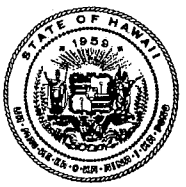
LINDA LINGLE
GOVERNOR



Russ K. Saito
Comptroller

Katherine H. Thomason
Deputy Comptroller

STATE OF HAWAII

WIRELESS ENHANCED 911 BOARD

WIRELESS ENHANCED 911 BOARD

September 29, 2005
10:00 a.m.

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

AGENDA

I. Call to order

II. Review of minutes

III. Committee Updates by Chairs
   a. Finance Committee
   b. Technical Committee
   c. Policies and Objectives Committee
   d. Administration Committee

IV. Approval of recommendation on selection of a consultant to perform the duties of an Executive Director

V. Announcements

VI. Next meeting date

VII. Adjournment

Wireless Enhanced 911 Board
Minutes of September 29, 2005 Meeting
September 29, 2005

Board Members in Attendance: Roy Irei, Gordon Bruce, Paul Ferreira, Pete Jaeger, Jeff Yamane, Dexter Takashima, Joel Matsunaga, Milton Matsuoka, Richie Nakashima. Staff in attendance: Kerry Yoneshige (Department of Accounting and General Services) and Patricia Ohara (Department of the Attorney General).

1. The Chair called the meeting to order at 10:05 a.m.

2. Joel Matsunaga had the proxy for John Cole.

3. The revised minutes of the July 29, 2005 board meeting were approved. The minutes of the August 26,2005 meeting were also approved.

4. Finance Committee Report: Joel reported the following.
   - General fund had approximately $6.5 million and the grant fund has $1.25 million.
   - The County of Maui submitted a revised invoice for equipment purchased and the Technical Committee will be reviewing and making recommendation to the chair on payment.
   - The maintenance fee portion of the County of Maui equipment will be paid out of the general fund.
   - The cost of the angle antennas on Molokai will be approximately $50,000 and the carrier will be deciding whether to request reimbursement.

5. Technical Committee Report: Pete reported the following:
   - Ben Goodloe from Intrado discussed the Phase II Readiness report outline. The draft report will be delivered to the Board by the next meeting with a final report to be issued a few weeks after that.
   - An update was provided on the data stream issue; alternatives include the consultation with the PSAPS to reach agreement on the field location of where the wireless providers name will be. Other alternative is to have PSAP vendors map the wireless carriers names to another location on the operators screen. Intrado (Ben Goodloe) will be taking the lead on the issue by working with the PSAPs to reach consensus on the format change or other alternative.
   - Representatives from Hawaiian telecom recommended that the wireless carriers and the PSAPs sign acceptance agreements for data streams that are implemented to bring attention quicker to any problems.
   - Copies of letters from Maui Police Department (MPD) to the wireless carriers granting an extension from the phase II implementation were distributed. The wireless carriers asked about staggered implementations

to avoid overburdening the MPD with testing requests when the MPD is ready for implementation.

6. Policies and Objectives Committee:
   - No report presented.

7. Administration Committee:
   - Administration Committee Chair reported that four proposals had been received as a result of the request for proposal for the Executive Director and operations support .
   - A recommendation was made by the Administration Committee on the vendor selected. The Chair of the Board requested that the Administration Committee review the vendor selected more closely (site visit, listing of team members, etc.) and to discuss/negotiate with the vendor for a lesser fee.
   - Contract specifications will include the board's ability to have input into the individual who will serve as Executive Director and performance measures.
   - The Administration Committee will be completing the additional review within the next month and be making recommendation on a vendor at the next meeting.

8. The Board reviewed the Attorney General's opinion which stated that PSAPs cannot be reimbursed for operating costs. Specifically, PSAPs cannot be reimbursed for the cost of 911 wireless caller callbacks because that is an operating cost. The Board discussed the need to have legislation to add certain operating costs such as the wireless call callback expense qualify for reimbursement. Board members noted that wages and salaries should not qualify for reimbursement. The Board assigned the Polices and Objectives Committee the task of drafting the proposed legislation.

