



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, July 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. Annual Election of Enhanced 9-1-1 Board Chair and Vice Chair
- VI. Reappointment of Committee Chairs
 - a. Finance Committee – Kiman Wong
 - b. Technical Committee – Victor Ramos
 - c. Communications Committee – Steven Schutte
- VII. Committee Updates by Committee Chairs**
 - a. Finance Committee – Kiman Wong
 - i. Review of Final FY 2013 Cash Flow & Budget Financial Report.
 - i. Others
 - b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee Update.
 - ii. Investigative Committee on NG911 Planning update
 - iii. FCC updates
 - iv. Others
 - c. Communications Committee-Steven Schutte
 - i. 2014 Investigative Legislative Committee

- ii. Others

VIII. PSAP Status Updates

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

IX. Items for Discussion, Consideration and Action

- a. New Board member status:
 - i. Mark Wong , City and County of Honolulu, Interim appointment, effective June 28, 2013.
- b. Request for approval for funding:
 - i. APCO Conference attendance(Aug2013):
 - 1. Oahu PSAP – Clement Chan - \$2,500
 - 2. Kauai PSAP
 - a. S. Kaleo Perez - \$2,326
 - b. Kathleen Langtad - \$2,326
 - c. David Miyasaki - \$2,326
 - 3. HFD/EDS CAD Upgrade
 - i. \$6,105 CAD Licensing.
 - ii. \$2,500 CAD Consulting
 - iii. The funding for the two items expired at the end of FY2013.
 - 4. Oahu PSAP Intrado Viper System Transition funding
 - i. Electrical and grounding work to facilitate the transition to the Intrado Viper System – Estimated \$15k - \$30k.
 - ii. One Year TKC Consulting Group 9-1-1 Executive Director Contract Extension through December 10, 2014 - \$358,312.50.
- c. Wireless E911 Timeline update.

d. Update on OIMT Network Study -Jeffrey Halbrych

e. Others

X. Announcements

a. **Next Meeting Date:** Thursday, August 15, 2013, Kalanimoku Bldg.,
Room 322B, 10 am – 12 noon.

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

1. September 12, 2013;Kalanimoku Building, 322B
2. October 10, 2013;Kalanimoku Building, 322B
3. November 14, 2013;Kalanimoku Building, 322B
4. December 12, 2013;Kalanimoku Building, 322B

b. Others.

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

XII. **Adjournment**



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10 am to 12 noon

Meeting Minutes

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

Board members absent: None

Staff members present: Thera Bradshaw, Courtney Tagupa, Stella Kim, and Kerry Yoneshige.

Observers: Clayton Kau (HPD), Clement Chan, Mary Boyd (Intrado), Sharon Garcia (HPD), Patty Dukes (EDS) and Morris Tamanaha (RDC).

- I. Call to Order, Public Notice, Quorum
 - a. The meeting was called to order at 10:05 am.
- II. Public testimony on all agenda items.
 - a. The Board Chair asked those in attendance who wish to give testimony on any of the items on the agenda. There was no response.
- III. Introductions
 - a. Introductions were made of all those in attendance.
- IV. Review and Approval of Last Meeting's Minutes
 - a. Roy Irei motioned to approve the minutes of the June 2013 Board meeting. The motion was seconded and approved unanimously.
- V. Annual Election of Enhanced 9-1-1 Board Chair and Vice Chair.
 - a. This matter is deferred until the December 2013 Board meeting.

VI. Reappointment of Committee Chairs

- a. Finance Committee – Kiman Wong
- b. Technical Committee – Victor Ramos
- c. Communications Committee – Steven Schutte
- d. This matter is deferred until the December 2013 Board meeting.

VII. Committee Updates by Committee Chairs

a. Finance Committee – Kiman Wong

i. Review of Final FY 2013 Cash Flow & Budget Financial Report.

1. Finance Chair, Kiman Wong provided an overview of the final FY 2013 finance performance results to the Finance Committee. He provided the following leading finance statistics:

- 2. Total annual cash receipts - \$9,097,718.
- 3. Total annual cash disbursements - \$7,398,126.
- 4. Total unencumbered cash balance - \$7,281,251.
- 5. Kiman Wong also reviewed the Annual Financial Controls Disclosures.

i. Others - none

b. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee Update.

1. The meeting was not held this month due to Hawaiian Telcom's request for clarification on two issues. The committee did respond to HT and anticipate holding a committee meeting in August to discuss HT's response.

ii. Investigative Committee on NG911 Planning update

1. None

iii. FCC updates

1. Thera Bradshaw provided a briefing of the FCC confirmation process for the new Chair, Tom Wheeler which went smoothly after the first hearing. Final confirmation scheduled in September or October 2013.

2. There will be another appointment hearing for the vacated seat of Commissioner McDowell which may be delaying final confirmation of Tom Wheeler.
- iv. Others-None

c. Communications Committee-Steven Schutte

- i. Steven Schutte thanked the Board for allowing him to attend the NENA Conference in June. Additionally, Verizon is funding and supporting his attendance at the upcoming APCO conference.
- ii. 2014 Investigative Legislative Committee
 1. The following items were discussed:
 - a. Legislative language changes and strategy
 - b. Prepaid wireless
The ability to audit 9-1-1 fee collections
 - c. Hawaiian Telcom 27 cent bill and keep

iii. Others- None

VIII. PSAP Status Updates

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihiro
 - i. The CAD RMS is moving along. The going live date October 6.
 - ii. Final project estimated to take place in early 2014.
- c. Molokai – Victor Ramos- nothing to report.
- d. Maui – Clayton Tom – nothing to report.
- e. Hawaii - Marshall Kanehailua
 - i. The Intrado Viper initial installation completed June 25- July 1 for the Hilo Station and July 2-8 for the fire station with no major problems.
 - ii. Training for the Viper system is scheduled for August 16-22. The cutover to the Viper system is scheduled for the week of August 27.

IX. Items for Discussion, Consideration and Action

- a. New Board member status:

- i. The board welcomed Mark Wong, City and County of Honolulu, Interim appointment, effective June 28, 2013.
- b. Request for approval for funding:
 - i. APCO Conference attendance(Aug2013):
 1. Oahu PSAP – Clement Chan - \$2,500
 2. Kauai PSAP
 - a. S. Kaleo Perez - \$2,326
 - b. Kathleen Langtad - \$2,326
 - c. David Miyasaki - \$2,326
 - d. Victor Ramos motioned to approved funding in the amount of \$9,478 for the APCO NENA Conference attendees. The motioned was seconded and approved unanimously by voice vote with discussion.
 3. HFD/EDS CAD Upgrade
 - i. \$6,105 CAD Licensing.
 - ii. \$2,500 CAD Consulting
 - iii. The funding for the two items expired at the end of FY2013.
 - iv. Victor Ramos motioned to approve funding in the amount of \$8,605 for the CAD Licensing and CAD consulting expense for the HFD/EDS CAD Upgrade.
 4. Oahu PSAP Intrado Viper System Transition funding
 - i. Electrical and grounding work to facilitate the transition to the Intrado Viper System – Estimated \$15k - \$30k.
 - ii. This matter is deferred until next month when a final cost amount has been

determined. It is also acknowledged that this matter has the support of the Board.

- ii. One Year TKC Consulting Group 9-1-1 Executive Director Contract Extension through December 10, 2014 - \$358,312.50. This matter is differed until next month upon conclusion of an evaluation. An Executive Session will be held at the August 15, 2013 Board meeting.
- c. Wireless E911 Timeline update – There is no update at this time.
- d. Update on OIMT Network Study -Jeffrey Halbrych
 - i. Received federal funding from the legislature to move forward on several initiatives.
 - ii. The network study involves the entire state. For counties who are interested in participating please contact Sonny.
 - iii. A contractor has been engaged to conduct the study.
 - iv. The network study will tie into several other studies that are ongoing.
- e. Others
 - i. Sonny Bhagowalia has been appointed by the Governor as the official First Net representative for the State of Hawaii. In addition, Sonny has been nominated by the State of Hawaii to be on the First Net Board.
 - ii. \$900K grant application has been completed and will be applying for another grant of \$35M to benefit public safety.
 - iii. Sonny envisions Hawaii as a pilot which may mean more funds.
 - iv. There was \$20M received from the legislature to secure 2 transpacific fiber links in to Hawaii to get them to almost at military specs to encourage more investment in Hawaii.
 - v. Funds are available for a large 1 Gb pilot broadband and or LTE. OIMT is looking for districts for the pilot to have it up and running within 6 months which will encourage more funding for Hawaii.

X. Announcements

a. **Next Meeting Date:** Thursday, August 15, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

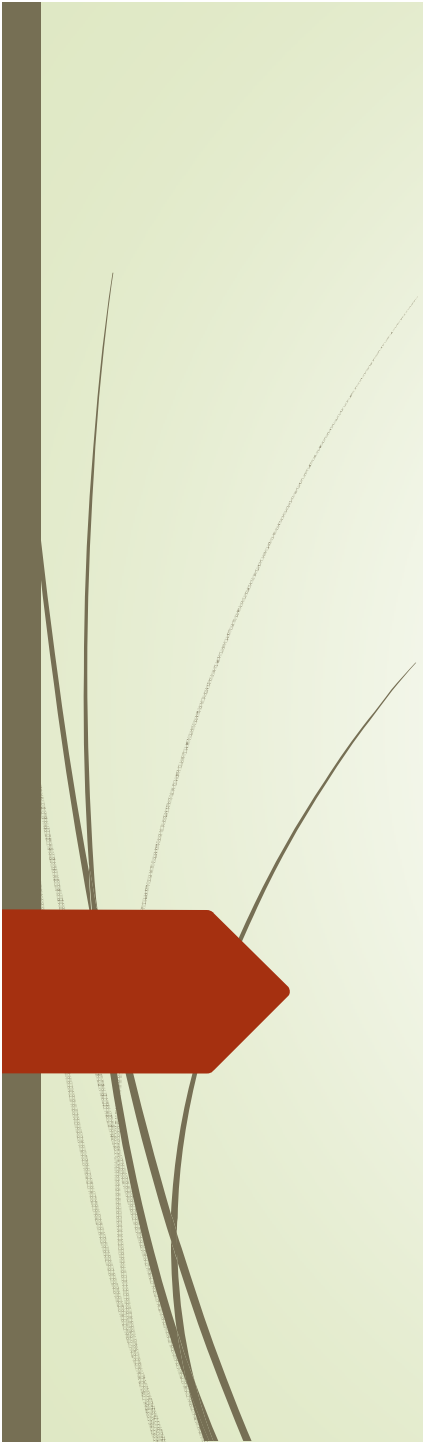
1. September 12, 2013;Kalanimoku Building, 322B
2. October 10, 2013;Kalanimoku Building, 322B
3. November 14, 2013;Kalanimoku Building, 322B
4. December 12, 2013;Kalanimoku Building, 322B

b. **Others-** none.

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

XII. **Adjournment – The meeting was adjourned 10:40 am.**

Approved 8/15/2013



Enhanced 9-1-1 Fund FY 2013 Financial Results

July 2, 2013

Budget Analysis				
FY 2013 Full Year	Actuals		Annual Budget	% of Budget Expended
	Month	Fiscal YTD		
<i>Receipts:</i>				
Enhanced 911 Surcharge Collection	757,220	9,090,718	8,870,000	102.5%
Interest Income	165	6,305	10,000	63.1%
<i>Receipts</i>	757,385	9,097,023	8,880,000	102.4%
<i>Disbursements:</i>				
Conference Travel	(60,210)	(150,224)	(149,004)	100.8%
Non-Recurring Expenses	(876,754)	(1,068,553)	(1,326,963)	80.5%
Recurring Expenses:				
Administration	(211,713)	(1,128,972)	(1,320,658)	85.5%
Maintenance	(905,670)	(3,360,094)	(3,784,860)	88.8%
Telecommunications	(226,116)	(1,682,745)	(1,771,137)	95.0%
Other		(7,539)	(7,844)	96.1%
<i>Disbursements</i>	(2,280,464)	(7,398,126)	(8,360,466)	88.5%

Cash Flow Analysis

FY 2013 Full Year	Actuals		Annual Budget	% of Budget Expended
	Month	Fiscal YTD		
<i>Receipts</i>	757,385	9,097,023	8,880,000	102.4%
<i>Disbursements</i>	(2,280,464)	(7,398,126)	(8,360,466)	88.5%
Encumbrances/Accruals:				Encumb. Bal.
FY 2011 (Kauai)		(1,100,984)		623,525
FY 2012 (HFD/EDS/HPD)		(2,513,765)		1,038,906
FY 2013 (eliminate non-cash)	404,066	404,066		404,066
Total Cash Outflow	(1,876,398)	(10,608,810)		
Net Cash Inflow/(Outflow)	(1,119,013)	(1,511,787)		
Bank Balance Analysis:				
July 1, 2012 Beginning Balance		10,859,535		
Net Cash Inflow/(Outflow)		(1,511,787)		
Net Bank Balance		9,347,748		
Outstanding Ecumb/Accruals		(2,066,497)		
Unencumbered Cash Balance		7,281,251		

