	266	Incorrect Address: TN = 808/878-2712	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2010

MAUI PSAP			SERVICE REQUEST CATEGORIES							
2010	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October	2	0	3	0	0	2	0	0	0	0	0
September	0	1	1	0	1	0	0	0	0	0	0
August	0	0	2	0	0	0	0	0	0	0	0
July	2	2	2	1	1	1	1	0	0	0	0
June	1	2	2	1	1	0	1	0	0	0	0
May	3	1	3	2	0	1	1	0	0	0	0
April	2	2	1	1	1	1	1	0	0	0	0
March	1	1	1	1	1	0	0	0	0	0	0
February	4	5	1	3	3	1	2	0	0	0	0
January	4	2	2	1	1	3	1	0	0	0	0
TOTAL	**19**	**16**	**3**	**10**	**9**	**9**	**7**	**0**	**0**	**0**	**0**

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

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

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

	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

Wireless E9-1-1 Spending Plan - FY 2011 - Revised 081210

	Item	Oahu	Maui/Molokai	Hawaii	Kauai	OPS	Totals	Priority	Pri 1	Pri 2	Pri 3	Pri 4	Pri 5
3	Board Member Travel and Expenses					27,000	27,000	1	27,000				
4	CAD System Upgrade				3,800,000		3,800,000	1	3,800,000				
5	Contractor - Akimeka, LLC PM	507,631	421,692	435,739	300,076		1,665,138	1	1,665,138				
6	Contractor - Executive Director					325,000	325,000	1	325,000				
7	Exacom Recorder Maint	40,000	-	-	-		40,000	1	40,000				
8	GeoComm Maint.	48,586	-	-	-		48,586	1	48,586				
9	HawTel Network	60,000					60,000	1	60,000				
10	HawTel Wireless Tariff Charges	-	-		111,398		111,398	1	111,398				
11	KVA Switches - HPD	4,100					4,100	1	4,100				
12	NASNA Dues					100	100	1	100				
13	Pictometry	295,005	396,750	1,039,000	198,930		1,929,685	1	1,929,685				
14	Positron Equip & S/W Maintenance			40,000			40,000	1	40,000				
15	Sprint/Nextel					180,000	180,000	1	180,000				
16	UPS Batteries - HPD	24,136					24,136	1	24,136				
17	Conf - APCO	30,000	6,000	6,000	6,000	3,000	51,000	2		51,000			
18	Conf - NENA	30,000	6,000	6,000	6,000	3,000	51,000	2		51,000			
19	CAD Maint	223,000	113,000	66,867	-		402,867	3			402,867		
20	CAD Maint - Genesis				120,000		120,000	3			120,000		
21	CAD Maint - HFD	110,000					110,000	3			110,000		
22	CAD Maint - Maui EOC		16,000				16,000	3			16,000		
23	CAD Monitors, Keyboards, CPUs		82,900	-	-		82,900	3			82,900		
24	CAD Server Replacement - EMS	950,000					950,000	3			950,000		
25	CML Workstations - New - HPD	183,370					183,370	3			183,370		
26	Conf - 9-1-1 Goes to Washington	21,000	6,000	7,200	6,000	3,000	43,200	3			43,200		
27	Conf - NENA TDC/ODC	30,000					30,000	3			30,000		
28	Conf - users - Pictometry		6,000	7,200	6,000		19,200	3			19,200		
29	EMS Tower Lease	7,539	-	-	-		7,539	3			7,539		
30	Recorder System Upgrade	250,000					250,000	3			250,000		
31	Signal Booster - 1st responder radio/wireless system	80,000					80,000	3			80,000		
32	Training - CAD	10,000	15,600				25,600	3			25,600		
33	Training - CAD Tech Systems Admin	8,000					8,000	3			8,000		
34	Training - Wireless 9-1-1 - EMS	10,000					10,000	3			10,000		
35	Training -CAD Intergraph/Map Editor			40,000			40,000	3			40,000		
36	TriTech-GeoComm Interface - EMS	30,000					30,000	3			30,000		
37	CAD System Upgrade - HPD	1,900,000	-	-			1,900,000	4				1,900,000	
38	Conf - Navigator	18,000					18,000	4				18,000	
39	Conf - users - Intergraph CAD		6,000	7,200			13,200	4				13,200	
40	Conf - users - TriTech CAD - HFD	18,000					18,000	4				18,000	
41	Conf - users - VisionAir CAD	7,000					7,000	4				7,000	
42	Conf - users -Motorola CAD	12,000	-	-	6,000		18,000	4				18,000	
43	CDC Computer H/W Replacement - EMS	130,000					130,000	5					$ 130,000
44	CDC Maint - EMS	4,180					4,180	5					$ 4,180
45	CML Workstations - EMS	180,900					180,900	5					$ 180,900
46	CML Workstations - new				62,445		62,445	5					$ 62,445
47	Contingency - EMS	10,000					10,000	5					$ 10,000
48	Contractors - GIS Analyst/Cartographic (2)	80,000					80,000	5					$ 80,000
49	Mobile Data Units				57,600		57,600	5					$ 57,600
50	Mobile PSAP - EMS	500,000					500,000	5					$ 500,000
51	Mobile PSAP Secure Storage - EMS	1,200,000					1,200,000	5					$1,200,000
52	Mobile PSAP Storage Connectivity - EMS	450,000					450,000	5					$ 450,000
53	Next Generation Pilot Program	500,000					500,000	5					$ 500,000
54	Property Boundary Base Maps	350,000					350,000	5					$ 350,000
55	Total Expenditures	8,312,447	1,075,942	1,655,206	4,680,449	541,100	16,265,144		8,255,143	102,000	2,408,676	1,974,200	$3,525,125
56	DB&F Assessment - Admin (2.84% of expenditures)						461,930		234,446	2,897	68,406	56,067	$ 100,114
57	DB&F Assessment - Revenue (5% of revenue)						415,000	1	415,000				
58	Totals	8,312,447	1,075,942	1,655,206	4,680,449	541,100	17,142,075		8,904,589	104,897	2,477,082	2,030,267	$3,625,239
59	Cumulative								8,904,589	9,009,486	11,486,569	13,516,836	$17,142,075
60	Within the current $9 million appropriation ceiling												
61	Recommended ceiling increase to $14 million												
62	Recommended not to be funded this FY												