9. The next meeting will be held in Maui on October 28. The MPD will provide the cite for the meeting and the press conference with the Governor demonstrating the wireless enhanced 911 system will follow. The Board will pay for all reasonable costs associated with the press conference.

10. The Board discussed the monthly meeting date as the last Thursday date results in schedule conflicts for two board members. After discussion it was agreed that the monthly meeting dates would be the second Friday of the month and if that day was a holiday, then the meeting date would be the second Thursday of the month.

11. Meeting was adjourned at 12:20 p.m.

Wireless Enhanced 911 Board
September 29, 2005 Meeting
Finance Committee Report

I. First Hawaiian Bank accounts

   a. Account Interest

   b. Deposits

      i. Wireless E911 General Fund - $6.5 million

      ii. Wireless E911 Grant Fund – $1.25 million

   c. Surcharge collection trend

II. Follow ups

   a. First payment out of Grant Fund still pending.

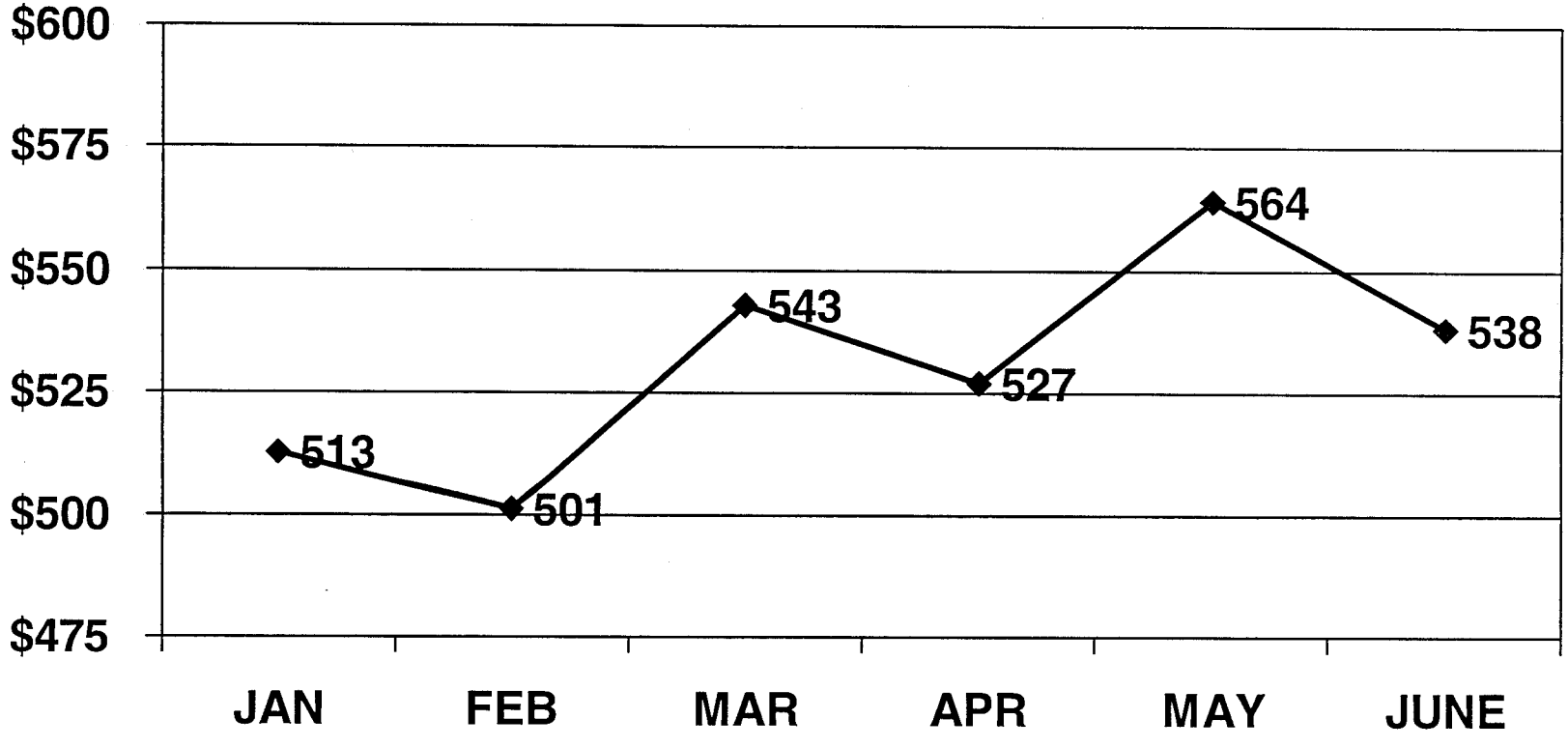
   b. No payments yet for expenses

III. Issues for discussion (none)

Hawaii Wireless E911 Surcharge

Collections Trend (Jan – June 2005)

Dollars in Thousands



9/29/05

Hawaii Enhanced 911 Board Meeting
August 26, 2005

m

Technical Committee Report- Pete Jaeger Chairman

1. Grant consultant – Intrado update.
   a. Outline of Intrado's report. — Ben Goodtow
   b. Hawaii Data stream
      - Training
      - Comparison

2. Carrier updates on Maui (911 deployment:
   a. Sprint and Verizon- on hold per Maui County request.
   b. T Mobile & Cingular update from Roy and Jeff.

Respectably submitted by Pete Jaeger

Intrado.

- ~~who can~~ Intrado can oversee the implementation, long run, ED ~~[illegible]~~ would have project Manager
- statewide model to ~~assess capabilities~~ for equipment relative to reimbursement policy.
- general consumer education board S/B considering.
- ~~Final~~ Draft report by next Board meeting
- Final report complete wks after.

- Hawaii Telecom system conversion will be affecting testing window.
- Formal acceptance of data streams by wireless carriers, and PSAP

STATE OF HAWAII WIRELESS PHASE II READINESS ASSESSMENT – PROPOSED REPORT OUTLINE

Section 1 – Executive Summary