Summary of Encumbrances:						
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Kauai	Hawaii	Admin	Total
CAD Upgrade:			623,524.70			623,524.70
<i>FY 2012 Encumbrances:</i>						-
CAD Upgrades:						
EMS/FIRE	253,156.46					253,156.46
HPD	785,750.00					785,750.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46
<i>FY 2013 Encumbrances:</i>						
DB&F Rev. Assessment					38,407.23	38,407.23
DB&F Admin. Assessment					65,482.45	65,482.45
NENA Conference	24,500.00	7,000.00		3,500.00	3,500.00	38,500.00
WSP Recovery-Sprint					72,911.00	72,911.00
MSAG & GIS		38,758.07	27,158.91	37,636.89		103,553.87
Ocean Safety-Telecom	1,662.66					1,662.66
HawTelcom CML Positions		23,207.88	9,283.15	51,057.32		83,548.35
						-
Total FY 2013 Encumbrances	26,162.66	68,965.95	36,442.06	92,194.21	180,300.68	404,065.56
Total Encumbrances	1,065,069.12	68,965.95	659,966.76	92,194.21	180,300.68	2,066,496.72

Log of Strategic Budget Plan Changes

FY 2013 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2013 STP	\$ 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
<i>NENA Conference-S. Bhagowalia</i>					3,500		3,500	4/11/2013
<i>HFD/EMS CAD Upgrade- Licensing</i>		5,700					5,700	4/11/2013
<i>HFD/EMS CAD Upgrade-Consulting (50hrs)</i>		2,500					2,500	4/11/2013
<i>HFD/EMS CAD Upgrade- Licensing</i>		405					405	5/9/2013
<i>NENA Conference-D. Racadio</i>					3,450		3,450	5/9/2013
<i>FY2014-18 SBP meeting Lunch</i>					101		101	5/9/2013
							-	
							-	
							-	
	\$ 1,262,207	\$ 2,525,292	\$ 2,433,639	\$ 778,541	\$ 1,360,785	\$ 0	8,360,465	

Enhanced 9-1-1 Fund

Annual Financial Controls Disclosure

Financial Controls Policies & Procedures

- Cash Management
 - All receipts are mailed directly to the FHB lockbox
 - There are no cash transactions
 - No petty cash
 - No wire transfers or receipts allowed
 - The 5 year Strategic Budget Plan process reviews and approves all potential disbursements
 - All disbursement authorizations require 2 authorized signatures
 - Checks require 2 authorized signatures.
 - Authorized signatories: T. Bradshaw, K. Wong, S. Shin & J. Ono
 - Strategic Budget Plan fully integrated with the disbursement procedures

- Financial Oversight
 - E911 Fund is audited annually by an independent CPA firm
 - The FHB bank statement is mailed directly to Ke'aki's President
 - Copies of Bank reconciliation & statement are mailed to the Finance Committee Chair & Executive Director monthly.
 - Financial Activity is reviewed monthly at the Finance Committee and Board meetings.
 - DAGS requires quarterly reports on the financial activity of the E911 Fund
 - State of Hawaii requires financial reports for their annual audit
 - FHB provides some oversight on checks issued
 - State Legislature requires annual financial reports

SUMMARY - Conferences

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
DESCRIPTION	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	Annual Budget	\$ Over/(Under) Budget
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	6,073	7,419	2,780	21,708	9,579	47,560	46,900	660
6204 APCO Conference	6,571	-	4,699	13,541	1,852	26,663	26,663	(0)
6212 NASNA Conference	-	-	-	-	5,210	5,210	5,660	(450)
6213 Navigator	-	-	-	-	-	-	1,610	(1,610)
6214 Nena Conference	3,511	-	6,938	24,368	9,801	44,617	41,998	2,619
6222 TriTech CAD Users	-	8,543	-	-	-	8,543	8,543	0
Total 6200 CONFERENCES	18,822	17,204	16,250	63,417	34,530	150,224	149,004	1,219

Summary – ADMINISTRATION

DESCRIPTION	TOTAL ADMIN		
	12 mos.	Annual Budget	\$ Over/(Under) Budget
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	333,125	333,125	(0)
6401.02 ElectronSignatur	180	200	(20)
6401.03 911 Board Expansion	-	75,000	(75,000)
6401.05 Audit Expense	12,500	11,250	1,250
6401.06 Bank Charge	103	-	103
6401.07 Meeting Venue	-	1,000	(1,000)
6401.08 Board Member Travel	26,251	27,000	(749)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	158,758	207,250	(48,492)
6401.0102 DB&F Rev Assessment	454,851	444,000	10,851
6401.0103 DB&F FY2012 Credit	(30,330)	-	(30,330)
Total 6401.09 DB&F Assessments	583,279	651,250	(67,971)
6401.10 E911 Logo Contest	3,842	11,911	(8,069)
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	-
6401.15 WSP Cost Recovery - Other	72,911	-	72,911
Total 6401.15 WSP Cost Recovery	169,142	183,320	(14,178)
6401.16 Meeting Expenses	245	252	(7)
6401.17 ADA Compliance	-	1,000	(1,000)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	1,128,972	1,320,658	(191,686)

Summary – Non-Recurring

DESCRIPTION	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	Annual Budget	\$ Over/(Under) Budget
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.03 Honolulu Fire Dept.								
6301.031 Licensing	-	-	-	-	-	-	6,105	(6,105)
6301.032 Consulting	-	-	-	-	-	-	2,500	(2,500)
Total 6301.03 Honolulu Fire Dept.	-	-	-	-	-	-	8,605	(8,605)
6301.06 Maui PD	-	-	229,050	-	-	229,050	229,050	-
6301 CAD Replac/Upgrade - Other	-	-	80,983	-	-	80,983	82,000	(1,017)
Total 6301 CAD Replac/Upgrade	-	-	310,033	-	-	310,033	319,655	(9,622)
6303 Computers								
6303.06 GeoComm	-	-	-	411	-	411	150,000	(149,589)
6303.11 PowerPhone	-	-	(47,896)	-	-	(47,896)	-	(47,896)
6303.14 VMS-MPD	-	-	795,360	-	-	795,360	798,308	(2,948)
Total 6303 Computers	-	-	747,464	411	-	747,876	948,308	(200,432)
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 TriTechCADSystAdm	-	-	-	10,644	-	10,644	12,000	(1,356)
Total 6306 Training	-	-	-	10,644	-	10,644	59,000	(48,356)
Total 6300 Non-RECURRING	-	-	1,057,497	11,055	-	1,068,553	1,326,963	(258,410)

SUMMARY - MAINTENANCE

DESCRIPTION	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	TOTAL		
	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	Annual Budget	\$ Over/(Under) Budget
6402 MAINTENANCE							
6402.02 Imagery Lic Agree	252,597	197,013	393,396	293,617	1,136,623	1,237,948	(101,325)
6402.03 Equipment SW Maint	-	-	-	-	-	40,000	(40,000)
6402.05 Logging Record Maint	-	-	-	-	-	65,000	(65,000)
6402.07 0011 9-1-1MSAG Maint.	463,976	325,907	452,764	524,380	1,767,026	1,767,027	(1)
6402.08 CAD Maintenance	64,254	-	161,555	194,269	420,078	628,828	(208,750)
6402.10 GPS Maint.	-	-	-	36,366	36,366	40,800	(4,434)
6402.12 PowerPhone	-	-	-	-	-	5,257	(5,257)
Total 6402 MAINTENANCE	780,827	522,920	1,007,715	1,048,632	3,360,094	3,784,860	(424,766)

SUMMARY – TELECOM/OTHERS

DESCRIPTION	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	TOTAL		
	12 mos.	12 mos.	12 mos.	12 mos.	12 mos.	Annual Budget	\$ Over/(Under) Budget
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	128,305	(128,305)
6403.0102 Long Distance	632	371	449	-	1,452	-	1,452
6403.0103 Mileage	-	-	-	12,312	12,312	-	12,312
6403.0109 Telcom Trunk	306,344	111,398	278,495	945,820	1,642,057	1,615,132	26,925
6403.0110 Ocean Safety							
6403.0110.1 CML	-	-	-	21,615	21,615	-	21,615
6403.0110.2 Centrex	-	-	-	4,446	4,446	-	4,446
643.0110.3 Mileage	-	-	-	864	864	-	864
6403.0110 Ocean Safety - Other	-	-	-	-	-	25,200	(25,200)
Total 6403.0110 Ocean Safety	-	-	-	26,925	26,925	25,200	1,725
6403.0111 WiringAltDispatch	-	-	-	-	-	2,500	(2,500)
Total 6403.01 Telcom Charges	306,976	111,769	278,944	985,057	1,682,745	1,771,137	(88,392)
6403.02 EMS Tower Lease	-	-	-	7,539	7,539	7,844	(305)
Total 6403 Other RECURRING	306,976	111,769	278,944	992,596	1,690,285	1,778,981	(88,696)



- **Budget Analysis by PSAPs and Administration**

Oahu PSAP – Non-Recurring/Conferences

13

DESCRIPTION	Oahu PSAP		
	12 mos.	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	3,800	3,800	-
6201 911 Goes to WashDC	21,708	20,931	777
6204 APCO Conference	13,541	13,541	0
6212 NASNA Conference	-		
6213 Navigator	-	1,610	(1,610)
6214 Nena Conference	24,368	14,688	9,680
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	63,417	54,570	8,847
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	6,105	(6,105)
6301.032 Consulting	-	2,500	(2,500)
Total 6301.03 Honolulu Fire Dept.	-	8,605	(8,605)
6301.06 Maui PD	-		
6301 CAD Replac/Upgrade - Other	-		
Total 6301 CAD Replac/Upgrade	-	8,605	(8,605)
6303 Computers			
6303.06 GeoComm	411	150,000	(149,589)
6303.11 PowerPhone	-		
6303.14 VMS-MPD	-		
Total 6303 Computers	411	150,000	(149,589)
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	10,644	12,000	(1,356)
Total 6306 Training	10,644	20,000	(9,356)
Total 6300 Non-RECURRING	11,055	178,605	(167,550)

OAHU PSAP - Recurring

DESCRIPTION	Oahu PSAP		
	12 mos.	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	293,617	310,000	(16,383)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-	65,000	(65,000)
6402.07 0011 9-1-1MSAG Maint.	524,380	524,380	(0)
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	1,048,632	1,340,180	(291,548)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	12,312		
6403.0109 Telcom Trunk	945,820	918,893	26,927
6403.0110 Ocean Safety			
6403.0110.1 CML	21,615		
6403.0110.2 Centrex	4,446		
643.0110.3 Mileage	864		
6403.0110 Ocean Safety - Other	-	25,200	(25,200)
Total 6403.0110 Ocean Safety	26,925	25,200	1,725
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	985,057	944,093	40,964
6403.02 EMS Tower Lease	7,539	7,844	(305)
Total 6403 Other RECURRING	992,596	951,937	40,659
Total 6400 RECURRING EXPENSES	2,041,228	2,292,117	(250,889)

Maui PSAP

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DESCRIPTION	Maui PSAP		
	12 mos.	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	1,833	1,833	-
6201 911 Goes to WashDC	2,780	3,000	(220)
6204 APCO Conference	4,699	4,699	(0)
6212 NASNA Conference	-		
6213 Navigator	-		
6214 Nena Conference	6,938	5,800	1,138
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	16,250	15,332	918
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.06 Maui PD	229,050	229,050	-
6301 CAD Replac/Upgrade - Other	80,983	82,000	(1,017)
Total 6301 CAD Replac/Upgrade	310,033	311,050	(1,017)
6303 Computers			
6303.06 GeoComm	-		
6303.11 PowerPhone	(47,896)		(47,896)
6303.14 VMS-MPD	795,360	798,308	(2,948)
Total 6303 Computers	747,464	798,308	(50,844)
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	1,057,497	1,148,358	(90,861)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	393,396	373,000	20,396
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	452,764	451,643	1,121
6402.08 CAD Maintenance	161,555	161,555	0
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-	5,257	(5,257)
Total 6402 MAINTENANCE	1,007,715	991,455	16,260
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	449		449
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	278,495	278,495	(0)
Total 6403.01 Telcom Charges	278,944	278,495	449
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	278,944	278,495	449
Total 6400 RECURRING EXPENSES	1,286,659	1,269,950	16,709
Total DISBURSEMENTS	2,360,406	2,433,640	(73,234)

Kauai PSAP

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DESCRIPTIONS	Kauai PSAP		
	12 mos	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	1,242	1,242	-
6201 911 Goes to WashDC	7,419	6,021	1,398
6204 APCO Conference	-		
6212 NASNA Conference	-		
6213 Navigator	-		
6214 Nena Conference	-		
6222 TriTech CAD Users	8,543	8,543	0
Total 6200 CONFERENCES	17,204	15,806	1,398
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	197,013	194,623	2,390
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	325,907	325,907	(0)
6402.08 CAD Maintenance	-		
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
Total 6402 MAINTENANCE	522,920	520,530	2,390
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	128,305	(128,305)
6403.0102 Long Distance	371		371
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	111,398	111,400	(2)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
643.0110.3 Mileage	-		
6403.0110 Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety	-	-	-
6403.0111 WiringAltDispatch	-	2,500	(2,500)
Total 6403.01 Telcom Charges	111,769	242,205	(130,436)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	111,769	242,205	(130,436)
Total 6400 RECURRING EXPENSES	634,688	762,735	(128,047)
Total DISBURSEMENTS	651,893	778,541	(126,648)

