



**STATE OF HAWAI'I**  
**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

**Enhanced 911 Board Meeting**  
**Thursday, February 16, 2012**  
**McCoy Pavilion, Ala Moana Beach Park, Honolulu**  
**10 am to 12 noon**

**Agenda**

- I. Call to Order
- II. Introductions
- III. Welcome new Board member – Dean. H. Seki, Comptroller
- IV. Approval of Last Meeting's Minutes
- V. Presentation by First Hawaiian Bank
- VI. Committee Updates by Committee Chairs
  - a. Finance Committee – Kiman Wong
  - b. Technical Committee – Victor Ramos
  - c. Communications Committee- Gordon Bruce
- VII. PSAP Status Updates
  - a. Kauai – Brandon Raines
  - b. Oahu – Gordon Bruce
  - c. Molokai – Victor Ramos
  - d. Maui – Clayton Tom
  - e. Hawaii - Paul Ferreira
- VIII. Items for Discussion, Consideration and Action
  - a. Review of the Monthly Cash Flow Report (January 2012)
  - b. Update on status of FY 2012 projects
    - i. HFD Fire/EMS CAD Upgrade
    - ii. Kauai CAD Upgrade
    - iii. Others
  - c. Update on VoIP Surcharge

- i. Magic Jack
    - ii. Wavecom Solutions
  - d. Wireless E911 Timeline update
  - e. Act 168(11)
  - f. Legislative update
  - g. Report on Status of Board Recommended Appointments/Reappointments:
    - i. Steven Schutte (Verizon) 7/01/2012
    - ii. Clayton Tom (Maui) 7/01/2012
    - iii. Victor Ramos (Molokai) 7/01/2012
    - iv. Mark Begley (Kauai) 7/01/2012
    - v. Marshall Kanehailua (Hawaii) 7/01/2012
    - vi. Gwyn Hirasa (HawTel) 7/01/2012
  - h. Requests for approval for adjustments of FY 2012 Strategic Budget Plan Funding:
    - i. HPD - \$ 1,549,940 for additional CAD upgrade costs.
    - ii. HFD – Fire/EMS upgrade additional funding.
    - iii. Oahu/Maui PSAPs-Interisland travel to attend training for cutover to the Solecom system.
    - iv. Oahu PSAP- Letter of 5 year funding commitment for Excom911 Logging Recorder maintenance. \$65k for each year of 5 year period.
    - v. Conference – 911 Goes to DC
    - vi. NENA Conference Travel for APCO/NENA Pacific Chapter
    - vii. Others
  - i. Status of FY 2013-2017 Strategic Budget Plan
  - j. Alternate Routing when 911 calls can't be routed through CML.
- IX. Announcements
- X. Next Meeting Date: Thursday, March 15, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- XI. Adjourn



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Enhanced 911 Board Meeting  
Thursday, February 16, 2012  
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10 am to 12 noon

Minutes

**Board members present:** *Paul Ferreira (Chair), John Thompson, Brandon Raines, Goldie Cross, Su Shin, Roy Irei, Clayton Tom, Gordon Bruce, James LaClair, Kerry Yoneshige (Comptroller Designee), Victor Ramos, and Kiman Wong.*

**Board members absent:** *Jeffrey Ono.*

**Staff members present:** *Thera Bradshaw and Courtney Tagupa.*

**Quests:** *Joan Arizumi (First Hawaiian Bank), Jeffrey Riewer (AT&T), Patty Dukes (EMS).*

**I. Call to Order**

*The meeting was called to order at 10:05am.*

**II. Introductions**

*Introductions were made of all individuals present.*

**III. Welcome new Board member – Dean. H. Seki, Comptroller**

*Mr. Dean H. Seki was not able to attend.*

**IV. Approval of Last Meeting's Minutes**

*Mr. James LaClair motioned to accept the minutes as recorded. The motion was seconded and unanimously approved by voice vote without discussion.*

**V. Presentation by First Hawaiian Bank**

*Ms. Joanne Arizumi of First Hawaiian Bank presented the bank's position on the E911 Fund bank account operations. The following points were stated:*

- 1. The FHB was the bank of choice as a result of the RFP that was requested from several banks in Honolulu.*
- 2. The account is a collateralized account to secure the balance against loss.*
- 3. Interest is based on the Treasury bill rate and is netted against any agreed upon service fees which consists mainly of lockbox and web management services.*

4. *Because of the low interest rates in today's market, the fees for the management services have exceeded the interest earned thereby resulting in a net cost the E911 Fund.*
5. *To avoid the net cost to the E911 Fund, FHB agreed to waive any net cost to the Fund. In addition, FHB has agreed to retroactively credit any past net cost to the Fund.*
6. *Ms. Arizumi responded to a question regarding other options that were available for the Fund to maximize interest by saying that because of the restriction posed by the collateralization of the Fund CDs would be the best alternative at this time.*
7. *CDs for duration of 6 months or less would not result in a substantial difference in what is being paid with the current interest earned.*

**Action Item:** *Courtney Tagupa will research whether or not the Fund is required to request an RFP from a bank every 5 years or so.*

## **VI. Committee Updates by Committee Chairs**

### **a. Finance Committee – Kiman Wong**

*Mr. Wong stated that during their meeting with FHB did not result in any opportunities for more interest revenue. It appears that the bank rates are very comparable.*

### **b. Technical Committee – Victor Ramos**

*Mr. Victor Ramos acknowledged the members of the yet to be formed Investigative Regulatory Committee.*

*Dan Youmans (AT&T), Kenison Tejada (HFD), Steve Schutte (Verizon), Mark Begley (Kauai PD), Tony Ramirez (Akimeka, LLC), John Thompson (HPD), Morris Tamanaha (Navy RDC), Thalia Burns (HPD), Gordon Bruce (Oahu PSAP), Jill Hayami (Akimeka, LLC), Aaron Correia (HPD), Steven Golden (HawTel), PUC Rep (TBD) and Pat Ohara (AG Office).*

*Mr. Gordon Bruce motioned to form an Investigative Regulatory Committee which will not be subject to the Sunshine Laws for meeting to conduct business. The motion was seconded and was unanimously approved without discussion.*

### **c. Communications Committee- Gordon Bruce**

*The new website is scheduled to be installed by April. Many thanks go to TKC Consulting for providing the funds for the website.*

*Mr. Bruce requested that any press releases are to be forwarded to him for review and approval.*

### **d. Kauai – Brandon Raines**

*No updates*

**e. Oahu – Gordon Bruce**

*No updates*

**f. Molokai – Victor Ramos**

*No updates*

**g. Maui – Clayton Tom**

*No updates*

**h. Hawaii - Paul Ferreira**

*No updates*

**VII. PSAP Status Updates**

**a. Finance Committee – Kiman Wong**

*No updates*

**b. Technical Committee – Victor Ramos**

*No updates*

**c. Communications Committee – Gordon Bruce**

*No updates*

**VIII. Items for Discussion, Consideration and Action**

**a. Review of the Monthly Cash Flow Report (January 2012)**

Mr. Tagupa reported the following statistics:

*i. Cash Receipts*

1. *Month - \$748.8K*

2. *YTD - \$5,153.0K*

*ii. Cash Disbursement*

1. *Month - \$33.7K*

2. *YTD - \$1,454.6K*

**b. Update on status of FY 2012 projects**

**i. HFD Fire/EMS CAD Upgrade**

*Mr. Kenison Tejada stated that he is awaiting the quotes from the vendors. DIT will be helping with the procurement.*

**ii. Kauai CAD Upgrade**

*Mr. Brandon Raines stated the following:*

1. *Spent \$1.5M; \$2.3M remaining.*

2. *Performance hold backs were part of the contract.*

3. *Contract is being amended to allow payment for vendor performance so expenditures against the contract can be made.*
4. *It is anticipated that the remaining \$404K will be paid in FY2013.*
5. *Project is behind schedule due to:*
  - a. *CAD RMS interface*
  - b. *911 delivery from HawTel to PSAP.*

***ACTION ITEM:*** *Investigate the procedure for extending the existing encumbrance for Kauai through FY 2013.*

**iii. Others- None**

**C. Update on VoIP Surcharge**

**i. Magic Jack**

*Magic Jack has claimed that they are not subject to the \$0.66 surcharge due to its “prepaid” payment policy which is consistent with Act 168(11). Until the law is changed to exclude the exception for prepaid connection service providers, the surcharge may not be enforced.*

**ii. Wavecom Solutions**

*Wavecom has stated that due to its agreement with HawTel it has remitted its surcharge liability to HawTel. This matter is under investigation as to the status of the surcharge.*

***ACTION ITEM:*** *With the assistance from Kiman Wong and James LaClair, a response to Wavecom’s last email will be sent.*

**d. Wireless E911 Timeline update-** None at this time.

**e. Act 168(11) -** None at this time.

**f. Legislative update**

*i. Senate Bill 2909 (Public Safety Definition)- passed*

*ii. House Bill 2709 (Public Safety Definition) - passed*

**g. Report on Status of Board Recommended**

**Appointments/Reappointments:**

**The following Board appointments will undergo confirmation hearings in February:**

Steven Schutte (Verizon) 7/01/2012  
Clayton Tom (Maui) 7/01/2012  
Victor Ramos (Molokai) 7/01/2012  
Mark Begley (Kauai) 7/01/2012  
Marshall Kanehailua (Hawaii) 7/01/2012  
Su Shin (Waimana)  
Kiman Wong (Oceanic TWC)

However, due to the timing of Ms. Gwyn Hirasa's application for appointment from HawTel it is anticipated that she will be appointed to the Board effective 7/01/2012 but will not undergo confirmation until the next legislative session.

