



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, March 14, 2013
McCoy Pavilion, Ala Moana Regional Park, Honolulu
10 am to 12 noon

AGENDA

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items.**
- III. Introductions**
- IV. Review and Approval of Last Meeting's Minutes**
- V. Committee Updates by Committee Chairs**
 - a. Finance Committee – Kiman Wong
 - i. Monthly Cash Flow Report
 - ii. Approval for \$2,000 of Gift Cards to be distributed to those students who entered the contest.
 - iii. Others
 - b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee Update.
 - ii. Investigative Committee on NG911 Planning update
 - iii. FCC updates
 - c. Communications Committee-Steven Schutte
 - i. Approval Logo/Slogan Contest winning entry
 - ii. 2013 Legislative Session
 - iii. Others
- VI. PSAP Status Updates**
 - a. Kauai – Mark Begley
 - b. Oahu – Dave Kajihiro

2. June 6, 2013;Kalanimoku Building, 322B
3. July 11, 2013;Kalanimoku Building, 322B
4. August 15, 2013;Kalanimoku Building, 322B
5. September 12, 2013;Kalanimoku Building, 322B
6. October 10, 2013;Kalanimoku Building, 322B
7. November 14, 2013;Kalanimoku Building, 322B
8. December 12, 2013;Kalanimoku Building, 322B

b. Others.

IX. Open Forum: Public comment on issues not on the agenda, for consideration for Board agenda at the next meeting.

X. Adjournment



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DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

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Thursday, March 14, 2013
McCoy Pavilion, Ala Moana Regional Park, Honolulu
10 am to 12 noon

Meeting Minutes

Board Members Present:

Roy Irei (Vice Chair), Steve Schutte, Victor Ramos, Ryan Freitas, Kiman Wong, Lisa Hiraoka, Mark Begley, Su Shin, and Sonny Bhagowalia.

Board Members Absent: Marshall Kanehailua, Clayton Tom, and Dave Kajihiro.

Staff Present: Thera Bradshaw, Courtney Tagupa and Pat Ohara.

Observers: Davlynn Racadio (Maui PD), Tina Metivier (Intrado), Matt Lemke (Ocean Safety), Sharon Newalu-Garcia (HPD), Thalia Burns (HPD), Shawn Kuratani (HFD), Patrick Chau (C&CofHNL), Patty Dukes (EMS), Stella Kam (AG Office), Tony Ramirez (Akimeka), Aaron Correira (HPD) Clement Chan (DIT), Kenison Tejada (HFD), Jayne Nantkes (Akimeka) Morris Tamanaha (Navy) and Sean Naito (HPD).

I. Call to Order, Public Notice, Quorum

a. The meeting was called to order at 11:25 am.

II. Public testimony on all agenda items.

a. A request was made to all in attendance who wish to give testimony on any agenda item to please come forward. There was no one who came forward.

III. Introductions

a. Introductions were made by all those in attendance.

IV. Review and Approval of Last Meeting's Minutes

a. Mr. Kiman Wong motioned to approve the minutes of the February 12, 2013 meeting. The motion was seconded and approved unanimously by voice vote without discussion.

V. Committee Updates by Committee Chairs

a. Finance Committee – Kiman Wong

i. Monthly Cash Flow Report:

1. Mr. Kiman Wong provided the following statistics on the month ending February 2013 cash status of the E911 Fund:

- a. Monthly Revenue- \$800,222.46.
- b. Monthly Disbursements- \$1,185,902.95.
- c. Cash Balance- \$10,667,271.69.
- d. Unencumbered cash balance - \$9,002,691.25

ii. Approval for \$2,000 of Gift Cards to be distributed to those students who entered the contest.

1. Mr. Sonny Bhagowalia motioned to approve the \$2,000 gift cards to be distributed to those students who entered the contest. The motion was seconded and approved unanimously by voice vote without discussion.

iii. Others-none.

b. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee Update.

1. Mr. Steven Schutte acknowledged that a meeting will be held in April to review the response from Hawaiian Telecom to the questions forwarded from the PSAPs.

2. Mr. Tony Ramirez provided an update to the committee on the status of the X99 ESN.

ii. Investigative Committee on NG911 Planning update

1. Mr. Roy Irei provided a briefing on the status of the IC.

iii. FCC updates

1. Ms. Thera Bradshaw provided an overview on the FCC Annual Report on NG911 to Congress.

a. FCC recommended the following in their annual report:

- i. Encourages Congress to create initiatives and incentives to states who are early adopters of NG911.

- ii. Encourages state level government oversight for NG911.
- iii. Create a federal regulatory backstop to ensure there aren't any gaps between federal and state authority.
- iv. Congress provides consistent nationwide approach in terms of key elements to NG911 that includes standards and state funding structure.
- v. Liability protection to encourage technological innovation.
- vi. To make NG911 fully accessible to people with disabilities.
- vii. Development of location technologies.
- viii. Congress support the establishment at a national level, certain databases the will support NG911 routing and security.
- ix. FCC identifies areas in which Congress can assist in the elimination of legacy state regulations that impede NG911 deployment and provide incentives to states that modernize laws and regulations to accommodate NG911.

c. Communications Committee-Steven Schutte

- i. Approval Logo/Slogan Contest winning entry
 - 1. The winning entries were selected.
 - 2. It was proposed that both the logo and slogan winning entries would be combined.
- ii. 2013 Legislative Session
- iii. Others

1. Recognition was given to the State of Hawaii for the FED 100 award.

VI. PSAP Status Updates

- a. Kauai – Mark Begley
 - i. Mr. Brandon Raines provided an update of the Kauai CAD upgrade.
- b. Oahu – Dave Kajihiro
 - i. Ms. Thalia Burns provided an update to the HPD CAD upgrade.
 - ii. Battalion Chief Tejada provided an update to the HFD/EMS CAD upgrade.
- c. Molokai – Victor Ramos
 - i. Nothing to report.
- d. Maui – Clayton Tom
 - i. Nothing to report
- e. Hawaii - Marshall Kanehailua

VII. Items for Discussion, Consideration and Action

- a. New Board member status:
 - i. TBD, City and County of Honolulu
 - ii. Mr. Ryan Freitas and D/C Dave Kajihiro were unanimously confirmed by the senate committee as new board members.
- b. Request for approval for funding for Conference attendance:

Summary of Requests for Authorization/Funding for Conference Attendance			
Organization	Name	Conference	Amount
ADMIN	S. Bhagowalia	911 Goes to Wash.DC	\$ 500.00
Hawaii PSAP	Lt. Kenneth Quioco	NENA	\$ 4,320.00
	IT Specialist Scott Uehara	NENA	\$ 4,320.00
Honolulu PD	(2) Yet to be named	NENA	\$ 6,888.00
Honolulu FD	Battalion Chief Tejada	NENA	\$ 3,900.00
	Shawn Kuratani	NENA	\$ 3,900.00
Maui PD	ESD - Terry Nakooka	NENA	\$ 2,900.00
	ESD- Denise Nakanishi-Andrade	NENA	\$ 2,900.00
ADMIN	Kim Wong	NENA	\$ 2,960.00
	Steven Schutte	NENA	\$ 2,960.00
		Total	\$35,048.00
ADMIN	Thera Bradshaw	NASNA	\$ 2,700.00
	Courtney Tagupa	NASNA	\$ 2,960.00
		Total	\$ 5,660.00
		Conference Totals	\$41,208.00

Mr. Victor Ramos motioned to approve the conference travel as listed above. The motioned was seconded and approved unanimously by voice vote without discussion.

- c. Request approval \$25,000 budget for Attorney General Outside Legal Counsel to assist AG for the Investigative Regulatory Committee.
 - i. Mr. Victor Ramos motioned to approve funding for \$25,000 for the AG outside Legal Counsel to assist the AG for the Investigative Regulatory Committee. The motion was seconded and unanimously approved by voice vote without discussion.
 - ii. Mr. Mark Begley recommended that Ms. Thera Bradshaw issue a letter to the AG acknowledging funding approval of \$25,000 by the Board and to request the AG to proceed with the procurement of said legal counsel.
- d. Wireless E911 Timeline update
 - i. Mr. Tony Ramirez stated that the updates are current through March.
- e. Others-None

VIII. Announcements

a. **Next Meeting Date:** Thursday, April 11, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

i. **Future meeting dates (10am-12noon)**

1. May 16, 2013;Kalanimoku Building, 322B
2. June 6, 2013;Kalanimoku Building, 322B
3. July 11, 2013;Kalanimoku Building, 322B
4. August 15, 2013;Kalanimoku Building, 322B
5. September 12, 2013;Kalanimoku Building, 322B
6. October 10, 2013;Kalanimoku Building, 322B
7. November 14, 2013;Kalanimoku Building, 322B
8. December 12, 2013;Kalanimoku Building, 322B

b. **Others.**

- i. Mr. Morris Tamanaha stated that the Navy Regional Hawaii was spared from the Federal budget cuts.

IX. Open Forum: Public comment on issues not on the agenda, for consideration for Board agenda at the next meeting.

X. Adjournment

a. The meeting was adjourned at 11:40 am.

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Prior Month		Ending
	Inception-to-Date		Inception-to-Date
ITEM	Cash Flow	Current	Cash Flow
	Balance	Month	Balance
Cash Inflow:			
Enhance 911 Surcharge Collection	\$ 65,539,920.81	799,824.91	\$ 66,339,745.72
Other Income	11,555.22		11,555.22
Interest Income	1,831,317.56	397.55	1,831,715.11
<i>Prior Period Interest Income Adjustment</i>	(257,236.01)		(257,236.01)
Net Interest Income	1,574,081.55	397.55	1,574,479.10
Subtotal Cash Inflow	\$ 67,125,557.58	\$ 800,222.46	\$ 67,925,780.04
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (32,301,963.67)	(1,023,871.96)	\$ (33,325,835.63)
Board Member Travel Expense	(122,473.52)	(2,423.34)	(124,896.86)
DB&F Revenue Assessments	(3,013,108.90)	(111,583.27)	(3,124,692.17)
DB&F Administrative Expense Assess.	(797,463.69)	(19,381.88)	(816,845.57)
WSP Reimbursement	(1,045,962.22)		(1,045,962.22)
Consultant-Intrado, Inc.	(439,260.41)		(439,260.41)
Consultant-Exec Director	(2,293,680.99)	(28,437.50)	(2,322,118.49)
Audit Expense	(47,836.88)		(47,836.88)
Other Board Related Expenses	(10,855.12)	(205.00)	(11,060.12)
Subtotal Cash Outflow	\$ (56,072,605.40)	\$ (1,185,902.95)	\$ (57,258,508.35)
Bank Balance	\$ 11,052,952.18	\$ (385,680.49)	\$ 10,667,271.69
Encumbrances FY 2011 (Kauai CAD)	\$ (623,524.70)		(623,524.70)
Encumbrances FY 2012	\$ (1,776,835.48)	735,779.74	\$ (1,041,055.74)
Unencumbered Cash	\$ 8,652,592.00	\$ 350,099.25	\$ 9,002,691.25

Note: Detail of encumbrances on page 4.

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

MONTH OF FEBRUARY 2013		Hawaii PSAP	Kauai PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS		-	-	-	800,222	800,222
TOTAL DISBURSEMENTS:						
	6400 RECURRING EXPENSES					
	Total 6401 ADMINISTRATION	-	-	-	162,031	162,031
	Total 6402 MAINTENANCE	38,758	54,318	43,698	-	136,774
	Total 6403 Other RECURRING	25,529	46,473	79,316	-	151,318
	Total 6400 RECURRING EXPENSES	64,287	100,791	123,014	162,031	450,123
TOTAL DISBURSEMENTS:		64,287	100,791	123,014	162,031	450,123

Note: Detail of Disbursements on page 6.

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Admin	TOTAL			
FY-to-Date February 2013 (8 mos.)	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	Annual Budget	\$ Over/(Under) Budget	
Total RECEIPTS	-	-	-	-	6,061,993	6,061,993	8,880,000	(2,818,008)	68.3%
TOTAL DISBURSEMENTS:									
Total 6200 CONFERENCES	9,249	9,785	6,469	17,209	9,940	52,653	100,846	(48,193)	
6300 Non-RECURRING									
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	311,050	(311,050)	
Total 6303 Computers	-	-	(47,896)	-	-	(47,896)	948,308	(996,204)	
Total 6306 Training	-	-	-	7,198	-	7,198	59,000	(51,802)	
Total 6300 Non-RECURRING	-	-	(47,896)	7,198	-	(40,698)	1,318,358	(1,359,056)	
6400 RECURRING EXPENSES									
Total 6401 ADMINISTRATION	-	-	-	-	644,071	644,071	1,295,556	(651,485)	
Total 6402 MAINTENANCE	271,306	162,953	625	536,523	-	971,408	3,784,860	(2,813,452)	
Total 6403 Other RECURRING	154,542	65,239	139,555	654,825	-	1,014,161	1,778,981	(764,820)	
Total 6400 RECURRING EXPENSES	425,849	228,193	140,180	1,191,348	644,071	2,629,640	6,859,397	(4,229,757)	
TOTAL DISBURSEMENTS:	435,098	237,978	98,753	1,215,755	654,012	2,641,595	8,278,601	(5,637,006)	31.9%

Note: Detail of Disbursements on page 7.