Hawaii PSAP

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DESCRIPTIONS	Hawaii PSAP		
	12 mos	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	2,667	2,667	(0)
6201 911 Goes to WashDC	6,073	5,290	783
6204 APCO Conference	6,571	6,571	(0)
6212 NASNA Conference	-	-	-
6213 Navigator	-	-	-
6214 Nena Conference	3,511	8,640	(5,129)
6222 TriTech CAD Users	-	-	-
Total 6200 CONFERENCES	18,822	23,168	(4,346)
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	252,597	360,325	(107,728)
6402.03 Equipment SW Maint	-	40,000	(40,000)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	463,976	465,097	(1,121)
6402.08 CAD Maintenance	64,254	67,273	(3,019)
6402.10 GPS Maint.	-	-	-
6402.12 PowerPhone	-	-	-
Total 6402 MAINTENANCE	780,827	932,695	(151,868)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 DeI	-	-	-
6403.0102 Long Distance	632	-	632
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	306,344	306,344	(0)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
643.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0111 WiringAltDispatch	-	-	-
Total 6403.01 Telcom Charges	306,976	306,344	632
6403.02 EMS Tower Lease			
Total 6403 Other RECURRING	306,976	306,344	632
Total 6400 RECURRING EXPENSES	1,087,803	1,239,039	(151,236)
Total DISBURSEMENTS	1,106,626	1,262,207	(155,581)

Administration

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DESCRIPTION	ADMIN		
	12 mos.	Annual Budget	\$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	8,088	8,088	0
6201 911 Goes to WashDC	9,579	11,658	(2,079)
6204 APCO Conference	1,852	1,852	-
6212 NASNA Conference	5,210	5,660	(450)
6213 Navigator	-	-	-
6214 Nena Conference	9,801	12,870	(3,069)
6222 TriTech CAD Users	-	-	-
Total 6200 CONFERENCES	34,530	40,128	(5,598)
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	333,125	333,125	(0)
6401.02 ElectronSignatur	180	200	(20)
6401.03 911 Board Expansion	-	75,000	(75,000)
6401.05 Audit Expense	12,500	11,250	1,250
6401.06 Bank Charge	103	-	103
6401.07 Meeting Venue	-	1,000	(1,000)
6401.08 Board Member Travel	26,251	27,000	(749)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	158,758	207,250	(48,492)
6401.0102 DB&F Rev Assessment	454,851	444,000	10,851
6401.0103 DB&F FY2012 Credit	(30,330)	-	(30,330)
Total 6401.09 DB&F Assessments	583,279	651,250	(67,971)
6401.10 E911 Logo Contest	3,842	11,911	(8,069)
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	145,822	160,000	(14,178)
6401.0102 AT&T	23,320	23,320	-
6401.15 WSP Cost Recovery - Other	-	-	-
Total 6401.15 WSP Cost Recovery	169,142	183,320	(14,178)
6401.16 Meeting Expenses	245	252	(7)
6401.17 ADA Compliance	-	1,000	(1,000)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	1,128,972	1,320,658	(191,686)
Total 6400 RECURRING EXPENSES	1,128,972	1,320,658	(191,686)
Total DISBURSEMENTS	1,163,501	1,360,786	(197,285)

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

• PSAP Operations

9-1-1 Call Volume – June 2013

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	78,280	22,713	29.0%	55,559	71.0%

(*) 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						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June	78,280	22,713	29.0%	55,559	71.0%	8	0.0%	5,877	7.5%
May	88,083	24,533	27.9%	63,544	72.1%	6	0.0%	6,362	7.2%
April	82,580	23,276	28.2%	59,300	71.8%	4	0.0%	6,531	7.9%
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	491,904	141,159	28.7%	350,703	71.3%	42	0.0%	38,034	7.7%

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

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)								Abandoned	
		Wireline			Wireless			Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June (3)	39,073	10,087	25.9%	44.4%	28,857	74.1%	51.9%	129	0.3%	1,038	2.7%
May	45,673	11,234	24.7%	45.8%	34,306	75.3%	54.0%	133	0.3%	1,663	3.6%
April (2)	32,275	8,371	26.0%	36.0%	23,825	74.0%	40.2%	79	0.2%	1,173	3.6%
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	225,864	58,635	26.0%	41.5%	166,504	74.0%	47.5%	725	0.3%	7,178	3.2%
AVG PER MO	37,644	9,773			27,751			121		1,196	

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.
- (2) There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.
- (3) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)								Abandoned	
		Wireline			Wireless			Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June (1)	15,788	5,254	33.5%	23.1%	10,429	66.5%	18.8%	105	0.7%	0	0.0%
May	17,891	5,565	31.3%	22.7%	12,209	68.7%	19.2%	117	0.7%	627	3.5%
April	18,191	5,179	28.7%	22.3%	12,897	71.3%	21.7%	115	0.6%	683	3.8%
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	100,699	32,004	32.0%	22.7%	67,944	68.0%	19.4%	751	0.7%	3,184	3.2%
AVG PER MO	16,783	5,334			11,324			125		531	

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

- (1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June (3)	8,263	2,822	34.2%	12.4%	5,436	65.8%	9.8%	5	0.1%	6,893	83.4%
May	9,085	3,043	33.5%	12.4%	6,041	66.5%	9.5%	1	0.0%	7,617	83.8%
April (2)	7,031	2,173	30.9%	9.3%	4,855	69.1%	8.2%	3	0.0%	5,934	84.4%
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	49,033	15,728	32.1%	11.1%	33,271	67.9%	9.5%	34	0.1%	40,084	81.7%
AVG PER MO	8,172	2,621			5,545			6		6,681	

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.
- (2) There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.
- (3) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June (1)	4,467	1,655	39.6%	7.3%	2,523	60.4%	4.5%	289	6.5%	1,088	24.4%
May	4,790	1,828	41.4%	7.5%	2,592	58.6%	4.1%	370	7.7%	1,124	23.5%
April	4,539	1,853	43.5%	8.0%	2,403	56.5%	4.1%	283	6.2%	1,301	28.7%
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	29,322	11,644	42.9%	8.2%	15,482	57.1%	4.4%	2,196	7.5%	7,655	26.1%

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

- (1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June (1)	6,651	2,665	41.2%	11.7%	3,806	58.8%	6.9%	180	2.7%	92	1.4%
May	7,550	2,960	40.2%	12.1%	4,401	59.8%	6.9%	189	2.5%	154	2.0%
April	7,288	2,939	41.3%	12.6%	4,169	58.7%	7.0%	180	2.5%	114	1.6%
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	44,130	17,814	41.5%	12.6%	25,126	58.5%	43.7%	1,190	2.7%	781	1.8%
AVG PER MO	7,355	2,969			4,188			198		130	

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

(1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

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 E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

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

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
	42,856	3,061	4,333	15,074	13,256	3,094	4,038
	AVG PER MO	July	August	September	October	November	December
	7,143						

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.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from April 1 - 7, 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.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues on June 11, 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 June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Wireless Test – June 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/26/13	AT&T Mobility	2	12	Oahu PSAP/ Akimeka	Pass
06/26/13	Verizon Wireless	3	7	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – June 2013

Weekly
(Every Friday
from 10:00
a.m. to 12:00
p.m.)

The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to cancel the individual PSAP bi-monthly conference call and convene collectively every Friday to review and discuss the Intrado Viper installation and any issues that may arise. If additional time is needed, the discussion items will continue on the following Wednesday conference call. This is to ensure that all parties hear the same information and are of the same understanding.

✚ Specific items under discussion for the Oahu PSAPs were:

1) EMS and Ocean Safety

- a) Confirmed they will be using PowerMap
- b) Confirmed the location of the Intrado 4-foot cabinet
- c) The CAT 5 wiring and power receptacles were installed.
- d) Intrado completed the site preparation and installation of the new Intrado Viper equipment from June 25 - 27, 2013 for EMS.
- e) Intrado began the site preparation for Ocean Safety on June 28, 2013 with installation of the new Intrado Viper equipment targeted for completion by July 1, 2013.

2) HPD and HFD

- a) Confirmed they will be using PowerMap
- b) Confirmed the location of the Intrado 4-foot cabinet
- c) Confirmed that the electrical receptacles at the positions were installed.
- d) Confirmed that the CAT 5 wiring at the positions was installed at HPD's Main Station.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2013 (continued)

✚ Outstanding items under discussion were:

1) EMS and Ocean Safety

- a) Installation of a proper grounding wire
- b) Dual power feeds as recommended by Intrado
- c) Installation of twist locks receptacles for the Intrado Viper equipment
- d) Administrative telephone number integration
- e) Installation of PowerMap stations at non-Viper positions for Ocean Safety

2) HPD and HFD

- a) Installation of a proper grounding wire
- b) Installation of twist locks in the back room
- c) Dual power feeds as recommended by Intrado
- d) Administrative telephone number integration
- e) Installation of the CAT 5 wiring at Kapolei for HPD
- f) Installation of the CAT 5 wiring for HFD to the positions

06/01/13 -- The Verizon Wireless Annual Audit was completed on June 11, 2013. The audit
06/11/13 discovered that CRSs were not submitted by Verizon Wireless as required which resulted in the discrepancies identified that required corrections.

06/01/13 -- The Sprint Annual Audit was completed on June 27, 2013. The audit discovered
06/27/13 that CRSs were not submitted by Sprint as required which resulted in the discrepancies identified that required corrections.

The Nextel Annual Audit was cancelled due to the de-commissioning of the Nextel wireless network scheduled for June 30, 2013. All Nextel wireless sites and sectors will be removed from the GIS database with a valid CRS. The updates will be reflected in the next scheduled PSAP PowerMap upload.

06/01/13 -- AT&T Mobility returned the validated CRSs on June 5, 2013 which are under
Pending validation review by Akimeka.

06/01/13 -- T-Mobile returned the validated CRSs on June 21, 2013 which are under validation
Pending review by Akimeka.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2013 (continued)

06/05/13 The State of Hawai'i PSAPs issued a "NO TESTING" schedule for the remainder of 2013 to the Wireless Service Providers (WSPs) as follows. The "NO TESTING" period was agreed to allow for an uninterrupted period during the Intrado Viper installation. Emergency requests for testing will be addressed on a case-by-case basis. The holiday schedule was also included for reference.

PSAP	Equipment Change-out	Training/Go Live	Thanksgiving Holiday	Christmas and New Years Holiday
Hawai'i	06/26/13 – 07/09/13	08/13/13 – 09/13/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Honolulu Police	07/10/13 – 07/12/13	10/06/13 – 10/25/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
	07/22/13 – 08/02/13			
Kauai	07/26/13 – 08/01/13	10/22/13 – 11/29/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Maui	01/06/14 – 01/17/14	01/23/14 – 02/21/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Molokai		01/06/14 – 02/06/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14

06/16/13 -- 06/21/13 The State of Hawai'i PSAPs attended the 2013 NENA conference in Charlotte, North Carolina. The conference included an exhibit hall with 112 exhibitors. There were eighty-four (84) scheduled education and training sessions covering Next Generation 9-1-1 (NG9-1-1), Stress in the PSAP, Text Messaging, and many more topics.

06/26/13 The State of Hawai'i PSAP Round Table Forum scheduled for June 26, 2013 was cancelled. The next meeting has been scheduled for July 17, 2013.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Wireless Tower Re-Naming Project

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

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

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

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

As of June 30, 2013, all of the Oahu Civilian PSAPs agreed to proceed with Intrado's PowerMap solution. This item will be removed from the next Monthly Status Report accordingly.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **MSAG**

Current Month – June 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected	
OAHU CIVILIAN	664	295	284	2	7	2	0	11,378	366	3	11	0	0	0	

Revised categories and report format changes effective May 2012.

During the month of June 2013, 295 9-1-1Net requests were completed relating to the MSAG database, with 11,378 customer ANI/ALI records updated as a direct result. 366 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 eleven (11) TN CRs in Referred status as of June 30, 2013.

There are no records in Suspended status as of June 30, 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		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected	
December															
November															
October															
September															
August															
July															
June	664	295	284	2	7	2	0	11,378	366	3	11	0	0	0	
May	497	335	292	4	4	8	27	4,253	162	0	361	0	0	0	
April	489	390	288	6	82	3	11	4,115	99	0	1	0	0	0	
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	2,478	1,695	1,396	38	142	36	83	40,307	779	4					
AVG PER MO	413	283	233	6	24	6	14	6,718	130	1					

(*) Applies to Change Request Category Only

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

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

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 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 **June 30, 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	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	IN PROGRESS	Three (3) transactions are pending processing due to Hawaiian Telcom MSAG restrictions for the State of Hawai'i

In the month of June 2013, two (2) MSAG Communities were “Completed” and one MSAG Community is “In Progress”.

