

**STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

**Enhanced 911 Board Meeting
Thursday, April 11, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., 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. FY 2014-2018 Strategic Planning Budget Update
 - iii. Independent Audits-Update
 - iv. Others
 - b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee Update.
 - ii. Investigative Committee on NG911 Planning update
 - iii. FCC updates
 - iv. 9-1-1 Goes to Washington DC Report
 - c. Communications Committee-Steven Schutte
 - i. Logo/Slogan Contest Update
 - ii. 2013 Legislative Session
 - iii. Others
- VI. PSAP Status Updates**

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihiro
- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii - Marshall Kanehailua

VII. Items for Discussion, Consideration and Action

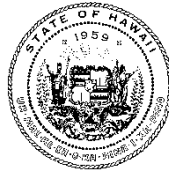
- a. New Board member status:
 - i. TBD, City and County of Honolulu
- b. Request for approval for funding:
 - i. NENA Conference attendance:
 - 1. S. Bhagowalia- \$3,500.
 - ii. HFD/EMS CAD Upgrade
 - 1. Licensing - \$5,700.
 - 2. Consulting (50 hours) - \$2,500.
- c. Wireless E911 Timeline update
- d. Others

VIII. Announcements

- a. **Next Meeting Date:** Thursday, May 16, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.
 - i. **Future meeting dates (10am-12noon)**
 - 1. June 6, 2013;Kalanimoku Building, 322B
 - 2. July 11, 2013;Kalanimoku Building, 322B
 - 3. August 15, 2013;Kalanimoku Building, 322B
 - 4. September 12, 2013;Kalanimoku Building, 322B
 - 5. October 10, 2013;Kalanimoku Building, 322B
 - 6. November 14, 2013;Kalanimoku Building, 322B
 - 7. 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



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

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Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Kiman Wong, Victor Ramos, Marshall Kanehailua, Dave Kajihiro, Steven Schutte, Mark Begley, Ryan Freitas, Lisa Hiraoka and Roy Irei.

Board members absent: Sonny Bhagowalia, and Su Shin.

Board staff present: Thera Bradshaw and Courtney Tagupa.

Observers: Todd Crosby (OIMT), Kenison Tejada(HFD), Tony Ramirez(Akimeka), Jill Hayami(Akimeka), Thalia Burns (HPD), Aaron Correia (HPD), Jeff Riewer (AT&T), Sean Naito (HPD), Mary Boyd (Intrado), Andy Ito (NRH), David Peck (Pictometry), and Diana Chun (EMS).

- I. **Call to Order, Public Notice, Quorum**
 - a. **The meeting was called to order at 10:10 am**
- II. **Public testimony on all agenda items.**
 - a. **There was a request by the Board Chair requesting anyone in attendance who wishes to provide testimony to any agenda to please come forward. No one came forward.**
- III. **Introductions:**
 - a. **Introductions were made by all in attendance.**
- IV. **Review and Approval of Last Meeting's Minutes**
 - a. **Mr. Kiman Wong motioned to approve the minutes of the March meeting. The motioned 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. Revenues - \$750,874.62.

2. Disbursements - \$911,152.38.

3. Cash balance - \$10,506,994.23.

4. Unencumbered Cash Balance - \$8,842,413.49.

ii. FY 2014-2018 Strategic Planning Budget Update

1. The first meeting of the FY 2014-18 Strategic Planning Budget will be held on May 2, 2013 from 9-3pm.

iii. Independent Audits-Update

1. After a discussion with DAGs regarding the audit of wireless and VoIP surcharge collections, we were informed that the current statute does not allow the E911 Board to audit the surcharge revenue. Authority will have to be obtained through changes in the legislation to allow audits of all those collecting 9-1-1 fees.

iv. Others-none

b. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee Update.

1. There will be a meeting following the Board meeting to review the responses from Hawaiian Telcom.

ii. Investigative Committee on NG911 Planning update

1. There will be a meeting scheduled for next month.

iii. FCC updates

1. Ms. Thera Bradshaw briefed the committee of the changes taking place at the leadership level of the FCC.

iv. 9-1-1 Goes to Washington DC Report

1. Clayton Kau led the discussion as leader of the delegation.

2. There was representation from all islands.

3. The delegation requested the following:

- a. That the congressional delegates who are not members of the caucus were asked to join.
- b. All appropriations to include 9-1-1 with those of public safety.
- c. Secretary of HS and the AG place 9-1-1 as a priority along with public safety in terms of grant and funding capabilities.

c. Communications Committee-Steven Schutte

i. Logo/Slogan Contest Update

- 1. Discussed recommended modifications to the logo.
- 2. Logo and Slogan winners were contacted and a discussions have taken place with the respective school principals as to how the award presentation to the winners will be made.

ii. 2013 Legislative Session

- 1. The only 9-1-1 legislation bill of note is the replacement of the Comptroller with the CIO as a permanent Board member.

iii. Others-none.

VI. PSAP Status Updates

- a. Kauai – Mark Begley- nothing to add
- b. Oahu – Dave Kajihiro- nothing to add.
- c. Molokai – Victor Ramos- nothing to add
- d. Maui – Clayton Tom- nothing to add.
- e. Hawaii - Marshall Kanehailua
 - i. Mr. Kanehailua provided a briefing on the progress of the Hawaii PSAP new equipment installation and planned cut over.
 - ii. For the long term HPD is looking toward its CAD upgrade with Intergraph.

VII. Items for Discussion, Consideration and Action

a. New Board member status:

i. TBD, City and County of Honolulu

1. The C&C of Honolulu representative on the Board has not yet been selected by the Honolulu Mayor.

b. Request for approval for funding:

i. NENA Conference attendance:

1. S. Bhagowalia- \$3,500.
2. Mr. Victor Ramos motioned to approve funding for Mr. Bhagowalia's expenses to attend the NENA Conference in June 2013. The motion was seconded and approved by voice vote without discussion.

ii. HFD/EMS CAD Upgrade

1. Licensing - \$6,105 (amended from \$5,700).
2. Consulting (50 hours) - \$2,500.
3. Mr. Roy Irei motioned to approve the two items totaling \$8,200. The motion was seconded and approved unanimously by voice vote without discussion.

c. Wireless E911 Timeline update – no updates at this time.

d. Others- none

VIII. Announcements

a. Next Meeting Date: Thursday, May 16, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

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

b. Others.

- i. **Mr. Morris Tamanaha** announced that the RHC will complete its transition to its new facility located at Pearl Harbor by the end of June 2013.
- ii. **There will be a meeting for the FY 2014-18 Strategic Planning Budget** scheduled for Thursday, May 2, 2013 at the Kalanimoku Building, room 322B, 1151 Punchbowl Street, Honolulu.

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 10:35 am.**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 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 | \$ 66,339,745.72 | 750,295.20 | \$ 67,090,040.92 |
| Other Income | 11,555.22 | | 11,555.22 |
| Interest Income | 1,831,715.11 | 579.42 | 1,832,294.53 |
| <i>Prior Period Interest Income Adjustment</i> | (257,236.01) | | (257,236.01) |
| Net Interest Income | 1,574,479.10 | 579.42 | 1,575,058.52 |
| Subtotal Cash Inflow | \$ 67,925,780.04 | \$ 750,874.62 | \$ 68,676,654.66 |
| Cash Outflow: | | | |
| Act 79 Fund Transfer to State | \$ (16,000,000.00) | | (16,000,000.00) |
| PSAP Reimbursement | \$ (33,325,835.33) | (871,614.32) | (34,197,449.65) |
| Board Member Travel Expense | (124,896.86) | | (124,896.86) |
| DB&F Revenue Assessments | (3,124,692.17) | | (3,124,692.17) |
| DB&F Administrative Expense Assess. | (816,845.57) | | (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 | (2,322,118.49) | (28,437.50) | (2,350,555.99) |
| Audit Expense | (47,836.88) | | (47,836.88) |
| Other Board Related Expenses | (11,060.12) | (11,100.56) | (22,160.68) |
| Subtotal Cash Outflow | \$ (57,258,508.05) | \$ (911,152.38) | \$ (58,169,660.43) |
| Bank Balance | \$ 10,667,271.99 | \$ (160,277.76) | \$ 10,506,994.23 |
| Encumbrances FY 2011 (Kauai CAD) | \$ (623,524.70) | | (623,524.70) |
| Encumbrances FY 2012 | \$ (1,041,056.04) | | \$ (1,041,056.04) |
| Unencumbered Cash | \$ 9,002,691.25 | \$ (160,277.76) | \$ 8,842,413.49 |

Note: Detail of encumbrances on page 4.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| MONTH OF MARCH 2013 | | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL |
|---------------------|-------------------------------|-------------|------------|-----------|-----------|---------|---------|
| Total RECEIPTS | | - | - | - | - | 750,875 | 750,875 |
| DISBURSEMENTS: | | | | | | | |
| | Total 6200 CONFERENCES | - | - | - | - | 7,172 | 7,172 |
| | Total 6401 ADMINISTRATION | 10 | - | 162 | - | 32,367 | 32,539 |
| | Total 6402 MAINTENANCE | 38,758 | 54,318 | 301,095 | 324,103 | - | 718,274 |
| | Total 6403 Other RECURRING | 24,782 | - | 46,470 | 81,916 | - | 153,168 |
| | Total 6400 RECURRING EXPENSES | 63,550 | 54,318 | 347,728 | 406,019 | 32,367 | 903,981 |
| Total DISBURSEMENTS | | 63,550 | 54,318 | 347,728 | 406,019 | 39,538 | 911,152 |



Note: Detail of Disbursements on page 6.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL | | |
|-----------------------|-------------------------------|-------------|------------|-----------|-----------|-----------|-----------|---------------|------------------------|
| FY-To-DATE MARCH 2013 | | 9 mos. | 9 mos. | 9 mos. | 9 mos. | 9 mos. | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| Total RECEIPTS | | - | - | - | - | 6,812,874 | 6,812,874 | 8,880,000 | (2,067,126) 76.7% |
| DISBURSEMENTS: | | | | | | | | | |
| | Total 6200 CONFERENCES | 9,249 | 9,785 | 6,469 | 17,209 | 17,112 | 59,824 | 142,054 | (82,230) |
| | 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 | 10 | - | 162 | - | 676,438 | 676,610 | 1,320,556 | (643,946) |
| | Total 6402 MAINTENANCE | 310,065 | 217,271 | 301,720 | 860,626 | - | 1,689,682 | 3,784,860 | (2,095,178) |
| | Total 6403 Other RECURRING | 179,324 | 65,239 | 186,025 | 736,741 | - | 1,167,329 | 1,778,981 | (611,652) |
| | Total 6400 RECURRING EXPENSES | 489,399 | 282,511 | 487,907 | 1,597,367 | 676,438 | 3,533,621 | 6,884,397 | (3,350,776) |
| Total DISBURSEMENTS | | 498,648 | 292,296 | 446,481 | 1,621,774 | 693,550 | 3,552,748 | 8,344,809 | (4,792,062) 42.6% |