**h. Requests for approval for adjustments of FY 2012 Strategic Budget Plan**

**Funding:**

**i. HPD - \$ 1,549,940 for additional CAD upgrade costs.**

*This matter is deferred until next month.*

**ii. HFD – Fire/EMS upgrade additional funding.**

*This matter is deferred until the next meeting.*

**iii. Oahu/Maui PSAPs-Interisland travel to attend training for cutover to the Solecom system.**

*There was a motion to approve funding in the amount NTE \$10,000 or approximately \$1,000 per attendee. The motion was seconded and approved unanimously by voice vote without discussion.*

**iv. Oahu PSAP- Letter of 5 year funding commitment for Exacom E911 Logging Recorder maintenance. \$65k for each year of 5 year period.**

*Mr. James LaClair motioned to approve the commitment letter the Exacom E911 Logging Recorder maintenance; \$65k for each year of a 5 year period. The motion was seconded and approved unanimously by voice vote without discussion.*

**v. Conference – 911 Goes to DC.**

*The Board has requested the names of the attendees to be presented at the next meeting.*

**vi. NENA Conference Travel for APCO/NENA Pacific Chapter**

*It was determined that conference travel will have to be covered under the Oahu PSAP budget.*

**vii. Others**

**i. Status of FY 2013-2017 Strategic Budget Plan**

*Mr. Tagupa stated the following in regards to the Cash Flow projection for the Strategic Budget Plan:*

- 1. Cash receipts were based on the current surcharge payments from Wireless and VoIP connection service providers and projected interest income.*
- 2. The projection of surcharge collections will be kept flat for fiscal years 2013 through 2017.*
- 3. Cash disbursements will be based on the FY 2013-2017 estimates from the PSAPs and Administration.*
- 4. Cash pay down of FY2011 encumbrances constitutes the final part of the cash flow projection. The existing encumbrances consist of commitments not paid in FY 2011 that become due and payable in FY2012.*
- 5. The Admin Strategic Budget Plan consists of the following expenses:*
  - a. Executive Director Contract which provides Finance and Administrative Services to the Board.*
  - b. Annual Audit Expense*
  - c. Board & Committee member interisland travel.*
  - d. NASNA Dues*
  - e. Board meeting venue fee.*
  - f. Parking Permits*
  - g. DB&F Admin Expense Assessment*
  - h. DB&F Revenue Expense Assessment*
  - i. WSP Recovery-Sprint*

In the process of developing the FY2013-2017 Admin Strategic Budget, the forecasted FY 2012 expenditures are used as a base to project future expenditures.

The final recommendations by the Technical and Finance Committees will be presented for Board approval in June.



**j. Alternate Routing when 911 calls can't be routed through CML.**

Ms. Goldie Cross and Jeffrey Riewer (AT&T) stated the following:

1. Issue- Where will calls currently be re-routed for the PSAPs in the event that the CML system goes down?
2. If there is an emergency and 911 calls cannot be routed through HawTel's selective router, HawTel takes the responsibility to contact the PSAP for an alternate location they wish Hawtel to direct their calls through HawTel's system. The default call numbers that are being requested by the WSP provide a 3<sup>rd</sup> backup to delivery of 911 calls in the event that HawTel's primary and backup systems are not available for 911 delivery to the PSAPs.
3. Hawaii PSAP commented on the possible legal ramifications of providing a default call number for an emergency call that is not answered.
4. The PSAPs should provide a default number to the WSPs in order to test their system.
5. It was suggested that the WSPs and PSAPs meet to come up with a solution to present to the board.

**IX. Announcements**

*For those who will be participating in confirmation hearings should note that the responsibilities of the Board has been expanded as a result of Act 168 (11) from Wireless E911 to Enhanced 911 which involves considerable more responsibility as a Board member.*

*Ms. Gwyn Hirasa, representing HawTel, was introduced to the Board as a replacement for Mr. James LaClair whose term will expire on July 1, 2012.*

**X. Next Meeting Date:** Thursday, March 15, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

**XI. Adjourn**



**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 31 January 2012

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>		<b>Ending</b>
	<b>Inception-to-Date</b>		<b>Inception-to-Date</b>
<b>ITEM</b>	<b>Cash Flow</b>	<b>Current</b>	<b>Cash Flow</b>
	<b>Balance</b>	<b>Month</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 55,780,264.33	748,749.10	\$ 56,529,013.43
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,824,256.51	25.15	\$ 1,824,281.66
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,567,020.50	\$ 25.15	\$ 1,567,045.65
<b>Subtotal Cash Inflow</b>	<b>\$ 57,358,840.05</b>	<b>\$ 748,774.25</b>	<b>\$ 58,107,614.30</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (21,348,630.11)	(5,513.85)	\$ (21,354,143.96)
Board Member Travel Expense	\$ (102,517.65)		\$ (102,517.65)
DB&F Revenue Assessments	\$ (2,802,186.53)		\$ (2,802,186.53)
DB&F Administrative Expense Assess.	\$ (679,605.31)		\$ (679,605.31)
WSP Reimbursement	\$ (897,964.66)		\$ (897,964.66)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,939,254.96)	(28,161.93)	\$ (1,967,416.89)
Audit Expense	\$ (36,586.88)		\$ (36,586.88)
Other Board Related Expenses	\$ (3,592.00)		\$ (3,592.00)
<b>Subtotal Cash Outflow</b>	<b>\$ (44,249,598.51)</b>	<b>\$ (33,675.78)</b>	<b>\$ (44,283,274.29)</b>
Bank Balance	\$ 13,109,241.54	\$ 715,098.47	\$ 13,824,340.01
Encumbrances	\$ (2,486,371.39)		(2,486,371.39)
Unencumbered Cash	\$ 10,622,870.15	\$ 715,098.47	\$ 11,337,968.62

*Note: Detail of Current Month Disbursements is on page 5.  
Detail of Encumbrances is on page 4.*

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 31 January 2012**

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Admin	TOTAL			
FY 2012 STRATEGIC BUDGET PLAN	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	Annual Budget	\$ Over/(Under) Budget	
Total Receipts	-	-	-	-	5,153,040	5,153,040	8,130,000	(2,976,960)	63.4%
<b>Disbursements:</b>									
Total CONFERENCES	5	-	-	12,024	18,537	30,566	204,300	(173,734)	15.0%
Total Non-RECURRING	-	-	-	-	-	-	3,635,283	(3,635,283)	0.0%
<b>RECURRING EXPENSES</b>									
Total ADMINISTRATION	-	-	-	-	434,364	434,364	1,393,503	(959,139)	31.2%
Total MAINTENANCE	112,541	129,102	0	56,403	-	298,047	3,742,612	(3,444,565)	8.0%
Total Other RECURRING	25,529	46,666	115,898	503,496	-	691,589	1,651,620	(960,031)	41.9%
Total RECURRING EXPENSES	138,070	175,768	115,898	559,900	434,364	1,424,000	6,787,735	(5,363,735)	21.0%
Total Disbursements	138,075	175,768	115,898	571,924	452,900	1,454,566	10,627,318	(9,172,752)	13.7%
Net Cash Inflow/(Outflow)	(138,075)	(175,768)	(115,898)	(571,924)	4,700,140	3,698,474	(2,497,318)	6,195,792	

*Note: Details of expenditures against budget are on pages 6 – 10.*

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 January 2012**

<b>FY2012 STRATEGIC PLAN BUDGET</b>	<b>HAWAII</b>	<b>KAUAI</b>	<b>MAUI</b>	<b>OAHU</b>	<b>ADMIN</b>	<b>TOTAL</b>	<b>%</b>
<b>DESCRIPTION</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
<b>DISBURSEMENTS:</b>							
Administration	-	-	-	-	1,393,503	1,393,503	13.11%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	35.22%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,393,503	6,787,735	63.87%
Subtotal Non-RECURRING	-	164,283	15,000	3,456,000	-	3,635,283	34.21%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.92%
<b>Total Strategic Plan Budget</b>	<b>1,280,777</b>	<b>813,336</b>	<b>1,246,903</b>	<b>5,850,799</b>	<b>1,435,503</b>	<b>10,627,318</b>	<b>100.00%</b>
<b>% of Budget</b>	<b>12.1%</b>	<b>7.7%</b>	<b>11.7%</b>	<b>55.1%</b>	<b>13.5%</b>	<b>100.0%</b>	

*Note: Budget detail is on pages 6 – 10*

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 31 January 2012**

ENHANCED 911 BOARD					
ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011					
Vendor	FY 2011 ENCUMBRANCE Amount	Q1 AMOUNT PAID DOWN	ENCUMBRANCE CARRY-OVER	Q2 AMOUNT PAID DOWN	ENCUMBRANCE CARRY-OVER
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-		-
Akimeka, LLC-Hawaii PSAP	36,311.62	(36,311.62)	-		-
Akimeka, LLC-Kauai PSAP	50,012.62	(50,012.62)	-		-
Akimeka, LLC-Maui PSAP	35,140.93	(35,140.93)	-		-
VisionAIR- (Kauai PSAP)	3,800,000.00	(525,451.44)	3,274,548.56	(788,177.17)	2,486,371.39
Integrgraph Conference-Hawai'i County PSAP	8,270.54	(8,270.54)	-		-
Nena Conference- Hawaii PSAP	19,559.05	(11,616.64)	7,942.41	(7,942.41)	-
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-		-
Hawaiian Telcom-Oahu PSAP	350.00		350.00	(350.00)	-
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-		-
Sprint-Operations (Direct Payment)	72,500.00	(72,500.00)	-		-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-		-
§36-30, HRS Administrative Assessment	184,490.86	(184,490.86)	-		-
TOTAL	5,388,982.98	(2,106,142.01)	3,282,840.97	(796,469.58)	2,486,371.39