- Section will be a standard executive summary including an overview of the report layout, appendixes, highlights, observations, etc.
- High level projected costs for required upgrades
- High level recommendations

Section 2 – Project Scope

- This will be a brief description of the project and primary tasks. It will highlight all the specified contract deliverables for this phase of the project (referred to as "Stage 1—Assessment, Analysis and Project Planning" in the SOW).

Section 3 – PSAP Capabilities Overview

- Section reports findings and analysis of existing 9-1-1 infrastructure (2.2.2.1). Details to include
  - PSAP CPE
  - 9-1-1 network infrastructure
  - ALI database
    - Comparative Analysis of current ALI data stream provided to all PSAPs from H-Tel – e.g. which fields are, and which are not, passed to the PSAP
    - Findings on how "PAM" protocol works vs. "J Standard – E2"
    - Recommendations as appropriate for any work-around solutions
  - PSAP staffing
  - Call volumes
  - Overall observations and relationships of above components to both wireline and wireless 9-1-1 services

Section 4 – PSAP Readiness Assessment (2.2.2.2)

- Assess the current readiness of each of the five county PSAPs and two federal PSAPs to accept and process wireless Phase II 9-1-1 calls (2.2.1(2))
- "Needs analysis" including recommendations and projected timelines for any required enhancements (2.2.2.2(2))

Section 5 – Deployment Cost Estimates (2.2.2.3)

- With the results of the needs analysis, this section will provide cost estimates based on known industry standards for capital improvements:
  - Infrastructure cost estimates (2.2.2.3(1))
  - Individual PSAP upgrade cost estimates (2.2.2.3(1))
  - PSAP operational cost estimates (2.2.2.3(2))

Section 6 – Comprehensive Deployment Plan to Complete Wireless Phase II Statewide (2.2.2.4)

- Section will include recommendations for plan strategies and organizational considerations to support and foster the deployment process, such as
  - Statewide coordinator
  - Considerations of local government controls

- Migration plan (high level)
- Coordination and Implementation plans (high level)

- Special consideration will be given to deployment of services for Maui and Oahu.
- This section to be prepared jointly with the Board.