Note: Detail of Disbursements on page 7.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 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 March 31, 2013**

| FY 2013 STRATEGIC BUDGET PLAN CHANGES | HAWAII PSAP | OAHU PSAP | MAUI PSAP | KAUAI PSAP | ADMIN | CONFERENCE | TOTAL | Board 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 | 10/13/2012 |
| | | | | | | | - | |
| <i>Maui CAD Upgrade</i> | | | 229,050 | | | | 229,050 | 10/13/2012 |
| <i>Maui VMS</i> | | | 798,308 | | | | 798,308 | 10/13/2012 |
| | | | | | | | - | |
| <i>ADA Compliance Funding</i> | | | | | 1,000 | | 1,000 | 12/13/2012 |
| | | | | | | | - | |
| <i>Luncheon Expenses (IC on NG911 Plannin)</i> | | | | | 150 | | 150 | 12/13/2012 |
| | | | | | | | - | |
| <i>Add. GET for Pictometry Invoice</i> | | | 625 | | | | 625 | 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 | 2/14/2013 |
| <i>9-1-1 Goes to Wash DC</i> | | | | | 500 | | 500 | 3/14/2013 |
| <i>Navigator Conference</i> | | 1,610 | | | | | 1,610 | 2/14/2013 |
| | | | | | | | - | |
| <i>NENA Conference</i> | 8,640 | 14,688 | 5,800 | | 5,920 | | 35,048 | 3/14/2013 |
| | | | | | | | - | |
| <i>AG Legal Fees (IRC)</i> | | | | | 25,000 | | 25,000 | 3/14/2013 |
| | | | | | | | - | |
| <i>NASNA Conference</i> | | | | | 5,660 | | 5,660 | 3/14/2013 |
| | | | | | | | - | |
| | | | | | | | - | |
| Total | \$ 1,262,207 | \$ 2,516,687 | \$ 2,433,639 | \$ 778,541 | \$ 1,353,734 | \$ 0 | 8,344,809 | |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| MONTH OF MARCH 2013 | | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL |
|--------------------------------------|-------------------------------|-------------|------------|-----------|-----------|---------|---------|
| Total RECEIPTS | | - | - | - | - | 750,875 | 750,875 |
| DISBURSEMENTS: | | | | | | | |
| 6200 CONFERENCES | | | | | | | |
| | 6201 911 Goes to WashDC | - | - | - | - | 7,172 | 7,172 |
| Total 6200 CONFERENCES | | - | - | - | - | 7,172 | 7,172 |
| 6400 RECURRING EXPENSES | | | | | | | |
| 6401 ADMINISTRATION | | | | | | | |
| | 6401.01 Exec Dir. Services | - | - | - | - | 28,438 | 28,438 |
| | 6401.08 Board Member Travel | 10 | - | 162 | - | 1,949 | 2,121 |
| | 6401.10 E911 Logo Contest | - | - | - | - | 1,880 | 1,880 |
| | 6401.13 Parking Permits | - | - | - | - | 100 | 100 |
| Total 6401 ADMINISTRATION | | 10 | - | 162 | - | 32,367 | 32,539 |
| 6402 MAINTENANCE | | | | | | | |
| | 6402.02 Imagery Lic Agree | - | - | - | 280,405 | - | 280,405 |
| | 6402.07 0011 9-1-1MSAG Maint. | 38,758 | 54,318 | 301,095 | 43,698 | - | 437,869 |
| Total 6402 MAINTENANCE | | 38,758 | 54,318 | 301,095 | 324,103 | - | 718,274 |
| 6403 Other RECURRING | | | | | | | |
| | 6403.01 Telcom Charges | | | | | | |
| | 6403.0102 Long Distance | (747) | - | 54 | - | - | (693) |
| | 6403.0103 Mileage | - | - | - | 1,005 | - | 1,005 |
| | 6403.0109 Telcom Trunk | 25,529 | - | 46,416 | 78,907 | - | 150,851 |
| | 6403.0110 Ocean Safety CML | - | - | - | 2,005 | - | 2,005 |
| Total 6403.01 Telcom Charges | | 24,782 | - | 46,470 | 81,916 | - | 153,168 |
| Total 6403 Other RECURRING | | 24,782 | - | 46,470 | 81,916 | - | 153,168 |
| Total 6400 RECURRING EXPENSES | | 63,550 | 54,318 | 347,728 | 406,019 | 32,367 | 903,981 |
| Total DISBURSEMENTS | | 63,550 | 54,318 | 347,728 | 406,019 | 39,538 | 911,152 |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

FY-To-Date March 2013 (continued)

| | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL | | | |
|---------------------------------|---------------|---------------|---------------|---------------|---------------|---------------|----------------------|-------------------------------|-------|
| FY-To-DATE MARCH 2013 | 9 mos. | 9 mos. | 9 mos. | 9 mos. | 9 mos. | 9 mos. | Annual Budget | \$ Over/(Under) Budget | |
| Total RECEIPTS | - | - | - | - | 6,812,874 | 6,812,874 | 8,880,000 | (2,067,126) | 76.7% |
| 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 | - | - | - | - | 7,172 | 7,172 | 46,900 | (39,729) | |
| 6204 APCO Conference | 6,571 | - | 4,699 | 13,541 | 1,852 | 26,663 | 26,663 | (0) | |
| 6212 NASNA Conference | - | - | - | - | - | - | 5,660 | (5,660) | |
| 6213 Navigator | - | - | - | - | - | - | 1,610 | (1,610) | |
| 6214 Nena Conference | 11 | - | (62) | (132) | - | (183) | 35,048 | (35,231) | |
| 6222 TriTech CAD Users | - | 8,543 | - | - | - | 8,543 | 8,543 | 0 | |
| Total 6200 CONFERENCES | 9,249 | 9,785 | 6,469 | 17,209 | 17,112 | 59,824 | 142,054 | (82,230) | |
| 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 TriTechCADSysAdm | - | - | - | 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) | |

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL | | |
|---------------------------------|--|-------------|------------|-----------|-----------|----------|-----------|---------------|------------------------|
| FY-To-DATE MARCH 2013 | | 9 mos. | 9 mos. | 9 mos. | 9 mos. | 9 mos. | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| 6400 RECURRING EXPENSES | | | | | | | | | |
| 6401 ADMINISTRATION | | | | | | | | | |
| 6401.01 Exec Dir. Services | | - | - | - | - | 247,722 | 247,722 | 333,125 | (85,403) |
| 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 | | 10 | - | 162 | - | 16,304 | 16,476 | 27,000 | (10,524) |
| 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 | | - | - | - | - | 1,880 | 1,880 | 11,911 | (10,031) |
| 6401.11 Miscellaneous Expense | | - | - | - | - | 0 | 0 | - | 0 |
| 6401.12 NASNA Dues | | - | - | - | - | 205 | 205 | 100 | 105 |
| 6401.13 Parking Permits | | - | - | - | - | 100 | 100 | 250 | (150) |
| 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) |
| 6401.18 AG Legal Fees | | - | - | - | - | - | - | 25,000 | (25,000) |
| Total 6401 ADMINISTRATION | | 10 | - | 162 | - | 676,438 | 676,610 | 1,320,556 | (643,946) |
| 6402 MAINTENANCE | | | | | | | | | |
| 6402.02 Imagery Lic Agree | | - | - | 625 | 280,405 | - | 281,029 | 1,237,948 | (956,919) |
| 6402.03 Equipment SW Maint | | - | - | - | - | - | - | 40,000 | (40,000) |
| 6402.05 Logging RecordMaint | | - | - | - | - | - | - | 65,000 | (65,000) |
| 6402.07 0011 9-1-1MSAG Maint. | | 310,065 | 217,271 | 301,095 | 349,587 | - | 1,178,018 | 1,767,027 | (589,009) |
| 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 | | 310,065 | 217,271 | 301,720 | 860,626 | - | 1,689,682 | 3,784,860 | (2,095,178) |
| 6403 Other RECURRING | | | | | | | | | |
| 6403.01 Telcom Charges | | | | | | | | | |
| 6403.0101 Alt. PSAP 9-1-1 Del | | - | - | - | - | - | - | 128,305 | (128,305) |
| 6403.0102 Long Distance | | 623 | 257 | 362 | - | - | 1,243 | - | 1,243 |
| 6403.0103 Mileage | | - | - | - | 8,586 | - | 8,586 | - | 8,586 |
| 6403.0109 Telcom Trunk | | 178,701 | 64,982 | 185,663 | 709,441 | - | 1,138,787 | 1,615,132 | (476,345) |
| 6403.0110 Ocean Safety CML | | - | - | - | 18,713 | - | 18,713 | 25,200 | (6,487) |
| 6403.0111 WiringAltDispatch | | - | - | - | - | - | - | 2,500 | (2,500) |
| Total 6403.01 Telcom Charges | | 179,324 | 65,239 | 186,025 | 736,741 | - | 1,167,329 | 1,771,137 | (603,808) |
| 6403.02 EMS Tower Lease | | - | - | - | - | - | - | 7,844 | (7,844) |
| Total 6403 Other RECURRING | | 179,324 | 65,239 | 186,025 | 736,741 | - | 1,167,329 | 1,778,981 | (611,652) |
| Total 6400 RECURRING EXPENSES | | 489,399 | 282,511 | 487,907 | 1,597,367 | 676,438 | 3,533,621 | 6,884,397 | (3,350,776) |
| Total DISBURSEMENTS | | 498,648 | 292,296 | 446,481 | 1,621,774 | 693,550 | 3,552,748 | 8,344,809 | (4,792,062) |
| | | | | | | | | | 42.6% |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | | | Hawaii PSAP | | |
|--------------------------------------|-----------|-----------------------|--|----------------|------------------|------------------------|
| FY-To-DATE MARCH 2013 | | | | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| 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) |
| | 6212 | NASNA Conference | | - | - | - |
| | 6213 | Navigator | | - | - | - |
| | 6214 | Nena Conference | | 11 | 8,640 | (8,629) |
| | 6222 | TriTech CAD Users | | - | - | - |
| Total 6200 CONFERENCES | | | | 9,249 | 23,168 | (13,919) |
| 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. | | 310,065 | 465,097 | (155,032) |
| | 6402.08 | CAD Maintenance | | - | 67,273 | (67,273) |
| | 6402.10 | GPS Maint. | | - | - | - |
| | 6402.12 | PowerPhone | | - | - | - |
| Total 6402 MAINTENANCE | | | | 310,065 | 932,695 | (622,630) |
| 6403 Other RECURRING | | | | | | |
| 6403.01 Telcom Charges | | | | | | |
| | 6403.0101 | Alt. PSAP 9-1-1 Del | | - | - | - |
| | 6403.0102 | Long Distance | | 623 | - | 623 |
| | 6403.0103 | Mileage | | - | - | - |
| | 6403.0109 | Telcom Trunk | | 178,701 | 306,344 | (127,643) |
| | 6403.0110 | Ocean Safety CML | | - | - | - |
| | 6403.0111 | WiringAltDispatch | | - | - | - |
| Total 6403.01 Telcom Charges | | | | 179,324 | 306,344 | (127,020) |
| 6403.02 EMS Tower Lease | | | | - | - | - |
| Total 6403 Other RECURRING | | | | 179,324 | 306,344 | (127,020) |
| Total 6400 RECURRING EXPENSES | | | | 489,399 | 1,239,039 | (749,640) |
| Total DISBURSEMENTS | | | | 498,648 | 1,262,207 | (763,559) |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | | | Kauai PSAP | | |
|--------------------------------------|-----------|-----------------------|--|----------------|----------------|------------------------|
| FY-To-DATE MARCH 2013 | | | | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| DISBURSEMENTS: | | | | | | |
| 6200 CONFERENCES | | | | | | |
| | 6141 | Access9-1-1Forum | | 1,242 | 1,242 | - |
| | 6201 | 911 Goes to WashDC | | - | 6,021 | (6,021) |
| | 6204 | APCO Conference | | - | - | - |
| | 6212 | NASNA 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. | | 217,271 | 325,907 | (108,636) |
| | 6402.08 | CAD Maintenance | | - | - | - |
| | 6402.10 | GPS Maint. | | - | - | - |
| | 6402.12 | PowerPhone | | - | - | - |
| Total 6402 MAINTENANCE | | | | 217,271 | 520,530 | (303,259) |
| 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 | | | | 282,511 | 762,735 | (480,224) |
| Total DISBURSEMENTS | | | | 292,296 | 778,541 | (486,245) |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | Maui PSAP | | |
|--------------------------------------|----------------------------|-----------------|------------------|------------------------|
| FY-To-DATE MARCH 2013 | | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| 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) |
| 6212 | NASNA Conference | - | - | - |
| 6213 | Navigator | - | - | - |
| 6214 | Nena Conference | (62) | 5,800 | (5,862) |
| 6222 | TriTech CAD Users | - | - | - |
| Total 6200 CONFERENCES | | 6,469 | 15,332 | (8,863) |
| 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. | 301,095 | 451,643 | (150,548) |
| 6402.08 | CAD Maintenance | - | 161,555 | (161,555) |
| 6402.10 | GPS Maint. | - | - | - |
| 6402.12 | PowerPhone | - | 5,257 | (5,257) |
| Total 6402 MAINTENANCE | | 301,720 | 991,455 | (689,735) |
| 6403 Other RECURRING | | | | |
| 6403.01 Telcom Charges | | | | |
| 6403.0101 | Alt. PSAP 9-1-1 Del | - | - | - |
| 6403.0102 | Long Distance | 362 | - | 362 |
| 6403.0103 | Mileage | - | - | - |
| 6403.0109 | Telcom Trunk | 185,663 | 278,495 | (92,832) |
| 6403.0110 | Ocean Safety CML | - | - | - |
| 6403.0111 | WiringAltDispatch | - | - | - |
| Total 6403.01 Telcom Charges | | 186,025 | 278,495 | (92,470) |
| 6403.02 EMS Tower Lease | | - | - | - |
| Total 6403 Other RECURRING | | 186,025 | 278,495 | (92,470) |
| Total 6400 RECURRING EXPENSES | | 487,907 | 1,269,950 | (782,043) |
| Total DISBURSEMENTS | | 446,481 | 2,433,640 | (1,987,159) |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | | | Oahu PSAP | | |
|--------------------------------------|------|---------------------------------|--|------------------|------------------|------------------------|
| FY-To-DATE MARCH 2013 | | | | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| 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 |
| | 6212 | NASNA Conference | | - | - | - |
| | 6213 | Navigator | | - | 1,610 | (1,610) |
| | 6214 | Nena Conference | | (132) | 14,688 | (14,820) |
| | 6222 | TriTech CAD Users | | - | - | - |
| Total 6200 CONFERENCES | | | | 17,209 | 54,570 | (37,361) |
| 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 | | 280,405 | 310,000 | (29,595) |
| | | 6402.03 Equipment SW Maint | | - | - | - |
| | | 6402.05 Logging RecordMaint | | - | 65,000 | (65,000) |
| | | 6402.07 0011 9-1-1MSAG Maint. | | 349,587 | 524,380 | (174,793) |
| | | 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 | | | | 860,626 | 1,340,180 | (479,554) |
| | 6403 | Other RECURRING | | | | |
| | | 6403.01 Telcom Charges | | | | |
| | | 6403.0101 Alt. PSAP 9-1-1 Del | | - | - | - |
| | | 6403.0102 Long Distance | | - | - | - |
| | | 6403.0103 Mileage | | 8,586 | - | 8,586 |
| | | 6403.0109 Telcom Trunk | | 709,441 | 918,893 | (209,452) |
| | | 6403.0110 Ocean Safety CML | | 18,713 | 25,200 | (6,487) |
| | | 6403.0111 WiringAltDispatch | | - | - | - |
| Total 6403.01 Telcom Charges | | | | 736,741 | 944,093 | (207,352) |
| | | 6403.02 EMS Tower Lease | | - | 7,844 | (7,844) |
| Total 6403 Other RECURRING | | | | 736,741 | 951,937 | (215,196) |
| Total 6400 RECURRING EXPENSES | | | | 1,597,367 | 2,292,117 | (694,750) |
| Total DISBURSEMENTS | | | | 1,621,774 | 2,516,687 | (894,913) |