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 January 2012**

FY 2012 Strategic Budget Plan (February 2012)		Hawaii PSAP	Oahu PSAP	ADMIN	TOTAL
<b>Total Income</b>		-	-	748,774	748,774
<b>Expense</b>					
<b>RECURRING EXPENSES</b>					
<b>ADMINISTRATION</b>					
Board Member Travel		-	-	979	979
TKC Consulting Group, LLC		-	-	27,183	27,183
<b>Total ADMINISTRATION</b>		-	-	28,162	28,162
<b>Other RECURRING</b>					
<b>Hawaiian Telcom Charges</b>					
HawT Chgs for C&C, Hickam, H		-	3,784	-	3,784
Ocean Safety CML Charges		-	1,730	-	1,730
<b>Total Hawaiian Telcom Charges</b>		-	5,514	-	5,514
<b>Total Other RECURRING</b>		-	5,514	-	5,514
<b>Total RECURRING EXPENSES</b>		-	5,514	28,162	33,676
<b>Total Expense</b>		-	5,514	28,162	33,676
<b>Net Income</b>		-	<b>(5,514)</b>	<b>720,612</b>	<b>715,098</b>

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 31 January 2012

FY 2012 STRATEGIC BUDGET PLAN	Hawaii PSAP		
	7 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total Receipts</b>	-		
<b>Disbursements:</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-	9,000	(9,000)
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	5	9,000	(8,995)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-		
<b>Total CONFERENCES</b>	5	30,000	(29,995)
<b>MAINTENANCE</b>			
CAD Maintenance	-	66,867	(66,867)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-	34,140	(34,140)
MSAG Svcs (Akimeka, LLC)	112,541	450,166	(337,625)
Pictometry License Agreement	-	353,260	(353,260)
Positron Equipment SW Maint	-	40,000	(40,000)
Tritech CAD System Maintenance	-		
<b>EMS</b>	-		
Honolulu Fire Dept.	-		
<b>Total Tritech CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	112,541	944,433	(831,892)
<b>Other RECURRING</b>			
EMS Tower Lease	-		
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	25,529	306,344	(280,815)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	-		
Mileage	-		
Ocean Safety CML Charges	-		
<b>Total Hawaiian Telcom Charges</b>	25,529	306,344	(280,815)
<b>Total Other RECURRING</b>	25,529	306,344	(280,815)
<b>Total RECURRING EXPENSES</b>	138,070	1,250,777	(1,112,707)
<b>Total Disbursements</b>	138,075	1,280,777	(1,142,702)



**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 January 2012**

FY 2012 STRATEGIC BUDGET PLAN	Kauai PSAP		
	7 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total Receipts</b>	-		
<b>Disbursements:</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	-	3,600	(3,600)
APCO Conference	-		
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	7,200	(7,200)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-	10,500	(10,500)
TriTech CAD Users	-		
<b>Total CONFERENCES</b>	-	21,300	(21,300)
<b>Non-RECURRING</b>			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	-		
CMLs for Alternate Dispatch	-	164,283	(164,283)
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
<b>Total Computers</b>	-		
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
<b>Total Training</b>	-		
<b>Total Non-RECURRING</b>	-	164,283	(164,283)
<b>RECURRING EXPENSES</b>			
<b>Total ADMINISTRATION</b>	-		
<b>MAINTENANCE</b>			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	129,102	309,846	(180,744)
Pictometry License Agreement	-	202,909	(202,909)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
<b>Total Tritech CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	129,102	512,755	(383,653)
<b>Other RECURRING</b>			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	46,416	114,998	(68,582)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	250		250
Mileage	-		
Ocean Safety CML Charges	-		
<b>Total Hawaiian Telcom Charges</b>	46,666	114,998	(68,332)
<b>Total Other RECURRING</b>	46,666	114,998	(68,332)
<b>Total RECURRING EXPENSES</b>	175,768	627,753	(451,985)
<b>Total Disbursements</b>	175,768	813,336	(637,568)

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 January 2012**

FY 2012 STRATEGIC BUDGET PLAN	Maui PSAP		
	7 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total Receipts</b>	-		
<b>Disbursements:</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-		
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	6,000	(6,000)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-	6,000	(6,000)
TriTech CAD Users	-		
<b>Total CONFERENCES</b>	-	24,000	(24,000)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	-		
<b>CMLs for Alternate Dispatch</b>	-		
<b>Computers</b>			
EMS CAD Live Rounting	-		
EMS Trittech-GeoComm Interface	-		
<b>Total Computers</b>	-		
<b>Training</b>			
RTO Training for CADS	-	15,000	(15,000)
TriTech CAD System Admin Train	-		
<b>Total Training</b>	-	15,000	(15,000)
<b>Total Non-RECURRING</b>	-	15,000	(15,000)
<b>MAINTENANCE</b>			
CAD Maintenance	-	115,825	(115,825)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	0	436,521	(436,521)
Pictometry License Agreement	-	377,062	(377,062)
Positron Equipment SW Maint	-		
Trittech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
<b>Total Trittech CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	0	929,408	(929,408)
<b>Other RECURRING</b>			
EMS Tower Lease	-		
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	116,039	278,495	(162,456)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	(142)		(142)
Mileage	-		
Ocean Safety CML Charges	-		
<b>Total Hawaiian Telcom Charges</b>	115,898	278,495	(162,597)
<b>Total Other RECURRING</b>	115,898	278,495	(162,597)
<b>Total RECURRING EXPENSES</b>	115,898	1,207,903	(1,092,005)
<b>Total Disbursements</b>	115,898	1,246,903	(1,131,005)

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 January 2012**

FY 2012 STRATEGIC BUDGET PLAN	Oahu PSAP		
	7 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total Receipts</b>	-		
<b>Disbursements:</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	-	24,000	(24,000)
APCO Conference	11,743	27,000	(15,257)
Intergraph Conference	-		
Motorola CAD User's	-	12,000	(12,000)
NASNA Conference	-		
Navigator	-	3,000	(3,000)
Nena Conference	281		281
NENA Technical Dev. Conference	-	12,000	(12,000)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-	9,000	(9,000)
<b>Total CONFERENCES</b>	12,024	87,000	(74,976)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Honolulu Fire Dept.	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	2,000,000	(2,000,000)
<b>Total CAD Replacement/Upgrade</b>	-	3,400,000	(3,400,000)
<b>CMLs for Alternate Dispatch</b>	-		
<b>Computers</b>			
EMS CAD Live Rounting	-	20,000	(20,000)
EMS Trittech-GeoComm Interface	-	30,000	(30,000)
<b>Total Computers</b>	-	50,000	(50,000)
<b>Training</b>			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
<b>Total Training</b>	-	6,000	(6,000)
<b>Total Non-RECURRING</b>	-	3,456,000	(3,456,000)
<b>RECURRING EXPENSES</b>			
<b>MAINTENANCE</b>			
CAD Maintenance	-	227,460	(227,460)
Excom911 Logging Recorder Maint	-	75,000	(75,000)
GeoComm Maintenance	-	40,000	(40,000)
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	56,403	507,631	(451,228)
Pictometry License Agreement	-	300,905	(300,905)
Positron Equipment SW Maint	-		
<b>Trittech CAD System Maintenance</b>			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
<b>Total Trittech CAD System Maintenance</b>	-	205,020	(205,020)
<b>Total MAINTENANCE</b>	56,403	1,356,016	(1,299,613)
<b>Other RECURRING</b>			
EMS Tower Lease	-	7,690	(7,690)
<b>Hawaiian Telcom Charges</b>			
Haw Tel Frame Relay & CIR	11,353		
Hawaiian Telcom Trunk	473,441	918,893	(445,452)
HawT Chgs for C&C, Hickam, HPD	4,730		4,730
Long Distance Charges	-		-
Mileage	1,892		1,892
Ocean Safety CML Charges	12,080	25,200	(13,120)
<b>Total Hawaiian Telcom Charges</b>	503,496	944,093	(440,597)
<b>Total Other RECURRING</b>	503,496	951,783	(448,287)
<b>Total RECURRING EXPENSES</b>	559,900	2,307,799	(1,747,899)
<b>Total Disbursements</b>	571,924	5,850,799	(5,278,875)

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 January 2012**

FY 2012 STRATEGIC BUDGET PLAN	Administration		
	7 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total Receipts</b>	5,153,040	8,130,000	(2,976,960)
<b>Disbursements:</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	-	3,000	(3,000)
APCO Conference	-	3,000	(3,000)
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	1,361	3,000	(1,639)
Navigator	-		
Nena Conference	-	3,000	(3,000)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	17,176	30,000	(12,824)
Pictometry Future View Confer	-		
TriTech CAD Users	-		
<b>Total CONFERENCES</b>	18,537	42,000	(23,463)
<b>RECURRING EXPENSES</b>			
<b>ADMINISTRATION</b>			
911 Board Expansion	-	75,000	(75,000)
Audit Expense	12,042	12,042	(0)
Bank Charge	72		
Board & Committee Venue	-	600	(600)
Board Member Travel	9,857	24,650	(14,793)
<b>DB&amp;F Assessments</b>			
DB&F Admin. Exp. Assess	31,356	374,000	(342,644)
DB&F Revenue Assessment	186,113	410,000	(223,887)
<b>Total DB&amp;F Assessments</b>	217,469	784,000	(566,531)
E911 Logo Contest	-	11,911	(11,911)
NASNA Dues	100	100	-
Parking Permits	-	200	(200)
TKC Consulting Group, LLC	189,683	325,000	(135,317)
WSP Cost Recovery			
Sprint/Nextel	5,140	160,000	(154,860)
<b>Total WSP Cost Recovery</b>	5,140	160,000	(154,860)
<b>Total ADMINISTRATION</b>	434,364	1,393,503	(959,139)
<b>MAINTENANCE</b>			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	-		
Pictometry License Agreement	-		
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance	-		
EMS	-		
Honolulu Fire Dept.	-		
<b>Total Tritech CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	-		
<b>Other RECURRING</b>			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	-		
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	-		
Mileage	-		
Ocean Safety CML Charges	-		
<b>Total Hawaiian Telcom Charges</b>	-		
<b>Total Other RECURRING</b>	-		
<b>Total RECURRING EXPENSES</b>	434,364	1,393,503	(959,139)
<b>Total Disbursements</b>	452,900	1,435,503	(982,603)