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

FY 2012 Encumbrances	
Description	Oahu
<i>Conferences:</i>	
NENA	
VisionAir	
Com/Board Travel	
MSAG Services	
HawTel Services	
WSP Cost Recov	
CAD Upgrades:	
Maui PD	
EMS/FIRE	255,305.74
HPD	785,750.00
Compter Eq.	
VMS	
PowerPhone	
Imagery Services	
CAD Maintenance	
GPS Maintenance	
Assessments:	
Revenue	
Administrative	
Totals	1,041,055.74

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

FY 2013 STRATEGIC BUDGET PLAN CHANGES								Board
	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Approval Date
<i>BOARD APPROVED ORIGINAL FY2013 STP</i>	\$ 1,239,039	\$ 2,462,117	\$ 1,390,325	\$ 762,735	\$ 1,271,086	\$ 75,000	\$ 7,200,302	7/12/2012
<i>APCO Conference (Aug 2012)</i>	6,571	13,541	4,699			(24,810)	-	7/12/2012
<i>APCO Conference (Aug 2012)</i>					1,852	(1,852)	-	9/13/2012
							-	
<i>TriTech Conference (Sep 2012)</i>				7,635		(7,635)	-	9/13/2012
<i>TriTech Conference (Sep 2012)</i>				908		(908)	-	11/8/2012
							-	
<i>Access 9-1-1 Speech & Hearing Forum (Oct 2012)</i>	2,667	3,800	1,833	1,242	8,088	(17,630)	-	9/13/2012
							-	
<i>AT&T Cost Recovery</i>					23,320		23,320.00	10/13/2012
							-	
<i>Maui CAD Upgrade</i>			229,050				229,050.00	10/13/2012
<i>Maui VMS</i>			798,308				798,308.00	10/13/2012
							-	
<i>ADA Compliance Funding</i>					1,000		1,000.00	12/13/2012
							-	
<i>Luncheon Expenses (IC on NG911 Plannin)</i>					150		150.00	12/13/2012
							-	
<i>Add. GET for Pictometry Invoice</i>			625				624.89	12/13/2012
							-	
<i>9-1-1 Goes to Wash DC</i>	5,290	20,931	3,000	6,021	11,158	(22,164)	24,236.00	2/14/2013
							-	
<i>Navigator Conference</i>		1,610					1,610.00	2/14/2013
							-	
Total	\$ 1,253,567	\$ 2,501,999	\$ 2,427,839	\$ 778,541	\$ 1,316,654	\$ 0	\$ 8,278,601	

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

MONTH OF FEBRUARY 2013		Hawaii PSAP	Kauai PSAP	Oahu PSAP	ADMIN	TOTAL
TOTAL DISBURSEMENTS:						
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
	6401.01 Exec Dir. Services	-	-	-	28,438	28,438
	6401.08 Board Member Travel	-	-	-	2,423	2,423
	6401.09 DB&F Assessments					
	6401.0101 DB&F Admin. Assess	-	-	-	19,382	19,382
	6401.0102 DB&F Rev Assessment	-	-	-	111,583	111,583
	Total 6401.09 DB&F Assessments	-	-	-	130,965	130,965
	6401.12 NASNA Dues	-	-	-	205	205
	Total 6401 ADMINISTRATION	-	-	-	162,031	162,031
6402 MAINTENANCE						
	6402.07 0011 9-1-1MSAG Maint.	38,758	54,318	43,698	-	136,774
	Total 6402 MAINTENANCE	38,758	54,318	43,698	-	136,774
6403 Other RECURRING						
	6403.01 Telecom Charges					
	6403.0102 Long Distance	-	57	-	-	57
	6403.0109 Telecom Trunk	25,529	46,416	78,907	-	150,851
	6403.0110 Ocean Safety CML	-	-	409	-	409
	Total 6403.01 Telecom Charges	25,529	46,473	79,316	-	151,318
	Total 6403 Other RECURRING	25,529	46,473	79,316	-	151,318
	Total 6400 RECURRING EXPENSES	64,287	100,791	123,014	162,031	450,123
TOTAL DISBURSEMENTS:		64,287	100,791	123,014	162,031	450,123

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

FY-to-Date February 2013 (8 mos.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Admin	TOTAL			
	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	8 mos.	Annual Budget	\$ Over/(Under) Budget	
Total RECEIPTS	-	-	-	-	6,061,993	6,061,993	8,880,000	(2,818,008)	68.3%
TOTAL DISBURSEMENTS:									
6200 CONFERENCES									
6141 Access9-1-1Forum	2,667	1,242	1,833	3,800	8,088	17,630	17,630	(0)	
6201 911 Goes to WashDC	-	-	-	-	-	-	46,400	(46,400)	
6204 APCO Conference	6,571	-	4,699	13,541	1,852	26,663	26,663	(0)	
6213 Navigator	-	-	-	-	-	-	1,610	(1,610)	
6214 Nena Conference	11	-	(62)	(132)	-	(183)	-	(183)	
6222 TriTech CAD Users	-	8,543	-	-	-	8,543	8,543	0	
Total 6200 CONFERENCES	9,249	9,785	6,469	17,209	9,940	52,653	100,846	(48,193)	
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.06 Maui PD	-	-	-	-	-	-	229,050	(229,050)	
6301 CAD Replac/Upgrade - Other	-	-	-	-	-	-	82,000	(82,000)	
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	311,050	(311,050)	
6303 Computers									
6303.06 GeoComm	-	-	-	-	-	-	150,000	(150,000)	
6303.11 PowerPhone	-	-	(47,896)	-	-	(47,896)	-	(47,896)	
6303.14 VMS-MPD	-	-	-	-	-	-	798,308	(798,308)	
Total 6303 Computers	-	-	(47,896)	-	-	(47,896)	948,308	(996,204)	
6306 Training									
6306.04 EMPAQ	-	-	-	-	-	-	4,500	(4,500)	
6306.05 ESD	-	-	-	-	-	-	29,500	(29,500)	
6306.06 ESD-Annual Recall	-	-	-	-	-	-	5,000	(5,000)	
6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)	
6306.12 TriTechCADSystemAdm	-	-	-	7,198	-	7,198	12,000	(4,802)	
Total 6306 Training	-	-	-	7,198	-	7,198	59,000	(51,802)	
Total 6300 Non-RECURRING	-	-	(47,896)	7,198	-	(40,698)	1,318,358	(1,359,056)	
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	219,285	219,285	333,125	(113,840)	
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)	
6401.03 911 Board Expansion	-	-	-	-	-	-	75,000	(75,000)	
6401.05 Audit Expense	-	-	-	-	11,250	11,250	11,250	-	
6401.06 Bank Charge	-	-	-	-	103	103	-	103	
6401.07 Meeting Venue	-	-	-	-	-	-	1,000	(1,000)	
6401.08 Board Member Travel	-	-	-	-	14,354	14,354	27,000	(12,646)	
6401.09 DB&F Assessments									
6401.0101 DB&F Admin. Assess	-	-	-	-	53,479	53,479	207,250	(153,771)	
6401.0102 DB&F Rev Assessment	-	-	-	-	302,670	302,670	444,000	(141,330)	
6401.0103 DB&F FY2012 Credit	-	-	-	-	(30,330)	(30,330)	-	(30,330)	
Total 6401.09 DB&F Assessments	-	-	-	-	325,819	325,819	651,250	(325,431)	
6401.10 E911 Logo Contest	-	-	-	-	-	-	11,911	(11,911)	
6401.11 Miscellaneous Expense	-	-	-	-	0	0	-	0	
6401.12 NASNA Dues	-	-	-	-	205	205	100	105	
6401.13 Parking Permits	-	-	-	-	-	-	250	(250)	
6401.15 WSP Cost Recovery									
6401.0101 Sprint/Nextel	-	-	-	-	72,911	72,911	160,000	(87,089)	
6401.0102 AT&T	-	-	-	-	-	-	23,320	(23,320)	
Total 6401.15 WSP Cost Recovery	-	-	-	-	72,911	72,911	183,320	(110,409)	
6401.16 Meeting Expenses	-	-	-	-	144	144	150	(6)	
6401.17 ADA Compliance	-	-	-	-	-	-	1,000	(1,000)	
Total 6401 ADMINISTRATION	-	-	-	-	644,071	644,071	1,295,556	(651,485)	
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	625	-	-	625	1,237,948	(1,237,323)	
6402.03 Equipment SW Maint	-	-	-	-	-	-	40,000	(40,000)	
6402.05 Logging RecordMaint	-	-	-	-	-	-	65,000	(65,000)	
6402.07 0011 9-1-1MSAG Maint.	271,306	162,953	0	305,888	-	740,148	1,767,027	(1,026,879)	
6402.08 CAD Maintenance	-	-	-	194,269	-	194,269	628,828	(434,559)	
6402.10 GPS Maint.	-	-	-	36,366	-	36,366	40,800	(4,434)	
6402.12 PowerPhone	-	-	-	-	-	-	5,257	(5,257)	
Total 6402 MAINTENANCE	271,306	162,953	625	536,523	-	971,408	3,784,860	(2,813,452)	
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	128,305	(128,305)	
6403.0102 Long Distance	1,371	257	308	-	-	1,935	-	1,935	
6403.0103 Mileage	-	-	-	7,581	-	7,581	-	7,581	
6403.0109 Telcom Trunk	153,172	64,982	139,247	630,535	-	987,936	1,615,132	(627,196)	
6403.0110 Ocean Safety CML	-	-	-	16,709	-	16,709	25,200	(8,491)	
6403.0111 WiringAIDDispatch	-	-	-	-	-	-	2,500	(2,500)	
Total 6403.01 Telcom Charges	154,542	65,239	139,555	654,825	-	1,014,161	1,771,137	(756,976)	
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,844	(7,844)	
Total 6403 Other RECURRING	154,542	65,239	139,555	654,825	-	1,014,161	1,778,981	(764,820)	
Total 6400 RECURRING EXPENSES	425,849	228,193	140,180	1,191,348	644,071	2,629,640	6,859,397	(4,229,757)	
TOTAL DISBURSEMENTS:	435,098	237,978	98,753	1,215,755	654,012	2,641,595	8,278,601	(5,637,006)	31.9%

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

		Hawaii PSAP		
FY-to-Date February 2013 (8 mos.)		8 mos.	Annual Budget	\$ Over/(Under) Budget
TOTAL DISBURSEMENTS:				
6200 CONFERENCES				
6141	Access9-1-1Forum	2,667	2,667	(0)
6201	911 Goes to WashDC	-	5,290	(5,290)
6204	APCO Conference	6,571	6,571	(0)
6213	Navigator	-	-	-
6214	Nena Conference	11		11
6222	TriTech CAD Users	-		
Total 6200 CONFERENCES		9,249	14,528	(5,279)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-	360,325	(360,325)
6402.03	Equipment SW Maint	-	40,000	(40,000)
6402.05	Logging RecordMaint	-		
6402.07	0011 9-1-1MSAG Maint.	271,306	465,097	(193,791)
6402.08	CAD Maintenance	-	67,273	(67,273)
6402.10	GPS Maint.	-		
6402.12	PowerPhone	-		
Total 6402 MAINTENANCE		271,306	932,695	(661,389)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-		
6403.0102	Long Distance	1,371		1,371
6403.0103	Mileage	-		
6403.0109	Telcom Trunk	153,172	306,344	(153,172)
6403.0110	Ocean Safety CML	-		
6403.0111	WiringAltDispatch	-		
Total 6403.01 Telcom Charges		154,542	306,344	(151,802)
6403.02 EMS Tower Lease		-		
Total 6403 Other RECURRING		154,542	306,344	(151,802)
Total 6400 RECURRING EXPENSES		425,849	1,239,039	(813,190)
TOTAL DISBURSEMENTS:		435,098	1,253,567	(818,469)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

		Kauai PSAP		
FY-to-Date February 2013 (8 mos.)		8 mos.	Annual Budget	\$ Over/(Under) Budget
TOTAL DISBURSEMENTS:				
6200 CONFERENCES				
	6141 Access9-1-1Forum	1,242	1,242	-
	6201 911 Goes to WashDC	-	6,021	(6,021)
	6204 APCO Conference	-		
	6213 Navigator	-		
	6214 Nena Conference	-		
	6222 TriTech CAD Users	8,543	8,543	0
Total 6200 CONFERENCES		9,785	15,806	(6,021)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
	6402.02 Imagery Lic Agree	-	194,623	(194,623)
	6402.03 Equipment SW Maint	-		
	6402.05 Logging RecordMaint	-		
	6402.07 0011 9-1-1MSAG Maint.	162,953	325,907	(162,954)
	6402.08 CAD Maintenance	-		
	6402.10 GPS Maint.	-		
	6402.12 PowerPhone	-		
Total 6402 MAINTENANCE		162,953	520,530	(357,577)
6403 Other RECURRING				
	6403.01 Telcom Charges			
	6403.0101 Alt. PSAP 9-1-1 Del	-	128,305	(128,305)
	6403.0102 Long Distance	257		257
	6403.0103 Mileage	-		
	6403.0109 Telcom Trunk	64,982	111,400	(46,418)
	6403.0110 Ocean Safety CML	-		
	6403.0111 WiringAltDispatch	-	2,500	(2,500)
Total 6403.01 Telcom Charges		65,239	242,205	(176,966)
	6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING		65,239	242,205	(176,966)
Total 6400 RECURRING EXPENSES		228,193	762,735	(534,542)
TOTAL DISBURSEMENTS:		237,978	778,541	(540,563)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013

FY-to-Date February 2013 (8 mos.)	Maui PSAP		
	8 mos.	Annual Budget	\$ Over/(Under) Budget
TOTAL DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	1,833	1,833	-
6201 911 Goes to WashDC	-	3,000	(3,000)
6204 APCO Conference	4,699	4,699	(0)
6213 Navigator	-		
6214 Nena Conference	(62)		(62)
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	6,469	9,532	(3,063)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.06 Maui PD	-	229,050	(229,050)
6301 CAD Replac/Upgrade - Other	-	82,000	(82,000)
Total 6301 CAD Replac/Upgrade	-	311,050	(311,050)
6303 Computers			
6303.06 GeoComm	-		
6303.11 PowerPhone	(47,896)		(47,896)
6303.14 VMS-MPD	-	798,308	(798,308)
Total 6303 Computers	(47,896)	798,308	(846,204)
6306 Training			
6306.04 EMPAQ	-	4,500	(4,500)
6306.05 ESD	-	29,500	(29,500)
6306.06 ESD-Annual Recall	-	5,000	(5,000)
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm	-		
Total 6306 Training	-	39,000	(39,000)
Total 6300 Non-RECURRING	(47,896)	1,148,358	(1,196,254)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	625	373,000	(372,375)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	0	451,643	(451,643)
6402.08 CAD Maintenance	-	161,555	(161,555)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-	5,257	(5,257)
Total 6402 MAINTENANCE	625	991,455	(990,830)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	308		308
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	139,247	278,495	(139,248)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	139,555	278,495	(138,940)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	139,555	278,495	(138,940)
Total 6400 RECURRING EXPENSES	140,180	1,269,950	(1,129,770)
TOTAL DISBURSEMENTS:	98,753	2,427,840	(2,329,087)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013