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 June 1, 2013 – June 30, 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 **June 30, 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	05/15/13	06/12/13		03/22/13	03/28/13
Maili	04/04/13	04/18/13	05/23/13	05/31/13		04/05/13	04/10/13
Sunset	04/19/13	04/30/13	04/24/13	05/01/13		04/19/13	04/23/13
Hauula	04/19/13	04/30/13	04/17/13	05/01/13		05/03/13	05/07/13
Waianae	05/01/13	05/16/13	05/24/13	06/25/13		05/17/13	05/23/13
Nanakuli	05/17/13	05/30/13	05/22/13	05/31/13		05/31/13	06/04/13
Laie	05/31/13	06/07/13	05/16/13	05/31/13		05/31/13	06/04/13
Makua	06/10/13	06/19/13	05/21/13	05/21/13	Moved this up due to the small amount of records	05/31/13	06/04/13
Lualualei	06/20/13	07/03/13	06/12/13	06/12/13		06/14/13	06/19/13
Makakilo	07/05/13	07/18/13	06/24/13	06/27/13		06/28/13	
Waipio	07/05/13	07/18/13		In Progress			
Kahaluu	07/05/13	07/18/13		In Progress			

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 June 1, 2013 – June 30, 2013

- Geographic Information System (GIS)**

Mapping Layers Updated – June 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	06/28/13		Added routing keys for Kam Hwy addresses on Saddle City Rd
	06/26/13		Corrected address points that had a concatenated subhouse
	06/18/13		Added fifty-two (52) new address points
	06/14/13		Spatially corrected 129 address points to the proper location
	06/13/13		Added routing keys to 4304, 4206, 4204 and 4208 Diamond Head Rd addresses
	06/11/13		Moved address point for 351 Elliot St to the proper location at the Federal Prison Bureau
	06/06/13		Added 114 new address points
	06/05/13		Added thirty-two (32) new address points in Radford T
	06/03/13		Corrected Post Office address in Waimanalo
Common Place Name	06/28/13	06/28/13	Corrected MSAG Community names of forty-four (44) common places.
			Created ten (10) new common places: Bellows AFS Gate, Bellows AFS Res Ofc, Turtle Cove, Bellows Field Bch PK, two (2) for the Ka Iwi Scenic Shoreline Park and two (2) along street centerline Trail Makapuu Lighthouse, and two (2) for the Makapuu Tom Tom Trail along street centerline Trail Makapuu Koolau Summit.
			Spatially corrected one (1) common place in Kahuku and two (2) in Mokuleia. Corrected location, address, and added alias for one (1) common place in Kunia, six (6) in Schofield, four (4) in Bellows, three (3) in Waimanalo, and two (2) in Mapalapa.
	06/27/13		Corrected DH State Monument to Trail Diamond Head. Deleted duplicate record ID 13584 Kailua Treatment Pla. Added alias name to WWTP Kailua. Spatially corrected five (5) common places in Kailua.
06/26/13		Corrected Koko Crater Railway to Trail Koko Head and Koko Crater Blowhole to Trail Koko Head Arch. Corrected addresses for five (5) common places in Waimanalo. Corrected twenty-six (26) common places. Created two (2) new common places: Pizza Hut Oneawa and 7Eleven Oneawa.	

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Mapping Layers Updated – June 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name (continued)	06/25/13		Corrected name of Verizon Waimanalo to HTCO Central Office and added alias names to four (4) common places. Spatially corrected eight (8) common places in Waimanalo. Created one (1) new common place: Makapuu Tidepools.
	06/24/13		Spatially corrected three (3) common places in Hickam and nine (9) in Pearl Hbr. Corrected MSAG Community name for four (4) common places from Honolulu to Airport.
			Corrected 283 freeway addresses to correspond with HPD's freeway naming convention. Additionally, corrected addresses for RS Puupapaa, RS Kapaa, and OTS Kapolei Transit.
			Deleted duplicate record ID 15829 Pearl Harbor Nimitz and record ID 17429 Waianae Treatment Pl; added alias name to WWTP Waianae; and corrected alias name of WWTP Waimanalo.
	06/21/13		Corrected MSAG Community name of eighty-one (81) common places from Kapolei to Makakilo and three (3) from Ewa Beach to Makakilo.
	06/20/13		Corrected location, name, and added alias to Koko Kai Mini Pk, Kokee Mini Bch Pk, Duke Kahanamoku Pk, and Silva Channel Bch
	06/19/13 – 06/21/13		Created eighty-one (81) new Emergency Response Location common places and corrected six (6) additional common places.
	06/18/13		Created five (5) new Emergency Response Location common places and spatially corrected Kaluanui Bch.
			Spatially corrected Highway Mauka Kahuku from Laie to Kahuku on a temporary basis until a site visit can verify its true spatial location.
			Corrected five (5) errors from the JUN 17 2013 TCAD report.
	06/17/13		Corrected name of Aloha Island Mart to Island Mart School and Zias to Zias Caffe as well as spatially corrected its location. Researched common place locations inside Bellows Air Force Station.
			Created one (1) new common place: Aloha Gas Kaneohe
			Reviewed four (4) reported errors from the JUN 14 2013 GIS Corrections report. Corrected Ulehawa Bch Pk 3 to Ulehawa Bch Pk 2, deleted record ID 11309 7Eleven Kaneohe, and created two (2) new common places ABC 45 Waikiki and Island Mart Likelike.
		Spatially corrected two (2) common places in Waimanalo. Added alias address to Waimanalo Bch Pk CG.	

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Mapping Layers Updated – June 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)			
Common Place Name (continued)	06/14/13	06/14/13	Created three (3) new common places along street centerline Trail Koko Crater Rail and two (2) along street centerline Trail Koko Crater Blowhole.
			Corrected seven (7) common places for Diamond Head State Monument and six (6) common places along street centerline Trail Diamond Head.
	06/13/13		Spatially corrected DH State Monument. Georeferenced a 1934 Fort Ruger diagram of Diamond Head. Created six (6) new common places for Diamond Head State Monument and eight (8) common places along street centerline Trail Diamond Head.
			Created one (1) new common place -- JTMC Plot based off of the GIS Corrections JAN 11 2013 report. Added descriptions and alias to OTS Alapai Transit. Added alias name Leeward Auto Wreckers Towing to LAW Tow Wahiawa, LAW Tow Kapolei and LAW Tow Kalihi.
			Corrected address for LAW Tow Wahiawa, deleted record ID 173281 LAW Tow Kailua, and created one (1) new common place -- LAW Tow Kaneohe based off of the GIS Corrections MAY 31 2013 report.
	06/12/13		Corrected MSAG Community name for one (1) common place from Kahuku to Laie
	06/06/13 -- 06/13/13		Spatially corrected twenty (20) additional common places in Waimanalo. Corrected Common Place Name Malaekahana Camp Pk to Malaekahana CG. Deleted duplicate record ID 17553 Waimanalo Treatment from the GIS.
	06/06/13		Began correcting TCAD errors from the JUN 2 2013 report. Completed three (3) corrections.
	06/04/13 -- 06/05/13		Spatially corrected twenty-four (24) additional common places in Waimanalo. Deleted duplicate record ID 13440 Job Corps Ctr of HI, record ID 13439 Job Corp Head Start, record ID14648 Makai Pier, record ID 17047 Town and Country Sta, and record ID 10006 Windward Infant Todd from the GIS. Created three (3) new Common Places: HCAP, HCAP Head Start, and Lifeguard 6B Waimana. Added alias name Manana Island to Rabbit Island.
	06/03/13		Began the Common Places spatial correction sweep. Spatially corrected four (4) common places in Waimanalo

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Mapping Layers Updated – June 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server		Other/Remarks
	Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Districts			
Fire Response Areas			
MSAG Communities (aka Towns)	06/28/13		Corrected entrance to Bellows per HPD
	06/27/13		Corrected boundary for Schofield
	06/26/13		Corrected boundary for Waimanalo/Bellows to military fence line.
	06/21/13		Corrected boundary for Pearl Harbor, Hickam, and Airport to fence line.
	06/12/13		Corrected Iroquois and Pearl Hbr to the military fence line
Medic Beats			
Medic Response Areas			
Net_Junctions	06/17/13		Populated with the latest MSAG Community updates and delivered the Aloha geodatabase with the updates to HPD to load into the Motorola CAD system.
	06/03/13		Populated with latest MSAG Community corrections
Police Beats	06/18/13		Continued to edit the Police Beat boundaries according to the written descriptions. This is an ongoing project.
	06/04/13 -- 06/10/13		Began the correction process to follow the boundaries identified in HPD's written policies and procedures. Corrected Beat boundaries for 151, 152, 154, 156, 157, and 158.
Police Districts			
Police Response Areas			

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Mapping Layers Updated – June 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)			
Street Centerlines	06/28/13	06/28/13	Split Santos Dumont Ave at Schofield boundary. Split Tinker Rd at entrance to Bellows. Spatially corrected segments of Kam Hwy in Kahaluu that were causing alignment errors.
	06/27/13		Corrected spatial accuracy for segments of Macomb Rd. Split Wright Ave and LyMan Rd at entrances to Schofield.
	06/26/13		Corrected ranges on Kunia Rd to include the Kahana Fou Church.
	06/25/13		Calculated cost attributes.
	06/24/13		Corrected parity errors on Kohea Pl.
	06/21/13		Corrected MSAG Community names for Makakilo. Split segment of Nimitz Hwy at MSAG Community boundary.
	06/20/13		Coded Ft St Mall as a walkway and lowered speed limit to 1 so that it remains routable.
	06/19/13 – 06/20/13		Corrected the freeway names to the new naming convention as approved by HPD. Identified and classified all on ramps and off ramps.
	06/18/13 – 06/19/13		Added new hiking trail for Makapuu Koolau Summit, corrected gaps on Akamai St and Ainapo St, corrected parity errors on Forward Ave and corrected gaps on Ala Hapuu and Ala Aoloa Loop.
		06/14/13	
	06/13/13		Added Diamond Head hiking trail, split Paakea Rd at MSAG Community boundary, and corrected ranges on Kalaniana'ole Hwy in front of 76 Gas Waimanalo SC to fix geocoding issue.
	06/11/13 – 06/12/13		Spatially corrected Plantation Rd outside of Helemano, split Valkenburgh St at MSAG Community boundary, updated all street records in Lualualei, corrected the current MSAG Community name of LLL West Lock to LLL West Loch, added an ingress segment into Diamond Head, and split Barracks Rd at MSAG Community boundary.
	06/06/13 – 06/10/13		Corrected gaps on Aiea Hts Rd, Aila St, Ailuna St, Aimoku St, and Aina Lani Pl, calculated cost, added street names to Hako St, Clawson St, Pierce St, and Oakly Rd, and split Leilehua Golf Crs Rd at community boundary.
06/03/13 – 06/04/13		Flipped segments of Ahua St in order to correct an address error, corrected gaps on 20th Ave, 22nd Ave, Aaahi St, and Aha Aina Pl, corrected One Way Codes on Kalihi St, and added new segment on 16th Ave and Nuuanu Ave.	

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Mapping Layers Updated – June 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server		Other/Remarks
	Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers		06/24/13	
	06/20/13		Per VZW CRS
		06/17/13	
	06/10/13	06/10/13	Per VZW CRS
	06/05/13		Per VZW CRS
		06/03/13	
SPECIAL REQUESTS			
Tow Jurisdictions	06/14/13		Corrected names to LAW (Leeward Auto Wreckers)

Current Month GIS Activities – June 2013

- 06/03/13 -- Akimeka edited boundaries for the Motorola PremierOne CAD system.
06/11/13
- 06/06/13 Akimeka prepared Street Centerlines, Address Points, Common Place Name, Police Beats, Police Subbeats, Tow Boundaries, and MSAG Communities for the Motorola PremierOne CAD system.
- 06/07/13 Akimeka met with HPD PMT and Motorola to work on the Motorola PremierOne GIS data upload using the latest GIS data from Akimeka. A new staging geodatabase was created by Akimeka for the upload. The Street Centerlines, Address Points, Common Place Name, Police Beats, Police Subbeats, Tow Boundaries and MSAG Communities were successfully loaded into the Motorola PremierOne CAD and placed in the active set.
- 06/12/13 -- Akimeka researched Fort Shafter addresses and Hickam Air Force Base addresses
06/17/13 and edited boundaries for the Motorola PremierOne CAD system.
- 06/19/13 Akimeka created new Street Class and Street Class Codes for the Oahu Street Centerlines.
- 06/25/13 Akimeka prepared Street Centerlines, Address Points, Police Beats, Police Subbeats, Tow Boundaries, and MSAG Communities for the Motorola PremierOne CAD system.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Coastline Correction Project

Following the completion of the HFD Response Areas and EMS Response Areas on March 29, 2013, Akimeka continued to correct all remaining polygon layers within the City & County of Honolulu during the month of April 2013. It was discovered that some layers required more than simple coastline corrections in order to be completed. All of the layers were completed as committed to by the end of June 2013 as follows:

Layer	Status	Completion Date
Cities for HPD CAD	Completed	05/16/13
EMS Response Areas	Completed	03/29/13
ESN	Completed	04/19/13
Fire Battalions	Completed	04/23/13
Fire Response Areas	Completed	03/29/13
MSAG Communities	Completed	04/05/13
Police Beats	Completed	04/09/13
Police Districts	Completed	05/22/13
Police SubBeats	Completed	05/14/13
Tow Boundaries	Completed	04/22/13
Zip Code	Completed	04/20/13

The MSAG Communities, Police Beats, Police SubBeats, Tow Boundaries, and Zip Codes GIS layers, with the corrected coastlines, were uploaded into the new Motorola PremierOne CAD system during the month of June 2013. The interior boundaries of the Zip Code layer are currently being updated by Akimeka to be consistent with actual Address Point zip codes versus the current general boundaries. Once this interior update has been completed, Akimeka plans to work with HPD to upload the new corrected coastlines into their current Motorola CAD system.