- Section 6.1 – Recommended Deployment Steps and Activities (2.2.2.4 (1,2&3))
  - Communication Plan – identify vested parties and suggested communication with each
  - Develop Project Budget – high level budgetary considerations and methodology suggestions
  - Contracts and Agreements – suggested service agreements with vendors and PSAPs and interconnection agreements
  - Network Implementation – list of carrier responsibilities
  - Call routing and CPE Display requirements – list of considerations which PSAP deployment manager will need to participate in during WSP deployment meetings
  - PSAP Readiness confirmations – infrastructure check list
  - Data Provisioning steps (Carrier/LEC/PSAP)
  - Pre-production testing and cutover steps – detailed checklist which, in practice, will evolve based on lessons learned from each actual deployment. Initial checklist will include input from H-Tel.
  - Maintenance and ongoing support – communication of any impacting infrastructure changes for PSAP, LEC, and WSP; procedures for reporting and correcting errors; contacts to report outages, etc.

include 911 reimbursement.

Appendixes

- Data Collection – Individual PSAP data collection documents
- PSAP Deployment Cost Tables - cross reference in a matrix format to support Section 5
- Comparative Cost Recovery Analysis – this table will contain a comparative Wireless cost analysis from other states and how WSP costs are reimbursed.
- Recommended Master Deployment Schedule – matrix of a suggested deployment schedule by island and WSP which will provide a manageable workload for all parties. Schedule will be utilized during Project Stage 2 – Project Management and Implementation.
- Wireless Deployment Guidelines – technical details of various deployment solutions and their implications to the PSAP and deployment teams
- Glossary of Terms

Hi Format

Formats 6 to 71 Comparison

Field Name	Format 6	Format 71	Format 6 Comments	Format 71 Comments
Date	X	X		
Time	X	X		
County	X			
ESN		X	ELT's of the ESN are displayed later in the screen.	
Company Id	X	X		
Area Code (NPA)	X	X		
Telephone Number	X	X		
Class of Service	X	X		
Pilot NPA	X			Assumes same NPA as Calling party number
Pilot Telephone Number	X	X		
House Number	X	X		
House Number Suffix		X		
Prefix Directional	X	X		
Street Name	X	X	23 spaces	48 spaces
Location Information	X	X	10 spaces	20 spaces
Telco Comments	X		10 spaces; may be same field as otc field on format 71	
Class of Serv. Desc.	?		This field is listed twice in their specs. Not sure if that is a typo; will verify.	
City Name	X	X	10 spaces	28 spaces
State		X		
Customer Name	X	X	30 spaces	31 spaces
Suppl. Data 0	X		Field used for display of driving directions on TN record.	
Alternate Number		x		Reserved for future use; field not currently populated. 12 spaces may be same field as Telco comments on Format 6
Police	X	X	20 spaces	31 spaces
Fire	X	X	20 spaces	31 spaces
EMS	X	X	20 spaces	31 spaces
Longitude (X Coordinate)	X	X	11 spaces	15 spaces
Latitude (Y Coordinate)	X	X	11 spaces	15 spaces
Elevation (Z Coordinate)	x		Reserved for future use; field not currently populated.	
Uncertainty (expressed in meters)	X	X		
Confidence (expressed as %)	X		Field has little value in practice and is not generally recommended in use.	
Speed		x	Reserved for future use; field not currently populated.	
Direction		x	Reserved for future use; field not currently populated.	