FY-to-Date February 2013 (8 mos.)	Oahu PSAP		
	8 mos.	Annual Budget	\$ Over/(Under) Budget
TOTAL DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	3,800	3,800	-
6201 911 Goes to WashDC	-	20,931	(20,931)
6204 APCO Conference	13,541	13,541	0
6213 Navigator	-	1,610	(1,610)
6214 Nena Conference	(132)		(132)
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	17,209	39,882	(22,673)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.06 Maui PD	-		
6301 CAD Replac/Upgrade - Other	-		
Total 6301 CAD Replac/Upgrade	-		
6303 Computers			
6303.06 GeoComm	-	150,000	(150,000)
6303.11 PowerPhone	-		
6303.14 VMS-MPD	-		
Total 6303 Computers	-	150,000	(150,000)
6306 Training			
6306.04 EMPAQ	-		
6306.05 ESD	-		
6306.06 ESD-Annual Recall	-		
6306.11 Training (CAD) HPD	-	8,000	(8,000)
6306.12 TriTechCADSystAdm	7,198	12,000	(4,802)
Total 6306 Training	7,198	20,000	(12,802)
Total 6300 Non-RECURRING	7,198	170,000	(162,802)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	310,000	(310,000)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-	65,000	(65,000)
6402.07 0011 9-1-1MSAG Maint.	305,888	524,380	(218,492)
6402.08 CAD Maintenance	194,269	400,000	(205,731)
6402.10 GPS Maint.	36,366	40,800	(4,434)
6402.12 PowerPhone	-		
Total 6402 MAINTENANCE	536,523	1,340,180	(803,657)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	7,581		7,581
6403.0109 Telcom Trunk	630,535	918,893	(288,358)
6403.0110 Ocean Safety CML	16,709	25,200	(8,491)
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	654,825	944,093	(289,268)
6403.02 EMS Tower Lease	-	7,844	(7,844)
Total 6403 Other RECURRING	654,825	951,937	(297,112)
Total 6400 RECURRING EXPENSES	1,191,348	2,292,117	(1,100,769)
TOTAL DISBURSEMENTS:	1,215,755	2,501,999	(1,286,244)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2013**

FY-to-Date February 2013 (8 mos.)	Admin		
	8 mos.	Annual Budget	\$ Over/(Under) Budget
TOTAL DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	8,088	8,088	0
6201 911 Goes to WashDC	-	11,158	(11,158)
6204 APCO Conference	1,852	1,852	-
6213 Navigator	-		
6214 Nena Conference	-		
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	9,940	21,098	(11,158)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	219,285	333,125	(113,840)
6401.02 ElectronSignatur	-	200	(200)
6401.03 911 Board Expansion	-	75,000	(75,000)
6401.05 Audit Expense	11,250	11,250	-
6401.06 Bank Charge	103		
6401.07 Meeting Venue	-	1,000	(1,000)
6401.08 Board Member Travel	14,354	27,000	(12,646)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	53,479	207,250	(153,771)
6401.0102 DB&F Rev Assessment	302,670	444,000	(141,330)
6401.0103 DB&F FY2012 Credit	(30,330)		
Total 6401.09 DB&F Assessments	325,819	651,250	(325,431)
6401.10 E911 Logo Contest	-	11,911	(11,911)
6401.11 Miscellaneous Expense	0		
6401.12 NASNA Dues	205	100	105
6401.13 Parking Permits	-	250	(250)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	72,911	160,000	(87,089)
6401.0102 AT&T	-	23,320	(23,320)
Total 6401.15 WSP Cost Recovery	72,911	183,320	(110,409)
6401.16 Meeting Expenses	144	150	(6)
6401.17 ADA Compliance	-	1,000	(1,000)
Total 6401 ADMINISTRATION	644,071	1,295,556	(651,485)
Total 6400 RECURRING EXPENSES	644,071	1,295,556	(651,485)
TOTAL DISBURSEMENTS:	654,012	1,316,654	(662,643)

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- PSAP Operations**

9-1-1 Call Volume – February 2013

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	77,226	21,968	28.4%	55,255	71.6%

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

9-1-1 Call Volume – Calendar Year 2013

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	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	77,226	21,968	28.4%	55,255	71.6%	3	0.0%	5,998	7.8%
January	82,205	24,638	30.0%	57,557	70.0%	10	0.0%	6,603	8.0%
TOTAL YTD	159,431	46,606	29.2%	112,812	70.8%	13	0.0%	12,601	7.9%
AVG PER MO	79,716	23,303		56,406		7		6,301	

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

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2013	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	37,587	9,829	26.2%	44.7%	27,632	73.8%	50.0%	126	0.3%	1,282	3.4%
January	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
TOTAL YTD	77,944	20,842	26.8%	44.7%	56,803	73.2%	50.4%	299	0.4%	2,283	2.9%
AVG PER MO	38,972	10,421			28,402			150		1,142	

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

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2013	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	15,225	5,016	33.3%	22.8%	10,066	66.7%	18.2%	143	0.9%	544	3.6%
January	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
TOTAL YTD	31,402	10,518	33.8%	22.6%	20,586	66.2%	18.2%	298	0.9%	1,196	3.8%
AVG PER MO	15,701	5,259			10,293			149		598	

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

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2013	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	8,364	2,514	30.1%	11.4%	5,839	69.9%	10.6%	11	0.1%	6,488	77.6%
January	8,855	2,791	31.6%	11.3%	6,053	68.4%	10.5%	11	0.1%	7,246	81.8%
TOTAL YTD	17,219	5,305	30.8%	11.4%	11,892	69.2%	10.5%	22	0.1%	13,734	79.8%
AVG PER MO	8,610	2,653			5,946			11		6,867	

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

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2013	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	4,752	1,910	44.4%	8.7%	2,392	55.6%	4.3%	450	9.5%	1,298	27.3%
January	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
TOTAL YTD	10,501	4,300	44.9%	9.2%	5,285	55.1%	4.7%	916	8.7%	2,797	26.6%
AVG PER MO	5,251	2,150			2,643			458		1,399	

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

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2013	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	6,965	2,909	42.8%	13.2%	3,890	57.2%	7.0%	166	2.4%	119	1.7%
January	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
TOTAL YTD	14,971	6,126	42.2%	13.1%	8,402	57.8%	14.6%	443	3.0%	302	2.0%
AVG PER MO	7,486	3,063			4,201			222		151	

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

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
		TOTAL YTD	January	February	March	April	May
2013	7,394	3,061	4,333				
	AVG PER MO	July	August	September	October	November	December
	3,697						

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Wireless Test – February 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
02/01/13	AT&T Mobility	6	16	Oahu PSAP/ Akimeka	Pass
02/01/13	Verizon Wireless	1	3	Oahu PSAP/ Akimeka	Pass
02/15/13	Mobi PCS	1	3	Oahu PSAP/ Akimeka	Pass
02/21/13	AT&T Mobility	2	12	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – February 2013

Weekly
(Every
Friday)

The Oahu Civilian PSAPs, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the February 8, 2013 and February 15, 2013 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date with regards to the Hawai'i County Solacom conversion.

The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

Sergeant Ing from the County of Hawai'i PSAP requested that this call continue as scheduled since it provides the avenue to address issues/concerns in regards to the Intrado Viper equipment among all affected parties.

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2013 (continued)

Bi-monthly; Ongoing The Intrado Viper equipment deployment has begun. As such, to ensure open communication, Elle Walters, Sr. Program Manager at Intrado, has scheduled conference calls every two weeks with each of the PSAPs to discuss and review the progress of the Intrado deployment. The schedule is as follows:

PSAP	Conference Call Schedule
Hawai'i County	Every other Thursday, beginning on 02/14/13 from 10:30 a.m. – 11:30 a.m. HST
Maui County (Maui/Molokai)	Every other Thursday, beginning on 02/07/13 from 11:30 a.m. – 12:30 p.m. HST
Kauai County	Every other Monday, beginning on 02/11/13 from 11:00 a.m. to 12:00 p.m. HST
Oahu Civilian	Every other Monday, beginning on 03/04/13 from 11:00 a.m. to 12:00 p.m. HST

These calls are not restricted and all PSAPs are welcome to join and participate in these calls.

- 02/07/13 and 02/15/13 Sandwich Isles Communications conducted testing on their new callboxes. The February 7, 2013 test failed. Directional information was truncated. Follow-on testing was conducted on February 15, 2013, however, this test failed as well. Conversations were being disconnected between the callbox and the call taker. Sandwich Isles Communications is working with the callbox vendor for solutions.

- 02/07/13 -- 02/28/13 On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Sprint/Nextel on February 7, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on February 28, 2013 and is under validation review by Akimeka.

- 02/11/13 On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to T-Mobile on February 11, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions is being gathered by T-Mobile.

- 02/20/13 The State of Hawai'i PSAP's monthly scheduled PSAP Round Table Forum via conference call was held on February 20, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Commercial Mobile Alert System (CMAS), and the annual audits of all of the wireless cell towers that provide coverage and service in the State of Hawai'i.

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Wireless Tower Re-Naming Project

As reported previously, during the test process, Akimeka observed that the source of the data being displayed was being retrieved from both the GIS mapping layer and the ALI datastream. Akimeka has been working with GeoComm to change the settings on the system configuration and what is being displayed in the Call Information Grid versus the Call Information Pane.

City & County of Honolulu DIT, who updates the GeoComm system, has the ability to configure the Call Information Pane only and not the Call information Grid area where the Tower Address information is preferred to be located.

GeoComm is currently researching the possibility to add another field in the Grid location to populate the Tower Address information.

Dennis Mendoza of GeoComm mentioned to Robin Wainui of Akimeka that he would contact either Tommy Takeshita or Tony Ramirez of Akimeka regarding this issue. As of February 28, 2013, this item has been tabled.

- **MSAG**

Report Changes

Statistics for Telephone Number Change Requests (TN CRs) and Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) in “Referred” status will be tracked and reported. As such, the report format and “Definitions” chart have been updated accordingly.

TN CRs and ALI DRs in “Referred” status as of January 31, 2013 have been included in the MSAG Year-to-Date (YTD) Summary -- 2013 chart below.

Current Month – February 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
OAHU CIVILIAN	234	209	160	5	24	8	12	6,471	25	0	9	0	0	0	

Revised categories and report format changes effective May 2012.

During the month of February 2013, 209 9-1-1Net requests were completed relating to the MSAG database, with 6,471 customer ANI/ALI records updated as a direct result. Twenty-five (25) TN CR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

There are nine (9) TN CRs in Referred status as of February 28, 2013.

There are no records in Suspended status as of February 28, 2013.

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2013

OAHU CIVILIAN		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
December															
November															
October															
September															
August															
July															
June															
May															
April															
March															
February	234	209	160	5	24	8	12	6,471	25	0	9	0	0	0	
January	170	140	95	14	14	6	11	9,173	29	1	0	0	0	0	
TOTAL YTD	404	349	255	19	38	14	23	15,644	54	1					
AVG PER MO	202	175	128	10	19	7	12	7,822	27	1					

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are 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 February 1, 2013 – February 28, 2013

• **MSAG (continued)**

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase III Status

HPD PMT approved the MSAG Communities identified in Phase III.

Below is the latest status of the Phase III work effort as of **February 28, 2013**:

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo (Accounts for Bellows)			COMPLETED -- 07/11/12		08/06/12	09/07/12
Kailua (Accounts for MCBH and Kaneohe)		08/03/12	COMPLETED -- 10/1/12		09/07/12	Not loaded by AVS
Kaneohe (Accounts for Kahaluu -- New MSAG Community)		09/14/12	COMPLETED -- 10/30/12			
Kaaawa	08/01/12	08/03/12	COMPLETED -- 10/26/12			
Haleiwa (Accounts for Sunset -- New MSAG Community)	08/14/12	08/23/12	COMPLETED -- 1/25/12			
Waialua (Accounts for Mokuleia -- New MSAG Community)	08/15/12	08/24/12	COMPLETED -- 10/16/12			
Kunia	08/15/12	08/17/12	COMPLETED -- 10/15/12			
Iroquois	09/10/12	09/17/12	COMPLETED -- 10/25/12		09/21/12	09/28/12
McGrew Pt	09/14/12	09/27/12	COMPLETED -- 10/30/12			
Hale Moku	09/14/12	09/27/12	COMPLETED -- 1/23/12			
Hokulani	09/14/12	09/27/12	COMPLETED -- 10/25/12			
Moanalua	09/17/12	09/27/12	COMPLETED -- 12/12/12			
Moanalua T	09/17/12	09/27/12	COMPLETED -- 2/28/12		10/05/12	Not loaded by AVS
Moanalua V	09/18/12	09/27/12	COMPLETED -- 10/30/12			
Catlin Pk	09/18/12	09/27/12	COMPLETED -- 11/12/12			
Halsey T	09/18/12	09/27/12	COMPLETED -- 2/1/12			
Miller Pk	09/19/12	09/27/12	COMPLETED -- 10/26/12			
Radford T	09/19/12	09/27/12	COMPLETED -- 10/12/12			
Mapunapuna	09/20/12	09/27/12	COMPLETED -- 10/30/12			

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **MSAG (continued)**

MSAG Community and Street Segment Sweep – Phase III Status (continued)

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Mililani	08/27/12	10/10/12	COMPLETED -- 10/17/12		10/19/12	Not loaded by AVS
Wahiawa	10/03/12	10/23/12	Pending 9-1-1Net	Pending the processing of three (3) MSAG transactions		
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12	COMPLETED -- 1/23/12		11/02/12	11/30/12
Kalaehoa (Accounts for NAS Barber's Point)	11/13/12	11/15/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transactions	11/16/12	Not loaded by AVS
Waipahu	11/14/12	12/12/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transactions	11/30/12	12/31/12
Ewa Beach	12/10/12	01/14/13	Pending 9-1-1Net	Pending the processing of fifteen (15) MSAG transactions	12/14/12	Not loaded by AVS
					12/28/12	Not loaded by AVS
Pearl City	01/07/13	01/25/13	Pending 9-1-1Net	Pending the processing of seven (7) MSAG transactions	01/11/13; 01/25/13	Not loaded by AVS
PC PEN (Pearl City Peninsula)	01/14/13	01/28/13	Pending 9-1-1Net	Pending the processing of four (4) MSAG transactions	02/08/13	Not loaded by AVS
Aiea	01/17/13	02/15/13	Pending 9-1-1Net	Pending the processing of twelve (12) MSAG transactions	02/08/13; 02/22/13	02/28/13

Note: GIS updates delivered by Akimeka to HPD will include the most recent Phase III MSAG Communities plus the MSAG Communities completed and delivered in prior GIS updates.

The following MSAG Communities were completed with the processing of the 9-1-1Net transactions in February 2013:

Moanalua T	Halsey T
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The following MSAG Communities were completed by Akimeka, however are still pending 9-1-1Net as follows:

Wahiawa	Pearl City
Kalaehoa	PC PEN
Waipahu	Aiea
Ewa Beach	

The Phase III effort is completed pending the seven (7) MSAG Communities with pending 9-1-1Net transactions. Status of the Phase III effort will continue to be tracked until all 9-1-1Net transactions have been completed.

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **MSAG (continued)**

MSAG Community and Street Segment Sweep – Phase IV

A meeting was held on February 13, 2013, among the Honolulu PSAPS, HPD PMT, HPD ITD and Akimeka to review and discuss Akimeka's proposed timeline and action plan for Phase IV and to provide an overview and status update of the various phases of the project for the new Communications Command leadership.