The MSAG Communities, EMS Response Areas, and Fire Response Areas layers were previously uploaded into the TriTech CAD system upgrade.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

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

Police Beat Boundary Corrections

As previously approved by HPD, Akimeka began reviewing the written Policies and Procedures for the Police Beat boundaries and comparing them to the GIS data during the month of June 2013. As discrepancies are identified in either the written descriptions or the GIS data, the discrepancy is noted and communicated to HPD. In the event the GIS boundary does not match the placement of where the boundary should lay, Akimeka updates the GIS boundary to match with imagery.

1. During the month of June 2013, Akimeka was able to correct thirteen (13) of the 201 Police Beat boundaries. A few minor discrepancies in the written Policies and Procedures were noted and communicated back to HPD. In a very short time frame, the written description was resolved and passed along to the proper district in order for the change to take place in HPD's internal documentation.
2. Akimeka created a plan to introduce the updates into the CAD system for HPD.
 - a. Since so many layers are impacted by the Police Beat layer (includes Street Centerlines, MSAG Communities, etc), once completed, the entire layer cannot be introduced at once considering the other layers would have to be corrected at the same time. The changes that would be required for the other layers cannot be edited in a short time frame which is why a plan was necessary to introduce the updates in a methodical manner.
 - 1) Upon completion of the Police Beats layer, HPD and Akimeka will review the boundaries with the proper attendees in order to make any corrections where necessary and/or approve the updates.
 - 2) Once approved, a plan of action will be created to start at a specific location and update a certain number of Police Beat boundaries and any impacting layer(s) associated. A schedule will also be created so that the changes will be tracked and a target completion date of the project can be proposed and agreed to.
 - b. Akimeka will be continue to perform any necessary GIS edits to the Police Beat boundaries. This is an ongoing project.

HPD CAD System GIS Data Uploads

Process Development and Validation

On June 7, 2013, HPD PMT, Akimeka, and Motorola met to work on the GIS data upload into the Premier One CAD system utilizing the most recent updates to the map layers. Previously, on May 7, 2013, Akimeka and HPD PMT met to work on an upload of GIS data utilizing the CAD upload documents provided by Motorola. Unfortunately, the documents provided were insufficient and contained contradictory procedures causing the upload to be very difficult and confusing.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

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

HPD CAD System GIS Data Uploads (continued)

Process Development and Validation (continued)

Motorola provided assistance during the upload and recorded notes in order to provide HPD PMT with an accurate document for their upload procedures.

1. Akimeka's GIS data was loaded to the GIS/CAD workstation where the upload process will be taking place.
 - a. HPD and Motorola shared access to the workstation in order to work through the upload and document the process.
2. The data folders on the workstation were arranged so that the upload would be less confusing and the location of the GIS data can remain consistent with each upload.
3. During each upload, a new staging geodatabase is created where the updated GIS data will be loaded and then processed into the CAD system in later steps.
4. The layers that will be used in the upload were identified:
 - a. The Police Beats are named POLICE in the CAD and are used for dispatching.
 - b. The Police Subbeats are named REPORTING_DISTS and are used primarily for statistics, not dispatching.
 - c. Tow boundaries are named TOW but are not used since the tow rotation feature was turned off.
 - d. Landmarks were renamed back to COMMON PLACES to minimize confusion and to match the name of the Motorola import tool.
5. The PremierOne Staging geodatabase was created.
 - a. The full staging geodatabase must be created when data changes take place, even if not all of the layers have been updated
6. All Akimeka source data was imported successfully into the staging geodatabase which included: Street Centerlines, Common Places, Address Points, Police Beats, Police SubBeats, Tow Boundaries, MSAG Communities, and Zip Code.
7. The GIS data was then uploaded to the SDE database connections for the inactive set.
 - a. Once the data is uploaded to the inactive set, it can then be switched to "active" once it is ready to be in a live test and/or production state.
8. HPD PMT successfully uploaded all necessary GIS data into the Test CAD system as well as the Production CAD system.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

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

HPD CAD System GIS Data Uploads (continued)

Process Development and Validation (continued)

9. Although the updated GIS data was uploaded into the CAD system and HPD was able to verify that the updates were in the CAD system and searchable, Akimeka noticed that many of the updates were not in the map display.
 - a. After further investigation, it was noticed that the map data was pulling from a different source rather than the data on the SDE that is used in the CAD system.
 - b. HPD PMT agreed to contact Motorola to see if this may have been configured due to network speed issues or something IT related.
 - c. In order for the map to match and be effective with the CAD system, the source data should be the same. If this was configured due to an IT issue with the network and the connection to the source data on the SDE, then HPD will have to update every dispatch workstation each time data is uploaded on the two-week schedule.

On June 25, 2013, HPD PMT and Akimeka met to perform another GIS data upload for the Motorola PremierOne CAD system in order to review the process and revise any documentation so the procedures are clear and concise.

HPD PMT successfully uploaded all updated GIS data into the Motorola PremierOne CAD system and documented the process with no difficulties.

Intrado PowerMap Implementation for the State of Hawai'i

On May 22, 2013, a conference call among Intrado, HPD, CCH DPP, and Akimeka was held to discuss Intrado's PowerMap deployment for the State of Hawaii. Intrado provided an overview of the PowerMap deployment, confirmed which PSAPs will move to PowerMap with the Hawai'i NG9-1-1 implementation and shared the initial deployment process relative to the GIS data and PowerMap.

The follow-up meeting with the Oahu PSAPs (HPD, HFD, EMS, and Ocean Safety), CCH DPP, Akimeka, and Intrado was held on June 5, 2013 to discuss the Intrado PowerMap solution.

1. During the meeting it was confirmed that the Oahu PSAPs will move forward with the use of PowerMap as the 9-1-1 mapping system on Oahu.
 - a. The described plan provided by Intrado is for the Oahu PSAPs to start on PowerMap version 4.1 and is the version they will be going live with. (Note: The Neighbor Island PSAPs are on version 4.0 currently.)
 - b. Intrado shared that their strategy and plan is to move the State of Hawai'i PSAPs to version 5.0 later in 2014.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

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

Intrado PowerMap Implementation for the State of Hawaii (continued)

2. The source GIS data that will be used in the Intrado PowerMap solution for the Oahu Civilian PSAPs was discussed.
 - a. A unanimous decision from the Oahu Civilian PSAPs was made to move forward utilizing Akimeka's GIS data.
 - b. Follow up meetings/conference calls will take place with Intrado's team of GIS Validation Technicians in order to discuss requirements pertaining to the GIS data.

On June 28, 2013, Akimeka and Intrado held a conference call to discuss the GIS requirements for PowerMap 4.1 with regards to the GIS data and delivery method.

1. It was agreed that Akimeka will deliver the GIS data on the target delivery date of July 5, 2013.
2. It was further agreed that the projected coordinate system of **WGS 84 Web Mercator** will be used and that all of the Oahu GIS data will be in one spatial reference.
3. Akimeka provided a briefing on the current status of the MSAG Community and Street Segment Sweep project and the impact on the GIS data and the MSAG and ALI databases.
 - a. Intrado mentioned that the validations will only be in regards to the GIS data attributes and does not include database synchronization analysis.
 - b. Validations will include the identification of gaps, overlaps, parity, etc.
 - 1) Considering that the GIS data contain many valid errors throughout the City and County of Honolulu, Akimeka wanted to find a way to relay the valid gaps and overlaps to Intrado that are not actual discrepancies in the GIS data.
 - 2) After validation, Intrado will send Akimeka a list of recommended and mandatory errors that require correction. At that time, it will be reviewed by Akimeka and the identification of valid errors and actual errors will take place.
 - 3) Validations of the GIS data can be performed up to two times before it is used in the PowerMap 4.1 system.
 - 4) Once it has been reviewed and is ready for PowerMap, it will be burned to a disc and ready for installation.

Oahu Civilian E9-1-1 Status Report June 1, 2013 – June 30, 2013

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

Freeway Updates

Following the May 23, 2013 conference call between HPD PMT and Akimeka, Akimeka received approval from HPD PMT on June 18, 2013 to rename the freeways using a new naming convention.

1. The new naming convention for the freeways on Oahu are as follows:
 - a. The current pre-directional will be included after the name of the freeway in combination with the freeway name as follows:

From	E H1 FWY
To	H1E FWY

- b. The new naming convention is to be used for all freeways excluding the Moanalua Freeway
2. **During the month of June 2013, Akimeka successfully completed the renaming of the freeways on Oahu to the new naming convention.**
3. HPD is currently working on a renaming convention for the freeway on ramps and off ramps to be consistent and include the necessary information in the name in order to be a valuable resource for the 9-1-1 dispatchers.
 - a. Many of the current freeway on ramps and off ramps have special characters and are not consistent from street segment to street segment.

Ocean Safety Requirements

On June 27, 2013, HPD PMT, Ocean Safety, and Akimeka met to discuss Ocean Safety's needs and request for Akimeka's assistance to provide GIS data for their TriTech CAD system.

1. Ocean Safety discussed the layers that are important for their dispatch operations and the potential for including this information into the TriTech CAD system.
 - a. The layers identified by Ocean Safety are: Districts, Sectors, Towers (Lifeguard Towers), Surf Breaks, Beach Names, Dive Locations, and ERLs.
 - b. Ocean Safety and Akimeka discussed how these layers were created and/or obtained.
 - 1) Many of the point features for surf breaks and tower locations have been GPS'd using various technology including i-phones and Google maps.
 - 2) Ocean Safety and Akimeka agreed to work together to gather the appropriate information which Ocean Safety would like available in the TriTech CAD system.
 - 3) Once all of the information is obtained, Akimeka can assess the requirements to assist Ocean Safety in creating new GIS layers that will be configured to be compatible with the TriTech CAD system.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

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

Ocean Safety Requirements (continued)

2. Akimeka mentioned that once the Response Areas are created for Ocean Safety, the response area information can be tied into the Street Centerlines and will assist Ocean Safety with dispatch and response. The CAD system will use the information to provide routing information and the closest responder.
3. Akimeka agreed to:
 - a. Coordinate with Buck Giles of Ocean Safety to ensure their operational requirements are included as much as possible in the GIS data layers.
 - b. Contact Chuck Alexander of TriTech to inform him that discussions have taken place with regards to Ocean Safety's GIS data and their TriTech CAD upgrade.

On June 28, 2013, Akimeka contacted Chuck Alexander to inform him of the Ocean Safety discussions and layers that Ocean Safety believes are important to their operations.

1. Chuck Alexander shared that the Response Areas can be built like the HFD Response Areas and EMS Response Areas and incorporated in the Street Centerline attributes.
2. Akimeka asked what would be the best approach to include the features requested by Ocean Safety. Many of these point features do not have addresses and are a good distance from the closest Street Centerline.
 - a. Chuck advised that the best approach is to use the Address Points for these features (lifeguard stands, etc.)
 - b. If the feature is greater than 500 feet from the Street Centerlines, it will search for the closest node within 1000 feet and draw a dotted line from it.
 - c. A good way to correct this is to include driveways or ingress segments so that the address location can geocode correctly.
 - d. If a large portion of the locations are well out of range and perhaps in the ocean, the best approach may be to create Geographic Areas. These Geographic Areas are polygons that can be used in the TriTech CAD system to indicate a specific location of information that will be useful to the dispatcher. For example, dive locations may constantly be an issue because they are in the ocean and well out of range from the closest Street Centerline. So in order to have this information included, the creation of Dive Location Geographic Areas may be the best alternative.

Oahu Civilian E9-1-1 Status Report

June 1, 2013 – June 30, 2013

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

HFD and EMS Census Tract

On June 27, 2013, the HFD CAD Administrator questioned why the GIS data Akimeka had delivered for the current TriTech CAD system did not include the previously agreed to inclusion of the census tract information.