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – January 2012

PSAP	Total	Wireline	%	Wireless	%
<b>HAWAII (*)</b>	10,875	3,690	33.9%	7,185	66.1%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	10,875	3,690	33.9%	7,185	66.1%	0	0.0%	1,105	10.2%
<b>TOTAL YTD</b>	<b>10,875</b>	<b>3,690</b>	<b>33.9%</b>	<b>7,185</b>	<b>66.1%</b>	<b>0</b>	<b>0.0%</b>	<b>1,105</b>	<b>10.2%</b>
<b>AVG PER MO</b>	<b>10,875</b>	<b>3,690</b>		<b>7,185</b>		<b>0</b>		<b>1,105</b>	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%	0	0.0%	52	2.4%
<b>TOTAL YTD</b>	<b>2,157</b>	<b>948</b>	<b>43.9%</b>	<b>25.7%</b>	<b>1,209</b>	<b>56.1%</b>	<b>16.8%</b>	<b>0</b>	<b>0.0%</b>	<b>52</b>	<b>2.4%</b>
<b>AVG PER MO</b>	<b>2,157</b>	<b>948</b>			<b>1,209</b>			<b>0</b>		<b>52</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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

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• **PSAP Operations (continued)**

**Wireless Test – January 2012**

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE					

**Current Month PSAP Operations Activities – January 2012**

11/03/11 -- 01/18/12 Akimeka personnel sent a reminder to Rick Soto of Intrado requesting an update to the Nextel Wireless Phase I (WPH1) calls, not providing COF/COP factors. Per Rick, Nextel does not transmit this information to Intrado. Based on a formal notification from Nextel to Intrado, Nextel explained that it does NOT send a COF/COP numeric factor on WPH1 calls, which is a limitation of the Nextel network. Any factor that is greater than 0 in the COF field will cause the network to present a WPH2 class of service.

This information was shared by Akimeka with all of the PSAPs.

12/23/11 -- 01/18/12 Akimeka and Mobi PCS personnel continued to test and troubleshoot the trouble reported about a call being displayed incorrectly at the PSAP and the call back reaching another customer on Oahu. It was discovered that a software update was needed in order to present a non-initialized handset as 911-XXX-XXXX. The software was installed and successfully tested. Notification was sent by Akimeka to all of the PSAPs.

01/01/12 Akimeka personnel continued to support the Hawai'i County PSAP with the Solacom conversion targeted for February 7, 2012. Due to the Solacom conversion, a "no-testing" moratorium notification was sent to all Wireless Service Providers (WSPs) and vendors. The "no testing" moratorium would cover the period of February 1, 2012 to February 15, 2012.

01/03/12 -- 01/31/12 Akimeka requested Call Routing Sheets (CRSs) from all Wireless Service Providers (WSPs) on January 3, 2012, in order to conduct Hawai'i County's Annual Audit. CRSs were returned by all WSPs as follows:

- AT&T Mobility --01/16/12
- Mobi PCS -- 01/12/12
- Nextel -- 01/18/12
- Sprint -- 01/05/12
- Verizon Wireless -- 01/05/12

Akimeka completed its portion of the Annual Audit and returned the CRSs to the respective WSPs on January 30, 2012, with the exception of AT&T Mobility and Sprint. Sprint did not require any updates.

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – January 2012 (continued)

- 01/10/12 At the request of the Hawai'i County PSAP, Akimeka developed and provided the PSAP with a PSAP Data Stream Testing document.
- 01/11/12 The PSAPs, excluding Kauai County, and Akimeka participated in a PSAP conference call to open the dialogue for the sharing of information among the PSAPs. The topic of the conference call was the upcoming Solacom conversion. Information was shared regarding dates, training, manpower, and headset manager.
- 01/23/12 The Hawai'i County PSAPs (Police and Fire) and Akimeka participated in the Webinar hosted by Hawaiian Telcom, Inc. (HTI) and Solacom. The Webinar was titled "Guardian, 911 Call Taker User Interface". The functions and features of the new PSAP screens were presented.

#### Open Issues (To be Monitored and Tracked by Akimeka)

##### *Updates as of January 31, 2012 are noted below:*

- 11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

**Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

**Update (5/31/11)** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **PSAP Operations (continued)**

### Open Issues (To be Monitored and Tracked by Akimeka) (continued)

*Updates as of January 31, 2012 are noted below:*

11/21/09  
(continued)      **Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

In June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility. As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

**Update (7/1/11 – 01/31/12)** – No further updates.

04/16/10      Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

**Update (4/30/11)** – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

**Update (5/1/11 – 7/31/11)** – In progress.

**Update (8/31/11)** – In progress. Personnel updates need to be incorporated.

**Update (9/1/11 – 11/30/11)** – No further updates.

**Update (12/31/11)** – In progress. NENA standards updates are being incorporated.

**Update (1/31/12)** – No further updates.



## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **MSAG**

### Current Month – January 2012

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	203	60	32	0	3	23	2	298	143	40	75

During the month of January 2012, 60 9-1-1Net requests were completed relating to the MSAG database, with 298 customer ANI/ALI records updated as a direct result. 143 ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

***There are 40 records in Suspended status as of January 31, 2012 affecting 75 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Twenty-nine (29) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).
- Eleven (11) suspended records are due to discrepancies between information provided by the Hawai'i County website and information provided by Hawaiian Telcom, Inc. (HTI). HTI will not authorize a change to the database if their information does not agree with the County website. Akimeka met with HTI on January 24, 2012, to discuss new corrective processes to address suspended records and ongoing ALI discrepancies.

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)			
2012	TOTAL								# of Transactions	TNs Affected	
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	203	60	32	0	3	23	2	298	143	40	75
<b>TOTAL YTD</b>	<b>203</b>	<b>60</b>	<b>32</b>	<b>0</b>	<b>3</b>	<b>23</b>	<b>2</b>	<b>298</b>	<b>143</b>		
<b>AVG PER MO</b>	<b>203</b>	<b>60</b>	<b>32</b>	<b>0</b>	<b>3</b>	<b>23</b>	<b>2</b>	<b>298</b>	<b>143</b>		

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

**Note:** 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.

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>Address Points</b>	01/30/12		Moved address points to center of building in Mountain View Community (10% complete)
	01/26/12 -- 01/30/12		Moved address points to center of building in Kurtistown Community (100% complete)
	01/24/12 -- 01/26/12	<b>01/24/12</b>	Moved address points to center of building in Keaau Community (100% complete)
	01/20/12		Created POI points within the Address Points layer for housing projects that did not have an address
			Added common names to several housing projects
	01/18/12 -- 01/19/12		Performed monthly updates on address points
	01/17/12		Spatially corrected address points to the center of the buildings
	01/13/12		Moved address points to the center of the buildings
01/12/12		Corrected two address points to the new county street name	
<b>Emergency Callboxes</b>			
<b>Fire Beats (Includes Medic Beats)</b>			
<b>Fire Districts (Includes Medic Districts)</b>			
<b>Fire Response Areas</b>			
<b>Fire Stations</b>			
<b>Major Roads</b>			
<b>MSAG Address Points (aka Pseudo Address Points)</b>			
	01/19/12 -- 01/30/12	<b>01/24/12</b>	
<b>MSAG Communities (aka Towns)</b>			

(\*) 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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest	01/27/12		Added point for Grace Community Church
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		<b>01/24/12</b>	
	01/20/12		Assigned an "Akimeka" name to streets that do not have a
	01/18/12 -- 01/19/12		Performed monthly updates on street centerlines
	01/12/12		Corrected one street segment/street name to the new county street name
	01/10/12	<b>01/10/12</b>	
Trails			
WSP Cell Towers	01/31/12		In Progress -- Per AT&T Mobility Annual Audit
		<b>01/24/12</b>	
	01/19/12		Per Nextel Annual Audit
	01/18/12		Per VZW, T-Mobile, and Sprint Annual Audit
	01/17/12		Per Mobi PCS Annual Audit
	01/12/12		Per VZW CRS
			<b>01/10/12</b>
	01/03/12		Per VZW CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches	01/27/12		Changed address for Grace Community Church
Gas Stations			
Food & Beverage			
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.

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Lodging			
Medical Facilities			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions		01/24/12	
	01/23/12		Added new housing project to the layer
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			

(\*) 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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
United States National Grid (50K)			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
<b>SPECIAL REQUESTS</b>			
Correctional Facilities			
Waste Water Plants			

(\* *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.
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## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **Mapping Layers Updated/Loaded Into GIS – January 2012  
(continued)**

### Current Month GIS Activities – January 2012

- 01/03/12 -- Akimeka re-made a few Kona District Police Beat maps which included North Kona, South Kona, and Beat 637 per a special request. Pdf files were emailed to Sergeant William Souther for approval.
- 01/06/12
- 01/11/12 Akimeka personnel created an Intergraph CAD workflow diagram and PowerMap workflow diagram for Hawai'i County. These diagrams will be included in the transition plan requested by Captain Wana.

### Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes and deletions into the Akimeka Address Points and Street Centerlines layers.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on January 20, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		22
# of New Addresses Added	208	
# of Street Segment Range Changes		23
# of Street Name Changes	747	
# of Street Number Changes	33	

Note: Some Address Points have its street name and street number changed at the same time. These are counted as separate actions since these changes are needed to make the layers "9-1-1 capable" for dispatch and response.

## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Service Requests Transactions**

### Open Service Requests – January 2012 (December 29, 2011 – January 27, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	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).
2	06/02/11	324	<u>Incorrect Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
3	05/12/11	327	<u>Incorrect Address:</u> TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.  House number has been updated, however the community is pending per a meeting with Hawai'i County Police/Fire personnel.
4	09/01/11	359	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Pending change in 9-1-1Net.
5	09/01/11	368	<u>Incorrect Address:</u> TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
6	10/14/11	390	<u>Incorrect Address:</u> TN = 808/889-1489	MSAG - ANI/ALI Discrepancy	Normal	Pending address correction.
7	10/25/11	401	<u>Incorrect TN and Address:</u> Barbera Ferraro	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
8	10/25/11	402	TN = 808/965-9864	911 Map -- Call Plotted Incorrectly	Low	Request for caller information submitted; pending change in 9-1-1Net.
9	10/25/11	403	TN = 808/934-0297; No Record Found	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
10	11/15/11	408	<u>Incorrect Address:</u> TN = 808/929-7636	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net. House Number is needed.
11	11/15/11	410	<u>Incorrect Address:</u> TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
12	12/14/11	418	TN = (808)/935-3233	911 Map -- Call Plotted Incorrectly	Normal	Request for additional information submitted
13	01/30/12	426	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
<b>Service Requests On Hold Status</b>						
14	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010.  Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.  Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.  Hawai'i County Police advised Akimeka in July 2011 that this project will be placed "On Hold" pending a meeting with other community sources.
15	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.  New boundary plan will affect this telephone number; <b>approvals are still pending.</b>

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



## Hawaii County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Service Requests Transactions (continued)**

**Year-to-Date (YTD) Summary – 2012**

HAWAII				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
<b>TOTAL</b>	<b>17</b>	<b>2</b>	<b>15</b>	<b>7</b>	<b>2</b>	<b>10</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

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – January 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,175	916	28.9%	2,259	71.1%

#### 9-1-1 Call Volume – Calendar Year 2012

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
<b>TOTAL YTD</b>	<b>3,175</b>	<b>916</b>	<b>28.9%</b>	<b>2,259</b>	<b>71.1%</b>	<b>0</b>	<b>0.0%</b>	<b>669</b>	<b>21.1%</b>
<b>AVG PER MO</b>	<b>3,175</b>	<b>916</b>		<b>2,259</b>		<b>0</b>		<b>669</b>	

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 calls.

**Notes:**

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "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.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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• **PSAP Operations (continued)**

**Wireless Test – January 2012**

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE					

**Current Month PSAP Operations Activities – January 2012**

01/03/12 -- At the request of the Kauai County PSAP, Akimeka assisted the PSAP in  
01/06/12 locating an AT&T Mobility non-initialized handset. The child using the handset called 9-1-1 over 95 times. The PSAP, using exigent circumstances, located the former owner who advised that they threw the handset away.

Kauai dispatchers, using their trained questioning procedures, discovered that the child was at a local school and dispatched a police officer who located the child and confiscated the handset.

11/03/11 -- Akimeka personnel sent a reminder to Rick Soto of Intrado requesting an update  
01/18/12 to the Nextel Wireless Phase I (WPH1) calls, not providing COF/COP factors. Per Rick, Nextel does not transmit this information to Intrado. Based on a formal notification from Nextel to Intrado, Nextel explained that it does NOT send a COF/COP numeric factor on WPH1 calls, which is a limitation of the Nextel network. Any factor that is greater than 0 in the COF field will cause the network to present a WPH2 class of service.

This information was shared by Akimeka with all of the PSAPs.

12/23/11 -- Akimeka and Mobi PCS personnel continued to test and troubleshoot the trouble  
01/18/12 reported about a call being displayed incorrectly at the PSAP and the call back reaching another customer on Oahu. It was discovered that a software update was needed in order to present a non-initialized handset as 911-XXX-XXXX. The software was installed and successfully tested. Notification was sent by Akimeka to all of the PSAPs.

01/03/12 -- Akimeka requested Call Routing Sheets (CRSs) from all Wireless Service  
01/31/12 Providers (WSPs) on January 3, 2012, in order to conduct Kauai County's Annual Audit. CRSs were returned by all WSPs as follows:

- AT&T Mobility --01/16/12
- Mobi PCS -- 01/12/12
- Nextel -- 01/18/12
- Sprint -- 01/05/12
- Verizon Wireless -- 01/05/12

Akimeka is in the process of auditing all CRSs.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **PSAP Operations (continued)**

### Open Issues (To be Monitored and Tracked by Akimeka)

*Updates as of January 31, 2012 are noted below:*

11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

**Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

**Update (5/31/11)** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

**Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

In June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility. As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

**Update (7/1/11 – 1/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **PSAP Operations (continued)**

### **Open Issues (To be Monitored and Tracked by Akimeka) (continued)**

*Updates as of January 31, 2012 are noted below:*

04/16/10 Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

**Update (4/30/11)** – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

**Update (5/1/11 – 7/31/11)** – In progress.

**Update (8/31/11)** – In progress. Personnel updates need to be incorporated.

**Update (9/1/11 – 11/30/11)** – No further updates.

**Update (12/31/11)** – In progress. NENA standards updates are being incorporated.

**Update (1/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **MSAG**

### Current Month – January 2012

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
KAUAI	23	18	5	5	3	5	0	53	5	33	36
Revised categories and report format changes effective April 2009.											

During the month of January 2012, 18 9-1-1Net requests were completed relating to the MSAG database, with 53 customer ANI/ALI records updated as a direct result. Five (5) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are thirty-three (33) records in Suspended status as of January 31, 2012, affecting 36 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Twenty-five (25) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Five (5) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Three (3) suspended records are due to the TNs being on State property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	23	18	5	5	3	5	0	53	5	33	36
<b>TOTAL YTD</b>	<b>23</b>	<b>18</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>53</b>	<b>5</b>		
<b>AVG PER MO</b>	<b>23</b>	<b>18</b>	<b>5</b>	<b>5</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>53</b>	<b>5</b>		

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

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

<b>Definitions:</b>	(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 – January 2012**

**9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.**

KAUAI				
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Address Points	01/31/12		Added TMK information to address points that were missing the TMK information	
	01/31/12		Added address points for Pi'ilani Mai Ke Kai Subdivision in Anahola	
	01/27/12		Added four (4) new addresses	
		01/25/12		
		01/12/12		
		01/04/12 -- 01/12/12		Added ESN to new address points to meet GeoComm requirements Added address points that the Fire Department uses for camps and low income housing.

(\*) 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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area	01/18/12		Corrected Medic name as reported by Dispatch. Sent corrected layer for GeoComm update.
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest	01/27/12		Added ABC Stores Kapaa
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	01/31/12		Assigned ranges according to the address points
	01/27/12		
		01/12/12	
	01/03/12		Updated PMRF speed limits
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)	01/12/12	01/12/12	Updated Beam Width for existing site
	01/03/12		Per VZW CRS

*(\*) 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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			

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

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
<b>SPECIAL REQUESTS</b>			
KCC Building Outline			
KCC Callboxes			

*(\*) 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 performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS Server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

### Current Month GIS Activities – January 2012

- 01/12/12 Akimeka prepared the following layers for a GeoComm update and posted the layers on Akimeka's ftp site: Address Points, WSP Cell Sectors, WSP Cell Towers, and Street Centerlines.
- 01/18/12 Akimeka posted the following layers on Akimeka's ftp site for Deccan International: Fire Beats, Fire Stations, Major Roads, Streams, Street Centerlines, and Street Centerlines\_xy.
- 01/26/12 Akimeka was advised that the County will not be conducting another GeoComm update until after February 13, 2012, due to MDT Mobile training.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Service Requests Transactions**

### Open Service Requests – January 2012 (December 29, 2011 – January 27, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/25/11	358	Incorrect Community -- 7-Eleven Hanamaulu	MSAG - ANI/ALI Discrepancy	High	Pending change in 9-1-1Net
2	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net
3	11/17/11	412	Correct Fire Assignment -- E-5	911 Map	High	Request for caller information submitted; pending change in 9-1-1Net.
4	01/23/12	423	Incorrect Community -- ABC Store	MSAG - ANI/ALI Discrepancy	High	Request for caller information submitted; pending change in 9-1-1Net.
5	01/24/12	424	Incorrect Community -- ABC Store	MSAG - ANI/ALI Discrepancy	High	
6	01/24/12	425	Correct Police Beat for Haa Street and Corresponding Streets	911 Map	High	Screenshot sent to K. Langtad for verification.

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

### Year-to-Date (YTD) Summary – 2012

2012	KAUAI			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	3	0	6	1	0	2	0	0	0	0	0
2011 Carryover	3	0	3	1	0	2	0	0	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>0</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>4</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

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- E9-1-1 Database Synchronization**  
**(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)**

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Kauai County in January 2012.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,242** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 24, 2012 for Kauai County are reported below.

Database synchronization should be part of an ongoing and continuous process to ensure that the databases remain current and synchronized. Since neither database is static in nature, the synchronization process will never yield a 100 percent match rate. As such, NENA's recommended minimum match rate is 98%.

The database synchronization process is essential to monitor and ensure the level of accuracy of the E9-1-1 databases and prepare for Next Generation 9-1-1 (NG9-1-1). As such, Akimeka will perform database synchronization audits on a quarterly basis as part of its ongoing maintenance process. Results of the database synchronization audit will be included and reported in the Monthly Status Report (MSR) accordingly.

### Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	9-1-1 MSAG Dated 01-01-12	
		# of Records	%
			1,242
<b>Less: 9-1-1 MSAG Exception Records</b>	(1)	57	4.6%
<b>Net 9-1-1 MSAG Records Eligible for Comparison</b>		<b>1,185</b>	
<b>Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)</b>		<b>1,170</b>	<b>98.7%</b>
<b>9-1-1 MSAG -- GIS No Match - Minor Correction Required</b>	(2)	10	0.8%
<b>9-1-1 MSAG Record With No GIS Record</b>	(3)	5	0.4%
<b>Total 9-1-1 MSAG Records No Match</b>		<b>15</b>	<b>1.3%</b>

**Objective:** NENA Recommended Match Rate = 98%

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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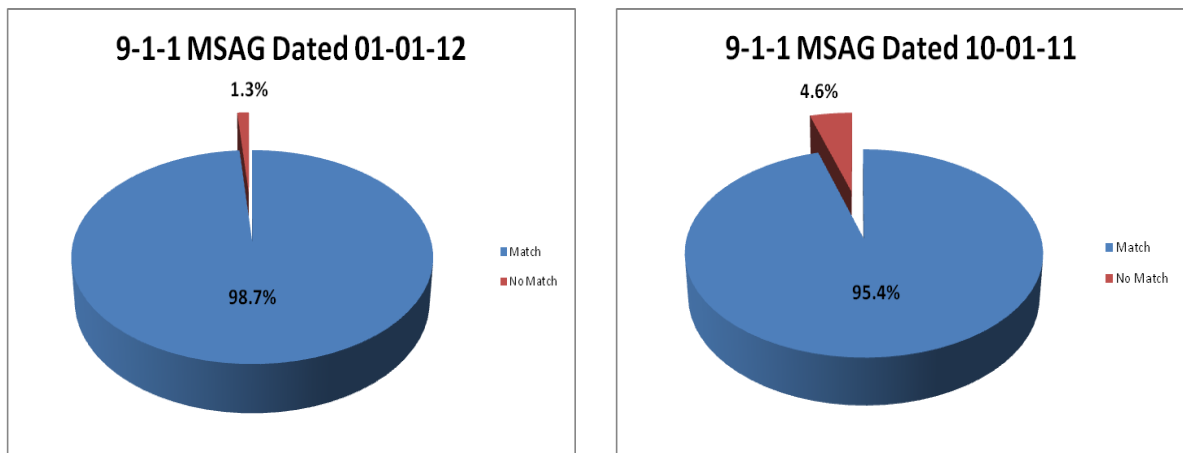
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2012 (continued)

**Notes:**

- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

### Audit Summary Results – January 1, 2012 MSAG vs. October 1, 2011 MSAG



**Kauai County's level of accuracy or 9-1-1 Match percentage improved from 95.4% to 98.7%. The NENA recommended minimum match rate of 98% has been achieved.**

- ❖ “MSAG - GIS Minor Corrections” were reduced by 71.4% (35 to 10) from October 2011 to January 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- ❖ “MSAG Record With No GIS Record” was reduced by 73.7% (19 to 5) from October 2011 to January 2012 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within County of Kauai records.

## Kauai County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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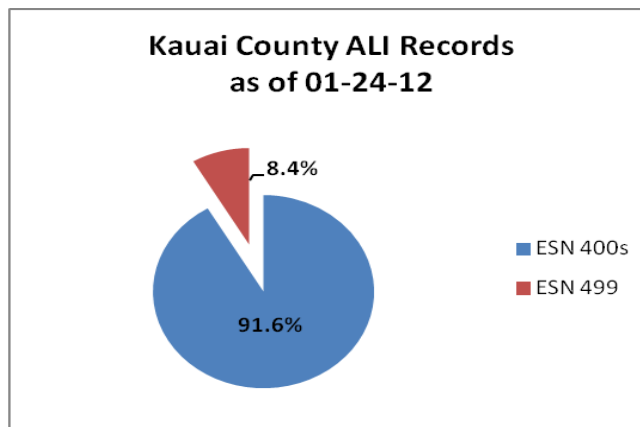
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – January 1, 2012 MSAG vs. October 1, 2011 MSAG (continued)

- ❖ GIS Record With No MSAG Record was reduced by 92.3% (13 to 1) from October 2011 to January 2012 respectively.
- ❖ GIS Record With Minor Corrections were reduced by 77.1% (35 to 8) from October 2011 to January 2012 respectively.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

### Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Kauai County. As of January 24, 2012, **2,724** ESN 499 records, representing **8.4%** of Kauai County’s total ALI records, require research and corrective action, if needed.



These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.

The ALI discrepancy reports are primarily due to telephone numbers (TNs) with missing digit(s) in the address point, assigned to blank-to-blank ranges without an assigned customer or address, and attached to the wrong address point, street, customer or combination thereof.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 499 MSAG records to a valid Kauai County ESN 400 – 448 and valid MSAG address.

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- PSAP Operations**

### 9-1-1 Call Volume – January 2012

PSAP	Total	Wireline	%	Wireless	%
<b>MAUI (*)</b>	8,465	2,716	32.1%	5,749	67.9%
<b>MOLOKAI</b>	390	211	54.1%	179	45.9%

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

### 9-1-1 Call Volume – Calendar Year 2012

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
<b>TOTAL YTD</b>	<b>8,465</b>	<b>2,716</b>	<b>32.1%</b>	<b>5,749</b>	<b>67.9%</b>	<b>0</b>	<b>0.0%</b>	<b>1,404</b>	<b>16.6%</b>
<b>AVG PER MO</b>	<b>8,465</b>	<b>2,716</b>		<b>5,749</b>		<b>0</b>		<b>1,404</b>	

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 calls.

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **PSAP Operations (continued)**

**9-1-1 Call Volume – Calendar Year 2012 (continued)**

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
<b>TOTAL YTD</b>	<b>390</b>	<b>211</b>	<b>54.1%</b>	<b>179</b>	<b>45.9%</b>	<b>0</b>	<b>0.0%</b>	<b>59</b>	<b>15.1%</b>
<b>AVG PER MO</b>	<b>390</b>	<b>211</b>		<b>179</b>		<b>0</b>		<b>59</b>	
<i>Note:</i>		Total Calls include Administrative calls that are not direct 911 calls.							

**Note:** Total Calls include Administrative calls that are not direct 9-1-1 calls.

**Notes:**

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "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.

**Wireless Test – January 2012**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE						



## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – January 2012

11/03/11 -- Akimeka personnel sent a reminder to Rick Soto of Intrado requesting an update to  
01/18/12 the Nextel Wireless Phase I (WPH1) calls, not providing COF/COP factors. Per Rick, Nextel does not transmit this information to Intrado. Based on a formal notification from Nextel to Intrado, Nextel explained that it does NOT send a COF/COP numeric factor on WPH1 calls, which is a limitation of the Nextel network. Any factor that is greater than 0 in the COF field will cause the network to present a WPH2 class of service.

This information was shared by Akimeka with all of the PSAPs.

12/23/11 -- Akimeka and Mobi PCS personnel continued to test and troubleshoot the trouble  
01/18/12 reported about a call being displayed incorrectly at the PSAP and the call back reaching another customer on Oahu. It was discovered that a software update was needed in order to present a non-initialized handset as 911-XXX-XXXX. The software was installed and successfully tested. Notification was sent by Akimeka to all of the PSAPs.

01/03/12 -- Akimeka requested Call Routing Sheets (CRSs) from all Wireless Service  
01/31/12 Providers (WSPs) on January 3, 2012, in order to conduct Maui County's Annual Audit. CRSs were returned by all WSPs as follows:

- AT&T Mobility --01/16/12
- Mobi PCS -- 01/12/12
- Nextel -- 01/18/12
- Sprint -- 01/05/12
- Verizon Wireless -- 01/05/12

Akimeka is in the process of auditing all of the CRSs.

01/10/12 At the request of the Maui County PSAP, Akimeka developed and provided the PSAP with a PSAP Data Stream Testing document.

01/11/12 The PSAPs, excluding Kauai County, and Akimeka participated in a PSAP conference call to open the dialogue for the sharing of information among the PSAPs. The topic of the conference call was the upcoming Solacom conversion. Information was shared regarding dates, training, manpower, and headset manager.

01/13/12 -- Akimeka personnel continue to assist the Maui PSAP and Molokai PSAP, as  
01/31/12 requested, with their Solacom conversion. No tentative conversion date has been set due to pending issues.

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – January 2012

- 01/26/12 Akimeka personnel successfully completed upgraded one (1) machine for the Positron Workstation Upgrade. The following tasks were performed:
- Installed Operating System with Windows XP with Service Pack 3
  - Installed PowerMap 4.0
  - Connected the Workstation to the Positron Network
  - Tested the Worksttion by Receiving a Live Call and Running Searches

Akimeka will proceed in configuring the other eleven (11) workstations and schedule a tet and rollover date.

#### Open Issues (To be Monitored and Tracked by Akimeka)

##### *Updates as of January 31, 2012 are noted below:*

- 11/21/09 Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.

Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.

**Update (4/30/11)** -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.

**Update (5/31/11)** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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### • PSAP Operations (continued)

#### Open Issues (To be Monitored and Tracked by Akimeka) (continued)

*Updates as of January 31, 2012 are noted below: (continued)*

11/21/09  
(continued)     **Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

On June 8, 2011, HTI notified the PSAPs that they believe the ALI caching trouble was resolved and all information sent on re-bids is in compliance with what is being sent by AT&T Mobility. As such, any additional discrepancy of calculated accuracy pertaining to the confidence factor (COF) should be reported to AT&T Mobility.

**Update (7/1/11 – 1/31/12)** – No further updates.

04/16/10     Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.

Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

**Update (4/30/11)** – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.

**Update (5/1/11 – 7/31/11)** – In progress.

**Update (8/31/11)** – In progress. Personnel updates need to be incorporated.

**Update (9/1/11 – 11/30/11)** – No further updates.

**Update (12/31/11)** – In progress. NENA standards updates are being incorporated.

**Update (1/31/12)** – No further updates.

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **MSAG**

**Current Month – January 2012**

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
MAUI COUNTY	131	131	108	1	3	19	0	4,007	0	10	10

During the month of January 2012, 131 9-1-1Net requests were completed relating to the Maui County MSAG database, with 4,007 customer ANI/ALI records updated as a direct result. No ALI discrepancy report was submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

**There are ten (10) records in Suspended status as of January 31, 2012, affecting ten (10) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.**

- Ten (10) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

**Year-to-Date (YTD) – 2012**

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	131	131	108	1	3	19	0	4,007	0	10	10
<b>TOTAL YTD</b>	<b>131</b>	<b>131</b>	<b>108</b>	<b>1</b>	<b>3</b>	<b>19</b>	<b>0</b>	<b>4,007</b>	<b>0</b>		
<b>AVG PER MO</b>	<b>131</b>	<b>131</b>	<b>108</b>	<b>1</b>	<b>3</b>	<b>19</b>	<b>0</b>	<b>4,007</b>	<b>0</b>		

**Note:** 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.	

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **MSAG (continued)**

### Emergency Service Number (ESN) Project Status – January 2012 Year-to-Date (YTD)

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	800	<b>16.0%</b>
Lanai	112	82	<b>73.2%</b>
Molokai	500	440	<b>88.0%</b>

An additional 99 street segments were assigned new ESNs in the month of January 2012 for the island of Maui, bringing the percent to complete to 16.0%.