1. Akimeka provided an overview and status of Phase I and Phase II which are completed.
2. Akimeka reported that Phase III was expected to be completed by the end of February 2013.
 - a. Akimeka shared that while working on Phase III, additional requirements (that were not part of the Phase III effort) surfaced and were approved by HPD PMT as follows:
 - 1) EMS Medic Beats created and completed
 - 2) HFD Response Areas initiated
 - 3) Motorola PremierOne CAD Upgrade (HPD) assistance
 - 4) TriTech CAD Upgrade (HFD/EMS) assistance
 - 5) Coastal Boundaries Correction was approved by HPD PMT to be performed during Phase IV
3. Akimeka presented a proposed schedule and timeline for the Phase IV effort.
 - a. Akimeka estimates that it will take approximately six months to complete the Phase IV effort which is expected to begin in March 2013 following the completion of Phase III. Phase IV includes twelve (12) MSAG Communities, ten (10) of which are new communities.
 - b. Fortunately, Akimeka was able to complete Phase III as scheduled and committed even with the additional requirements. However, Phase IV will require a higher level of work effort to define and then add the new MSAG Communities and align the borders.
 - c. Verbal approval to proceed with Phase IV and the timeline and schedule was given to Akimeka by HPD Command at the meeting. Formal written approval to proceed was sent to Akimeka by HPD PMT on February 15, 2013.
4. Akimeka presented the next phases (Phase V, Phase VI, and Phase VII) of the MSAG Community and Street Segment Sweep Project and re-emphasized that timelines for future phases may be impacted due to any additional work outside of the scope of the project and contract.
5. In addition to the MSAG Community and Street Segment Sweep presentation, the ANI/ALI error report form and the importance of processing the ANI/ALI discrepancies within a 48 hour timeline was discussed.

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Geographic Information System (GIS)**

Mapping Layers Updated – February 2013

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	02/06/13 -- 02/07/13		Corrected 2043 to 2034 for address point 2043A Iholena St, added Rd to address point 19 Sand Island Acc and 5 Sand Island Acc, corrected PI to St for address point 3545 Waakauak Pl, and added PI to address point 3647 Woodlawn Terrace in the Master Address Points feature class.
			Added 331 new address points in the Master Address Points feature class. Populated address point fields in the attribute table according to the Motorola PremierOne Geofile Build Requirements.
	02/05/13		Corrected a to A for address point 660441 Pikai St, corrected Ahulimanu to Ahuimanu for address point 470396 Ahulimanu Pl, corrected Rd to PI for eighteen (18) address points in Kaneohe, and added Rd to address point 480161 Waiahole Valley and 480226 Waiahole Valley in the Master Address Points feature class
	02/01/13 -- 02/05/13		Added 774 new address points and populated the corresponding fields in the Master Address Points feature class
Common Place Name	02/28/13		Corrected ASB Wal mart Keeaumo to ASB Walmart Keeaumok and ASB Walmart Pearl C to ASB Walmart Pearl Ci in the Master Common Places feature class.
			Reviewed the GIS Corrections Master spreadsheet for new corrections from the FEB 27 2013 report. Created two (2) new common places -- Walgreens Wahiwawa and Hawaii Self Storage. Corrected four (4) common places, moved Animal Quarantine St to the correct street range, and added an alias name and pseudo address to Diamond Pl Varsity in the Master Common Places feature class.
	02/27/13		Reviewed the GIS Corrections Master spreadsheet for new corrections. Corrected six (6) out of the seven (7) reported errors. Created one new common place for St Roch Church.
	02/08/13		Reviewed the GIS Corrections Master spreadsheet for new corrections from the JAN 25 2013 report. Corrected three (3) common places and added Safeway Ewa Bch.
			Corrected subclass for thirty-two (32) common places from Drug Store to Store in the Master Common Places feature class
	02/07/13		Corrected city name for Pearl City Comm Ctr from PC Peninsula to PC Pen in the Master Common Places feature class

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

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

Mapping Layers Updated – February 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Districts			
Fire Response Areas	02/01/13 -- 02/27/13		Corrected boundaries for Engine 4 (Kuakini), Engine 5 (Kaimuki), Engine 6 (Kalihi), Engine 7 (Waikiki), Engine 8 (Mokulele), Engine 9 (Kakaako), Engine 10 (Aiea), Engine 11 (Sunset), Engine 12 (Waipahu), Engine 13 (Kahuku), Engine 14 (Waialua), Engine 15 (Hauula), Engine 16 (Wahiawa), Engine 17 (Kaneohe), Engine 18 (Kailua), Engine 19 (Aikahi), Engine 20 (Pearl City), Engine 21 (Kaawa), Engine 22 (Manoa), Engine 23 (Wailupe), Engine 24 (Ewa Beach), Engine 25 (Nuuanu), Engine 26 (Waianae), Engine 27 (Waimanalo), Engine 28 (Nanakuli), Engine 29 (McCully), Engine 30 (Moanalua), Engine 31 (Kalihi Kai), Engine 32 (Kalihi Uka), Engine 33 (Palolo), Engine 34 (Hawaii Kai), Engine 35 (Makakilo), Engine 36 (Mililani), Engine 37 (Kahaluu), Engine 38 (Waiau), Engine 39 (Olomana), Engine 40 (Kapolei), Engine 41 (Mililani Mauka), Engine 42 (Waikele), and Engine 43 (East Kapolei).
Net_Junctions	02/25/13		Received the Aloha geodatabase with the Net_Junctions created during the geometric network process at HPD. Populated the Net_Junctions "CITY" attributes with the updated MSAG Community names to date. Prepared the data and returned it HPD PMT with corrections.
	02/19/13		Reviewed the Net_Junctions provided by HPD and corrected the "CITY" attributes manually. Returned the Aloha geodatabase with the updates for HPD to process into TCAD.
Points of Interest			
Street Centerlines	02/28/13		Corrected error with right attributes on Kilihau St causing a verification error in the Training CAD
			Spatially corrected segments at Mekiak St/Kakaina St. Confirmed the intersection should be connected.
			Split W H1 NIMITZ ON at Police Beat Boundary
			Split W H1 FWY segments at all Police Beat Boundaries
			Split Bougainville Dr at Police Beat Boundary

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

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

Mapping Layers Updated – February 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server		Other/Remarks
	Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	02/22/13		Removed bogus street segment for Marmon St
	02/20/13		Made corrections to segment gaps in Aiea
	02/12/13		Corrected endpoint at Puna St and Kua St due to border issues with HFD Response Areas
	02/08/13		Updated metadata
	02/07/13		Split street segments at police beat boundaries on Kapolei Pkwy
	02/06/13		Corrected all street segments in the Pearl City Peninsula community to the new community name of PC Pen.
	02/05/13		Corrected ranges on Waikoa Rd and removed bogus segment Cut Paalaa Uka Pupukea Rd at border to military property Corrected elevation information for segment of Kunia Rd that intersects with Farrington. HPD reported that they were having a routing issue at this underpass.
WSP Cell Towers	02/27/13		Per Sprint CRS
	02/22/13		Per AT&T Mobility CRS
	02/20/13		Per AT&T Mobility CRS
	02/07/13		Per Mobi PCS CRS
	02/04/13 -- 02/05/13		Per VZW CRS
SPECIAL REQUESTS			
Tow Jurisdictions			

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

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

GIS Data Requirements for TriTech CAD Systems

Akimeka continued its work efforts in support of HFD and EMS' TriTech CAD project as follows:

HFD Response Areas

1. Akimeka received approval from HFD on January 25, 2013 to proceed with Akimeka's proposal to build the new HFD Response Areas layer at the Engine (station) level versus the larger Battalion levels, Akimeka has been working on the new Response Areas layer at the Engine (station) level since then.
2. By the end of February 2013, Akimeka was able to successfully complete the first draft of new Response Areas for HFD using the written descriptions in the HFD Policies and Procedures document for Engine boundaries.
3. A meeting will be scheduled for March 7, 2013 between Akimeka and HFD to review the progress with the new HFD Response Areas and to request approval for the land boundaries.
4. In addition to the request for Akimeka to create new Response Areas layer for HFD's new TriTech CAD system upgrade, Akimeka also received approval on February 14, 2013 to correct HFD's Coastlines which impacts the timeline for delivery of the new Response Areas layer.

Akimeka estimates completion of the Coastline Corrections for all of the Oahu Civilian PSAPs by the end of March 2013.

EMS Response Areas

1. On February 26, 2013, at the request of Diana Chun of EMS, Akimeka sent TriTech EMS' Response Areas layer, *as is*, before Akimeka has completed the coastline corrections so that TriTech can perform their work with the TriTech CAD system upgrade.
2. Once Akimeka has corrected the coastlines and has the final EMS Response Areas layer completed, Akimeka will submit the data to TriTech to load into the new CAD system.

EMS Street Centerlines

Akimeka continued to assist EMS and TriTech with the Street Centerline data uploads.

On February 15, 2013, Akimeka attended a conference call with the EMS CAD Administrator, HFD CAD Administrator, and TriTech to discuss the GIS data uploads and issues HFD and EMS have dealt with in the CAD tables, outside of the GIS data provided by Akimeka.

1. TriTech is scheduled to upgrade the CAD system between July 2013 and August 2013 and many of the issues within the CAD system test and production version differences will be fixed.

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

GIS Data Requirements for TriTech CAD Systems (continued)

EMS Street Centerlines (continued)

2. EMS and TriTech successfully loaded the January 11, 2013 GIS data deliverable with updated Street Centerlines into the Production CAD system.
3. For the first time, all of the Oahu Civilian PSAP's CAD systems are utilizing the single source GIS data from Akimeka.
4. Jon Sakamoto, HFD CAD Administrator, mentioned that he had trouble with the City codes again but TriTech was able to fix it.
 - a. It was agreed that Akimeka will continue to provide the GIS data with the current City codes until the CAD system upgrade where the new City codes can then be built into the CAD tables and match the GIS information.
 - b. The current City codes do not match the ANI/ALI database or the MSAG database, so Akimeka has continued to stress the importance of getting the City codes fixed so that HFD and EMS can be synchronized with the accompanying databases.
5. Since it was relayed that EMS was able to successfully upload Akimeka's updated Street Centerlines data into the EMS Production CAD system, subsequent to the conference call, Akimeka delivered updated GIS data on the February 22, 2013 data deliverable along with all of the other Oahu Civilian PSAPs. Now that the baseline has been established and the Akimeka single source GIS data was successfully loaded, EMS will comply and upload the GIS data deliverable along with the other Oahu Civilian PSAPs.

Coastline Correction Project

Response Area Coastlines

1. During the month of January 2013 and February 2013, Akimeka received all of the necessary approvals from the Oahu Civilian PSAPs to begin correcting the coastlines for associated polygon layers that will be utilized in all of their CAD system upgrades (Motorola and TriTech) scheduled for 2013.
 - a. On January 31, 2013 Akimeka received approval from HPD to correct the coastal boundaries for the Police Beats layer and any other associated polygon layers.
 - b. On February 1, 2013 Akimeka received approval from EMS to correct the coastal boundaries for the EMS Response Areas layer.
 - c. On February 14, 2013 Akimeka received approval from HFD to correct the coastal boundaries for the HFD Response Areas layer and Battalions layer.

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

Coastline Correction Project (continued)

Response Area Coastlines (continued)

2. During February 2013, Akimeka began correcting associated coastlines beginning with Waimanalo and following a counter-clockwise path which was the same direction of the MSAG Community and Street Segment Sweep around the island of Oahu.
3. By end of February 2013, Akimeka was able to successfully complete coastline corrections from Waimanalo in a northeast direction to Kahuku, southeast to Kaena Point, and due south to Waianae area.
4. Once all coastlines have been corrected for the Oahu Civilian PSAPs, Akimeka will submit the corrected layers to the respective CAD vendors to build the necessary CAD functions and recommendations within the CAD system upgrades.

HPD CAD System GIS Data Uploads

Process Development and Validation

HPD initiated process improvements in order to ensure that HPD successfully loads the GIS data being delivered by Akimeka on a scheduled two-week interval into their Production CAD system. HPD understands the importance of ensuring that the dispatchers are provided the most current and accurate data available and it is in the best interest of Public Safety.

As such, beginning with the February 22, 2013 data delivery, HPD PMT will be responsible for performing the processing and uploading of updated GIS data into the Motorola CAD system. To support this change management and process improvement, HPD PMT requested Akimeka's assistance to be available to observe the geoprocessing of Akimeka's GIS data.

On February 25, 2013, Akimeka met with HPD PMT to observe the geoprocessing of Akimeka's updated GIS Data as requested.

1. HPD PMT was able to successfully perform the following critical steps in the upload process:
 - a. Retrieve the updated Street Centerline and Common Place data from Akimeka's ftp site.
 - b. Back up internal geodatabase
 - c. Remove the Street Centerlines and Common Places from the geodatabase and import the updated GIS data
 - d. Create a new geometric network which provides the essential components for routing capability

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

HPD CAD System GIS Data Uploads (continued)

Process Development and Validation (continued)

- e. Review twelve (12) errors created during the geoprocessing due to an out-of-date Tow boundary layer at the coastal boundaries
 - f. Geoprocess Points for the Net_Junctions (created during creation of geometric network) excluding the CITY polygon layer since Akimeka maintains these attributes manually for the Oahu Civilian PSAPs. The "CITY" or MSAG Community attributes are maintained manually because the MSAG Community and Street Segment Sweep project is in process and the current HPD CAD system has the old out-of-date City layer.
 - g. Export the Aloha geodatabase, compress it, and load it back onto Akimeka's ftp site in order to manually populate the City field in the attributes with Akimeka's updates to date.
2. To continue with the process, Akimeka received the Net_Junctions contained in the Aloha geodatabase on February 25, 2013 after HPD PMT had performed all steps up to that point. Akimeka processed the Net_Junctions manually and posted the updated Net_Junctions in the Aloha geodatabase back onto Akimeka's ftp site for HPD PMT to proceed with the upload process.

On February 26, 2013, Akimeka met with HPD PMT to continue observing the GIS Data processing and uploading of the data to the Motorola CAD system. HPD PMT was able to successfully perform the following critical steps in the upload process:

1. Retrieve the updated Aloha geodatabase with the corrected Net_Junctions from Akimeka's ftp site.
2. Replace the Aloha geodatabase with the updated geodatabase
3. Geoprocess the Street Centerlines, selecting all response layers excluding the CITY layer
4. Geoprocess the Common Places layer, selecting all response layers excluding the CITY layer
5. Run the Street Check Utility for the updated Street Centerlines
6. Copy the results of the Street Check Utility and the Aloha geodatabase back onto Akimeka's ftp site for their review
7. Run the GCi process and successfully upload the GIS database to the training CAD system
8. Run other steps to pull reports generated during the loading into CAD system

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

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

HPD CAD System GIS Data Uploads (continued)

Process Development and Validation (continued)

On February 28, 2013, Akimeka met with HPD PMT to continue observing the GIS Data processing and uploading of the data to the Motorola CAD system. HPD PMT was able to successfully perform the following critical steps in the upload process:

1. Switch the datasets in the Production CAD from inactive to active (live and available to the dispatchers)
2. Verify all of the GIS data updates provided by Akimeka were pushed into the live Production CAD
3. Run the steps needed to load the updates to RMS
4. Begin the process to upload the data to the ATM

In three days, HPD PMT had successfully processed and uploaded the updated GIS data provided by Akimeka to the Production CAD system. The ATM will be updated with the GIS updates during the month of March 2013.