JANUARY 2011

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

Notes:

- Committee
- Board
- Furlough
- Holiday

ALA MOANA
HOTEL

October 22, 2010   *REVISED*

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

Re: PSAP Forum
       January 10 & 11, 2011

Dear Glenn:

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

Monday, January 10, 2011
Meeting, 8:00 a.m. – 5:00 p.m.
Pakalana/Anthurium, 30 Guests

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

Tuesday, January 11, 2011
Meeting, 8:00 a.m. – 5:00 p.m.
Pakalana/Anthurium, 30 Guests

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

DEPOSIT RECEIVED: $150.00

ALA MOANA HOTEL

MEETING PACKAGE I
(Minimum of 30 persons)

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

Mid Morning Break:
Freshly Brewed Lion's Coffee, Decaffeinated Coffee or Hot Tea

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

Cold cuts to include:
Oven Roasted Ham, Turkey Breast, Roast Beef, Deviled Egg Salad
Swiss, Cheddar and American Cheeses

Breads:
Assorted Selection of Breads

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

Chef's Selection of Cakes and Pies

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

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

$43.00

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

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

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

PSAP TRIP REPORT WORKSHEET

(To be completed after travel/attendance at conference)

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

2. ATTENDEE INFORMATION

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

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

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

Please provide an explanation of:

a. Relevance of your position in the PSAP to the courses/sessions attended:
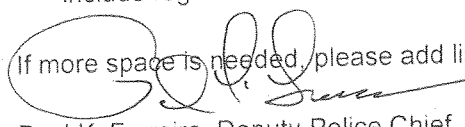
   System's Analyst V Linda Nako, responsible for the maintenance of our department's computer systems to include the Intergraph Computer Aided Dispatch (CAD) system.