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending March 31, 2013

| | | | | ADMIN | | |
|---|---------|-------------------------------|--|----------------|------------------|------------------------|
| FY-To-DATE MARCH 2013 | | | | 9 mos. | Annual Budget | \$ Over/(Under) Budget |
| DISBURSEMENTS: | | | | | | |
| 6200 CONFERENCES | | | | | | |
| | 6141 | Access9-1-1Forum | | 8,088 | 8,088 | 0 |
| | 6201 | 911 Goes to WashDC | | 7,172 | 11,658 | (4,487) |
| | 6204 | APCO Conference | | 1,852 | 1,852 | - |
| | 6212 | NASNA Conference | | - | 5,660 | (5,660) |
| | 6213 | Navigator | | - | - | - |
| | 6214 | Nena Conference | | - | 5,920 | (5,920) |
| | 6222 | TriTech CAD Users | | - | - | - |
| Total 6200 CONFERENCES | | | | 17,112 | 33,178 | (16,066) |
| 6400 RECURRING EXPENSES | | | | | | |
| 6401 ADMINISTRATION | | | | | | |
| | 6401.01 | Exec Dir. Services | | 247,722 | 333,125 | (85,403) |
| | 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 | - | 103 |
| | 6401.07 | Meeting Venue | | - | 1,000 | (1,000) |
| | 6401.08 | Board Member Travel | | 16,304 | 27,000 | (10,696) |
| | 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) | - | (30,330) |
| Total 6401.09 DB&F Assessments | | | | 325,819 | 651,250 | (325,431) |
| | 6401.10 | E911 Logo Contest | | 1,880 | 11,911 | (10,031) |
| | 6401.11 | Miscellaneous Expense | | 0 | - | 0 |
| | 6401.12 | NASNA Dues | | 205 | 100 | 105 |
| | 6401.13 | Parking Permits | | 100 | 250 | (150) |
| | 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) |
| | 6401.18 | AG Legal Fees | | - | 25,000 | (25,000) |
| Total 6401 ADMINISTRATION | | | | 676,438 | 1,320,556 | (644,118) |
| Total 6400 RECURRING EXPENSES | | | | 676,438 | 1,320,556 | (644,118) |
| Total DISBURSEMENTS | | | | 693,550 | 1,353,734 | (660,185) |

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations

9-1-1 Call Volume – March 2013

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

| PSAP | Total | Wireline | % | Wireless | % |
|-------------------|--------|----------|-------|----------|-------|
| OAHU CIVILIAN (*) | 83,530 | 24,031 | 28.8% | 59,488 | 71.2% |

(*) 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 | 83,530 | 24,031 | 28.8% | 59,488 | 71.2% | 11 | 0.0% | 6,663 | 8.0% |
| 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 | 242,961 | 70,637 | 29.1% | 172,300 | 70.9% | 24 | 0.0% | 19,264 | 7.9% |
| AVG PER MO | 80,987 | 23,546 | | 57,433 | | 8 | | 6,421 | |

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

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

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

| OAHU CIVILIAN | | TRANSFERRED TO CALL TAKERS (HPDCT) | | | | | | | | | |
|-------------------|----------------|------------------------------------|--------------------------------|---------------------|---------------|--------------------------------|---------------------|------------|------------------|--------------|----------------------|
| 2013 | Total | Wireline | | | Wireless | | | Admin | | Abandoned | |
| | | # of Calls | % to Total Wireline & Wireless | % of Total Wireline | # of Calls | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | | | | | | | | | | | |
| May | | | | | | | | | | | |
| April | | | | | | | | | | | |
| March (1) | 30,899 | 8,101 | 26.3% | 33.7% | 22,713 | 73.7% | 38.2% | 85 | 0.3% | 1,021 | 3.3% |
| 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 | 108,843 | 28,943 | 26.7% | 41.0% | 79,516 | 73.3% | 46.1% | 384 | 0.4% | 3,304 | 3.0% |
| AVG PER MO | 36,281 | 9,648 | | | 26,505 | | | 128 | | 1,101 | |

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

- (1) There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.

| OAHU CIVILIAN | | TRANSFERRED TO URGENT RESPONSE (HPDURS) | | | | | | | | | |
|-------------------|---------------|---|--------------------------------|---------------------|---------------|--------------------------------|---------------------|------------|------------------|--------------|----------------------|
| 2013 | Total | Wireline | | | Wireless | | | Admin | | Abandoned | |
| | | # of Calls | % to Total Wireline & Wireless | % of Total Wireline | # of Calls | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | | | | | | | | | | | |
| May | | | | | | | | | | | |
| April | | | | | | | | | | | |
| March | 17,427 | 5,488 | 31.7% | 22.8% | 11,823 | 68.3% | 19.9% | 116 | 0.7% | 678 | 3.9% |
| 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 | 48,829 | 16,006 | 33.1% | 22.7% | 32,409 | 66.9% | 18.8% | 414 | 0.8% | 1,874 | 3.8% |
| AVG PER MO | 16,276 | 5,335 | | | 10,803 | | | 138 | | 625 | |

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

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

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

| OAHU CIVILIAN | | TRANSFERRED TO DROP | | | | | | | | | |
|-------------------|---------------|---------------------|-------------------------------|---------------------|---------------|-------------------------------|---------------------|------------|-----------------|---------------|---------------------|
| 2013 | Total | Wireline | | | Wireless | | | Admin | | Abandoned | |
| | | # of Calls | %to Total Wireline & Wireless | % of Total Wireline | # of Calls | %to Total Wireline & Wireless | % of Total Wireless | # of Calls | %to Total Calls | # of Calls | %Abandoned to Total |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | | | | | | | | | | | |
| May | | | | | | | | | | | |
| April | | | | | | | | | | | |
| March (1) | 7,435 | 2,385 | 32.1% | 9.9% | 5,047 | 67.9% | 8.5% | 3 | 0.0% | 5,906 | 79.4% |
| 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 | 24,654 | 7,690 | 31.2% | 10.9% | 16,939 | 68.8% | 9.8% | 25 | 0.1% | 19,640 | 79.7% |
| AVG PER MO | 8,218 | 2,563 | | | 5,646 | | | 8 | | 6,547 | |

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

- (1) There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.

| OAHU CIVILIAN | | TRANSFERRED TO FIRE (HFD) | | | | | | | | | |
|-------------------|---------------|---------------------------|-------------------------------|---------------------|--------------|-------------------------------|---------------------|--------------|-----------------|--------------|---------------------|
| 2013 | Total | Wireline | | | Wireless | | | Admin | | Abandoned | |
| | | # of Calls | %to Total Wireline & Wireless | % of Total Wireline | # of Calls | %to Total Wireline & Wireless | % of Total Wireless | # of Calls | %to Total Calls | # of Calls | %Abandoned to Total |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | | | | | | | | | | | |
| May | | | | | | | | | | | |
| April | | | | | | | | | | | |
| March | 5,025 | 2,008 | 42.8% | 8.4% | 2,679 | 57.2% | 4.5% | 338 | 6.7% | 1,345 | 26.8% |
| 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 | 15,526 | 6,308 | 44.2% | 8.9% | 7,964 | 55.8% | 4.6% | 1,254 | 8.1% | 4,142 | 26.7% |
| AVG PER MO | 5,175 | 2,103 | | | 2,655 | | | 418 | | 1,381 | |