Military RDC

MSAG Community Phase IV Effort Sharing

On February 20, 2013, Akimeka met with Joe Tamloo, Morris Tamanaha, Kamaile Ong, and Adrian Fitzgerald from RDC to provide the Military PSAP with the same presentation provided to the Oahu Civilian PSAPs on February 13, 2013 regarding the MSAG Community and Street Segment Sweep Phase IV effort.

1. Akimeka shared with the Military the corrections Akimeka performed to the GIS data and the MSAG database during Phases I through III and the status of those phases to date.
2. Due to the interoperability agreement between Tony Ramirez and retired Major John Thompson, there was verbal agreement to provide the Military with updated Street Centerlines after the completion of each of the MSAG Community and Street Segment Sweep phases. As such, Akimeka agreed to send the updated Street Centerlines data with the most current updates to the Military on Friday, February 22, 2013 along with the deliverables for the Oahu Civilian PSAPs.

Oahu Civilian E9-1-1 Status Report February 1, 2013 – February 28, 2013

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

Military RDC (continued)

MSAG Community Phase IV Effort Sharing (continued)

3. Tony Ramirez from Akimeka mentioned that Akimeka would continue to provide the GIS data to the Military PSAP as agreed to during the interoperability agreement meeting with Major John Thompson. It was agreed that the data provided to the Military PSAP would be provided in the same format as the HPD GIS data. It would be up to the RDC to make use of the GIS data.

Mr. Ramirez shared that the data to be provided on February 22, 2013, was not formatted to the Military's CAD system and it was not designed by Akimeka to do so. The data Akimeka has maintained in this single source has been built to work with the Oahu Civilian PSAP's CAD systems and will not work for the Military.

With a properly executed contract, the data could be designed by Akimeka to ensure the proper analysis and GIS structure design could be achieved to work with the Military's CAD system.

As committed, Akimeka delivered the updated GIS data containing the edits made up to the completion of Phase III, to the Military via Akimeka's ftp site on Friday, February 22, 2013.

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- PSAP Operations

9-1-1 Call Volume – February 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	6,797	2,093	30.8%	4,703	69.2%
MOLOKAI	213	140	65.7%	73	34.3%
MAUI COUNTY	7,010	2,233	31.9%	4,776	68.1%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	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*	6,797	2,093	30.8%	4,703	69.2%	1	0.0%	0	0.0%
January	8,459	2,690	31.8%	5,768	68.2%	1	0.0%	1,240	14.7%
TOTAL YTD	15,256	4,783	31.4%	10,471	68.6%	2	0.0%	1,240	8.1%
AVG PER MO	7,628	2,392		5,236		1		620	

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

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	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	213	140	65.7%	73	34.3%	0	0.0%	0	0.0%
January	262	147	56.1%	115	43.9%	0	0.0%	39	14.9%
TOTAL YTD	475	287	60.4%	188	39.6%	0	0.0%	39	8.2%
AVG PER MO	238	144		94		0		20	

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 – February 2013

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
02/19/13	AT&T Mobility	Maui	3	9	Maui PSAP/ Akimeka	Pass

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2013

Weekly (Every Friday) Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the February 8, 2013 and February 15, 2013 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date with regards to the Hawai'i County Solacom conversion.

The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

Sergeant Ing from the County of Hawai'i PSAP requested that this call continue as scheduled since it provides the avenue to address issues/concerns in regards to the Intrado Viper equipment among all affected parties.

Bi-monthly; Ongoing The Intrado Viper equipment deployment has begun. As such, to ensure open communication, Elle Walters, Sr. Program Manager at Intrado, has scheduled conference calls every two weeks with each of the PSAPs to discuss and review the progress of the Intrado deployment. The schedule is as follows:

PSAP	Conference Call Schedule
Hawai'i County	Every other Thursday, beginning on 02/14/13 from 10:30 a.m. – 11:30 a.m. HST
Maui County (Maui/Molokai)	Every other Thursday, beginning on 02/07/13 from 11:30 a.m. – 12:30 p.m. HST
Kauai County	Every other Monday, beginning on 02/11/13 from 11:00 a.m. to 12:00 p.m. HST
Oahu Civilian	Every other Monday, beginning on 03/04/13 from 11:00 a.m. to 12:00 p.m. HST

These calls are not restricted and all PSAPs are welcome to join and participate in these calls.

02/04/13 -- 02/07/13 Maui Dispatch was relocated to their alternate site at Civil Defense to accommodate the new wiring which was being installed for the Intrado Viper deployment.

02/07/13 -- 02/28/13 On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Sprint/Nextel on February 7, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on February 28, 2013 and is under validation review by Akimeka.

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2013 (continued)

02/07/13 Maui County's Intrado Viper Deployment conference call was held as scheduled. At the
and first conference call on February 7, 2013, introductions of the Intrado, Hawaiian Telcom,
02/22/13 Inc., Akimeka and the PSAP team members took place.

Items open for discussion are:

- Selection of the Administrative Interface Solution, which could integrate the PSAP's administrative telephones into the Viper equipment or to continue to use the Headset Manager which is a separate piece of equipment that would allow the call taker to change the audio in their headset between the Viper equipment and the administrative telephone lines.
- Delay the scheduled visit of Ms. Whitney Maxfield until a decision has been reached among all of the State of Hawai'i PSAPs as whether to go with the Administrative Interface Solution or the Headset Manager. Ms. Maxfield will assist all of the PSAPs to configure, train, and assist with the Viper Deployment.
- Continue with the weekly conference calls hosted by Hawaiian Telcom, Inc.
- Identify the electrical and electrical room requirements needed for the Viper equipment.
- Equipment room readiness
- Molokai installation in late 2013 upon their move to their new location
- Hawaiian Telcom support personnel involvement with the Admin line integration

02/11/13 On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to T-Mobile on
February 11, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit
CRSs for each of the jurisdictions is being gathered by T-Mobile.

02/20/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via
conference call was held on February 20, 2013. The primary focus was a discussion
with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications
emergency callboxes, Commercial Mobile Alert System (CMAS), and the annual audits
of all of the wireless cell towers that provide coverage and service in the State of
Hawai'i.

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of February 28, 2013 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 – 02/28/13) – No further updates.

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **MSAG**

Report Changes

Statistics for Telephone Number Change Requests (TN CRs) and Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) in “Referred” status will be tracked and reported. As such, the report format and “Definitions” chart have been updated accordingly.

TN CRs and ALI DRs in “Referred” status as of January 31, 2013 have been included in the MSAG Year-to-Date (YTD) Summary -- 2013 chart below.

Current Month – February 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
MAUI COUNTY	44	39	9	1	17	12	0	44	5	0	29	11	1	1	

Revised categories and report format changes effective May 2012.

During the month of February 2013, thirty-nine (39) 9-1-1Net requests were completed relating to the Maui County MSAG database, with forty-four (44) customer ANI/ALI records updated as a direct result. Six (6) TN CR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are twenty-nine (29) TN CRs and eleven (11) ALI-DRs in Referred status as of February 28, 2013. Prior to the TN CR functionality, TN CRs were categorized as ALI-DRs. The eleven (11) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

There is one (1) record in Suspended status as of February 28, 2013, affecting one (1) telephone number. An invalid MSAG address may result in a No Record Found (NRF) condition and/or improper address validation and processing in the CAD system during a 9-1-1 call.

- The suspended record is a result of the telephone number (TN) not having a valid street name in the ALI record. An address validation request was sent to the respective service provider. The respective service provider provided the current address on record, which did not agree with the County's record. Akimeka has contacted the Maui County Street Naming Authority regarding this discrepancy.

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **MSAG (continued)**

Year-to-Date (YTD) – 2013

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
December														
November														
October														
September														
August														
July														
June														
May														
April														
March														
February	44	39	9	1	17	12	0	44	5	0	29	11	1	1
January	63	61	11	0	43	6	1	405	2	0	52	18	0	0
TOTAL YTD	107	100	20	1	60	18	1	449	7	0				
AVG PER MO	54	50	10	1	30	9	1	225	4	0				

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are 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 February 1, 2013 – February 28, 2013

- Mapping Layers Updated/Loaded Into GIS – February 2013

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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui		02/27/13	
	Maui	02/15/13		Added data to meet Intergraph CAD standards
	Maui	02/14/13 -- 02/22/13		Added 236 addresses from the DSA Address layer. Corrected addresses using the DSA Address layer. This is an ongoing project.
	Maui/Molokai		02/13/13	
	Maui	02/11/13		Corrected the common name for all four (4) Ba Le Sandwiches as requested by Maui Dispatch and corrected other restaurant names in the Maui Marketplace and Lahaina Cannery Mall.
	Maui	02/08/13 -- 02/13/13		Added six (6) addresses received from DSA
	Molokai		02/08/13	
	Molokai	02/06/13		Added data to meet Intergraph CAD standards
Emergency Callboxes				
Fire Beats	Maui/Molokai		02/13/13	
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		02/13/13	
	Maui	02/11/13		Corrected the common name for all four (4) Ba Le Sandwiches as requested by Maui Dispatch and corrected other restaurant names in the Maui Marketplace and Lahaina Cannery Mall.
	Molokai		02/08/13	

() 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 February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
Police Beats	Maui/Molokai		02/13/13		
	Maui	02/08/13		Corrected boundary between Beat 12 & 21 according to the General Orders	
Police Districts					
Police Response Areas	Maui	02/08/13		Corrected boundary between Beat 12 & 21 according to the General Orders	
Police Stations					
Schools					
Street Centerlines	Maui		02/27/13		
	Maui	02/22/13		Adjusted ranges according to the new addresses added	
	Maui	02/21/13		Extended street segments and adjusted ranges according to the new address points added	
	Maui	02/19/13			
	Maui/Molokai		02/13/13		
	Molokai		02/08/13		
			02/07/13		Corrected the street name for Leanihi Ln, Kihei
	Molokai	02/06/13		Modified street centerline range	
	Maui	02/06/13		Extended the street centerline range for Maika Pl, Wailuku and Kopiko St, Wailuku to fit the new addresses added	
Trails					
WSP Cell Towers	Maui		02/27/13		
	Maui	02/27/13		Per VZW CRS	
	Maui	02/19/13		Corrected sector numbers	
	Maui/Molokai		02/13/13		
	Maui	02/07/13		Per Mobi PCS CRS	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
Building Footprints	Maui	02/13/13 -- 02/26/13		Adjusted building footprints. This is an ongoing project.	
Churches					
Gas Stations					
Food & Beverage	Maui/Molokai		02/13/13		
	Maui	02/11/13		Corrected the common name for all four (4) Ba Le Sandwiches as requested by Maui Dispatch and corrected other restaurant names in the Maui Marketplace and Lahaina Cannery Mall.	
	Molokai		02/08/13		
Hospitals					

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

Maui County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Lodging	Maui/Molokai		02/13/13	
	Maui	02/11/13		Moved points for two (2) hostels so their labels would not overlap, as requested by Maui Dispatch
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon	Molokai		02/08/13	
Post Offices				
Subdivisions	Maui		02/27/13	
	Maui	02/19/13		Removed the name of a subdivision as requested by Maui Dispatch
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline	Molokai		02/08/13	
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				

() 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 February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		02/13/13	
	Maui	02/13/13		Changed the gate code for Kapalua Mauka, SR#547
	Maui	02/11/13		Changed the gate code for Kapalua Ironwoods, SR#546
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 February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (continued)**

Current Month GIS Activities – February 2013

02/07/13 While trying to connect the Molokai PSAP to the GIS server, it was discovered that the GIS server shut down unexpectedly and was not able to be powered back up. Akimeka ran diagnostic testing on the hardware and discovered that the power supply was not working. After conducting further isolation, Akimeka recommended that the power supply be replaced.

Maui Police accepted the recommendation and requested assistance from Akimeka to replace the power supply. Akimeka was able to find a refurbished power supply from an unused machine and installed it on to the GIS server. Subsequently, Akimeka requested Molokai Dispatch to run test calls to ensure that the system was back up and functioning. All test calls confirmed that the system was operational.

02/28/13 Akimeka prepared data for an Intergraph CAD map push with the following data: Address Points, Street Centerlines, Subdivisions, Gate Codes, WSP Cell Towers, Lodging, Police Beats, Police Response Areas, and the Common Place Lookup Table.

- **Service Requests Transactions**

Open Service Requests – February 2013 (January 30, 2013 – February 26, 2013)

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 February 1, 2013 – February 28, 2013

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2013

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	3	3	0	3	3	0	0	0	0	0	0
January	0	1	0	0	1	0	0	0	0	0	0
2012 Carryover	1	0	1	1	0	0	0	0	0	0	0
TOTAL	3	4	0	4	4	0	0	0	0	0	0

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2012 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

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

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

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- PSAP Operations**

9-1-1 Call Volume – February 2013

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,248	3,274	32.0%	6,944	68.0%

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

9-1-1 Call Volume – Calendar Year 2013

Please note that since the Solacom cutover in February 2012, no Admin and Abandoned Call statistics have been reported and provided by Hawaiian Telcom, Inc.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	10,248	3,274	32.0%	6,944	68.0%	30	0.3%	N/A	N/A	N/A	N/A
January	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
TOTAL YTD	21,684	7,077	32.7%	14,540	67.3%	67	0.3%	N/A	N/A	N/A	N/A
AVG PER MO	10,842	3,539		7,270		34		N/A		N/A	

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

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

HAWAII		TRANSFERRED TO FIRE											
		Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
2013	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	% to Total Calls	# of Calls	% Abandoned to Total
December													
November													
October													
September													
August													
July													
June													
May													
April													
March													
February	2,135	947	44.8%	28.9%	1,167	55.2%	16.8%	21	1.0%	N/A	N/A	N/A	N/A
January	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A
TOTAL YTD	4,560	2,004	44.4%	28.3%	2,506	55.6%	17.2%	50	1.1%	N/A	N/A	N/A	N/A
AVG PER MO	2,280	1,002			1,253			25		N/A		N/A	

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

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **PSAP Operations (continued)**

Wireless Test – February 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
02/14/13	AT&T Mobility	4	18	Hawai`i PSAP/ Akimeka	Pass
02/14/13	AT&T Mobility	3	12	Hawai`i PSAP/ Akimeka	Fail

Current Month PSAP Operations Activities – February 2013

Weekly
(Every
Friday)

Hawai`i County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the February 8, 2013 and February 15, 2013 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai`i. There has been no significant progress or updates provided to date with regards to the Hawai`i County Solacom conversion.