Field where the format difference may potentially impact Wireless deployment solutions.

Field not used in format 6

Field not used in format 71

"x" = field displayed but not currently populated in any standard NENA 512 data stream. I.e.- reserved for future use.

Format 6 Layout – CoID in Location

intrado™
Informed Response.™

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33
1		0	9	/	2	3	/	2	0	0	5		1	4	:	1	0		<County>							<CoID>							
2	8	0	8	—	3	0	6	—	1	2	3	4		W	P	H		8	0	8	—	5	1	1	—	3	0	5	7				
3	<Hse #>							<Dir>	1	2	3	A	L	A	M	O	A	N	A	—	N	E	S	E	C	T	O	R				
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6	N	E	X	T	E	L	P	A	R	T	N	E	R	S	,	I	N	C	.														
7	<Supplemental Data 0, characters 1-32>																																
8	<Supplemental Data 0, characters 33-59>																																
9		P	O	L	I	C	E	:	<Police as defined by ESN>																								
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13	E	L	V	:								C	O	F	:	<Supl Data 1, chars 29-35>							C	O	P	:	<Supl Data 1, chars 25-27>					
14																																	
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16																																	

September 28, 2005

TO : STATE OF HAWAI`I, WIRELESS ENHANCED 911 BOARD

FROM : PAUL K. FERREIRA, MAJOR, HAWAI`I POLICE DEPARTMENT
ADMINISTRATIVE COMMITTEE CHAIR

SUBJECT : ADMINISTRATIVE COMMITTEE REVIEW OF EXECUTIVE DIRECTOR PROPOSALS SUBMITTED

The State of Hawai`i, Wireless Enhanced 911 Board (Board), Administrative Committee (Committee) consisted of myself, Technical Operations Manager Peter Jaeger, Nextel Partners, Captain Milton Matsuoka, Maui Police Department, and Assistant Police Chief Richie Nakashima, Maui Police Department.

The Committee was tasked with reviewing four (4) proposals submitted in response to the Request for Proposals (RFP) in providing Executive Director Services to the Board that was posted on the State of Hawai`i, Department of Accounting & General Services Website on August 17, 2005, with a closing date of August 30, 2005.

The proposals received were electronically forwarded to each of the Committee members for each member review and individually rate the candidates on a rating sheet provided, based on the following three categories:

1. Experience & Professional Qualifications (34% Weight)
2. Past Performance On Projects Of Similar Scope For Public Agencies (33% Weight)
3. Ability And Resources To Provide Services (33% Weight)

On September 23, 2005, the Committee met at the Kalanimoku Building, in Honolulu, to discuss the four (4) proposals submitted from the following:

1. AKIMEKA, LLC, 1600 Kapiolani Blvd., Ste 530, Honolulu, HI 96814
2. COMPUTER ASSURANCE, INC., 615 Piikoi Street, Ste 1109, Honolulu, HI 96814
3. GLENN A. ROACH, 1705 Madison Avenue, Austin, TX 78757-1812
4. MARK B. STEWART, 7177 Windwood Avenue, Parker, CO 80134

During the meeting, Committee members were provided an opportunity to voice their assessment of each the candidates, pointing out the strengths and/or weaknesses, as well as the score provided to each of the candidates in the aforementioned categories.

Overall the Committee members were generally consistent in the scoring of each of the candidates as well as each member's assessment of the candidates capabilities in providing the services being sought. Each members submitted a rating sheet on each of the candidates, that has been compiled into a single overall rating sheet that is attached to a copy of each candidates proposal.

Based on the overall assessment of each of the candidates, the Committee found that the AKIMEKA, LLC., Company possesses the experience, qualifications, and resources to provide the Board with Executive Director services. This company has teamed up with E911 Insight, providing an in-depth proposal outlining the extensive experience and qualifications of a broad based, diverse company with established resources. Their proposal identifies numerous projects for both companies that have included management experience, the oversight, and implementation of E911 services within the State of Hawai`i as well as other locations.