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

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

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

| OAHU CIVILIAN | | TRANSFERRED TO EMS | | | | | | | | | |
|-------------------|---------------|--------------------|--------------------------------|---------------------|---------------|--------------------------------|---------------------|------------|------------------|------------|----------------------|
| 2013 | Total | Wireline | | | Wireless | | | Admin | | Abandoned | |
| | | # of Calls | % to Total Wireline & Wireless | % of Total Wireline | # of Calls | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December | | | | | | | | | | | |
| November | | | | | | | | | | | |
| October | | | | | | | | | | | |
| September | | | | | | | | | | | |
| August | | | | | | | | | | | |
| July | | | | | | | | | | | |
| June | | | | | | | | | | | |
| May | | | | | | | | | | | |
| April | | | | | | | | | | | |
| March | 7,670 | 3,124 | 41.8% | 13.0% | 4,348 | 58.2% | 7.3% | 198 | 2.6% | 119 | 1.6% |
| 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 | 22,641 | 9,250 | 42.0% | 13.1% | 12,750 | 58.0% | 22.2% | 641 | 2.8% | 421 | 1.9% |
| AVG PER MO | 7,547 | 3,083 | | | 4,250 | | | 214 | | 140 | |

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) | | | | | |
|---------------|------------|---|----------|-----------|---------|----------|----------|
| 2013 | TOTAL YTD | January | February | March | April | May | June |
| | 22,468 | 3,061 | 4,333 | 15,074 | | | |
| | AVG PER MO | July | August | September | October | November | December |
| | 7,489 | | | | | | |

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 24 – 31, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

Wireless Test – March 2013

| Date | WSP | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|----------|---------------|--------------|----------------|-----------------------|----------------|
| 03/15/13 | AT&T Mobility | 2 | 12 | Oahu PSAP/ Akimeka | Pass |
| 03/15/13 | AT&T Mobility | 1 | 4 | Oahu PSAP/ Akimeka | Fail |
| 03/22/13 | AT&T Mobility | 2 | 12 | Oahu PSAP/ Akimeka | Pass |

Current Month PSAP Operations Activities – March 2013

| | |
|--|--|
| Weekly (Every Friday) | All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were cancelled except for the March 15, 2013 conference call. There have been no significant updates provided. |
| 03/04/13 -- In Progress | Akimeka completed its validation and identified updates to Sprint/Nextel. Confirmations of the updates by Sprint/Nextel are still pending. |
| Bi-monthly Conference Call with Intrado | <p>The bi-monthly conference calls were held as scheduled on March 4, 2013 and March 18, 2013. The focus of the conference call was to discuss the Intrado Viper installation.</p> <p>The Intrado Viper equipment installation is scheduled to begin June 25, 2013 through August 9, 2013. The installation will begin with Oahu EMS, Ocean Safety, HPD - Kapolei, Pearl Harbor RDC, Hickam, HPD - Main, and HFD.</p> |
| 03/21/13 | T-Mobile has committed to provide updated and current Call Routing Spreadsheets (CRSs) of only existing towers for the State of Hawaii by April 12, 2013. |
| 03/24/13 | Twenty-five (25) Sandwich Isles Communications emergency callboxes were tested on March 24, 2013. Sandwich Isles Communications updated their emergency callboxes to prevent outgoing calls to 9-1-1 from being disconnected too early. Twenty-four (24) of the emergency callboxes tested were successful. Incoming and outgoing calls were tested with screenprints for each call placed on file. One (1) emergency callbox failed the test due to database issues. The failed emergency callbox was "re-bagged" to prevent usage until it was working properly. |

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – March 2013 (continued)

- 03/27/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on March 27, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Level 3 Communications request for testing, billing issues and an overview of the "9-1-1 Goes to Washington" trip to Washington, D.C.
- 03/27/13 -- On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Verizon
03/29/13 Wireless on March 27, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on March 29, 2013 and is under validation review by Akimeka.

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.

As of March 31, 2013, there have been no further updates.

Oahu Civilian E9-1-1 Status Report March 1, 2013 – March 31, 2013

• MSAG

Current Month – March 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 |
| OAHU CIVILIAN | 424 | 326 | 277 | 7 | 11 | 9 | 22 | 4,917 | 98 | 0 | 60 | 0 | 0 | 0 |

Revised categories and report format changes effective May 2012.

During the month of March 2013, 326 9-1-1Net requests were completed relating to the MSAG database, with 4,917 customer ANI/ALI records updated as a direct result. Ninety-eight (98) 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 sixty (60) TN CRs in Referred status as of March 31, 2013.

There are no records in Suspended status as of March 31, 2013.

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 | | | | | |
| 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) | TN CR | ALI-DR | # of Transactions | TNs Affected |
| December | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | |
| March | 424 | 326 | 277 | 7 | 11 | 9 | 22 | 4,917 | 98 | 0 | 60 | 0 | 0 | 0 |
| 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 | 828 | 675 | 532 | 26 | 49 | 23 | 45 | 20,561 | 152 | 1 | | | | |
| AVG PER MO | 276 | 225 | 177 | 9 | 16 | 8 | 15 | 6,854 | 51 | 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. |

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **MSAG (continued)**

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase II Status

Based on a verbal agreement between the Honolulu Police Department, as the Primary Civilian PSAP, and Akimeka, it was agreed that the Military MSAG should be updated to reflect the standardized and approved MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. It was also agreed that this work effort will be completed by Akimeka on an “as we can get to it” basis.

Below is the latest status of the Phase II work effort as of **March 31, 2013**:

| OMIL Existing Community Name | New Approved Community Name | MSAG Transactions Required | Status | Notes/Comments |
|------------------------------|-----------------------------|----------------------------|-----------------------|---|
| Bellows Airforce Station | Bellows | 65 | COMPLETED -- 03/31/13 | |
| Kaneohe MCAS | MCBH | 356 | IN PROGRESS | Processed and completed 173 transactions in 9-1-1Net as of 03/31/13; 183 transactions are pending processing due to Hawaiian Telcom MSAG restrictions for the State of Hawaii |

Status of the Phase II effort will continue to be tracked until all 9-1-1Net MSAG transactions required have been completed.

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- MSAG (continued)**

MSAG Communities Project (continued)

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 **March 31, 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

March 1, 2013 – March 31, 2013

- MSAG (continued)

MSAG Communities Project (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 eleven (11) TNCRs | | |
| Kapolei (Accounts for Makakilo -- New MSAG Community) | 10/15/12 | 11/14/12 | COMPLETED -- 1/23/12 | | 11/02/12 | 11/30/12 |
| Kalaeloa (Accounts for NAS Barber's Point) | 11/13/12 | 11/15/12 | COMPLETED -- 3/15/12 | | 11/16/12 | Not loaded by AVS |
| Waipahu | 11/14/12 | 12/12/12 | Pending 9-1-1Net | Pending the processing of twenty-eight (28) TNCRs | 11/30/12 | 12/31/12 |
| Ewa Beach | 12/10/12 | 01/14/13 | Pending 9-1-1Net | Pending the processing of six (6) MSAG transactions | 12/14/12 | Not loaded by AVS |
| | | | | | 12/28/12 | Not loaded by AVS |
| Pearl City | 01/07/13 | 01/25/13 | COMPLETED -- 3/15/12 | | 01/11/13; 01/25/13 | Not loaded by AVS |
| PC PEN (Pearl City Peninsula) | 01/14/13 | 01/28/13 | COMPLETED -- 3/27/12 | | 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 March 2013:

| | | |
|----------|------------|--------|
| Kalaeloa | Pearl City | PC PEN |
|----------|------------|--------|

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

| | |
|---------|-----------|
| Wahiawa | Ewa Beach |
| Waipahu | Aiea |

The Phase III effort is completed pending the four (4) 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

March 1, 2013 – March 31, 2013

- **MSAG (continued)**

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase IV Status

Below is the latest status of the Phase III work effort as of **March 31, 2013**:

| MSAG COMMUNITY (In Order of Effort) | MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE IV | | | | | GIS UPDATES | |
|--|---|------------------------------|----------------------------|---------------------------|----------------|---------------------------------|-------------------------------------|
| | TARGET START DATE | TARGET COMPLETION DATE | AKIMEKA COMPLETION DATE | ACTUAL COMPLETION DATE | NOTES/COMMENTS | DATE GIS DELIVERED TO HPD | DATE GIS LOADED TO CAD BY HPD |
| Punaluu | 03/01/13 | 03/05/13 | 03/05/13 | 03/05/13 | | 03/08/13 | 03/14/13 |
| Kahuku | 03/06/13 | 03/15/13 | 03/15/13 | 03/15/13 | | 03/08/13 | 03/14/13 |
| Kahuku RNG | 03/16/13 | 03/20/13 | 03/20/13 | 03/20/13 | | 03/22/13 | 03/28/13 |
| Makaha | 03/21/13 | 04/03/13 | In Progress | In Progress | | 03/22/13 | 03/28/13 |
| Maile | 04/04/13 | 04/18/13 | | | | | |
| Hauula | 04/19/13 | 04/30/13 | | | | | |
| Waianae | 05/01/13 | 05/16/13 | | | | | |
| Nanakuli | 05/17/13 | 05/30/13 | | | | | |
| Laie | 05/31/13 | 06/07/13 | | | | | |
| Makua | 06/10/13 | 06/19/13 | | | | | |
| Lualualei | 06/20/13 | 07/03/13 | | | | | |
| Makakilo | 07/05/13 | 07/18/13 | | | | | |

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

The Phase IV effort is on target. There are no major issues at this time.

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

Geographic Information System (GIS)

Mapping Layers Updated – March 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 | | | |
| Common Place Name | 03/21/13 | | Created three (3) new common places (Hickam AFB Main Gate, HAFB Omalley Gate, and HAFB Police) from the GIS Corrections Master MAR 11 2013 report |
| | | | Corrected location, address and city name for Bridge Kipapa D2 NB, Bridge Kipapa D2 SB, Bridge Kipapa D3 NB, and Bridge Kipapa D3 SB |
| | 03/20/13 | | Corrected city name of fifty-three (53) common places from Waianae to Makaha |
| | 03/15/13 -- 03/18/13 | | Corrected five (5) TCAD errors on the MAR 11 2013 report. Corrected three (3) reported errors on the GIS Corrections Master MAR 11 2013 report. |
| | 03/15/13 | | Moved McDonalds Mililani, Mililani Mauka Pk, Park N Ride Mililani, and Tesoro Mililani Mauk to their correct locations. |
| | | | Researched six (6) reported errors, corrected two (2) errors and created three (3) new common places (McDonalds Kapolei W, Kapolei State Bldg, and Longs Mililani Mauka) from the GIS Corrections Master MAR 11 2013 report. |
| | 03/14/13 | | Added alias names Waikiki Beach Eggspress and Saratoga Flagship Store to Eggs N Things. Corrected city names of RS USN, Wahiawa Naval Comm S, NAVCAMS EastPac Wahi, and Naval Comm Stn Wahi. |
| | 03/13/13 | | Moved DOT Halawa Field Ofc to the correct location |
| | 03/11/13 | | Deleted record ID 173222 Lakeview Intersect with HPD approval |
| | 03/08/13 | | Reviewed and corrected comments in the Master Common Places feature class that were inconsistent. |
| | 03/05/12 -- 03/06/13 | | Corrected fourteen (14) TCAD errors and researched eleven (11) records for follow up on the FEB 27 2013 report |
| | 03/05/13 | | Corrected Honolulu Stadium Park to Honolulu Stadium Pk. Added alias name Longs Moiliili to Ross Moiliili and Star Market Moiliili to Longs Moiliili. Moved Halawa Hsg Kupalii, Halawa Hsg Makuu, and Halawa Hsg Oliana to the correct street range. Created one (1) new common place for the Halawa Housing community for Halawa Hsg Kaee. |
| | 03/04/13 | | Corrected 104 TCAD errors and researched three (3) records for follow up on the FEB 27 2013 report |
| | | | Corrected city name for 101 common places from Aliamanu, Honolulu, Kaneohe, and Pearl City to Aiea |
| | | | Corrected twelve (12) common places from Hauula to Punaluu |