The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

Sergeant Ing from the County of Hawai`i PSAP requested that this call continue as scheduled since it provides the avenue to address issues/concerns in regards to the Intrado Viper equipment among all affected parties.

Bi-monthly;
Ongoing

The Intrado Viper equipment deployment has begun. As such, to ensure open communication, Elle Walters, Sr. Program Manager at Intrado, has scheduled conference calls every two weeks with each of the PSAPs to discuss and review the progress of the Intrado deployment. The schedule is as follows:

PSAP	Conference Call Schedule
Hawai`i County	Every other Thursday, beginning on 02/14/13 from 10:30 a.m. – 11:30 a.m. HST
Maui County (Maui/Molokai)	Every other Thursday, beginning on 02/07/13 from 11:30 a.m. – 12:30 p.m. HST
Kauai County	Every other Monday, beginning on 02/11/13 from 11:00 a.m. to 12:00 p.m. HST
Oahu Civilian	Every other Monday, beginning on 03/04/13 from 11:00 a.m. to 12:00 p.m. HST

These calls are not restricted and all PSAPs are welcome to join and participate in these calls.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• PSAP Operations (continued)

Current Month PSAP Operations Activities – February 2013 (continued)

02/07/13 -- On behalf of the State of Hawai`i PSAPs, Akimeka sent a request to Sprint/Nextel
02/28/13 on February 7, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on February 28, 2013 and is under validation review by Akimeka.

02/11/13 On behalf of the State of Hawai`i PSAPs, Akimeka sent a request to T-Mobile on February 11, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions is being gathered by T-Mobile.

02/14/13 Hawai`i County's Intrado Viper Deployment conference call was held as scheduled. At the first conference call on February 14, 2013, introductions of the Intrado, Hawaiian Telcom, Inc., Akimeka and the PSAP team members took place.

Items open for discussion are:

- Selection of the Administrative Interface Solution, which could integrate the PSAP's administrative telephones into the Viper equipment or to continue to use the Headset Manager which is a separate piece of equipment that would allow the call taker to change the audio in their headset between the Viper equipment and the administrative telephone lines.
- Delay the scheduled visit of Ms. Whitney Maxfield until a decision has been reached among all of the State of Hawai`i PSAPs as whether to go with the Administrative Interface Solution or the Headset Manager. Ms. Maxfield will assist all of the PSAPs to configure, train, and assist with the Viper Deployment.
- Continue with the weekly conference calls hosted by Hawaiian Telcom, Inc.
- Identify the electrical and electrical room requirements needed for the Viper equipment.

Note: The February 28, 2013 scheduled conference call was cancelled since Ms. Maxfield was meeting with the County of Hawai`i Police PSAP.

02/20/13 The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on February 20, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Commercial Mobile Alert System (CMAS), and the annual audits of all of the wireless cell towers that provide coverage and service in the State of Hawai`i.

02/26/13 The County of Hawai`i Police PSAP received an inquiry from a caller with regards to information posted on Facebook. The caller asked if someone dialed "112", would the call translate to "9-1-1" in the State of Hawai`i. "112" is an emergency code used in the European Union countries. A request for information has been sent to all of the Wireless Service Providers (WSPs).

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2013 (continued)

02/27/13 -- Ms. Whitney Maxfield from Intrado was on-site to meet with the County of Hawai`i
02/28/13 Police PSAP to observe their PSAP operations and review the configuration requirements for the upcoming Intrado Viper deployment.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of February 28, 2013 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 – 02/28/13) – No further updates.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013

On October 4, 2012, Hawaiian Telcom, Inc. (HTI) formally announced to the County of Hawai`i that HTI will be replacing Solacom with Intrado as their 9-1-1 delivery partner and that Solacom was notified of HTI's decision accordingly.

The HTI/Intrado announcement was received positively by the County of Hawai`i, however, the Hawai`i County PSAPs are still operating on the Solacom system on a daily basis. Unfortunately, the Hawai`i County PSAPs continue to experience and report trouble.

There were eleven (11) trouble reports in the month of February 2013. As of February 28, 2012, a total of **424** trouble reports have been documented since the conversion as follows:

Trouble Category	# of Trouble Reports			Total Trouble Reports to Date
	February to December 2012	January 2013	February 2013	
Audio Issues	178	1	0	179
No ANI/ALI Transferring to the CAD	50	0	0	50
Feature Not Working and Screen Problems	39	0	8	47
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	0	14
Transfer Issues to Secondary PSAP (Fire)	9	0	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	0	6
Call History Not Complete or Available	6	0	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	97	13	3	113
Total Trouble Reports	398	15	11	424

Of the 424 reported troubles, feedback and/or resolution has been received on 167 (39.4%) of the trouble reports.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Friday) conference calls with the State of Hawai`i PSAPs relative to the Solacom issues. The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

The February 8, 2013 and February 15, 2013 conference calls were cancelled.

HTI is working directly with the County of Hawai`i PSAPs (Police and Fire) with regards to the ongoing Solacom trouble and issues being experienced by the PSAPs.

Feedback and updates provided by HTI as of February 28, 2013 are as follows:

1. Incomplete/Bad ANI/ALI Information – It appears that this issue involves overflow routes being used by all the service providers/Wireless Service Providers (WSPs). HTI reported that this was an existing issue on the CML platform. On the CML platform, there will be a blank ANI. On the Solacom platform, there will be an “anonymous” notification.

Since it was determined that this was an existing issue with the CML platform, HTI asked if this issue could be removed from the list of Solacom conversion issues.

Sergeant Matsumoto agreed to allow this issue to be removed from the Solacom issues since this was an existing issue on the CML platform.

Hawaiian Telcom continues to work with all of the CLEC’s for a statewide approach to resolve the issue of not delivering the ANI/ALI information on overflow MF trunks. No updates have been provided.

Unfortunately, the Hawai`i County Police PSAP had another occurrence of bad data being presented to them. It was isolated to a Red Road telephone customer who is served by Time Warner.

No further information has been provided as of February 28, 2013.

2. Inability to Ringback 9-1-1 Callers – Unfortunately, there was another incident which was reported to HTI on November 30, 2012 regarding the inability to ringback telephone prefix 808-494.

On December 5, 2012, Hawaiian Telcom reported that the trouble was resolved. A translation table entry in the Hilo telephone switch that provides dial tone to the Solacom system was not built correctly (specific to 808-494-xxxx telephone numbers) and was not interpreting the number being dialed correctly. The translations were corrected and ringing back callers to the 808-494 prefix were functioning correctly.

On January 5, 2013, the Hawai`i County Police PSAP reported that they were unable to callback an 808-345 prefix, while the Admin line was successful in reaching the 9-1-1 caller back. Hawaiian Telcom reported that the trouble was isolated to the translations in the Hilo Central Office. The translations were corrected and ringing back callers to the 808-345 prefix were tested and functioning correctly.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

3. No ANI/ALI Information Transferring to the CAD – This issue remains unresolved and is still under investigation by Solacom. The Hawai`i County PSAP reported that the only occurrence has been on the Hilo Solacom position and will be reported to Intergraph.

Scott Uehara of the County of Hawai`i Police IT Department initiated a trouble ticket with Intergraph (Intergraph SR: 1-395752809) on July 19, 2012 and continues to work with Intergraph to resolve the issue.

There have been no updates on this issue to date.

The Hawai`i County Police PSAP reported three (3) incidents of no ANI/ALI transferring to the CAD or extremely slow response of four (4) minutes. Although the December 10, 2012 Solacom upgrade was to address this issue, trouble continues.

Hawaiian Telcom and Solacom continue to investigate and reported that their logs show that they are attempting to send the data to the Intergraph CAD and asked if the "lantronic" is having trouble.

On January 18, 2013, the Lantronics box was replaced by Hawaiian Telcom and the trouble appears to have been corrected. This situation will continue to be monitored.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

4. Greater Percentage of Wireless Phase I (WPH I) Calls – This issue has not been resolved. Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II (WPH II) calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II (WPH II) calls to Wireless Phase I (WPH I) calls. As a result, there are more inquiries by the dispatcher for location information and/or more re-bid requests being required as compared to pre-conversion.)

On July 19, 2012, the Hawai`i County Police PSAP requested that the delay be set at five (5) seconds since this produced the highest results of WPH II initial call delivery at 35.7%.

Second Delay	Calls Land as WPH II Upon Initial Delivery	All Calls Have WPH II Data Upon Call Termination
6	35.6%	50.1%
5	35.7%	48.1%
4	32.3%	44.5%
3	34.4%	43.4%
2	28.1%	43.4%

On August 27, 2012, HTI provided their study of a thirty (30) day period after the 5 second delay was introduced. The overall study results are as follows:

E9-1-1 Call	WPH II	WPH I
Initial Delivery	32.3%	67.7%
End of Call (Re-bid)	45.7%	54.3%

HTI’s study clearly confirms that WPH II performance results on the initial call delivery have been negatively impacted. This has a direct impact on PSAP operations.

On February 1, 2013, the 5-second delay was removed as requested by the PSAP due to the abnormal time it took to “paint” the ANI/ALI information on the Solacom screen. The PSAP believed that perhaps by removing the delay, it would improve the delivery of the ANI/ALI for wireline and wireless calls. Unfortunately, the removal of the delay has had no positive impact and resulted in eight (8) trouble reports.

As of February 28, 2013, the 5-second delay is still removed and the PSAP continues to experience ANI/ALI delays as detailed in the eight (8) trouble reports.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

5. Inability to Transfer Calls to the Secondary PSAP – There has been no further occurrences reported as of October 31, 2012 and this issue is considered closed.
6. No 9-1-1 Recording – This issue has not been resolved.

HTI is still working with Solacom to provide an “All Operators Are Busy” recording for the Hawai`i County Police queue. Hawai`i County Fire closed this issue, however; Hawai`i County Police requested that this issue remain open.

As of July 25, 2012, it was reported to the County of Hawai`i Police PSAP that HTI initiated a change request to Solacom to provide queue recordings in a future enhancement which was marked as a high priority by the PSAP. HTI will provide updates and a timeline when available.

Subsequently, HTI requested a meeting with the County of Hawai`i Police PSAP and Solacom to discuss the change request on the listed issue. All outstanding issues requiring change requests had been prioritized by the County of Hawai`i Police PSAP as important and should be fixed right away. Both HTI and Solacom would like to discuss the schedule. The meeting date is pending travel plans by representatives of Solacom.

A meeting date still has not been scheduled by HTI as of February 28, 2013.

7. Call History – This issue appears to have been corrected and will be monitored.

Originally, calls transferred to the secondary PSAP (Fire) from the primary PSAP (Police) would not retain history on the primary PSAP positions. HTI installed a software maintenance upgrade on May 9, 2012 to correct this problem. During testing, it was discovered that the record only becomes available when the caller disconnects from the final destination. Follow up action is needed by HTI to resolve this issue since the call transfer record is needed when the call is transferred. The Hawai`i County PSAPs (Police and Fire) also requested that they be provided the ability to print screen in order to document the call history and call transfer.

As of July 25, 2012, it was reported to the County of Hawai`i Police PSAP that HTI initiated a change request to Solacom to resolve this issue in a future enhancement and was marked as a high priority by the PSAP. HTI will provide updates and a timeline when available.

Subsequently, HTI requested a meeting with the County of Hawai`i Police PSAP and Solacom to discuss the change request on the listed issue. All outstanding issues requiring change requests had been prioritized by the County of Hawai`i Police PSAP as important and should be fixed right away. Both HTI and Solacom would like to discuss the schedule. The meeting date is pending travel plans by representatives of Solacom.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

7. Call History (continued)

On September 24, 2012, the County of Hawai`i Police PSAP experienced trouble with missing call information in the call history and reported the incident to HTI. The trouble was occurring on the Supervisor and Call Taker positions. Call history was missing from May 9, 2012 through September 29, 2012, which is normally stored in an internal system folder. This incident is being monitored by HTI and the PSAP.

On November 30, 2012, it was reported by HTI that Solacom representatives will be on-site the week of December 10, 2012 to install Release 11 which should resolve this problem.

On December 10, 2012, Solacom engineers, Marcel Rousseau and Marty Deleohardis, successfully uploaded the new upgrade which addressed this issue.

There has been no trouble reported since the upgrade as of February 28, 2013 and this issue will continue to be monitored.

8. Transfer Calls Between Hilo PSAP and Maui PSAP -- In the month of June 2012, there were two (2) 9-1-1 call incidents whereby the 9-1-1 call was received by the Hilo PSAP but could not be transferred successfully to the Maui PSAP.

Both the Maui County PSAP and Hawai`i County PSAPs continue to monitor the transfer of 9-1-1 calls between the islands. This is of major concern since it directly impacts the PSAP's ability to respond to emergency calls and puts Public Safety at risk.

No further occurrences were reported in July 2012.

Unfortunately, there were two (2) reported incidents of dropped 9-1-1 calls in the month of August 2012.

On September 5, 2012, HTI reported that feedback had been received from Cedric Apaka of Verizon Wireless concerning the off island calls routing to the Maui and Hawaii PSAPs which are being disconnected during the transfer. The call setup may be marginal in some areas and a reason for a higher percentage of calls overall being picked up by off island cell sites. According to HTI, this is especially true if the customer had not turned on the roaming feature of their handset, which would keep it in the coverage only available by the Verizon network.

On September 8, 2012, another disconnected 9-1-1 call incident was reported. The 9-1-1 call was from a Verizon customer in Kanaio. The 9-1-1 call was disconnected during the transfer from the County of Hawai`i Fire Dispatch. The County of Hawai`i Fire Dispatcher remained on the line and was able to pass additional information to Maui Dispatch so the 9-1-1 caller could be called back. The incident was reported to both HTI and Verizon Wireless for review and investigation.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

8. Transfer Calls Between Hilo PSAP and Maui PSAP (continued)

On September 12, 2012, Cedric Apaka of Verizon Wireless attempted a test call from the Big Beach area on Maui to test if the call would route from a Big Island tower so he could re-create the "disconnect" problem between the Islands. Mr. Apaka was unable to re-create the call between the islands of Maui and Hawai`i due to the equipment on hand. Arrangements will be made for additional testing and monitoring.