The ESN project is done on a per street segment basis. Street segments require research in both 9-1-1Net and Maui County GIS before a new ESN can be assigned. Verifying a street segment's address range and community prevents ESN overlapping and mislabeling. Once the street segment is verified in both MSAG and GIS – to ensure database synchronization – a request to update the ESN field in 9-1-1Net is sent.

***This is an ongoing project that will cover all communities.***

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Address Points	Molokai	01/31/12		Added (1) address per DSA
	Maui	01/31/12		Added (3) addresses per DSA
	Maui	01/30/12		Added (4) new addresses per DSA
	Maui	01/26/12		
	Maui/Molokai		<b>01/25/12</b>	
	Molokai	01/25/12		
	Maui	01/23/12		Added/changed common names and added new addresses per Dispatch
	Maui	01/17/12		Added common name per Dispatch request. Added (8) addresses per DSA
	Molokai	01/17/12		Added (1) address per DSA
	Maui	01/12/12		
	Maui/Molokai		<b>01/11/12</b>	
	Maui	01/09/12		Added/changed six (6) common names per Molokai Dispatch
	Maui	01/04/12 -- 01/05/12		
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
	Maui	01/25/12		
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Molokai	01/25/12		
	Maui/Molokai		<b>01/11/12</b>	
	Molokai	01/09/12		Added, changed, and deleted per Molokai Dispatch

(\*) 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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines	Maui/Molokai		01/25/12	
	Maui/Molokai		01/11/12	
	Maui	01/11/12		Corrected geometry on one street segment to meet Intergraph standards
Trails				
WSP Cell Towers				
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Churches	Maui	01/24/12		
Gas Stations				
Food & Beverage	Maui/Molokai		01/25/12	
	Molokai	01/25/12		
	Maui	01/24/12		
	Maui/Molokai		01/11/12	
	Molokai	01/09/12		Changed, added, deleted food establishments per Molokai Dispatch
Hospitals	Maui/Molokai		01/11/12	
Lodging	Maui/Molokai		01/25/12	
	Maui	01/24/12		
	Maui	01/23/12		Changed hotel name according to Dispatch
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
	Maui	01/31/12		
Park Polygon				
	Maui	01/31/12		
Post Offices				
Subdivisions	Maui/Molokai		01/25/12	
	Maui	01/23/12		
	Maui	01/17/12		Added subdivision per Dispatch request

(\*) 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 E9-1-1 Status Report January 1, 2012 – January 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>				
Airports				
Bridges				
Coastline				
Coastal Names	Maui	01/31/12		
Emergency Operation Centers (EOC)				
Emergency Shelters				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
<b>SPECIAL REQUESTS</b>				
Gate Codes	Maui/Molokai		01/25/12	
	Maui	01/24/12		
HCS Monsanto Fields				
Tow Jurisdictions				

*(\*) 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 performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.



## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **Mapping Layers Updated/Loaded Into GIS – January 2012 (continued)**

### Current Month GIS Activities – January 2012

- 01/11/12 Akimeka prepared data for an Intergraph CAD push which included: Address Points, Street Centerlines, and Common Places Lookup Table.
- 01/12/12 The Intergraph CAD push was successfully completed on January 12, 2012, which included the following layers: Address Points, Gate Codes, Street Centerlines, and Subdivisions.
- 01/26/12 Akimeka prepared data for an Intergraph CAD push which included: Address Points, Fire Stations, Gate Codes, Lodging, Street Centerlines, and Subdivisions. The Intergraph CAD push was successfully completed on January 26, 2012, which included the previously mentioned layers plus the Common Name Lookup Table.
- 01/30/12 Akimeka created Police, Fire, and Medic Beat maps for the islands of Maui, Lanai and Molokai.

- **Service Requests Transactions**

### Open Service Requests – January 2012 (December 29, 2011 – January 27, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

## Maui County E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **Service Requests Transactions (continued)**

**Year-to-Date (YTD) Summary – 2012**

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	0	0	0	0	0	0	0	0	0	0	0
2011 Carryover	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

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – January 2012

(Source: Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc.)

PSAP	Total	Wireline	%	Wireless	%
<b>OAHU CIVILIAN (*)</b>	83,434	25,004	30.0%	58,409	70.0%

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

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
<b>TOTAL YTD</b>	<b>83,434</b>	<b>25,004</b>	<b>30.0%</b>	<b>58,409</b>	<b>70.0%</b>	<b>21</b>	<b>0.0%</b>	<b>7,257</b>	<b>8.7%</b>
<b>AVG PER MO</b>	<b>83,434</b>	<b>25,004</b>		<b>58,409</b>		<b>21</b>		<b>7,257</b>	

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)								Abandoned	
		Wireline			Wireless			Admin			
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%
<b>TOTAL YTD</b>	<b>40,526</b>	<b>11,639</b>	<b>28.8%</b>	<b>46.5%</b>	<b>28,806</b>	<b>71.2%</b>	<b>49.3%</b>	<b>81</b>	<b>0.2%</b>	<b>1,095</b>	<b>2.7%</b>
<b>AVG PER MO</b>	<b>40,526</b>	<b>11,639</b>			<b>28,806</b>			<b>81</b>		<b>1,095</b>	

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

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

● **PSAP Operations (continued)**

**9-1-1 Call Volume – January 2012 (continued)**

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
<b>TOTAL YTD</b>	<b>15,220</b>	<b>5,166</b>	<b>34.2%</b>	<b>20.7%</b>	<b>9,949</b>	<b>65.8%</b>	<b>17.0%</b>	<b>105</b>	<b>0.7%</b>	<b>620</b>	<b>4.1%</b>
<b>AVG PER MO</b>	<b>15,220</b>	<b>5,166</b>			<b>9,949</b>			<b>105</b>		<b>620</b>	

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
<b>TOTAL YTD</b>	<b>9,496</b>	<b>3,168</b>	<b>33.4%</b>	<b>12.7%</b>	<b>6,325</b>	<b>66.6%</b>	<b>10.8%</b>	<b>3</b>	<b>0.0%</b>	<b>7,861</b>	<b>82.8%</b>
<b>AVG PER MO</b>	<b>9,496</b>	<b>3,168</b>			<b>6,325</b>			<b>3</b>		<b>7,861</b>	

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

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
<b>TOTAL YTD</b>	<b>5,183</b>	<b>2,096</b>	<b>43.2%</b>	<b>8.4%</b>	<b>2,752</b>	<b>56.8%</b>	<b>4.7%</b>	<b>335</b>	<b>6.5%</b>	<b>1,267</b>	<b>24.4%</b>
<b>AVG PER MO</b>	<b>5,183</b>	<b>2,096</b>			<b>2,752</b>			<b>335</b>		<b>1,267</b>	

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

Note: Includes Ocean Safety

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **PSAP Operations (continued)**

**9-1-1 Call Volume – January 2012 (continued)**

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
<b>TOTAL YTD</b>	<b>6,910</b>	<b>2,951</b>	<b>43.9%</b>	<b>11.8%</b>	<b>3,778</b>	<b>56.1%</b>	<b>6.5%</b>	<b>181</b>	<b>2.6%</b>	<b>105</b>	<b>1.5%</b>
<b>AVG PER MO</b>	<b>6,910</b>	<b>2,951</b>			<b>3,778</b>			<b>181</b>		<b>105</b>	

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

OAHU CIVILIAN		TRANSFERRED TO MISCELLANEOUS (Transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands)					
2012	<b>TOTAL YTD</b>	January	February	March	April	May	June
	<b>6,099</b>	6,099					
	<b>AVG PER MO</b>	July	August	September	October	November	December
	<b>6,099</b>						

**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 – January 2012**

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
01/27/12	Verizon Wireless	2	4	Oahu PSAP/ Akimeka	Pass

**Note:** Rush request for the Pro Bowl.

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – January 2012

- 11/03/11 -- Akimeka personnel sent a reminder to Rick Soto of Intrado requesting an update  
01/18/12 to the Nextel Wireless Phase I (WPH1) calls, not providing COF/COP factors. Per Rick, Nextel does not transmit this information to Intrado. Based on a formal notification from Nextel to Intrado, Nextel explained that it does NOT send a COF/COP numeric factor on WPH1 calls, which is a limitation of the Nextel network. Any factor that is greater than 0 in the COF field will cause the network to present a WPH2 class of service. This information was shared by Akimeka with all of the PSAPs.
- 12/23/11 -- Akimeka and Mobi PCS personnel continued to test and troubleshoot the trouble  
01/18/12 reported about a call being displayed incorrectly at the PSAP and the call back reaching another customer on Oahu. It was discovered that a software update was needed in order to present a non-initialized handset as 911-XXX-XXXX. The software was installed and successfully tested. Notification was sent by Akimeka to all of the PSAPs.
- 01/03/12 -- Akimeka requested Call Routing Sheets (CRSs) from all Wireless Service  
01/31/12 Providers (WSPs) on January 3, 2012, in order to conduct City & County of Honolulu/HPD's Annual Audit. CRSs were returned by all WSPs as follows:
- AT&T Mobility --01/16/12
  - Mobi PCS -- 01/12/12
  - Nextel -- 01/18/12
  - Sprint -- 01/05/12
  - Verizon Wireless -- 01/05/12
- Akimeka is in the process of auditing all CRSs.
- 01/06/12 Akimeka personnel assisted HPD/PSAP in obtaining new statistical reports from Hawaiian Telcom, Inc. (HTI) for the Screener, URS and Drop call queues.
- 01/09/12 Akimeka personnel assisted Honolulu Fire in evaluating the data received on a Fire call in Lanikai.
- 01/11/12 The PSAPs, excluding Kauai County, and Akimeka participated in a PSAP conference call to open the avenue/dialogue for the sharing of information among the PSAPs. The topic of the conference call was the upcoming Solacom conversion. Information was shared regarding dates, training, manpower, and headset manager.
- 01/13/12 The Oahu PSAPs (Police, Fire, EMS and Ocean Safety) and Akimeka participated in the Webinar hosted by Hawaiian Telcom, Inc. (HTI) and Solacom. The Webinar was titled "Guardian, 911 Call Taker User Interface". The functions and features of the new PSAP screens were presented.