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

Mapping Layers Updated – March 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 | 03/25/13 -- 03/29/13 | | Corrected layer with the corrected coastline. Completed on March 29, 2013. |
| | 03/22/13 | | Edited HFD RA sort orders |
| | 03/21/13 | | Removed multiple park polygons and battalion codes in preparation for the TriTech CAD upgrade. |
| | 03/07/13 | | Ran topology to identify gaps and overlaps. Made minor corrections as needed. |
| | | | Added metadata to new HFD Response Areas layer |
| | 03/04/13 | | Made adjustments to Engines 5 and 12 |
| | 03/01/13 | | Corrected boundaries for Engine 41 (Mililani Mauka), Engine 42 (Waikele), and Engine 43 (East Kapolei) |
| MSAG Communities (aka Towns) | | | |
| | 03/19/13 | | Modified boundary of Makua |
| | 03/13/13 | | Edited boundary of NCTAMS PAC |
| | 03/11/13 | | Minor correction to the border of Aiea and Camp Smith |
| Medic Beats | 03/29/13 | | Validated the Medic Response Areas topology -- marked three (3) errors as an exception and corrected one (1) overlap |
| | 03/28/13 | | Deleted the original Medic Response Areas feature class and created a new feature class with the corrected Medic Response Areas containing the updated coastlines. |
| | 03/26/13 -- 03/27/13 | | Corrected Medic Response Areas for Hawaii Kai, Wailupe, Honolulu, Aiea, Waipio, Wahiawa, Waipahu, Ewa Beach, Makakilo, Nanakuli, Waianae, Waialua, Kahuku, Kaneohe, Kailua and Waimanalo based off of the updated coastline layer. |
| | 03/01/13 -- 03/26/13 | | Performed spatial re-alignment of the Kahuku, Waialua, Waianae, Nanakuli, Makakilo, Ewa Beach, Waipahu, Waipio, Aiea, Honolulu, Wailupe, and Hawaii Kai coastline using the 2010 Pictometry. Completed spatial re-alignment on March 26, 2013. |

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

Mapping Layers Updated – March 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) | | | |
| Net_Junctions | 03/26/13 | | Populated the updated MSAG Community attributes for HPD PMT |
| | 03/11/13 | | Populated the city field with the new MSAG Community updates which correspond to the same updates made to the Street Centerlines data provided to HPD in the March 18, 2013 deliverable |
| Street Centerlines | 03/25/13 | | Snapped Kamakila to Renton Rd intersection |
| | 03/21/13 | | Corrected street ranges for Kam Hwy on Kipapa Bridge. Split segments at the MSAG Community boundary. |
| | 03/20/13 | | Spatially corrected street segments of Farrington Hwy toward Kaena Point |
| | 03/18/13 | | Corrected MSAG Community name for streets in the new MSAG Community of Makaha. Split Kaulawaha Rd at the MSAG Community boundary. |
| | 03/14/13 | | Extended Ala Puumalu street segment to correct geocoding errors |
| | | | Split E H1 FWY, W H1 FWY, and E Moanalua FWY segments at the Police Beat boundaries |
| | | | Corrected gaps on Moanalua Rd in Pearl City and on Arizona Rd in Halsey T. Corrected ranges on Beach Walk in order to correct an error identified in the TCAD report. |
| | 03/13/13 | | Created an ingress segment on Halawa Valley St in order to resolve geocoding and addressing discrepancies with the DOT Halawa Field Ofc. |
| | 03/12/13 | | Updated the MSAG Community attributes for street segments in the Kahuku RNG MSAG community |
| | 03/11/13 | | Made corrections to Koolau Rd in Punaluu. Spatially corrected the endpoint for the south section, split the segment at the intersection of Koolau and Puhuli St, delete ID 500040 and 33694, and split Kam Hwy segment to connect the intersection. |
| | | | Flipped segment of Bougainville that was a one-way street and corrected the one-way codes in the attributes to reflect the update |
| | 03/07/13 | | Flipped odd and even street ranges on Makaai St which was drawn correctly but attributed incorrectly. |
| | 03/06/13 -- 03/08/13 | | Populated the new City Codes. Added new County and State Codes to the attributes. Populated the new EMS Response Area information to the attributes. These actions are in support of the TriTech CAD upgrade. |
| | 03/01/13 -- 03/04/13 | | Corrected MSAG Community names in Punaluu. Corrected MSAG Community name and flipped segments on Radford Dr. |

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

Mapping Layers Updated – March 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) | | | |
| WSP Cell Towers | | | |
| | 03/25/13 | | T-Mobile Annual Audit |
| | | | Per AT&T Mobility CRS |
| | 03/22/13 | | Per VZW CRS |
| | 03/20/13 | | Corrected Community Name for Sprint towers |
| | 03/05/13 | | Per AT&T Mobility CRS |
| | | | Per VZW CRS |
| | | | Nextel Annual Audit |
| 03/04/13 | | Per VZW CRS | |
| 03/01/13 | | Sprint Annual Audit | |
| SPECIAL REQUESTS | | | |
| Tow Jurisdictions | | | |
| | | | |

Current Month GIS Activities – March 2013

- 03/11/13 -- Akimeka updated its spreadsheet list of all common places that need to be verified by GPS and added to the Master Common Places feature class.
- 03/18/13
- 03/15/13 Akimeka reviewed the GIS Corrections Master MAR 11 2013 report and inputted dates into the spreadsheet to identify when errors were corrected and clarified pending corrections as "To Be Announced" (TBA).

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 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. On March 6, 2013, a conference call was held among TriTech (Chuck Alexander), HFD CAD Administrator (Jon Sakamoto), and Akimeka to discuss TriTech's CAD system upgrade project.
 - a. During the conference call, Akimeka provided a status update on the progress with the HFD Response Areas, the EMS Response Areas and the Street Centerlines. Akimeka also reported that the HFD Response Areas boundaries will be reviewed at the meeting scheduled for March 7, 2013. Depending on the approval process, Akimeka may be able to send the "as is" copy of the layer to TriTech on March 8, 2013 excluding the final coastline corrections.
 - b. It was agreed that:
 - 1) Akimeka will send TriTech the latest copy of the Street Centerlines data on March 8, 2013, along with the new City Codes and the new HFD Response Areas, pending approval.
 - 2) Akimeka will submit the corrected coastlines to TriTech to load into the new CAD system once the coastline correction project is completed.
2. On March 7, 2013, the scheduled meeting between Akimeka and HFD (Battalion Chief Tejada, Geoff Shon, Shawn Kuratani, Jon Sakamoto, and Mike Ito) was held to review the progress with the new HFD Response Areas layer and associated boundaries created based on the written policies and procedures provided to Akimeka for the Engine Companies and to request approval for the land boundaries.
 - a. The boundaries were reviewed in detail and approved, as is. A follow-up meeting will be scheduled to review the final boundaries after the coastline corrections are completed.
 - b. Mike Ito from HFD, responsible for HFD statistics, mentioned that this layer would be a significant improvement since it is based on Engine Company and the written descriptions.
3. On March 8, 2013, as agreed and committed to, Akimeka delivered updated Street Centerlines data containing the new City Codes, County Codes, State Codes, HFD Response Area Codes and EMS Response Area Codes. Akimeka also delivered the "as is" HFD Response Areas layer and EMS Response Areas layer and a list of the new City Codes for TriTech to use to build in the delta tables.

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

GIS Data Requirements for TriTech CAD Systems (continued)

HFD Response Areas (continued)

4. On March 20, 2013, Akimeka met with Chuck Alexander from TriTech to review the “as is” Response Areas layers. While loading the new Response Areas layers into the TriTech CAD system and creating the delta tables, the TriTech CAD system identified a few minor errors as a result.

Subsequent to the meeting, Akimeka corrected the minor errors below and continued to prepare the new Response Areas layers accordingly.

- a. Invalid Battalion Codes for the Engine Companies with multiple battalions
 - 1) Solution: Remove the second battalion number from the attributes since it only requires one.
- b. Sort Orders
 - 1) Solution: Required applying sort orders for some of the Engine Boundaries since not all of the boundaries touch the water and interior borders exist.
- c. More than one external ring, which means that the CAD system does not accept small outer islands)
 - 1) Solution: Remove the small outer islands since they were included within the water response.

EMS Response Areas

1. During the conference call with TriTech on March 6, 2013, Chuck Alexander mentioned that he had a chance to review the “as is” EMS Response Areas layer and it looks good.
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.

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

Coastline Correction Project

Response Area Coastlines

1. During the months 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.
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. During March 2013, Akimeka was able to successfully complete all of Oahu's coastline corrections for the Coastline layer.
 - a. On March 29, 2013, the corrected Coastlines were appended to the HFD Response Areas layer and the EMS Response Areas layer. Approval from HFD and HPD PMT is required before Akimeka submits the final layers to TriTech for their CAD upgrade and implementation.
5. The spatially corrected coastlines will be appended to the Police Response Areas (Beats) layer during the month of April 2013.

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.

On March 5, 2013, Akimeka met with HPD PMT, as requested, to observe the ATM update of Akimeka's updated GIS data. During the meeting, HPD PMT had an issue identifying the correct path in order to locate the updated GIS data within the ATM configuration. After Motorola was contacted to assist in identifying the set up, HPD PMT was able to successfully update the ATM with the updated GIS data.

Oahu Civilian E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

HPD CAD System GIS Data Uploads (continued)

Process Development and Validation (continued)

On March 8, 2013, Akimeka met with HPD PMT to observe the GIS Data upload and geoprocessing of the data to the Motorola CAD system. The objective was to review the documented process from the last update and make any additions or modifications as needed. HPD PMT successfully:

1. Copied data from Akimeka's ftp site
2. Backed up all data and replaced with updates
3. Created new network
4. Ran geoprocessing

On March 11, 2013, Akimeka met with HPD PMT to continue to observe the GIS data upload process. HPD PMT successfully:

1. Processed the Street Centerlines, Common Place Name, and Net_Junctions
2. Ran the Street Check Utility
3. Ran GCi process
4. Loaded data to the Training CAD
5. Pulled reports generated during the upload process

Within a 30-day period, HPD PMT has achieved its self imposed goal of processing and uploading newly delivered GIS data to the CAD system within one week of its scheduled delivery. By achieving this goal, HPD PMT has provided the HPD dispatchers with updated and accurate 9-1-1 GIS data, every two weeks, to assist in their dispatch and response operations.

Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- PSAP Operations

9-1-1 Call Volume – March 2013

| PSAP | Total | Wireline | % | Wireless | % |
|-------------|-------|----------|-------|----------|-------|
| MAUI (*) | 8,484 | 2,668 | 31.4% | 5,816 | 68.6% |
| MOLOKAI | 339 | 189 | 55.8% | 150 | 44.2% |
| MAUI COUNTY | 8,823 | 2,857 | 32.4% | 5,966 | 67.6% |

(*) 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 | | | | | | | |
|------------|--------|------------------------------|-------------------------------|------------|-------------------------------|------------|-----------------|------------|----------------------|
| | | 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 | 8,484 | 2,668 | 31.4% | 5,816 | 68.6% | 0 | 0.0% | 1,374 | 16.2% |
| February* | 6,797 | 2,093 | 30.8% | 4,703 | 69.2% | 1 | 0.0% | 1,146 | 16.9% |
| January | 8,459 | 2,690 | 31.8% | 5,768 | 68.2% | 1 | 0.0% | 1,240 | 14.7% |
| TOTAL YTD | 23,740 | 7,451 | 31.4% | 16,287 | 68.6% | 2 | 0.0% | 3,760 | 15.8% |
| AVG PER MO | 7,913 | 2,484 | | 5,429 | | 1 | | 1,253 | |

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

Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 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 | 339 | 189 | 55.8% | 150 | 44.2% | 0 | 0.0% | 58 | 17.1% |
| February | 213 | 140 | 65.7% | 73 | 34.3% | 0 | 0.0% | 24 | 11.3% |
| January | 262 | 147 | 56.1% | 115 | 43.9% | 0 | 0.0% | 39 | 14.9% |
| TOTAL YTD | 814 | 476 | 58.5% | 338 | 41.5% | 0 | 0.0% | 121 | 14.9% |
| AVG PER MO | 271 | 159 | | 113 | | 0 | | 40 | |

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 – March 2013

| Date | WSP | Island | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|----------|------------------|---------|--------------|----------------|--------------------------|----------------|
| 03/13/13 | Verizon Wireless | Molokai | 1 | 3 | Molokai PSAP/ Akimeka | Pass |

Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

Current Month PSAP Operations Activities – March 2013

| | |
|--|---|
| Weekly (Every Friday) | All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were cancelled except for the March 15, 2013 conference call. There has been no significant updates provided. |
| 03/04/13 -- In Progress | Akimeka completed its validation and identified updates to Sprint/Nextel. Confirmation of the updates by Sprint/Nextel are still pending. |
| 03/04/13 -- 03/08/13 | Ms. Whitney Maxfield from Intrado met with the Maui/Molokai PSAPs to observe their dispatch center operations and review the configuration needs for the upcoming Intrado Viper deployment. |
| Bi-monthly Conference Call with Intrado | <p>The March 7, 2013 conference call was held as scheduled and the March 21, 2013 conference call was re-scheduled to March 27, 2013. Items that were discussed:</p> <ul style="list-style-type: none"> ▪ Maui/Molokai electrical work at the Maui Dispatch Center ▪ The migration of the Maui and Molokai PSAP to be completely separated since the Molokai PSAP (Dispatch Center) will be moving to a new location at the Fire station; targeted for implementation by December 31, 2013. |
| 03/21/13 | T-Mobile has committed to provide updated and current Call Routing Spreadsheets (CRSs) of only existing towers for the State of Hawaii by April 12, 2013. |
| 03/27/13 -- 03/29/13 | On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Verizon Wireless on March 27, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on March 29, 2013 and is under validation review by Akimeka. |
| 03/27/13 | <p>The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on March 27, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Level 3 Communications request for testing, billing issues and an overview of the "9-1-1 Goes to Washington" trip to Washington, D.C.</p> <p>Maui County provided an update with regards to Telecommunications Week -- April 14 - 20, 2013 and the move of the Molokai PSAP to the new Fire station location.</p> |

Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of March 31, 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 – 03/31/13) – No further updates.

Maui County E9-1-1 Status Report March 1, 2013 – March 31, 2013

- MSAG

Current Month – March 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 |
| MAUI COUNTY | 120 | 35 | 6 | 1 | 14 | 14 | 0 | 33 | 79 | 6 | 28 | 11 | 0 | 0 |

Revised categories and report format changes effective May 2012.

During the month of March 2013, thirty-five (35) 9-1-1Net requests were completed relating to the Maui County MSAG database, with thirty three (33) customer ANI/ALI records updated as a direct result. Seventy-nine (79) TN CR and six (6) 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-eight (28) TN CRs and eleven (11) ALI-DRs in Referred status as of March 31, 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 are no records in Suspended status as of March 31, 2013.

Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 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 | | | | | |
| 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) | TN CR | ALI-DR | # of Transactions | TNs Affected |
| December | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | |
| March | 120 | 35 | 6 | 1 | 14 | 14 | 0 | 33 | 79 | 6 | 28 | 11 | 0 | |
| February | 44 | 39 | 9 | 1 | 17 | 12 | 0 | 44 | 5 | 0 | 29 | 11 | 1 | |
| January | 63 | 61 | 11 | 0 | 43 | 6 | 1 | 405 | 2 | 0 | 52 | 18 | 0 | |
| TOTAL YTD | 227 | 135 | 26 | 2 | 74 | 32 | 1 | 482 | 86 | 6 | | | | |
| AVG PER MO | 76 | 45 | 9 | 1 | 25 | 11 | 0 | 161 | 29 | 2 | | | | |
| (*) Applies to Change Request Category Only | | | | | | | | | | | | | | |

(*) 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

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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 | 03/29/13 | | Added one (1) address from the DSA Address layer. This is an ongoing project. |
| | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Maui | 03/25/12 -- 03/29/13 | | Added five (5) addresses received from DSA. Removed one (1) common place name as requested by Maui Dispatch. |
| | Molokai | 03/15/13 | | Added new address received from DSA |
| | Maui/Molokai | | 03/13/13 | |
| | Maui | 03/08/13 -- 03/12/13 | | Added five (5) addresses received from DSA. Added two (2) common place names and corrected three (3) common place names as requested by Maui Dispatch |
| | Molokai | 03/04/13 | | Added one (1) address received from DSA |
| | Maui | 03/04/13 | | Added sixty (60) addresses from the DSA Address layer. This is an ongoing project. |
| Emergency Callboxes | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Fire Beats | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Fire Districts | | | | |
| Fire Response Areas | | | | |
| Fire Stations | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Major Roads | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| MSAG Address Points (aka Pseudo Address Points) | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| MSAG Communities (aka Towns) | | | | |
| | Maui | 03/04/13 | | Corrected topology errors |

(*) 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

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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) | | | | |
| Medic Beats | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Medic Districts | | | | |
| | | | | |
| Medic Response Areas | | | | |
| | | | | |
| Medic Stations | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Milepost Markers | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Points of Interest | Maui | 03/29/13 | | Added Salvation Army Thrift Store as requested by Maui Dispatch |
| | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Maui/Molokai | | 03/13/13 | |
| | Maui | 03/12/13 | | Added Tavares Bay as requested by Maui Dispatch |
| | Molokai | | | |
| | Maui | 03/11/13 | | Separated from overlapping Lodging points. Also added Maui Preparatory Academy. |
| Police Beats | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Police Districts | | | | |
| | | | | |
| Police Response Areas | | | | |
| | | | | |
| | | | | |
| Police Stations | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Schools | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Street Centerlines | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Maui | 03/27/13 | | Extended range to accommodate newly assigned address |
| | Maui/Molokai | | 03/13/13 | |
| | Maui | 03/12/13 | | Extended range for Aina Mahiai St, Kaanapali to fit a new address |
| | Maui | 03/04/13 | | Extended range for Wailea Pl, Wailea |

(*) 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

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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) | | | | |
| Trails | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| WSP Cell Towers | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Maui/Molokai | | 03/13/13 | |
| | Maui | 03/04/13 | | Nextel Annual Audit |
| | Maui | 03/01/13 | | Sprint Annual Audit |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically) | | | | |
| Building Footprints | Maui | 03/06/13 -- 03/27/13 | | Adjusted building footprints. This is an ongoing project. |
| Churches | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Gas Stations | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Food & Beverage | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Hospitals | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Lodging | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Maui/Molokai | | 03/13/13 | |
| | Maui | 03/11/13 | | |
| Medical Facilities | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Parcels | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Molokai | 03/13/13 | | Updated according to new County Parcels layer. This is an ongoing project. |
| | Maui | 03/04/13 -- 03/28/13 | | Updated according to new County Parcels layer. This is an ongoing project. |

(*) 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

March 1, 2013 – March 31, 2013

• Mapping Layers Updated/Loaded Into GIS – March 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) | | | | |
| Parks (Includes National Parks) | | | | |
| | | | | |
| | | | | |
| Park Polygon | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Post Offices | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Subdivisions | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically) | | | | |
| Airports | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Bridges | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Coastline | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Coastal Names | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| | Maui/Molokai | | 03/13/13 | |
| | Maui | 03/12/13 | | Added Tavares Bay |
| | Molokai | | | |
| | Maui/Molokai | 03/11/13 | | |
| Emergency Operation Centers (EOC) | | | | |
| | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Emergency Shelters | | | | |
| Government Buildings | | | | |
| | | | | |
| | | | | |

(*) 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

March 1, 2013 – March 31, 2013

• Mapping Layers Updated/Loaded Into GIS – March 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) | | | | |
| Harbors | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Helipads | | | | |
| Hydrology Layers | | | | |
| - Dams | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| - Ponds | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| - Streams (Includes Rivers) | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| - Waterfalls | | | | |
| Ocean Rescue Boundaries | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Ocean Safety (Includes Lifeguard Stands) | | | | |
| Tsunami Evacuation Zones | | | | |
| Tsunami Heights | | | | |
| United States National Grid (50K) | | | | |
| United States National Grid (500K) | | | | |
| Waste Water Plants | | | | |
| SPECIAL REQUESTS | | | | |
| Gate Codes | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| HCS Monsanto Fields | Maui | | 03/27/13 | Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. |
| Tow Jurisdictions | | | | |

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 March 1, 2013 – March 31, 2013

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

Current Month GIS Activities – March 2013

03/27/13 -- Akimeka prepared and pushed data for an Intergraph CAD map push with the
03/28/13 following data: Address Points, Coastal Names, Lodging, Street Centerlines, WSP
Cell Towers, and the Common Place Lookup Table.

- **Service Requests Transactions**

Open Service Requests – March 2013 (February 27, 2013 – March 27, 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

March 1, 2013 – March 31, 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 | 7 | 7 | 0 | 3 | 3 | 4 | 4 | 0 | 0 | 0 | 0 |
| 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 | 10 | 11 | 0 | 7 | 7 | 4 | 4 | 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 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 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 |

Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 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 Maui County in March 2013.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,669** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on March 24, 2013 for Maui 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 March 24, 2013 | |
|--|-------|------------------------------|-------|
| | | 9-1-1 MSAG Dated 03-01-13 | |
| | | # of Records | % |
| Total 9-1-1 MSAG Records Reviewed | | 2,669 | |
| Less: 9-1-1 MSAG Exception Records | (1) | 60 | 2.2% |
| Net 9-1-1 MSAG Records Eligible for Comparison | | 2,609 | |
| Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required) | | 2,595 | 99.5% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required | (2) | 6 | 0.2% |
| 9-1-1 MSAG Record With No GIS Record | (3) | 8 | 0.3% |
| Total 9-1-1 MSAG Records No Match | | 14 | 0.5% |

Objective: NENA Recommended Match Rate = 98%

Maui County E9-1-1 Status Report March 1, 2013 – March 31, 2013

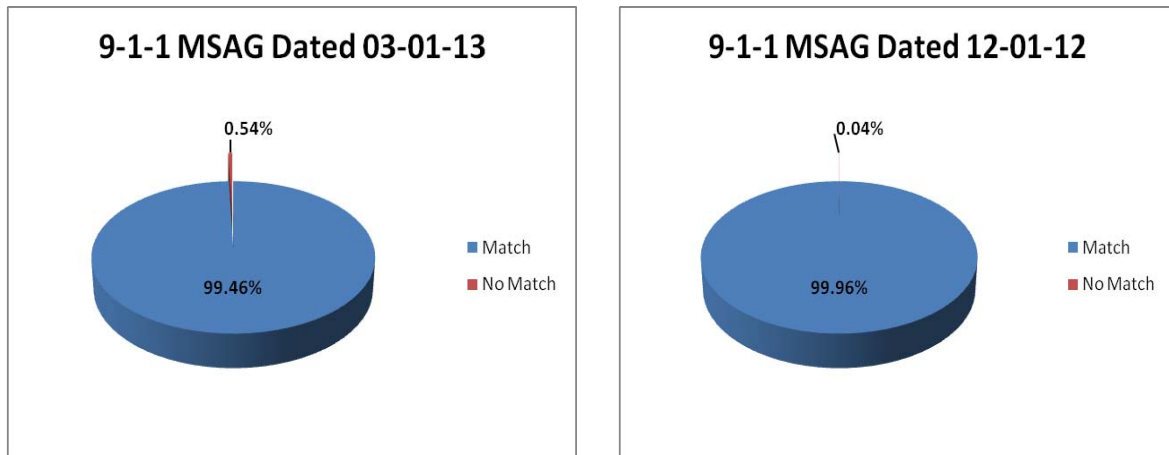
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2013 (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 – March 1, 2013 vs. December 1, 2012 MSAG



Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant from 99.96% as of December 1, 2012 to 99.46% as of March 1, 2013

Maui County E9-1-1 Status Report March 1, 2013 – March 31, 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 – March 1, 2013 vs. December 1, 2012 MSAG (continued)

- ❖ “MSAG - GIS Minor Corrections” increased from 1 to 6 from December 2012 to March 2013 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record and these records have been corrected.
- ❖ “MSAG Record With No GIS Record” increased from 0 to 8 from December 2012 to March 2013 respectively. These MSAG records were discovered and corrected in 9-1-1Net.
- ❖ “GIS Record With Minor Corrections” remain with one (1) record.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Maui County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Maui County and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are “known” invalid streets and address ranges. Results of the data provided are as follows:

| ESN | Island | # of Invalid MSAG Records |
|--------------------------|------------|---------------------------|
| | | As of March 2013 |
| 399 | Maui/Lanai | 110 |
| 359 | Molokai | 257 |
| Total Maui County | | 367 |

These invalid MSAG records represent **12.1%** of the Total MSAG records for Maui County. The individual ALI records associated with these records are provided below.

Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

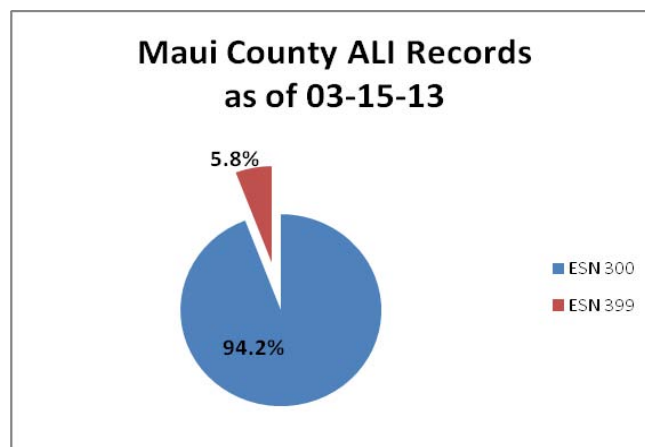
Maui County E9-1-1 Status Report

March 1, 2013 – March 31, 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 Maui County. As of March 15, 2013, **4,765** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **5.8%** of Maui County's total ALI records, require research and corrective action, if needed.



The total number of ALI records remains relatively consistent.

The number of ESN 359/399 records decreased from 5,420 to 4,765 (12.1%) from December 2012 to March 2013 respectively. The decrease in ESN 399 records reflects the work that Akimeka has done since the last database synchronization in December 2012. Extensive research has gone into verifying the invalid TN locations against current County data resulting in a slight decrease in ESN 359/399 records. Several TNs have also been deleted from the MSAG database as the Telco discovers that they are no longer in service. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

ESN 359/399 is a "valid" MSAG record; however, simultaneously it represents a "known" invalid MSAG address. ESN 359/399 is utilized to provide a path for 9-1-1 calls to allow the voice portion of the 9-1-1 call to still be routed to the PSAP with the understanding that the address information presented was an invalid address/location and that a "No Record Found" condition 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 359/399 MSAG records to a valid Maui County ESN and valid MSAG address.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations

9-1-1 Call Volume – March 2013

| PSAP | Total | Wireline/ VoIP | % | Wireless | % |
|------------|--------|-------------------|-------|----------|-------|
| HAWAII (*) | 11,586 | 3,649 | 31.6% | 7,909 | 68.4% |

(*) 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 | 11,586 | 3,649 | 31.6% | 7,909 | 68.4% | 28 | 0.2% | N/A | N/A | N/A | N/A |
| 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 | 33,270 | 10,726 | 32.3% | 22,449 | 67.7% | 95 | 0.3% | N/A | N/A | N/A | N/A |
| AVG PER MO | 11,090 | 3,575 | | 7,483 | | 32 | | 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

March 1, 2013 – March 31, 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 | 2,256 | 954 | 42.9% | 26.1% | 1,268 | 57.1% | 16.0% | 33 | 1.5% | N/A | N/A | N/A | N/A |
| 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 | 2,426 | 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 | 6,815 | 2,958 | 43.9% | 27.6% | 3,774 | 56.1% | 16.8% | 83 | 1.2% | N/A | N/A | N/A | N/A |
| AVG PER MO | 2,272 | 986 | | | 1,258 | | | 28 | | 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

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

Wireless Test – March 2013

| Date | WSP | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|----------|---------------|--------------|----------------|--------------------------|----------------|
| 03/28/13 | AT&T Mobility | 4 | 15 | Hawai'i PSAP/ Akimeka | Pass |
| 03/28/13 | AT&T Mobility | 2 | 12 | Hawai'i PSAP/ Akimeka | Fail |

Current Month PSAP Operations Activities – March 2013

- | | |
|--|--|
| Weekly (Every Friday) | All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were cancelled except for the March 15, 2013 conference call. There were no significant updates provided. |
| 03/01/13 | Ms Whitney Maxfield from Intrado met with the County of Hawai'i Primary PSAP (Police) to complete her observation of their dispatch center operations and finalize the configuration needs for the upcoming Intrado Viper deployment. |
| 03/04/13 -- In Progress | Akimeka completed its validation and identified updates to Sprint/Nextel. Confirmations of the updates by Sprint/Nextel are still pending. |
| Bi-monthly Conference Call with Intrado | <p>The March 14, 2013 conference call was cancelled. The March 28, 2013 conference call was convened as scheduled. Items discussed were:</p> <ul style="list-style-type: none"> ▪ Electrical needs for the Secondary PSAP -- County of Hawai'i Fire. Deputy Chief Glenn Honda requested a diagram of the Intrado Viper installation with the electrical needs per position. ▪ Equipment installation for both PSAPs (Police and Fire) is tentatively scheduled for June 25 - July 5, 2013 with July 9, 2013 as the final date. There will be a team of two (2) technicians scheduled (Hawaiian Telcom and Intrado) to be on-site for the installation. All power needs will need to be completed before the start of the installation. |
| 03/21/13 | T-Mobile has committed to provide updated and current Call Routing Spreadsheets (CRSs) of only existing towers for the State of Hawaii by April 12, 2013. |
| 03/27/13 -- 03/29/13 | On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Verizon Wireless on March 27, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on March 29, 2013 and is under validation review by Akimeka. |

Hawai'i County E9-1-1 Status Report March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

Current Month PSAP Operations Activities – March 2013 (continued)

03/27/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on March 27, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Level 3 Communications request for testing, billing issues and an overview of the "9-1-1 Goes to Washington" trip to Washington, D.C.

Hawaii County provided an update with regards to Merry Monarch festival, Telecommunications Week -- April 14 - 20, 2013, PSAP manpower levels, and continued Solacom issues.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of March 31, 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 – 03/31/13) – No further updates.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 six (6) trouble reports in the month of March 2013. As of March 31, 2013, a total of **430** trouble reports have been documented since the conversion as follows:

| Trouble Category | # of Trouble Reports | | | | Total Trouble Reports to Date |
|---|--------------------------|--------------|---------------|------------|-------------------------------|
| | February - December 2012 | January 2013 | February 2013 | March 2013 | |
| Audio Issues | 178 | 1 | 0 | 1 | 180 |
| No ANI/ALI Transferring to the CAD | 50 | 0 | 0 | 0 | 50 |
| Feature Not Working and Screen Problems | 39 | 0 | 8 | 2 | 49 |
| Ringback Issues -- Inability to Callback 9-1-1 Callers | 13 | 1 | 0 | 0 | 14 |
| Transfer Issues to Secondary PSAP (Fire) | 9 | 0 | 0 | 0 | 9 |
| Transfer Issues Between Hawaii and Maui PSAP | 6 | 0 | 0 | 0 | 6 |
| Call History Not Complete or Available | 6 | 0 | 0 | 0 | 6 |
| Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.) | 97 | 13 | 3 | 3 | 116 |
| Total Trouble Reports | 398 | 15 | 11 | 6 | 430 |

Of the 430 reported troubles, feedback and/or resolution has been received on 172 (40.0%) of the trouble reports.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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.

All of the weekly conference calls were cancelled except for the March 15, 2013 conference call. There were no significant updates provided.

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 March 31, 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 March 31, 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.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

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

2. Inability to Ringback 9-1-1 Callers (continued)

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.

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

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 March 31, 2013, the 5-second delay is still removed and the PSAP continues to monitor the delay in the delivery of the ANI/ALI.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 March 31, 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

March 1, 2013 – March 31, 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 March 31, 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

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 March 31, 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.

No further information could be located and the report was closed but will continue to be monitored.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 March 31, 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

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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.

There have been no further incidents reported as of March 31, 2013 however the situation will continue to be monitored.

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 March 31, 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

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 March 31, 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

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

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

15. 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 Hawai'i 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. The following action is being taken:

- 1) Removal of the five (5) second delay. This feature was mainly for Wireless calls to allow for the initial delivery of Wireless Phase II (WPH II) information. Unfortunately, the removal of the delay did not improve the results. Abnormal time needed to paint the screen continues.
- 2) Restart the affected position.

Hawai'i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of March 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 bided” 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.

In March 2013, there were six (6) miscellaneous reports:

- 1) Audio Issue – On March 11, 2013, the Kona 9-1-1 position reported trouble when talking on the administrative telephone system, whereby the audio of the Police radio was lost. The trouble was reported to HTI and a HTI technician responded on March 13, 2013 to check the integrity of the connections. The trouble is still under investigation by the Police department radio technicians and HTI.
- 2) Feature – On March 28, 2013, the supervisor, call taker, and screener positions reported the lost of the audio notification for calls that are entered in queue waiting to be answered. The trouble was reported to HTI and the PSAP was instructed to re-boot the call taker position. The re-boot solution fixed the problem and the audio notification feature was restored on all positions.
- 3) Feature – On March 3, 2013, the County of Hawai'i Fire Position 2 reported to the HTI NOC that multiple ALI re-bids were automatically occurring at the position while on a 9-1-1 call. HTI's response was that the initial call taker at the Primary PSAP (Police) tried to re-bid three (3) times without success prior to transferring the call to the Secondary PSAP (Fire). The re-bids then occurred at the Secondary PSAP (Fire) as the 9-1-1 call was being handled.
- 4) Other – On March 25, 2013, the County of Hawai'i Fire Position 1 received a connection error on their screen indicating that local area connection to the network cable was unplugged. HTI was notified and the PSAP was instructed to re-boot the position. The position was re-booted which cleared the error message.
- 5) Other – On March 15, 2013, the County of Hawai'i Fire Position 3 reported that while on a 9-1-1 call, the same call was answered later by the dispatcher on Fire Position 2 as the same call rang at another position, after the 9-1-1 call had already been answered by Position 3. The trouble was reported to HTI and the PSAP is still waiting on a response.

Hawai`i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

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

19. Miscellaneous Trouble Reports (continued)

- 6) Other – On March 25, 2013, the County of Hawai`i Fire Position 3 reported that the icon of a 9-1-1 call trunk line did not release from the position when the initial 9-1-1 call was completed. The trouble was reported to HTI and the trunk was released internally by HTI.