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

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

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

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

OCT 1 8 2010

Paul K. Ferreira, Deputy Police Chief
Signature of PSAP Representative on WE911 Board and Date

Certificate of Travel and Claim for Expenses

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

Name Linda Nako   Position/Title Systems Analyst V

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

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

Date travel began ~~June 13, 2010~~ 08/28/10   Time 1954

Date travel ended ~~June 18, 2010~~ 09/03/10   Time 1540

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

COST OF TRIP:

Air transportation	$ ~~1,045.80~~ 975.81	
Per diem (6 days at $ 145.00 per day)	$ 870.00	
Meal allowance for non-overnight travel	$	

Other allowable expenses* (Itemize and attach receipts):

1. Excess lodging $ 212.04
2. Baggage-1st bag $ 50.00
3. _____ $
4. _____ $

*Calculation of excess hotel cost:
Daily cost of hotel $ 155.68
Less (85.00)
Daily excess allowed $ 70.68
x 3 days = $ 212.04
(enter above as other allowable expense)

TOTAL COST OF TRIP $ ~~3,077.84~~ 2,107.85

Less air fare and amount advanced by county $ ~~2,815.80~~ 1,845.81

AMOUNT CLAIMED BY ME $ 262.04

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

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

APPROVED:

X Manel L. K. _____   _Linda Nako_ _____
Department Head or Authorized Signature   Signature of Claimant

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

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

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

Employee No.	Pay Code	Taxable Amount	Destination

Payroll Form 03

Registration Information

Contact Information

Name: Linda Nako

Email Address: lnako@co.hawaii.hi.us

Address: 349 Kapiolani Street
Hilo, HI 96720
US

Telephone: 8089612394

Company: Hawaii Police Department

Job Title: Systems Analyst V

Login Information

User Name: lindanako

Password: ******

User Profile

Industry/Focus Area: Which of the following is most applicable to you? — Public Safety - Emergency S

What is your position level? — Technical User

Is this your first time at an Intergraph users conference? — No

Intergraph employee name that referred you, if any

Hotels

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

Purchased Items

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

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

899 -

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

3/19/2010

https://portal.intergraph2010.com/portal/myAccount.ww

REGAL TRAVEL

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

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

Air Reservation

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

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

TOTAL ADDITIONAL COLLECTION $113.80

Flights

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

Hawaiian Airlines		Mon	06 Sep	Depart Las Vegas (LAS)		2:45 A	Terminal 2
Flight 17.		Mon	06 Sep	Arrive Honolulu (HNL)		5:55 A	Terminal Z
Aircraft Type	: 763			Meal	: Snack		
Flight Durati	: 6 hours and 10 minu			Locator	: GPFSVD		
# of Stops	: 0						
	Nako/Linda		Status	: Confirmed	Seat No	: 38C	

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

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

		Total
Reservation Totals	$	83.80
Agency Fee	$	50.00
Grand Total	$	133.80
Prior Invoice Totals	$	0.00
This Invoice Totals	$	133.80
Paid By Credit Card MC XXXXXXXXXXXX4346:	$	(133.80)
Balance:	$	0.00

Thank you for choosing Regal for your travel planning.

Please note of the Rule and Restrictions with your purchase:

Tickets are nonrefundable, non transferable and no name changes are allowed.

Date or Itinerary changes are subject to penalties plus any fare differences.

Baggage policies vary by airlines and are subject to change at any time.

Please check with airlines for updated baggage policy.

Check-in at least 2 hrs prior to departure with a valid government issued photo ID.

Please reconfirm your flights directly with the airlines within 24 hrs of departure.

Aria
RESORT & CASINO
LAS VEGAS

Linda Nako
349 Kapiolani St
Hilo, HI   96720

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

DATE	DESCRIPTION	CHARGES	CREDITS
08/30/10	Deposit Applied		155.68
08/30/10	ARIA Room Revenue	139.00	
08/30/10	ARIA Room Tax - 12%	16.68	
08/31/10	ARIA Room Revenue	139.00	
08/31/10	ARIA Room Tax - 12%	16.68	
09/01/10	ARIA Room Revenue	139.00	
09/01/10	ARIA Room Tax - 12%	16.68	
09/02/10	American Express		311.36
	XXXXXXXXXX1001 XX/XX		
	Total	467.04	467.04
	Balance	0.00	