During the month of November 2012, it was reported by dispatchers that there have been other occurrences of dropped calls. Unfortunately, these calls were not documented or call information saved for further investigation. Maui Dispatch was operating from their alternate site during the last weeks of November and therefore was not able to produce or provide the call data.

No further occurrences have been reported as of February 28, 2013.

9. 9-1-1 Calls With No Audio and No ANI/ALI Information – These are old issues that have resurfaced. Sergeant Ing reported that from June 22 – 23, 2012, the Hawaii County PSAP received numerous calls with no audio, no ANI/ALI information, and "00" in the call leg field. According to HTI, these three (3) instances of trouble "all occurred on the same trunk group which was set to sequential hunting, meaning that events prior to the Central Office would hunt and not appear on the same channel of the hunt group at the Solacom. Also, any valid call should have ANI." HTI reported that no maintenance had been scheduled and no alarms were received on the trunk groups. HTI believed that the trunks may have taken a "hit" which they were not able to identify in the historical data. HTI also believed that the calls were not valid and were caused by abnormal network occurrences. As such, HTI recommended additional testing.

On June 28, 2012, a conference with HTI was held to discuss this issue. It was discovered that an additional two (2) two-line rotary trunk groups were added to each of the Solacom switches for mainland alarm companies to route calls through. Traditionally, mainland alarm companies purchase a remote call forwarding (RCF) number from Hawaiian Telcom. With the implementation of Solacom, these mainland originating calls produce an "ANONYMOUS" call window in the Solacom equipment with no ANI information. To fix this problem, HTI installed a work around and provided the PSAPs with a diagram for future reference.

A report of an "anonymous" call was received on February 14, 2013 which is under investigation by the PSAP. No trouble ticket was initiated.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

10. Call History From a Previous Call Does Not Populate the CAD – This issue appears to have been corrected and will be monitored.

With the Plant/CML platform, when a previous call was “recalled” from the system, the call information such as name, telephone number and address would re-populate in the Intergraph CAD system.

As of July 25, 2012, it was reported to the County of Hawai`i Police PSAP that HTI initiated a change request to Solacom to resolve this issue. It was reported that this functionality will be added and included into the Solacom Release 11 scheduled for October 2, 2012.

Subsequently, HTI requested a meeting with the County of Hawai`i Police PSAP and Solacom to discuss the change request on the listed issue. All outstanding issues requiring change requests had been prioritized by the County of Hawai`i Police PSAP as important and should be fixed right away. Both HTI and Solacom would like to discuss the schedule. The meeting date is pending travel plans by representatives of Solacom.

A meeting date still has not been scheduled by HTI as of November 30, 2012.

On December 10, 2012, Solacom engineers, Marcel Rousseau and Marty Deleohardis, successfully uploaded the new upgrade which addressed this issue.

There has been no trouble reported since the upgrade as of February 28, 2013 and this issue will continue to be monitored.

11. Background Ringing on Incoming Calls at the Secondary PSAP – It was reported by HTI that Solacom identified the cause of the background ringing on random calls at the secondary PSAP (Fire). A software patch is being developed and expected by August 6, 2012.

A Solacom software patch that would address this issue was downloaded on August 20, 2012. A thirty-four (34) step test plan was used to monitor if there was background ringing. Test calls were placed to the County of Hawai`i Police and Fire PSAPs. There were no noticeable occurrences of background ringing.

HTI advised the County of Hawai`i Police and Fire PSAPs on August 21, 2012 that two other issues were addressed by this Solacom software patch:

- 1) The ALI query button is now available when you first log in to the Solacom environment. Previously, it would only become available after the first call landed at the position.
- 2) The random blank CAD spills were also identified by Solacom as being corrected.

There is still a need for a change request to address the GIS system from getting an end of call message to clear the mapping information at the end of the call.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

11. Background Ringing on Incoming Calls at the Secondary PSAP (continued)

On January 23, 2013, a trouble ticket was initiated by the Hawaii County Fire Department. Both the 9-1-1 caller and the dispatcher heard ringing in the background. Hawaiian Telcom reported that Solacom is investigating to determine the root cause.

12. Calls Unable to be Answered – The County of Hawai`i Police PSAP reported that they were unable to answer 9-1-1 calls from the Puna, Kona, and South Kohala/Hamakua positions. HTI reported that the 9-1-1 calls were “phantom calls” and therefore could not be answered. As a precaution, those positions were re-booted, with no further trouble. Solacom is investigating the situation.

Unfortunately, additional occurrences surfaced on September 25, September 28 and September 29, 2012 which were reported to HTI and Solacom. An upgrade was initially scheduled for October 1, 2012 to resolve the issue, however, due to frequency of the incidents, Sergeant Ing authorized an earlier installation of the upgrade. HTI and Solacom successfully installed the upgrade on September 30, 2012.

There have been no further incidents reported as of February 28, 2013 however the situation will continue to be monitored.

13. Positions Busied Out and/or Logged Out – The County of Hawai`i Police PSAP reported that over the August 11 – 12, 2012 weekend and due to short staffing, the “outside positions” (Supervisor, Screener and Calltaker) was busied out from 0315 – 0330 hours on August 12, 2012. Callers trying to reach 9-1-1 during this period were receiving a busy signal.

Sergeant Ing tested the three (3) “outside positions” by “busying out” and “logging out” and confirmed that indeed callers are reaching a busy signal. Sergeant Ing notified HTI about the condition, and asked why these callers were not transferred to the “inside positions” (Puna, South Kohala, Kona and Hilo). HTI informed the County of Hawaii Police PSAP on August 14, 2012, that the “outside position” queue was a ring all condition with no failover route. A failover route is an alternate route that the 9-1-1 equipment will route calls if the primary route is unavailable.

It was further explained by HTI that regardless of a busy or logged out condition, the queue would react the same, and deliver a busy signal to incoming callers, without this failover route. HTI recommended that the County of Hawai`i Fire PSAP be established as the failover route if all Solacom positions are busied out and/or logged out at the County of Hawai`i Police PSAP.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

13. Positions Busied Out and/or Logged Out (continued)

Based on HTI's response and recommendation, the County of Hawai`i Police PSAP questioned this because the old Plant/CML system was able to hold calls in a queue if all "outside positions" were busied out. A precautionary message would also be given if a position was the last one busying out or logging out. On August 16, 2012, HTI responded that the Solacom "outside position" queue looks for the next available call in the ACD configuration selected. If there is no failover route selected and all Solacom positions are busied out or logged out, 9-1-1 callers would receive a busy signal. Given the response, the County of Hawai`i Police PSAP issued a memo to all dispatchers, informing them that all "outside positions" can never be busied out or logged out at the same time.

This is still an outstanding issue as a queue with a recording would require a change request.

HTI requested a meeting with the County of Hawai`i Police PSAP and Solacom to discuss the change request on the listed issue. All outstanding issues requiring change requests had been prioritized by the County of Hawai`i Police PSAP as important and should be fixed right away. Both HTI and Solacom would like to discuss the schedule. The meeting date is pending travel plans by representatives of Solacom.

A meeting date still has not been scheduled by HTI as of February 28, 2013.

14. Scheduled Maintenance – This issue is considered closed.

On September 17, 2012, Hawaiian Telcom and Solacom scheduled a maintenance upgrade with the County of Hawai`i PSAPs. The upgrade was to correct the issue with the incorrect call status in the tenant status window. The upgrade required the re-routing of 9-1-1 traffic to the white phones but no software to the individual positions.

The upgrade was successfully completed and the correct call status now appears in the tenant status window. This issue is considered closed.

15. Re-location of Hawai`i County Fire Department

On October 27, 2012, the Hawai`i County Fire Dispatch re-located to their back up location at the East Hawaii Civil Defense Building due to the tsunami warning. During the re-location, 9-1-1 calls for Fire and EMS were transferred to the 7-digit numbers at Civil Defense. During this period, 9-1-1 calls transferred to Fire/EMS were dropping when the call taker released the call to Fire/EMS lines.

A workaround process was developed to conference all calls, which unfortunately tied up police dispatchers.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

16. Re-location of Hawai`i County Fire Department (continued)

The trouble was reported to HTI. According to HTI, the trouble was isolated to a perimeter change which caused some lines not to properly release the calls. The perimeter issue was corrected and tested. Additional testing was completed on October 29, 2012 to ensure that 9-1-1 calls could be successfully transferred to a 7-digit number without disconnecting.

On November 30, 2012, it was reported by HTI that Solacom representatives will be on-site the week of December 10, 2012 to install Release 11 which should resolve this problem.

On December 10, 2012, Solacom engineers, Marcel Rousseau and Marty Deleohardis, successfully uploaded the new upgrade which addressed this issue.

The PSAPs have not been able to test and verify that the trouble has been corrected since neither PSAP has moved to the alternate center. Plans are underway to re-test at the earliest opportunity.

16. Transfer Call Between Hilo PSAP and Honolulu PSAP – On December 10, 2012, it was reported that a Hilo Police Dispatcher was unable to transfer a call to the Honolulu Police queue at Kapolei. The first call was successfully transferred. However, when the 9-1-1 caller called back and requested a second transfer, the transfer was not successful and the dispatcher received a message that “the CML was not available”. Repeated attempts were made unsuccessfully. The 9-1-1 caller was referred to the Honolulu Police non-emergency line at 808-529-3111.

17. “REFRESH (rebid)” Function Not Working Properly on Wireless 9-1-1 Calls -- Beginning January 1, 2013, trouble reports were initiated when a dispatcher used the “REFRESH” function which resulted in a “new” ANI/ALI being sent to the Intergraph CAD. As such, this would cause the Intergraph CAD to lock up. The trouble was reported to both Hawaiian Telcom and Solacom.

On January 14, 2013, a “fix” was downloaded by Hawaiian Telcom and Solacom which appears to have corrected the problem. There have been no further reports of trouble and the situation will continue to be monitored.

18. Delay in the Delivery of the ANI/ALI Information – Both the County of Hawaii PSAPs (Police and Fire) are experiencing a long delay, up to two (2) minutes for the ANI/ALI data. Eight (8) trouble reports were initiated with HTI.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of February 2013 (continued)

19. Miscellaneous Trouble Reports – In February 2013, there were miscellaneous incidents as follows:

- 1) A 9-1-1 call was simultaneously received by the Hawaii County Fire Dispatch and the Kauai County PSAP. This incident was reported to HTI on February 19, 2013 and HTI is running diagnostic testing on the call and the position.
- 2) A 9-1-1 call was delivered out of sequence to the Hawaii County Fire Dispatch position, not using the assigned call distribution (ACD) configuration. A trouble ticket was opened with HTI on February 22, 2013.
- 3) A 9-1-1 call was delivered and “auto bid” when dropping into the CAD, causing the information to be overwritten on the CAD screen. A trouble ticket was opened with HTI on February 25, 2013.

Implementation of the Hawaiian Telcom, Inc. (HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system has affected the County of Hawai`i PSAP operations. As such, the County of Hawai`i PSAPs are concerned as to what the exit plan will be from Solacom and the ongoing maintenance level that can be expected from Solacom while the County of Hawai`i is still operating on the Solacom system.

- **MSAG**

Report Changes

Statistics for Telephone Number Change Requests (TN CRs) and Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) in “Referred” status will be tracked and reported. As such, the report format and “Definitions” chart have been updated accordingly.

TN CRs and ALI DRs in “Referred” status as of January 31, 2013 have been included in the MSAG Year-to-Date (YTD) Summary -- 2013 chart below.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **MSAG (continued)**

Current Month – February 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
HAWAII	147	77	28	3	30	16	0	185	66	4	195	9	0	0	

Revised categories and report format changes effective May 2012.

During the month of February 2013, seventy-seven (77) 9-1-1Net requests were completed relating to the MSAG database, with 185 customer ANI/ALI records updated as a direct result. Sixty-six(66) TN CR and four (4) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

There are 195 TN CRs and nine (9) ALI-DRs in Referred status as of February 28, 2013. Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. The nine (9) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

There are no records in Suspended status as of February 28, 2013.

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
December															
November															
October															
September															
August															
July															
June															
May															
April															
March															
February	147	77	28	3	30	16	0	185	66	4	195	9	0	0	
January	267	247	148	15	57	22	5	2,878	16	4	330	42	0	0	
TOTAL YTD	414	324	176	18	87	38	5	3,063	82	8					
AVG PER MO	207	162	88	9	44	19	3	1,532	41	4					

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- Mapping Layers Updated/Loaded Into GIS – February 2013

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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		02/26/13	
	02/15/13		Monthly update on Address Points
		02/12/13	
	02/08/13		Corrected community for five (5) mile markers and three (3) callboxes
	02/05/13		Moved address point 711401 Hawaii Belt Rd to the correct parcel
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			

() 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.*

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	02/15/13	02/26/13	Monthly update on Street Centerlines
		02/12/13	
Trails			
WSP Cell Towers	02/28/13		Per AT&T Mobility CRS; Changed tower ID
	02/26/13	02/26/13	Per AT&T Mobility CRS
	02/14/13	02/14/13	Corrected tower name for three (3) sectors
		02/12/13	
	02/08/13		Corrected spelling of community name for ten (10) sectors
	02/05/13		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals		02/26/13	
Lodging			
Medical Facilities			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			

(*) 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.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
United States National Grid (50K)			
United States National Grid (500K)			
Volcano Hazard Zones			
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.*

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- Mapping Layers Updated/Loaded Into GIS – February 2013
(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		
SPECIAL REQUESTS			
Correctional Facilities			

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

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County.
	Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. 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.
	For the Street Centerlines and Address Points layer, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.

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. In the month of May 2012, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on **February 15, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		5
# of Street Segments Removed		0
# of New Addresses Added	78	
# of Addresses Removed	29	
# of Street Segment Range Changes		10
# of Street Segment Name Changes		4
# of Address Street Name Changes	5	
# of Address Street Number Changes	4	

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.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Service Requests Transactions**

Open Service Requests – February 2013 (January 29, 2013 – February 26, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).</p> <p>Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on 10/01/12.</p> <p>Field work was conducted in October 2012 to correct the address number discrepancies on Puako Beach Road. Akimeka submitted TN CRs to HTI via Intrado in 9-1-1Net and the County of Hawai`i Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers. There are currently 125 TNs in "Referred" status with HTI. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.</p>
2	01/02/13	540	<u>Incorrect Address:</u> TN= (808) 323-3994	MSAG - ANI/ALI Discrepancy	Normal	<p>TN information submitted to 9-1-1Net and awaiting approval from Hawaiian Telcom, Inc. (HTI).</p> <p>TN is still in "Referred" status as of February 28, 2013.</p>
3	01/14/13	545	<u>Incorrect Address:</u> TN= (808) 327-9712	MSAG - ANI/ALI Discrepancy	Normal	<p>Caller information submitted to 9-1-1Net and awaiting TMK verification from Hawaiian Telcom, Inc. (HTI).</p> <p>TN is still in "Referred" status as of February 28, 2013.</p>
4	02/25/13	549	<u>Incorrect Address:</u> TN= (808) 325-8000	MSAG - ANI/ALI Discrepancy	Normal	<p>Caller information submitted to 9-1-1Net and awaiting response from Hawaiian Telcom, Inc. (HTI).</p>

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

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2013

HAWAII				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	4	3	4	0	0	4	3	0	0	0	0
January	6	4	3	0	0	6	4	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	10	7	4	0	0	11	7	0	0	0	0

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

Service Request #545 was inadvertently not captured and reported in January 2013. As such, the chart above has been corrected and updated accordingly.