1. HFD's CAD Administrator asked Akimeka if this is only in EMS' data release and that HFD might want/need that data as well.
 - a. Akimeka responded that the census tract information being included in the current CAD system was never something that was proposed or at least communicated to Akimeka. The discussions that had previously taken place, led to an agreement to include the census tract information in the Street Centerlines for the new TriTech CAD system upgrade and not in the current system. A feature in the current CAD system called Point in Polygon (PnP) is used at EMS for obtaining the needed census information and was sufficient for the current CAD system.
 - b. Since it was agreed that the census information would only be included in the data for the new TriTech CAD system, Akimeka relayed to HFD that the Street Centerlines with this information had been delivered to TriTech on April 26, 2013, as previously requested
2. If there is a new proposal to include the census information in the current CAD system, this needs to be discussed with Akimeka.
3. Subsequent to the discussions on June 27, 2013, it was clarified that there had been confusion and the census tract information is not needed for the current TriTech CAD system.

SPAWAR Meeting on Addressing for MCBH

There has been no further information or correspondence with regards to this project.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- PSAP Operations**

9-1-1 Call Volume – June 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,282	2,623	31.7%	5,649	68.3%
MOLOKAI	243	146	60.1%	97	39.9%
MAUI COUNTY	8,525	2,769	32.5%	5,746	67.5%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June	8,282	2,623	31.7%	5,649	68.3%	10	0.1%	1,199	14.5%
May	8,828	2,809	31.8%	6,017	68.2%	2	0.0%	1,374	15.6%
April	8,030	2,402	29.9%	5,628	70.1%	0	0.0%	1,298	16.2%
March	8,484	2,668	31.4%	5,816	68.6%	0	0.0%	1,374	16.2%
February (1)	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	48,880	15,285	31.3%	33,581	68.7%	14	0.0%	7,631	15.6%
AVG PER MO	8,147	2,548		5,597		2		1,272	

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

(1) No statistics for February 4 – 7, 2013 due to relocation to alternate site at Civil Defense.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June	243	146	60.1%	97	39.9%	0	0.0%	39	16.0%
May	328	177	54.0%	151	46.0%	0	0.0%	44	13.4%
April	254	150	59.1%	104	40.9%	0	0.0%	42	16.5%
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	1,639	949	57.9%	690	42.1%	0	0.0%	246	15.0%
AVG PER MO	273	158		115		0		41	

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 – June 2013

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

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2013

<p>Weekly (Every Friday from 10:00 a.m. to 12:00 p.m.)</p>	<p>The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to cancel the individual PSAP bi-monthly conference call and convene collectively every Friday to review and discuss the Intrado Viper installation and any issues that may arise. If additional time is needed, the discussion items will continue on the following Wednesday conference call. This is to ensure that all parties hear the same information and are of the same understanding.</p> <ul style="list-style-type: none"> ✚ Specific items under discussion for the County of Maui were: <ol style="list-style-type: none"> 1) Verified the location for placement of the Intrado Viper cabinet at the Maui PSAP. 2) CAT 5 wiring to the Maui PSAP positions was completed. 3) Power receptacles to the Maui PSAP were installed. ✚ Outstanding items under discussion were: <ol style="list-style-type: none"> 1) The administrative telephone numbers that will be integrated are still under evaluation for the Maui PSAP. 2) Coordination with the County's CAD and recording vendor for integration. 3) Dual feeds to the equipment room still needs to be addressed for the Maui PSAP. 4) All issues involving the installation of the 9-1-1 equipment at the Molokai PSAP is pending the build of the new Molokai PSAP.
<p>06/01/13 -- 06/11/13</p>	<p>The Verizon Wireless Annual Audit was completed on June 11, 2013. The audit discovered that CRSs were not submitted by Verizon Wireless as required which resulted in the discrepancies identified that required corrections.</p>
<p>06/01/13 -- 06/27/13</p>	<p>The Sprint Annual Audit was completed on June 27, 2013.</p> <p>The Nextel Annual Audit was cancelled due to the de-commissioning of the Nextel wireless network scheduled for June 30, 2013. All Nextel wireless sites and sectors will be removed from the GIS database with a valid CRS. The updates will be reflected in the next scheduled PSAP PowerMap upload.</p>
<p>06/01/13 -- Pending</p>	<p>T-Mobile returned the validated CRSs on June 21, 2013 which are under validation review by Akimeka.</p>

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2013 (continued)

06/05/13 The State of Hawai'i PSAPs issued a "NO TESTING" schedule for the remainder of 2013 to the Wireless Service Providers (WSPs) as follows. The "NO TESTING" period was agreed to allow for an uninterrupted period during the Intrado Viper installation. Emergency requests for testing will be addressed on a case-by-case basis. The holiday schedule was also included for reference.

PSAP	Equipment Change-out	Training/ Go Live	Thanksgiving Holiday	Christmas and New Years Holiday
Hawai'i	06/26/13 – 07/09/13	08/13/13 – 09/13/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Honolulu Police	07/10/13 – 07/12/13	10/06/13 – 10/25/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
	07/22/13 – 08/02/13			
Kauai	07/26/13 – 08/01/13	10/22/13 – 11/29/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Maui	01/06/14 – 01/17/14	01/23/14 – 02/21/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Molokai		01/06/14 – 02/06/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14

06/16/13 -- 06/21/13 The State of Hawai'i PSAPs attended the 2013 NENA conference in Charlotte, North Carolina. The conference included an exhibit hall with 112 exhibitors. There were eighty-four (84) scheduled education and training sessions covering Next Generation 9-1-1 (NG9-1-1), Stress in the PSAP, Text Messaging, and many more topics.

06/26/13 The State of Hawai'i PSAP Round Table Forum scheduled for June 26, 2013 was cancelled. The next meeting has been scheduled for July 17, 2013.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 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 – 06/30/13) – No further updates.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **MSAG**

Current Month – June 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
MAUI COUNTY	44	26	10	4	5	6	1	209	15	3	27	0	0	0	

Revised categories and report format changes effective May 2012.

During the month of June 2013, twenty-six (26) 9-1-1Net requests were completed relating to the Maui County MSAG database, with 209 customer ANI/ALI records updated as a direct result. Fifteen (15) TN CR and three (3) 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-seven (27) TN CRs in Referred status as of June 30, 2013, 2013.

Prior to the TN CR functionality, TN CRs were categorized as ALI-DRs. 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. These records have been in Referred status for over one year and were closed out. These records will be researched and TN CRs submitted when a valid address is identified.

There are no records in Suspended status as of June 30, 2013.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **MSAG (continued)**

Year-to-Date (YTD) – 2013

MAUI COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected	
December															
November															
October															
September															
August															
July															
June	44	26	10	4	5	6	1	209	15	3	27	0	0	0	
May	172	48	16	2	23	4	3	250	123	1	35	12	0	0	
April	72	52	19	0	27	5	1	295	18	2	27	12	0	0	
March	120	35	6	1	14	14	0	33	79	6	28	11	0	0	
February	44	39	9	1	17	12	0	44	5	0	29	11	1	1	
January	63	61	11	0	43	6	1	405	2	0	52	18	0	0	
TOTAL YTD	515	261	71	8	129	47	6	1,236	242	12					
AVG PER MO	86	44	12	1	22	8	1	206	40	2					

(*) 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 June 1, 2013 – June 30, 2013

- Mapping Layers Updated/Loaded Into GIS – June 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/Molokai		06/26/13	
	Maui	06/26/13		Made corrections to meet the Intergraph CAD requirements
	Maui	06/18/13 – 06/27/13		Added ten (10) addresses received from DSA and seventy-two (72) addresses from the DSA Address layer. Added one (1) address and common name as requested by Maui Dispatch. This is an ongoing project.
	Molokai	06/17/13		Added one (1) address received from DSA
			06/12/13	
Emergency Callboxes				
Fire Beats	Maui/Molokai		06/26/13	
	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Fire Districts	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Fire Response Areas	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Medic Beats	Maui/Molokai		06/26/13	
	Maui	06/25/13		Corrected to match coastline
	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Medic Districts	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Medic Response Areas	Maui	06/14/13		Updated coastline
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		06/26/13	
	Maui	06/18/13		Edited condominium names per SR#583

() 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 June 1, 2013 – June 30, 2013

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Police Beats	Maui/Molokai		06/26/13	
	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Police Districts	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Police Response Areas	Maui	06/25/13 – 06/26/13		Corrected to match coastline
	Maui	06/14/13		Updated coastline
	Molokai	06/13/13		Updated coastline
Police Stations				
Schools				
Street Centerlines	Molokai	06/28/13		Split Kolekole Ave at boundary entrance to Schofield
	Maui/Molokai		06/26/13	
	Maui	06/20/13		Adjusted ranges according to the new addresses added
	Maui	06/18/13 – 06/19/13		Modified street centerline ranges according to new addresses assigned
	Maui/Molokai		06/12/13	
Trails				
WSP Cell Towers	Maui/Molokai		06/12/13	
	Maui	06/10/13		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Building Footprints				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging	Maui/Molokai		06/26/13	
	Maui	06/18/13		Added two (2) condominiums per SR#583
Medical Facilities				
Parcels	Maui/Molokai		06/26/13	
		06/18/13 – 06/20/13		Updated parcels
	Maui	06/03/13		Updated according to new County Parcels layer. This is an ongoing project.
Parks (Includes National Parks)	Maui/Molokai	06/17/13		Edited to fit coastline
	Maui	06/14/13 – 06/17/13		Updated coastline
Park Polygon	Maui/Molokai		06/26/13	
	Maui/Molokai	06/17/13 – 06/18/13		Edited to fit coastline
Post Offices				
Subdivisions				

(*) 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 June 1, 2013 – June 30, 2013

- **Mapping Layers Updated/Loaded Into GIS – June 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		Other/Remarks
		Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline	Maui/Molokai		06/26/13	
	Molokai	06/11/13 – 06/12/13		Edited coastline to fit imagery. This is an ongoing project.
	Maui	06/03/13 – 06/14/13		Edited coastline to fit imagery. This is an ongoing project.
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries	Maui/Molokai		06/26/13	
	Maui/Molokai	06/18/13		Edited to fit coastline
	Molokai	06/13/13		Updated coastline
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				

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

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **Mapping Layers Updated/Loaded Into GIS – June 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		
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions	Maui	06/26/13		Changed to fit coastline

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

Note: The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

Current Month GIS Activities – June 2013

- 06/18/13 Akimeka edited the Ocean Background to fit the coastline for Maui, Lanai and Molokai.
- 06/25/13 Akimeka edited and updated the Maui Police Commonplaces Lookup Table.
- 06/26/13 Akimeka corrected the coastline for the ESN and PoliceVET layers.
- 06/26/13 -- 06/28/13 Akimeka prepared and completed an Intergraph CAD push for Maui for: Address Points, Commonplaces Lookup Table, Parcels, Street Centerlines, Coastline, Lodging, Ocean Rescue Boundaries, Points of Interest, Police Beats, Police Districts, Police Response Areas, Police VET, Tow Jurisdictions, Medic Beats, Fire Beats, Fire Districts, Fire Response Areas, Parks Polygon, Ocean Background, and WSP Cell Towers.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• Service Requests Transactions

Open Service Requests – June 2013 (May 30, 2013 – June 26, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/13	580	<u>Incorrect Address:</u> TN= (808) 875-8837	MSAG - AN/ALI Discrepancy	High	TN information submitted to 9-1-1Net and awaiting approval from PNLI.
2	06/19/13	585	<u>Incorrect Address:</u> TN= (808) 573-1529	MSAG - AN/ALI Discrepancy	High	TN information submitted to 9-1-1Net

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.