The Committee recommends that AKIMEKA, LLC, 1600 Kapiolani Blvd., Ste 530, Honolulu, HI 96814, proposal be considered as a viable candidate in providing the Executive Director services to the Board.

Enclosed for your review are copies of the candidate's proposals with the compiled single rating sheet for each candidate, and an overall matrix outlining the scores assessed by each Committee member for each of the candidates in the three categories.

On September 27, 2005, contacted the following references listed in the proposal submitted by AKIMEKA, LLC, all of whom provided favorable comments with regards to doing business with William Dolittle, 911 Insight, recommend doing business with him.

1. Deputy Chief Rob Heun
   Anchorage Police Department
   4501 South Bragaw Street
   Anchorage, AK 99507-1599
   (907)786-8553

2. Ms. Cindy Felton, Communications Manager
   Lewiston Police Department
   1224 F Street
   Lewiston, ID 83501-1981
   (208)746-0171

3. Mr. Ken Keim, Section Director
   Oregon Emergency Management
   3225 State Street
   Salem, OR 97309-5062
   (503)378-2911 Ext 2-2242

WIRELESS E911 BOARD

Administrative Committee Review of Executive Director Proposals

Vendor	Contact	Phone	Proposed Fee	Fee Schedule	Category 1					Category 2					Category 3					TOTALS				
					A	B	C	D	Total	A	B	C	D	Total	A	B	C	D	Total	A	B	C	D	Total
AKIMEKA Honolulu, HI	Courtney Tagupa	(808)943-9545	$293,322	Duties $102,229; Operational $88,762; Admin $36,729; Reporting $17,140; Other $36,729; Taxes $11,733	9	9	8	8	**34**	9	8	8	9	**34**	9	10	9	9	**37**	**27**	**27**	**25**	**26**	**105**
(PUTER ASSURANCE Honolulu, HI	Ricky Chow	(808)383-9500	$122,100	Consultant Fee $120,000; Travel Expense $1,500; Other $600.	8	5	8	7	**28**	8	6	7	7	**28**	8	5	8	6	**27**	**24**	**16**	**23**	**20**	**83**
GLENN ROACH Austin, TX	Same	(512)452-1692	None	None	8	8	8	7	**31**	7	9	8	8	**32**	6	3	3	6	**18**	**21**	**20**	**19**	**21**	**81**
MARK STEWART Parker, CO	Same	(303)841-5790	$423,000	One Time Fee $55,000; Annual Charge $368,000	8	8	8	7	**31**	5	5	8	6	**24**	4	4	3	6	**17**	**17**	**17**	**19**	**19**	**72**

Legend

Category 1 EXPERIENCE & PROFESSIONAL QUALIFICATIONS (34% Weight) Score 1-10

Category 2 PAST PERFORMANCE ON PROJECTS OF SIMILAR SCOPE FOR PUBLIC AGENCIES (33% Weight) Score 1-10

Category 3 ABILITY AND RESOURCES TO PROVIDE SERVICES (33% Weight) Score 1-10

A Paul Ferreira, Major, Hawai`i Police Department

B Pete Jaeger, Technical Operations Manager, Nextel Partners

C Milton Matsuoka, Captain, Maui Police Department

D Richie Nakashima, Assistant Chief, Maui Police Department

COMMENTS: On September 23, 2005, at 2:00 p.m., the Administrative Committee, met to review the four (4) proposals submitted to the Wireless E911 Board, for consideration in the award of the contract to provide Executive Director services to the Board. The committee members individually reviewed each of the proposals submitted and rated each vendor on the categories listed above. This matrix depicts the rating each vendor received from each of the members and the overall combined total. The committee unanimously agreed to recommend AKIMEKA, LLC, to the Wireless E911 Board in providing the services of the Executive Director.