The continued trouble with the Solacom system has negatively impacted the County of Hawai`i's PSAP operations. As such, the County of Hawai`i PSAPs are concerned with the ongoing maintenance level that can be expected from Solacom and HTI while the County of Hawai`i is still operating on the Solacom system.

• MSAG

Current Month – March 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 |
| HAWAII | 153 | 91 | 6 | 1 | 79 | 5 | 0 | 82 | 59 | 3 | 190 | 9 | 0 | 0 |

Revised categories and report format changes effective May 2012.

Revised categories and report format changes effective May 2012.

During the month of March 2013, ninety-one (91) 9-1-1Net requests were completed relating to the MSAG database, with 82 customer ANI/ALI records updated as a direct result. Fifty-nine (59) TN CR and three (3) 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 190 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 March 31, 2013.

Hawai`i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• MSAG (continued)

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 | | | | | |
| 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) | TN CR | ALI-DR | # of Transactions | TNs Affected |
| December | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | |
| March | 153 | 91 | 6 | 1 | 79 | 5 | 0 | 82 | 59 | 3 | 190 | 9 | 0 | 0 |
| 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 | 567 | 415 | 182 | 19 | 166 | 43 | 5 | 3,145 | 141 | 11 | | | | |
| AVG PER MO | 189 | 138 | 61 | 6 | 55 | 14 | 2 | 1,048 | 47 | 4 | | | | |
| (*) Applies to Change Request Category Only | | | | | | | | | | | | | | |

(*) 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

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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 | | 03/12/13 | |
| | 03/11/13 -- 03/12/13 | | Monthly update on Address Points |
| 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

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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 | | 03/12/13 | |
| | 03/11/13 -- 03/12/13 | | Monthly update on Street Centerlines |
| Trails | | | |
| WSP Cell Towers | 03/29/13 | 03/26/13 | VZW Annual Audit |
| | 03/22/13 | | T-Mobile Annual Audit |
| | | 03/12/13 | |
| | 03/04/13 -- 03/08/13 | | Per AT&T Mobility CRS |
| | 03/04/13 | | Nextel Annual Audit |
| | 03/01/13 | | Sprint Annual Audit |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically) | | | |
| Churches | | | |
| Gas Stations | | | |
| Food & Beverage | | | |
| Hospitals | | | |
| 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 | | | |
| | | | |
| 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.

Hawai`i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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 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 | | | |
| | | | |
| 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.

Hawai`i County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

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

| | |
|-------|--|
| 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 **March 12, 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 | 117 | |
| # of Addresses Removed | 2 | |
| # of Street Segment Range Changes | | 31 |
| # of Street Segment Name Changes | | 2 |
| # of Address Street Name Changes | 16 | |
| # of Address Street Number Changes | 29 | |

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

March 1, 2013 – March 31, 2013

- Service Requests Transactions

Open Service Requests – March 2013 (February 26, 2013 – March 27, 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> <p>TNs are still in "Referred" status as of March 31, 2013.</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 March 31, 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 March 31, 2013.</p> |
| 4 | 03/21/13 | 560 | <u>Incorrect Address:</u> TN= (808) 969-1024 | MSAG - ANI/ALI Discrepancy | Normal | <p>Hawaii County Planning changed the addresses on this segment of Hawaii Belt Rd approximately one year ago. Hawaii County Planning will send another letter to the owner/occupant to notify them of the address change.</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

March 1, 2013 – March 31, 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 | 4 | 4 | 4 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 |
| 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 | 14 | 11 | 4 | 0 | 0 | 15 | 11 | 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 |

Kauai County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• PSAP Operations

9-1-1 Call Volume – March 2013

| PSAP | Total | Wireline | % | Wireless | % |
|-------|-------|----------|-------|----------|-------|
| KAUAI | 3,356 | 1,091 | 32.6% | 2,257 | 67.4% |

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 | 3,356 | 1,091 | 32.6% | 2,257 | 67.4% | 8 | 0.2% | 800 | 23.8% |
| 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 | 9,450 | 3,028 | 32.1% | 6,401 | 67.9% | 21 | 0.2% | 2,099 | 22.2% |
| AVG PER MO | 3,150 | 1,009 | | 2,134 | | 7 | | 700 | |

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

March 1, 2013 – March 31, 2013

• PSAP Operations (continued)

Wireless Test – March 2013

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

Current Month PSAP Operations Activities – March 2013

| | |
|--|---|
| Weekly (Every Friday) | All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were cancelled except for the March 15, 2013 conference call. There were no significant updates provided. |
| 03/04/13 -- In Progress | Akimeka completed its validation and identified updates to Sprint/Nextel. Confirmations of the updates by Sprint/Nextel are still pending. |
| 03/11/13 -- 03/13/13 | Ms. Whitney Maxfield from Intrado met with the County of Kauai PSAP to observe their dispatch center operations and review the configuration needs for the upcoming Intrado Viper deployment. |
| Bi-monthly Conference Call with Intrado | The bi-monthly conference calls were cancelled. The March 11, 2013 conference call was cancelled due to Intrado's on-site visit by Ms. Whitney Maxfield. The March 25, 2013 conference call was cancelled since there were no updates to discuss. |
| 03/12/13 -- 03/15/13 | The Kauai County PSAP lost Plant/CML connectivity on March 12, 2013 at approximately 8:00 p.m. (HST). All 9-1-1 traffic was re-routed to the backup telephones. Connectivity was restored on March 13, 2013 at approximately 2:30 p.m. (HST). Positions 2 and 5 continued to experience trouble with the audio which was resolved by Hawaiian Telcom, Inc. (HTI) on March 15, 2013. |
| 03/21/13 | T-Mobile has committed to provide updated Call Routing Spreadsheets (CRSs) of only existing towers for the State of Hawai'i by April 12, 2013. |

Kauai County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – March 2013 (continued)

- 03/24/13 It appears that the root cause of the 9-1-1 service outage on March 12, 2013 was due to two (2) faulty DS3 cards that serve the County of Kauai PSAP. These DS3 cards are located in Kapolei and Ko`olina on the island of Oahu.
- As such, replacement of the two (2) faulty DS3 cards was scheduled during the maintenance window on March 24, 2013 beginning at 10:00 p.m. (HST). The change-out was completed with no reported issues. This situation will be monitored to ensure that the newly replaced DS3 cards are functioning properly.
- 03/27/13 -- On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to Verizon
03/29/13 Wireless on March 27, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on March 29, 2013 and is under validation review by Akimeka.
- 03/27/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on March 27, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes, Level 3 Communications request for testing, billing issues and an overview of the "9-1-1 Goes to Washington" trip to Washington, D.C.
- Kauai County provided an update with regards to weather conditions leading to a bridge closure, Telecommunications Week -- April 14 - 20, 2013, and PSAP manpower levels.

Kauai County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of March 31, 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 – 03/31/13) – No further updates.

Kauai County E9-1-1 Status Report March 1, 2013 – March 31, 2013

• MSAG

Current Month – March 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 | 480 | 17 | 2 | 0 | 10 | 5 | 0 | 3 | 461 | 2 | 102 | 6 | 5 | 5 |

Revised categories and report format changes effective May 2012.

During the month of March 2013, seventeen (17) 9-1-1Net requests were completed relating to the MSAG database, with three (3) customer ANI/ALI records updated as a direct result. 461 TN CR and two (2) 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 102 TN CRs and six (6) ALI-DRs in Referred status as of March 31, 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) ALI DR records in Suspended status as of March 31, 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 ALI DR 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.

These ALI DR records were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

Kauai County E9-1-1 Status Report

March 1, 2013 – March 31, 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 | | | | |
| 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) | TN CR | ALI-DR | # of Transactions | TNs Affected |
| December | | | | | | | | | | | | | | |
| November | | | | | | | | | | | | | | |
| October | | | | | | | | | | | | | | |
| September | | | | | | | | | | | | | | |
| August | | | | | | | | | | | | | | |
| July | | | | | | | | | | | | | | |
| June | | | | | | | | | | | | | | |
| May | | | | | | | | | | | | | | |
| April | | | | | | | | | | | | | | |
| March | 480 | 17 | 2 | 0 | 10 | 5 | 0 | 3 | 461 | 2 | 102 | 6 | 5 | 5 |
| 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 | 698 | 40 | 5 | 0 | 25 | 10 | 0 | 21 | 656 | 2 | | | | |
| AVG PER MO | 233 | 13 | 2 | 0 | 8 | 3 | 0 | 7 | 219 | 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. |

Kauai County E9-1-1 Status Report

March 1, 2013 – March 31, 2013

• Mapping Layers Updated/Loaded Into GIS – March 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 | | 03/14/13 | |
| | 03/07/13 | | Corrected one (1) address per SR#556 |
| Emergency Callboxes | | | |
| Fire Beats | | | |
| | 03/12/13 | | |
| Fire Districts | | | |
| | 03/12/13 | | |
| Fire Response Areas | | | |
| | 03/12/13 | | |
| Fire Stations | | 03/14/13 | |
| Incident Response Area | | | |
| | | | |
| Major Roads | | | |
| MSAG Communities (aka Towns) | | 03/14/13 | |
| | 03/04/13 | | Corrected MSAG Community topology errors |
| Medic Beats | | | |
| Medic Districts | | | |
| Medic Response Areas | | | |
| | | | |
| Medic Stations | | | |
| Milepost Markers | | | |
| Points of Interest | | | |
| Police Beats | | 03/14/13 | |
| | 03/12/13 | | |
| Police Districts | | | |
| | 03/12/13 | | |
| Police Response Areas | | 03/14/13 | |
| | 03/12/13 | | |
| Police Stations | | | |
| Schools | | | |
| Street Centerlines | | 03/28/13 | |
| | 03/15/13 | | Added ranges for Kahalawai St and Kalahiki St, Kukuiula as assigned by the Kauai County Addressing Authority |
| | 03/12/13 | 03/14/13 | |
| | 03/04/13 | | |
| 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

March 1, 2013 – March 31, 2013

- Mapping Layers Updated/Loaded Into GIS – March 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) | | | |
| | 03/22/13 | | T-Mobile Annual Audit |
| | 03/12/13 | | Per VZW CRS |
| | 03/01/13 | | Sprint Annual Audit |
| WSP Cell Towers (Points) | | | |
| | | 03/28/13 | |
| | 03/22/13 | | T-Mobile Annual Audit |
| | | 03/14/13 | |
| | 03/12/13 | | Per VZW CRS |
| | 03/04/13 | | Nextel Annual Audit |
| | 03/01/13 | | Sprint Annual Audit |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically) | | | |
| Churches | | | |
| Gas Stations | | | |
| Food & Beverage | | | |
| Hospitals | | | |
| 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

March 1, 2013 – March 31, 2013

• Mapping Layers Updated/Loaded Into GIS – March 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

March 1, 2013 – March 31, 2013

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

Current Month GIS Activities – March 2013

- 03/13/13 Akimeka prepared and uploaded the following to the Kauai GeoComm computer: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Fire Districts, Police Beats, MSAG Communities, Police Districts, and ESN layers.
- 03/27/13 Akimeka prepared and uploaded the following to the Kauai GeoComm computer: Street Centerlines, WSP Cell Sectors, and WSP Cell Towers 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 – March 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 March 13, 2013 and March 27, 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

March 1, 2013 – March 31, 2013

• Service Requests Transactions

Open Service Requests – March 2013 (February 27, 2013 – March 27, 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 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| 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 | 1 | 2 | 0 | 0 | 0 | 2 | 2 | 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 |