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	4	3	2	2	2	2	1	0	0	0	0
May	2	1	1	1	1	1	0	0	0	0	0
April	4	4	0	2	2	2	2	0	0	0	0
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	21	19	2	12	12	9	7	0	0	0	0

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

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2013 (continued)

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	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
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

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

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 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 **2,671** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on June 14, 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		As of June 14, 2013	
		9-1-1 MSAG Dated 03-01-13		9-1-1 MSAG Dated 06-01-13	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,669		2,671	
Less: 9-1-1 MSAG Exception Records	(1)	60	2.2%	60	2.2%
Net 9-1-1 MSAG Records Eligible for Comparison		2,609		2,611	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,595	99.5%	2,609	99.9%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	6	0.2%	2	0.1%
9-1-1 MSAG Record With No GIS Record	(3)	8	0.3%	0	0.0%
Total 9-1-1 MSAG Records No Match		14	0.5%	2	0.1%

Objective: NENA Recommended Match Rate = 98%

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 2013

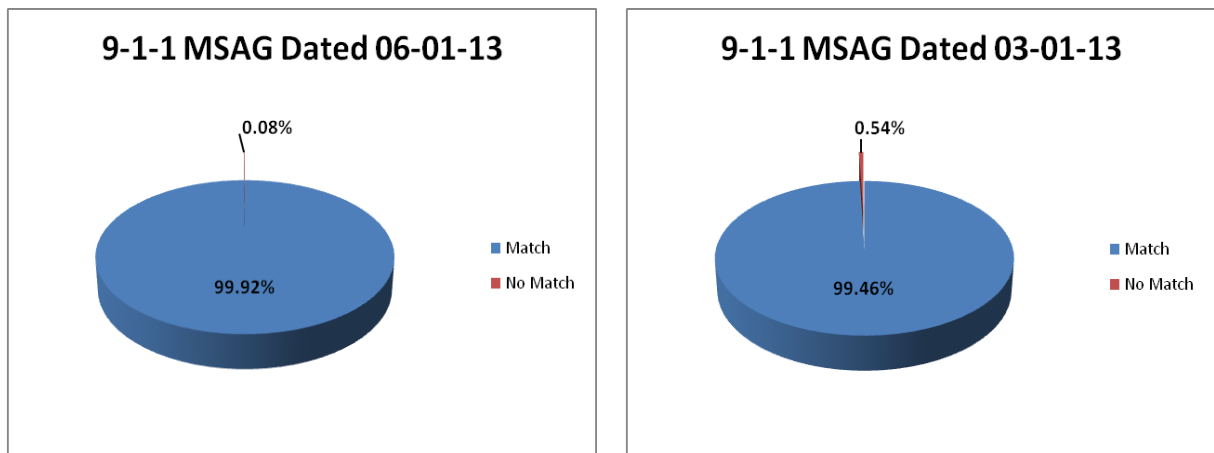
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

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 – June 1, 2013 vs. March 1, 2013 MSAG



Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant from 99.46% as of March 1, 2013 to 99.92% as of June 1, 2013

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 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 – June 1, 2013 vs. March 1, 2013 MSAG (continued)

- ❖ “MSAG - GIS Minor Corrections” decreased from 6 to 2 from March 2013 to June 2013 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record and these records have been corrected. Although these are minor corrections, the customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- ❖ “MSAG Record With No GIS Record” were reduced to zero from March 2013 to June 2013 (8 to 0) 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

Hawaiian Telcom, Inc. (HTI) provides 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:

PSAP	ESN	Invalid MSAG Records			
		9-1-1 MSAG Dated 03-01-13		9-1-1 MSAG Dated 06-01-13	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	257	9.5%	233	8.7%
MOLOKAI	359	110	32.8%	78	25.8%
TOTAL MAUI COUNTY		367	12.1%	311	10.4%

Note: The number of X99 MSAG records for Maui/Lanai and Molokai were inadvertently reported in reverse. The chart above has been corrected accordingly for the 9-1-1 MSAG Dated 03-01-13.

Maui County E9-1-1 Status Report June 1, 2013 – June 30, 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)

Invalid MSAG Streets and Address Ranges – ESN x99 Records (continued)

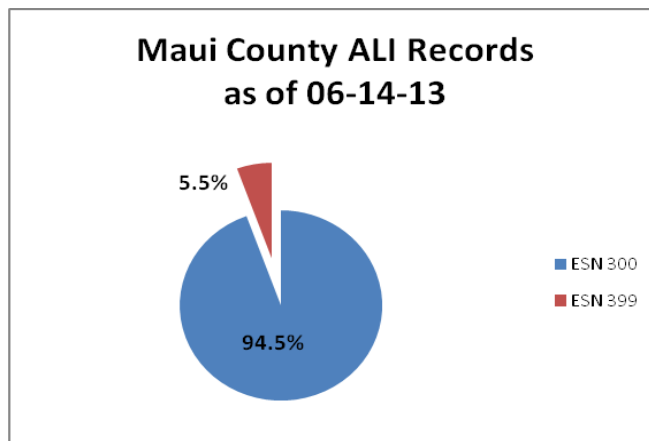
These invalid MSAG records represent **10.4%** of the Total MSAG records for Maui County as of the June 1, 2013 MSAG as compared to 12.1% as of the March 1, 2013 MSAG. The 15.3% decrease in the number of invalid MSAG records are the result of Akimeka’s research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

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.

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 June 14, 2013, **4,535** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **5.5%** 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 ALI records decreased from 4,765 to 4,535 from March 2013 to June 2013 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in March 2013. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- PSAP Operations**

9-1-1 Call Volume – June 2013

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	11,324	3,485	30.9%	7,795	69.1%

(*) 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								Abandoned	
		Wireline/VoIP		Wireless		Unknown		Admin			
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	11,324	3,485	30.9%	7,795	69.1%	44	0.4%	N/A	N/A	N/A	N/A
May	11,511	3,554	31.0%	7,895	69.0%	62	0.5%	N/A	N/A	N/A	N/A
April	11,245	3,488	31.1%	7,717	68.9%	40	0.4%	N/A	N/A	N/A	N/A
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	67,350	21,253	31.7%	45,856	68.3%	241	0.4%	N/A	N/A	N/A	N/A
AVG PER MO	11,225	3,542		7,643		40		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 June 1, 2013 – June 30, 2013

• **PSAP Operations (continued)**

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

HAWAII		TRANSFERRED TO FIRE										Abandoned	
		Wireline/VoIP			Wireless			Unknown		Admin			
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	2,004	804	40.6%	23.1%	1,178	59.4%	15.1%	22	1.1%	N/A	N/A	N/A	N/A
May	2,221	924	42.0%	26.0%	1,276	58.0%	16.2%	21	0.9%	N/A	N/A	N/A	N/A
April	2,205	934	42.9%	26.8%	1,244	57.1%	16.1%	27	1.2%	N/A	N/A	N/A	N/A
March	2,255	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	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A
TOTAL YTD	13,245	5,620	42.9%	26.4%	7,472	57.1%	16.3%	153	1.2%	N/A	N/A	N/A	N/A
AVG PER MO	2,208	937			1,245			26		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 June 1, 2013 – June 30, 2013

• **PSAP Operations (continued)**

Wireless Test – June 2013

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

Current Month PSAP Operations Activities – June 2013

Weekly
(Every Friday
from 10:00
a.m. to 12:00
p.m.)

The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to cancel the individual PSAP bi-monthly conference call and convene collectively every Friday to review and discuss the Intrado Viper installation and any issues that may arise. If additional time is needed, the discussion items will continue on the following Wednesday conference call. This is to ensure that all parties hear the same information and are of the same understanding.

✚ Specific items under discussion for the County of Hawai'i were:

- 1) The Intrado 4-foot cabinet was installed and secured in the back room.
- 2) Grounding and twist lock requirements were completed at both PSAPs -- Police and Fire.
- 3) Hawaiian Telcom and Intrado began site preparation and equipment installation at the County of Hawai'i Police PSAP on June 25, 2013 and will continue through July 9, 2013.

✚ Outstanding items under discussion were:

- 1) The administrative telephone numbers that will be integrated are still under evaluation for both PSAPs -- Police and Fire.
- 2) Dual power feeds have been requested in the back room and Intrado and Hawaiian Telcom are requesting compliance by the "go" live date at both PSAPs -- Police and Fire.

06/01/13 --
06/11/13

The Verizon Wireless Annual Audit was completed on June 11, 2013. The audit discovered that CRSs were not submitted by Verizon Wireless as required which resulted in the discrepancies identified that required corrections.

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2013 (continued)

06/01/13 -- The Sprint Annual Audit was completed on June 27, 2013. The audit discovered that
06/27/13 CRSs were not submitted by Sprint as required which resulted in the discrepancies identified that required corrections.

The Nextel Annual Audit was cancelled due to the de-commissioning of the Nextel wireless network scheduled for June 30, 2013. All Nextel wireless sites and sectors will be removed from the GIS database with a valid CRS. The updates will be reflected in the next scheduled PSAP PowerMap upload.

06/01/13 -- AT&T Mobility returned the validated CRSs on June 5, 2013 which are under validation
Pending review by Akimeka.

06/01/13 -- T-Mobile returned the validated CRSs on June 21, 2013 which are under validation
Pending review by Akimeka.

06/05/13 The State of Hawai'i PSAPs issued a "NO TESTING" schedule for the remainder of 2013 to the Wireless Service Providers (WSPs) as follows. The "NO TESTING" period was agreed to allow for an uninterrupted period during the Intrado Viper installation. Emergency requests for testing will be addressed on a case-by-case basis. The holiday schedule was also included for reference.

PSAP	Equipment Change-out	Training/Go Live	Thanksgiving Holiday	Christmas and New Years Holiday
Hawai'i	06/26/13 – 07/09/13	08/13/13 – 09/13/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Honolulu Police	07/10/13 – 07/12/13	10/06/13 – 10/25/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
	07/22/13 – 08/02/13			
Kauai	07/26/13 – 08/01/13	10/22/13 – 11/29/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Maui	01/06/14 – 01/17/14	01/23/14 – 02/21/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Molokai		01/06/14 – 02/06/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• PSAP Operations (continued)

Current Month PSAP Operations Activities – June 2013 (continued)

- 06/16/13 -- 06/21/13 The State of Hawai'i PSAPs attended the 2013 NENA conference in Charlotte, North Carolina. The conference included an exhibit hall with 112 exhibitors. There were eighty-four (84) scheduled education and training sessions covering Next Generation 9-1-1 (NG9-1-1), Stress in the PSAP, Text Messaging, and many more topics.
- 06/19/13 On June 19, 2013 at approximately 11:30 p.m., the WSPs who serve the County of Hawai'i experienced network outages as a result of the loss of network connectivity between Hawaiian Telcom and the WSPs. As a result, the WSP customers were unable to place 9-1-1 calls. The trouble was isolated to failed network cards between the Kawaihae Central Office and the Kamuela Central Office. Service was restored on June 20, 2013 at approximately 6:20 a.m.
- 06/26/13 The State of Hawai'i PSAP Round Table Forum scheduled for June 26, 2013 was cancelled. The next meeting has been scheduled for July 17, 2013.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 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 – 06/30/13)** – No further updates.

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 two (2) trouble reports in the month of June 2013. As of June 30, 2013, a total of **439** 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	April 2013	May 2013	June 2013	
Audio Issues	178	1	0	1	0	3	1	184
No ANI/ALI Transferring to the CAD	50	0	0	0	0	0	0	50
Feature Not Working and Screen Problems	39	0	8	2	3	0	0	52
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	0	0	0	0	0	14
Transfer Issues to Secondary PSAP (Fire)	9	0	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	0	0	0	0	0	6
Call History Not Complete or Available	6	0	0	0	0	0	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	97	13	3	3	1	0	1	118
Total Trouble Reports	398	15	11	6	4	3	2	439

Of the 439 reported troubles, feedback and/or resolution has been received on 176 (40.1%) of the trouble reports.

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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. There are no further discussions with regards to the Solacom conversion.

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 June 30, 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 June 30, 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 June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 June 30, 2013, the 5-second delay is still removed and the PSAP continues to monitor the delay in the delivery of the ANI/ALI. There has been no improvement in the ANI/ALI delivery speed.

Hawai'i County E9-1-1 Status Report

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

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

5. Inability to Transfer Calls to the Secondary PSAP – This issue is considered closed.

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 June 30, 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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 June 30, 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 Hawai'i 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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 June 30, 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 Hawai'i 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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 June 30, 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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 30, 2013 (continued)

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

On January 23, 2013, a trouble ticket was initiated by the Hawai'i 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 June 30, 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 June 30, 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 Hawai'i 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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 Hawaii 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 June 30, 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 Hawai'i 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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

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

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of June 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 Hawai'i 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 Hawai'i 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 and additional incidents were reported in April 2013 associated with some of the 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.

Multiple occurrences of this same issue were reported to HTI on April 1, 2013, April 8, 2013, and April 20, 2013 for Fire Position 3. HTI shared that they were looking into replacing a Solacom position at the County of Hawai'i Police PSAP, however there has been no replacement to date as of April 30, 2013.

Hawai'i County E9-1-1 Status Report

June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

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

19. Miscellaneous Trouble Reports (continued)

- 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 25, 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. There has been further occurrences and the PSAP is continuing to monitor this situation.
- 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.
- 7) Other – On April 17, 2013, a box appeared on County of Hawai'i Fire Position 2 with the following message: "Audio Quality Alarm". The trouble was reported to HTI and the PSAP was advised to log in and log out of the position. This appeared to resolve the issue and no further trouble has occurred.

In May 2013, there were three (3) audio troubles reported as follows:

- 1) Audio – On May 19, 2013, two messages were displayed on the County of Hawai'i Fire Position 2. The first message appeared in the ticker box with "AUDIO QUALITY ALARM" and the second message appeared on the status bar with "ALARM STREAMING: OK". The PSAP logged the position out and in and there were no subsequent messages that appeared. This incident was reported to HTI.
- 2) Audio – On May 19, 2013, the County of Hawai'i Police Puna position received the following error message: "THE HEADSET DEVICE HAS BEEN REMOVED AND AUDIO HAS BEEN REDIRECTED TO THE SPEAKER. PLEASE NOTE THERE IS ONE-WAY AUDI AND MICROPHONE DOESN'T WORK." The position also busied out.

SPRD Kaneholo discovered that the Solacom headset manager power cable was unplugged beneath the console. After plugging in the power, the console was back in working order. Photos were taken and verified with Roger Skinner of HTI that the connections were correct. It appears that the Solacom headset manager solution with an external power supply has an easily disengaged power cord. The position and connection were tested and the trouble is considered "closed".

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

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

19. Miscellaneous Trouble Reports (continued)

- 3) Audio – On May 20 – 21, 2013, The County of Hawai'i Police Hilo and Calltaker positions reported having intermittent trouble hearing units from the field when on the telephone. A strong audio feedback was also reported. HTI technicians were dispatched to the PSAP on May 21, 2013. The trouble was isolated and the Calltaker position was repaired. However, HTI determined that the headset manager on the Hilo console was faulty and no replacement was available on island and new equipment would be shipped. As of May 31, 2013, no replacement has been received to date.