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – January 2012 (continued)

01/27/12 Akimeka met with the Oahu PSAPs to present its proposed MSAG Communities. Unfortunately, Fire and Military representatives were not present at the meeting. It was a productive meeting with additional inputs provided by the PSAPs with an "on-the-street" perspective. For more specifics, see the MSAG section of this report regarding the MSAG Communities Project.

The Oahu Street Centerline Project Plan was also shared and presented at the meeting. For more specifics, see the Geographic Information System (GIS) section of this report regarding the Oahu Street Centerline Project.

A separate meeting was held following the MSAG Communities and Oahu Street Centerline meeting with key representatives from HPD and Akimeka to discuss the Wireless Tower addressing schema.

### Wireless Tower Naming Project

A tower renaming standard has been recommended for the HPD PSAP for consideration and cannot be implemented until concurrence is reached on the MSAG Communities.

- **MSAG**

### December 2011 Activity

**(Note: Akimeka Assumes MSAG Maintenance Activity)**

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
OAHU CIVILIAN	157	157	157	0	0	0	0	8,116	0	0	0

During the month of December 2011, 157 requests were processed in order to clean up the MSAG database which included 157 changes for suffix updates. Opportunities to modify or edit existing MSAG records were identified by Akimeka and highlighted in the Honolulu Police Department Public Safety Answering Points (PSAPs) Initial Data Assessment Report dated December 1, 2011.

8,116 customer ANI/ALI records were updated as a direct result of the 157 change requests.

No ALI Discrepancy report was submitted to 911Net.

There were no suspended records in the system as of December 31, 2011.

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

• **MSAG (continued)**

**Current Month – January 2012**

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
OAHU CIVILIAN	69	69	0	69	0	0	0	0	0	0	0

During the month of January 2012, 69 requests were processed in order to clean up the MSAG database which included 69 combines. Combine transaction opportunities were identified by Akimeka and highlighted in the Honolulu Police Department Public Safety Answering Points (PSAPs) Initial Data Assessment Report dated December 1, 2011. It was reported that valid MSAG records could be combined or merged together to match with the GIS records. Combining of the MSAG records will result in more efficient database query, searching capabilities, and routing capabilities. This process will improve the E9-1-1 call delivery efficiency.

No customers were affected by the 69 combines processed in the month of January 2012. No ALI Discrepancy report was submitted to 911Net.

There are no suspended requests in the system at this time as of January 31, 2012.

**Year-to-Date (YTD) Summary – 2012**

OAHU CIVILIAN		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	69	69	0	69	0	0	0	0	0	0	0
<b>TOTAL YTD</b>	<b>69</b>	<b>69</b>	<b>0</b>	<b>69</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>AVG PER MO</b>	<b>69</b>	<b>69</b>	<b>0</b>	<b>69</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>		

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

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

<b>Definitions:</b>	(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.



## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **MSAG (continued)**

### **MSAG Communities Project**

Based on Akimeka's Initial Data Assessment Report dated December 1, 2011, it was agreed that MSAG Communities need to be defined and agreed upon as a starting point for maintenance and database synchronization efforts.

In accordance with PUC Tariff 20, Section 9.3.2.B, Major John Thompson sent a notification letter on December 9, 2011, to Hawaiian Telcom, Inc. (HTI) advising HTI, as the E9-1-1 Service Provider in the State of Hawaii, of HPD's plans to revisit and modify its MSAG Communities. HTI acknowledged receipt of Major Thompson's letter and provided guidance as to what HTI will require to implement the changes. HTI also advised that based on the information provided, HTI will assess the level of effort required to accommodate the changes and provide a timeline and process for implementation.

On December 15, 2011, Akimeka met with HPD, representatives from the PSAPs (including the Military PSAP), and representatives from the City & County of Honolulu DIT/DPP. At the meeting, it was agreed that Akimeka would work on defining its recommended MSAG Communities. It was also agreed that the effort would include identifying the areas that are within the Military's fence line/jurisdiction in an effort to promote interoperability among the PSAPs and the Public Safety community.

Akimeka met with and interacted with the Military PSAP on numerous occasions to discuss and identify the MSAG Communities that are within the Military's jurisdiction. The Military PSAP was very cooperative and shared the same goal for interoperability.

Akimeka presented its "first pass" proposed Oahu MSAG Communities to HPD and representatives from the PSAPs on January 27, 2012. The existing MSAG contains thirty-four (34) Civilian MSAG Communities with no Military MSAG Communities. Honolulu was one large MSAG Community in the existing MSAG. Akimeka broke out Honolulu into "commonly known as" communities such as: Kapahulu, Kaimuki, Punchbowl, Nuuanu, etc. Police beats were used as the primary guide and boundary reference point.

As a result of its efforts, Akimeka proposed fifty-one (51) Oahu MSAG Communities – (40) Civilian MSAG Communities and (11) Military MSAG Communities. The PSAPs provided their feedback during the meeting. Additional MSAG Communities were identified and requested by the PSAPs. The PSAP's day-to-day and "on-the-street" inputs were invaluable. A critical issue re-iterated by the PSAPs is the need to identify the Public Private Venture (PPV) areas with cross jurisdictional boundaries.

On January 30, 2012, Akimeka completed adding the following MSAG Communities at the request of the PSAPs: Waipio, Makakilo, Airport, Honolulu, and Makiki. Boundary changes were also done accordingly. At this time, the proposed Oahu MSAG Communities contain fifty-six (56) MSAG Communities – (45) Civilian MSAG Communities and (11) Military MSAG Communities.

Further assistance from HPD and the Oahu Civilian PSAPs, along with the Military PSAP, is needed to address the PPV issue. A meeting to review the proposed MSAG Communities and PPV issue is pending scheduling and availability of HPD, representatives from the PSAPs, and the Military.

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **MSAG (continued)**

### **MSAG Communities Project (continued)**

On January 31, 2012, Akimeka conducted a preliminary review and analysis of the Military MSAG. A potential Emergency Service Number (ESN) routing issue was discovered. Many of the Military MSAG records have ESNs that will route the 9-1-1 call to the Military PSAP versus the HPD PSAP, who has jurisdictional control of the area identified as PPV. Further review and investigation will be conducted by Akimeka in February 2012. This will also need to be discussed at the MSAG Communities/PPV Issue meeting mentioned above.

No further action can be taken until inputs/issues have been addressed and agreed upon.

- **Geographic Information System (GIS)**

### **Current Month GIS Activities – January 2012**

01/05/12      At the request of Battalion Chief, Kenison Tejada, Akimeka met with HFD personnel to discuss and familiarize Akimeka with what Fire currently does and to share what Akimeka will be doing to correct the GIS and MSAG data to improve database synchronization results.

At the meeting, Akimeka shared some of the challenges that currently exist. Each of the PSAPs (Police, Fire, and EMS) Street Centerlines data does not match each other's Street Centerlines data. An update on the development of the MSAG Communities was also provided.

Akimeka requested and received Fire's Key Code which provides how HFD identifies their MSAG Communities in their Street Centerline layer.

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **Geographic Information System (GIS)**

### Oahu Street Centerline Project

Akimeka performed a Street Centerline inventory and analysis by PSAP on Oahu. Road Segments and Unique IDs by agency (Police, Fire, EMS, County, Military – Army, Navy, and Marine) were counted and summarized. It was noted that:

- For the City & County of Honolulu (excluding Military), the total number of road segments differed among the Public Safety agencies. There were also gaps among the different files.
- Different CAD Unique IDs are being used by the different Public Safety agencies.

Joining the Street Centerlines one-to-one using the Unique ID revealed that:

- A large percentage of Unique IDs matched
- Not all records that matched had the correct street names
- Unique IDs among systems are not the same

For example, results of the comparative analysis for Police were as follows:

Compare	Road Segments Not Found	Street Names Not Found
Police and County	221	4,670
Police and Fire	220	535
Police and EMS	40	147

Missing record segments that should be corrected were also identified.

Further analysis, using an additional UniqueID (CAD\_ID), revealed a more accurate count of mismatched records and identified potential corrections needed. It was also noted that a larger percentage of UniqueIDs do not match.

Approximately **18.7%** of the records, per agency, require validation are as follows:

Agency	Road Segments	Records Requiring Validation
Police	26,498	4,967
Fire	26,744	5,084
EMS	26,634	5,010
Military		
- Army	1,972	TBD
- Navy	3,629	TBD
- Marine	909	TBD

## Oahu Civilian E9-1-1 Status Report January 1, 2012 – January 31, 2012

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- **Geographic Information System (GIS) (continued)**

### **GIS Street Centerline Project (continued)**

Based on its initial data assessment and analysis, Akimeka presented its Oahu Street Centerline Project Plan to HPD and PSAP representatives on January 27, 2012, which included the Street Centerline Analysis by PSAP and Akimeka's proposed project plan.

The Oahu Street Centerline Project Plan is to create an E9-1-1 Master Street Centerline Database to:

- Establish a single source for E9-1-1 database updates
- Enable the loading of data into a standard format
- Synchronize Other Street Centerlines to the E9-1-1 Master
- Ensure accuracy and consistency among the E9-1-1 databases

The recommended action plan is to:

- 1) Standardize using a new CAD\_ID and re-synchronize the CAD\_IDs that do not match the County Segment ID
- 2) Establish and document points of contact between the PSAPs and Akimeka
- 3) Document the current data update process and identify process improvement opportunities, if warranted
- 4) Refine the data update process, if needed, and document the agreed upon data update process

HPD and PSAP representatives at the meeting concurred with the recommended Oahu Street Centerline Project Plan and Akimeka is proceeding accordingly.