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

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- 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 Hawai`i County in February 2013.

The database synchronization effort included comparing Hawai`i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,413** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on February 6, 2013 for Hawai`i 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 – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 6, 2013	
		9-1-1 MSAG Dated 02-01-13	
		# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,413	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,407	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,292	97.4%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	88	2.0%
9-1-1 MSAG Record With No GIS Record	(3)	27	0.6%
Total 9-1-1 MSAG Records No Match		115	2.6%

Objective: NENA Recommended Match Rate = 98%

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

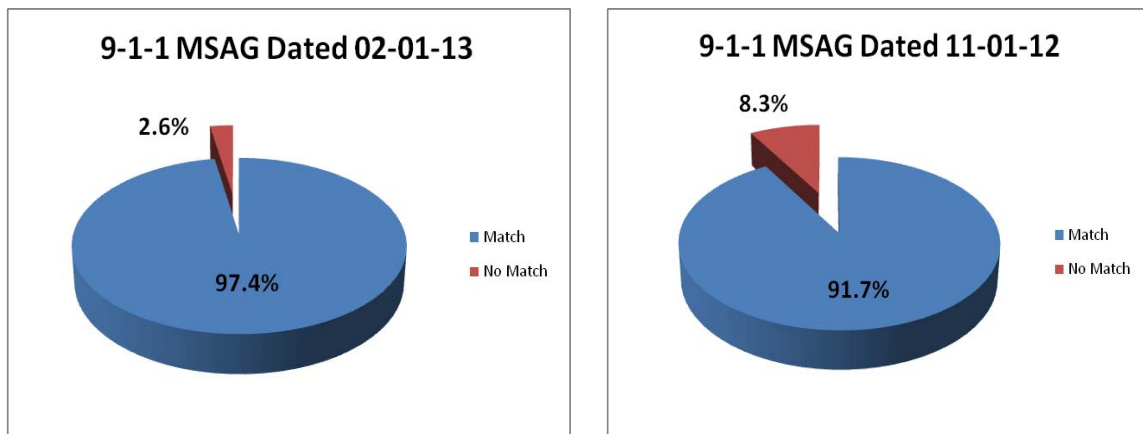
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

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 – February 1, 2013 vs. November 1, 2012 MSAG



Hawai`i County's level of accuracy or 9-1-1 Match percentage improved from 91.7% as of November 1, 2012 to 97.4% as of February 1, 2013

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai`i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ The number of matching records increased slightly from November 1, 2012. MSAG records were either added or adjusted according to Hawai`i County GIS databases.
- ❖ "MSAG - GIS Minor Corrections" were reduced by 6.4% (94 to 88) from November 2012 to February 2013 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.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **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 – February 1, 2013 vs. November 1, 2012 MSAG (continued)

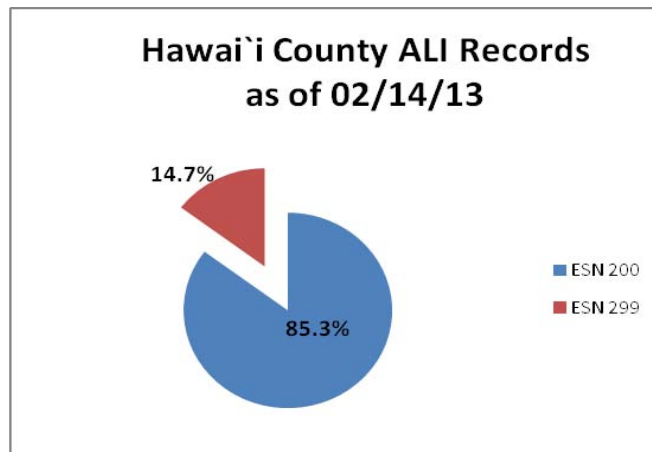
- ❖ “MSAG Record With No GIS Record” was significantly reduced by 90.7% (290 to 27) from November 2012 to February 2013 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawai`i County records.
- ❖ Continuous 1 – 9999 ranges were significantly reduced by 92.9% (14 to 1) from November 2012 to February 2013 respectively. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The last remaining record requires further research in order to be corrected.
- ❖ “GIS Record With No MSAG Record” decreased 53.1% (49 to 23) from November 2012 to February 2013 respectively. MSAG records were either added or adjusted according to Hawai`i County GIS databases.
- ❖ “GIS Record With Minor Corrections” were further reduced by 12.6% (87 to 76) from November 2012 to February 2013 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

Hawai`i County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **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)

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 Hawai`i County. As of February 14, 2013, **13,470** ESN 299 records, representing **14.7%** of Hawai`i 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 total number of ALI records remains relatively consistent.

The number of ESN 299 records increased from 10,683 to 13,470 (26.1%) from November 2012 to February 2013 respectively. The increase was due primarily to Akimeka's effort to continue to ensure valid MSAG ranges. Invalid ranges were identified and the ranges were split accordingly. Associated TN records to the invalid ranges were assigned an ESN of 299 to identify the invalid records.

Although the ESN 299 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 299 MSAG records to a valid Hawai`i County ESN and valid MSAG address.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• PSAP Operations

9-1-1 Call Volume – February 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,916	926	31.8%	1,990	68.2%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	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	2,916	926	31.8%	1,990	68.2%	0	0.0%	659	22.6%
January	3,178	1,011	31.9%	2,154	68.1%	13	0.4%	640	20.1%
TOTAL YTD	6,094	1,937	31.9%	4,144	68.1%	13	0.2%	1,299	21.3%
AVG PER MO	3,047	969		2,072		7		650	

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 February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Wireless Test – February 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
02/22/13	AT&T Mobility	1	3	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – February 2013

Weekly
(Every
Friday)

Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the February 8, 2013 and February 15, 2013 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date with regards to the Hawai'i County Solacom conversion.

The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

Sergeant Ing from the County of Hawai'i PSAP requested that this call continue as scheduled since it provides the avenue to address issues/concerns in regards to the Intrado Viper equipment among all affected parties.

Bi-monthly;
Ongoing

The Intrado Viper equipment deployment has begun. As such, to ensure open communication, Elle Walters, Sr. Program Manager at Intrado, has scheduled conference calls every two weeks with each of the PSAPs to discuss and review the progress of the Intrado deployment. The schedule is as follows:

PSAP	Conference Call Schedule
Hawai'i County	Every other Thursday, beginning on 02/14/13 from 10:30 a.m. – 11:30 a.m. HST
Maui County (Maui/Molokai)	Every other Thursday, beginning on 02/07/13 from 11:30 a.m. – 12:30 p.m. HST
Kauai County	Every other Monday, beginning on 02/11/13 from 11:00 a.m. to 12:00 p.m. HST
Oahu Civilian	Every other Monday, beginning on 03/04/13 from 11:00 a.m. to 12:00 p.m. HST

These calls are not restricted and all PSAPs are welcome to join and participate in these calls.

02/07/13 --
02/28/13

On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Sprint/Nextel on February 7, 2013 for statewide Call Routing Spreadsheets (CRSs). On February 28, 2013, the Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka and is under validation review by Akimeka.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – February 2013 (continued)

- 02/11/13 On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to T-Mobile on February 11, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions is being gathered by T-Mobile.
- 02/11/13 Kauai County's Intrado Viper Deployment conference call was held as scheduled. At the first conference call on February 11, 2013, introductions of the Intrado, and
02/25/13 Hawaiian Telcom, Inc., Akimeka and the PSAP team members took place.
- Items open for discussion are:
- Selection of the Administrative Interface Solution, which could integrate the PSAP's administrative telephones into the Viper equipment or to continue to use the Headset Manager which is a separate piece of equipment that would allow the call taker to change the audio in their headset between the Viper equipment and the administrative telephone lines.
 - Delay the scheduled visit of Ms. Whitney Maxfield until a decision has been reached among all of the State of Hawai'i PSAPs as whether to go with the Administrative Interface Solution or the Headset Manager. Ms. Maxfield will assist all of the PSAPs to configure, train, and assist with the Viper Deployment.
 - Continue with the weekly conference calls hosted by Hawaiian Telcom, Inc.
 - Identify the electrical and electrical room requirements needed for the Viper equipment.
 - Electronic floor plans for the Kauai 9-1-1 Dispatch Center.
 - IP interface requirements as it pertains to the PSAP's recording equipment.
- 02/20/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on February 20, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Commercial Mobile Alert System (CMAS), and the annual audits of all of the wireless cell towers that provide coverage and service in the State of Hawai'i.
- 02/22/13 Akimeka personnel provided Plant/CML and Positron Mapping training for two (2) new call takers.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of February 28, 2013 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 – 02/28/13) – No further updates.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• MSAG

Report Changes

Statistics for Telephone Number Change Requests (TN CRs) and Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) in “Referred” status will be tracked and reported. As such, the report format and “Definitions” chart have been updated accordingly.

TN CRs and ALI DRs in “Referred” status as of January 31, 2013 have been included in the MSAG Year-to-Date (YTD) Summary -- 2013 chart below.

Current Month – February 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected	
KAUAI	16	16	2	0	10	4	0	3	0	0	28	6	5	5	

Revised categories and report format changes effective May 2012.

During the month of February 2013, sixteen (16) 9-1-1Net requests were completed relating to the MSAG database, with three (3) customer ANI/ALI records updated as a direct result. No TN CR and ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are twenty-six TN CRs and six (6) ALI-DRs in Referred status as of February 28, 2013. Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. The six (6) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

There are five (5) records in Suspended status as of February 28, 2013 affecting five (5) telephone numbers (TNs). An invalid MSAG address may result in a No Record Found (NRF) condition and/or improper address validation and processing in the CAD system during a 9-1-1 call.

- Five (5) suspended records are due to the TNs being on Federal property and not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The communications respective service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases; however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2013

KAUAI		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
December														
November														
October														
September														
August														
July														
June														
May														
April														
March														
February	16	16	2	0	10	4	0	3	0	0	28	6	5	5
January	202	7	1	0	5	1	0	15	195	0	206	11	3	3
TOTAL YTD	218	23	3	0	15	5	0	18	195	0				
AVG PER MO	109	12	2	0	8	3	0	9	98	0				

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- Mapping Layers Updated/Loaded Into GIS – February 2013

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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		02/28/13	
	02/25/13		Added one (1) address received from the Kauai County Addressing Authority
	02/14/13 -- 02/15/13	02/22/13	Added three (3) addresses received from the Kauai County Addressing Authority
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area	02/06/13		Corrected the IRA boundary between Lihue and Nawiliwili
Major Roads			
MSAG Communities (aka Towns)	02/06/13		Corrected the community boundary between Lihue and Nawiliwili
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats	02/06/13	02/22/13	Corrected the Police Beats between 150 and 156
Police Districts			
Police Response Areas	02/06/13		Corrected the Police Response Areas between 150 and 156
Police Stations			
Schools			
Street Centerlines		02/28/13	
	02/15/13	02/22/13	Added one (1) street centerline received from the Kauai County Addressing Authority
	02/13/13		Extended the range for Aulima Rd, Lawai as received from the Kauai County Addressing Authority
Trails			

() 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 February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Sectors (Polygon)	02/26/13		Per VZW CRS
	02/20/13		Per AT&T Mobility CRS
	02/08/13		Corrected spelling of community name for two (2) sectors
	02/04/13		Per VZW CRS
WSP Cell Towers (Points)		02/28/13	
	02/26/13		Per VZW CRS
		02/22/13	
	02/20/13		Per AT&T Mobility CRS
	02/08/13		Corrected spelling of community name for two (2) sectors
	02/04/13		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
		02/28/13	
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			

() 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 February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013 (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		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
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.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Mapping Layers Updated/Loaded Into GIS – February 2013**
(continued)

Current Month GIS Activities – February 2013

- | | |
|-------------------------|---|
| 02/14/13 | A PowerMap update could not be performed as scheduled due to an issue with the Kauai County computer system. |
| 02/27/13 --
02/28/13 | As suggested by GeoComm, Akimeka edited their Address Points and Street Centerlines data as a possible solution for one of the issues with the GeoComm Map. |
| 02/27/13 --
02/28/13 | Akimeka prepared and uploaded the following to the Kauai GeoComm computer: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Police Beats, MSAG Communities, Police Response Areas, Police Districts, IRA, and ESN layers. |

CAD GIS Upload Process

Background

Akimeka made all of the necessary corrections to their data and re-submitted the Geofiles to TriTech on November 6, 2012. Charles Leonard reported that he encountered issues while importing the updated Geofiles. Charles will submit these issues to the TriTech product management team and cross functional team for review.

Updated data was not loaded onto the Kauai County GeoComm computer due to an issue with the GeoSync Server. Kauai County IT is working with GeoComm to fix the problem. Updates to the GeoComm map will be suspended until further notice.

Per Kauai County IT, Garrett Johnson, GeoComm (Dennis Mendoza) is continuing to isolate the problem that prevents a map update to process. The address locator configuration that Geocomm built could possibly be causing the error which is being investigated. Kauai County IT also recently rebuilt a geodatabase from scratch believing that it may be a solution to no avail. Kauai County IT plans to gather all of the associated trouble tickets and summarize the overall picture as to what is going on with GeoComm and will disseminate accordingly.

Current Status – February 2013

Kauai County IT continues to work directly with GeoComm and TriTech to correct the multiple issues the Kauai County PSAP is having with both systems. To date, none of these issues have been resolved. Akimeka copied updated data to the GeoComm computer on February 28, 2013 in order for Kauai County IT to manually load the data on to each PSAP position individually.

Kauai County E9-1-1 Status Report February 1, 2013 – February 28, 2013

- **Service Requests Transactions**

Open Service Requests – February 2013 (January 30, 2013 – February 26, 2013)

Date	Ticket #	Description	Category	Urgency	Comments
		NONE			

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

Year-to-Date (YTD) Summary – 2013

KAUAI				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	0	1	0	0	0	1	1	0	0	0	0

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

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