In June 2013, there were two (2) troubles reported as follows:

- 1) Audio – There was another incident relating to the May 19, 2013 County of Hawai'i Fire Position 2 trouble. On June 5, 2013, the County of Hawaii Fire Position 2 experienced another "AUDIO QUALITY ALARM". When the position was logged off and on, the message disappeared. The trouble was reported to HTI.
- 2) Other – On June 26, 2013, all of the County of Hawai'i Police Solacom positions were unable to print to the local HP printer. The trouble was reported to HTI and to date has not been resolved.

The County of Hawai'i continues to experience trouble with the Solacom system month after month since the initial conversion. This has negatively impacted the County of Hawai'i's PSAP operations and level of confidence with HTI. As such, the County of Hawai'i PSAPs are concerned with the reliability and ongoing maintenance level that can be expected from Solacom and HTI while the County of Hawai'i is still operating on the Solacom system.

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **MSAG**

Current Month – June 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
HAWAII	325	237	9	1	214	13	0	35	87	1	132	0	0	0

Revised categories and report format changes effective May 2012.

During the month of June 2013, 237 9-1-1Net requests were completed relating to the MSAG database, with 35 customer ANI/ALI records updated as a direct result. Eighty-seven (87) 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 132 TN CRs in Referred status as of June 30, 2013.

Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. Seven (7) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call. These have been in Referred status for over one year and will be researched again. If required, a TN CR will be created when a valid address is identified. Two (2) ALI-DRs were submitted as a direct result of a 9-1-1 call and have been properly updated.

As such, there are no ALI-DRs in Referred status as of June 30, 2013.

There are no records in Suspended status as of June 30, 2013.

- The seven (7) suspended records from May 2013 have been updated. According to the County of Hawai'i Addressing Authority's suggestion, Akimeka will add Hawaii Belt Rd to the "Location" field for any customers who disagree with the Mamalahoa Hwy name change.

In addition, Akimeka created an alias for Mamalahoa Hwy and Hawaii Belt Rd which are labeled in the GIS.

Akimeka will continue to track the progress and report any issues that may arise.

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 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		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
December														
November														
October														
September														
August														
July														
June	325	237	9	1	214	13	0	35	87	1	132	0	0	0
May	241	178	31	3	127	13	4	383	62	1	408	9	7	7
April	576	85	14	3	64	4	0	159	482	9	206	9	0	0
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	1,709	915	236	26	571	73	9	3,722	772	22				
AVG PER MO	285	153	39	4	95	12	2	620	129	4				

(*) Applies to Change Request Category Only

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

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

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- Mapping Layers Updated/Loaded Into GIS – June 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		06/25/13	
	06/18/13		Monthly update on Address Points
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
	06/10/13		Updated coastline
Fire Districts (Includes Medic Districts)			
	06/10/13		Updated coastline
Fire Response Areas	06/10/13		Updated coastline
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities		06/11/13	
	06/10/13		Updated coastline
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats	06/10/13		Updated coastline
Police Districts	06/10/13		Updated coastline
Police Response Areas	06/10/13		Updated coastline
Police Stations			
Schools			
Street Centerlines		06/25/13	
	06/18/13		Monthly update on Street Centerlines
Trails			
WSP Cell Towers		06/25/13	
	06/11/13		Per Sprint CRS
	06/10/13		Per VZW CRS

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

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **Mapping Layers Updated/Loaded Into GIS – June 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		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks (Includes National Parks)	06/14/13		Updated coastline
Parks Polygon	06/14/13		Updated coastline
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline	06/04/13 -- 06/07/13		Edited coastline to fit imagery. This is an ongoing project.
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
Hydrants			

() 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 June 1, 2013 – June 30, 2013

• **Mapping Layers Updated/Loaded Into GIS – June 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)			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries	06/14/13		Updated coastline
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 June 1, 2013 – June 30, 2013

- **Mapping Layers Updated/Loaded Into GIS – June 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 **June 18, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		13
# of Street Segments Removed		0
# of New Addresses Added	86	
# of Addresses Removed	2	
# of Street Segment Range Changes		6
# of Street Segment Name Changes		6
# of Address Street Name Changes	4	
# of Address Street Number Changes	4	

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

Hawai'i County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **Service Requests Transactions**

Open Service Requests – June 2013 (May 30, 2013 – June 26, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).</p> <p>Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on October 1, 2012.</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.</p> <p>There are currently 118 TNs in "Referred" status with HTI as of June 27, 2013. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.</p>
2	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 June 27, 2013.</p>

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

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	1	2	2	0	0	1	2	0	0	0	0
May	2	2	3	1	1	1	1	0	0	0	0
April	9	10	3	0	0	9	10	0	0	0	0
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	27	25	2	1	1	26	24	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 June 1, 2013 – June 30, 2013

• PSAP Operations

9-1-1 Call Volume – June 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,165	959	30.3%	2,206	69.7%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June	3,165	959	30.3%	2,206	69.7%	0	0.0%	664	21.0%
May	3,130	962	30.7%	2,168	69.3%	0	0.0%	622	19.9%
April	3,134	919	29.3%	2,215	70.7%	0	0.0%	664	21.2%
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	18,879	5,868	31.1%	12,990	68.9%	21	0.1%	4,049	21.4%
AVG PER MO	3,147	978		2,165		4		675	

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 June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Wireless Test – June 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/24/13	AT&T Mobility	6	30	Kauai PSAP/ Akimeka	Fail
06/24/13	AT&T Mobility	3	12	Kauai PSAP/ Akimeka	Pass
06/24/13	Verizon Wireless	3	9	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – June 2013

Weekly
(Every
Friday from
10:00 a.m.
to 12:00
p.m.)

The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to cancel the individual PSAP bi-monthly conference call and convene collectively every Friday to review and discuss the Intrado Viper installation and any issues that may arise. If additional time is needed, the discussion items will continue on the following Wednesday conference call. This is to ensure that all parties hear the same information and are of the same understanding.

✚ Specific items under discussion for the County of Kauai were:

- 1) Verified the location for the placement of the Intrado Viper cabinet.
- 2) Grounding and twist lock requirements are to be completed by July 5, 2013.
- 3) The dual feeds requirements in the equipment room were verified.
- 4) The CAT 5 position wiring will be completed by Hawaiian Telcom, Inc. (HTI).

✚ Outstanding items under discussion were:

- 1) The administrative telephone numbers that will be integrated are still under evaluation for the Kauai PSAP.
- 2) Coordination with the County's CAD and recording vendor for integration.

06/01/13 --
06/11/13

The Verizon Wireless Annual Audit was completed on June 11, 2013. The audit discovered that CRSs were not submitted by Verizon Wireless as required which resulted in the discrepancies identified that required corrections.

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2013 (continued)

06/01/13 -- The Sprint Annual Audit was completed on June 27, 2013. The audit discovered that
06/27/13 CRSs were not submitted by Sprint as required which resulted in the discrepancies identified that required corrections.

The Nextel Annual Audit was cancelled due to the de-commissioning of the Nextel wireless network scheduled for June 30, 2013. All Nextel wireless sites and sectors will be removed from the GIS database with a valid CRS. The updates will be reflected in the next scheduled PSAP PowerMap upload.

06/01/13 -- AT&T Mobility returned the validated CRSs on June 5, 2013 which are under
Pending validation review by Akimeka.

06/01/13 -- T-Mobile returned the validated CRSs on June 21, 2013 which are under validation
Pending review by Akimeka.

06/05/13 The State of Hawai'i PSAPs issued a "NO TESTING" schedule for the remainder of 2013 to the Wireless Service Providers (WSPs) as follows. The "NO TESTING" period was agreed to allow for an uninterrupted period during the Intrado Viper installation. Emergency requests for testing will be addressed on a case-by-case basis. The holiday schedule was also included for reference.

PSAP	Equipment Change-out	Training/Go Live	Thanksgiving Holiday	Christmas and New Years Holiday
Hawai'i	06/26/13 – 07/09/13	08/13/13 – 09/13/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Honolulu Police	07/10/13 – 07/12/13	10/06/13 – 10/25/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
	07/22/13 – 08/02/13			
Kauai	07/26/13 – 08/01/13	10/22/13 – 11/29/13	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Maui	01/06/14 – 01/17/14	01/23/14 – 02/21/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14
Molokai		01/06/14 – 02/06/14	11/25/13 – 11/29/13	12/20/13 – 01/06/14

06/16/13 -- The State of Hawai'i PSAPs attended the 2013 NENA conference in Charlotte, North
06/21/13 Carolina. The conference included an exhibit hall with 112 exhibitors. There were eighty-four (84) scheduled education and training sessions covering Next Generation 9-1-1 (NG9-1-1), Stress in the PSAP, Text Messaging, and many more topics.

06/26/13 The State of Hawai'i PSAP Round Table Forum scheduled for June 26, 2013 was cancelled. The next meeting has been scheduled for July 17, 2013.

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 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 – 06/30/13) – No further updates.

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- MSAG**

Current Month – June 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	123	5	1	0	3	1	0	14	118	0	60	0	0	0	

Revised categories and report format changes effective May 2012.

During the month of June 2013, five (5) 9-1-1Net requests were completed relating to the MSAG database, with fourteen (14) customer ANI/ALI records updated as a direct result. 118 TN CR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are sixty (60) TN CRs in Referred status as of June 30, 2013.

Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. Five (5) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call. These records have been in Referred status for over one year and have been closed out. These records will be researched again and TN CRs created as needed when a valid address is identified.

There are no records in Suspended status as of June 30, 2013.

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2013

KAUAI		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
December														
November														
October														
September														
August														
July														
June	123	5	1	0	3	1	0	14	118	0	60	0	0	0
May	44	6	1	0	1	4	0	231	38	0	39	5	0	0
April	76	11	1	0	9	0	1	2	65	0	39	5	5	5
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	941	62	8	0	38	15	1	268	877	2				
AVG PER MO	157	10	1	0	6	3	0	45	146	0				

(*) Applies to Change Request Category Only

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

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

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- Mapping Layers Updated/Loaded Into GIS – June 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		06/27/13	
	06/20/13		Added one (1) address point assigned by the Kauai County Addressing Authority
		06/13/13	
	06/06/13		Added two (2) addresses received from the Kauai County Addressing Authority
	06/03/13		Added one (1) address received from the Kauai County Addressing Authority
Emergency Callboxes			
Fire Beats	06/12/13		Updated coastline
Fire Districts	06/12/13		Updated coastline
Fire Response Areas	06/12/13		Updated coastline
Fire Stations			
Incident Response Area	06/14/13		Updated coastline
Major Roads			
MSAG Communities (aka Towns)	06/13/13 – 06/14/13	06/27/13	Updated coastline
Medic Beats	06/12/13		Updated coastline
Medic Districts	06/12/13		Updated coastline
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats	06/14/13	06/27/13	Updated coastline
Police Districts	06/14/13		Updated coastline
Police Response Areas	06/14/13	06/27/13	Updated coastline
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.*

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- Mapping Layers Updated/Loaded Into GIS – June 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)			
Street Centerlines		06/13/13	
	06/06/13		Altered low range on Kakela Makai Dr per the Kauai County Addressing Authority
Trails			
WSP Cell Sectors (Polygon)		06/27/13	
	06/20/13		T-Mobile Annual Audit
		06/13/13	
	06/10/13		Per VZW CRS
WSP Cell Towers (Points)		06/27/13	
	06/20/13		T-Mobile Annual Audit
		06/13/13	
	06/10/13		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon		06/27/13	
	06/14/13		Updated coastline
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
	06/06/13 – 06/11/13		Edited coastline to fit imagery. This is an ongoing project.
Coastal Names			
Communications			

(**) 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 June 1, 2013 – June 30, 2013

• **Mapping Layers Updated/Loaded Into GIS – June 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)			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries		06/27/13	
	06/17/13		Updated coastline
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			

(*) 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

June 1, 2013 – June 30, 2013

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

Note: The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS Server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.

Current Month GIS Activities – June 2013

06/28/13 Akimeka prepared and uploaded updated Address Points, IRA, MSAG Communities, Park Polygons, Police Beats, Police Districts, WSP Cell Sectors, WSP Cell Towers layers and three (3) Geofiles onto the Kauai GeoComm computer.

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 – June 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 April 10, 2013 and April 24, 2013 in order for Kauai County IT to manually load the data on to each PSAP position individually.

Updated data was copied to the GeoComm computer on June 28, 2013. Kauai County IT acknowledged receipt of the data and plans to upload the data the following week.

Kauai County E9-1-1 Status Report June 1, 2013 – June 30, 2013

- **Service Requests Transactions**

Open Service Requests – June 2013 (May 30, 2013 – June 26, 2013)

Date	Ticket #	Description	Category	Urgency	Comments
		NONE			

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

Year-to-Date (YTD) Summary – 2013

KAUAI				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	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	2	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