

NEIL ABERCROMBIE
Governor



BRUCE A. COPPA
Comptroller

RYAN OKAHARA
Deputy Comptroller

STATE OF HAWAII
WIRELESS ENHANCED 911 BOARD
Board Meeting
Thursday, July 14, 2011
10:00 am – 12 noon
Kalanimoku Building Conference Room
Room 410
1151 Punchbowl Street
Honolulu, HI 96813

AGENDA

- I. Call to order
- II. Introductions
- III. Review and Approval of Minutes from June 9, 2011 Board Meeting
- IV. Committee Updates by Chairs.
 - a. Finance Committee – Russell Lundberg
 - b. Technical Committee – Victor Ramos
 - c. Communications Committee – Gordon Bruce
- V. PSAP Status Updates
 - a. Kauai – Mark Begley
 - b. Oahu – Gordon Bruce
 - c. Molokai – Victor Ramos
 - d. Maui – Clayton Tom
 - e. Hawaii – Paul Ferreira
- VI. Items for Discussion, Consideration and Action
 - a. Review of the Monthly Cash Flow Report for the month of June 2011.
 - b. Update on FY 2010-2011 Financial Audit.
 - c. Requests for approval for PSAP adjustments previously approved FY 2011 Funding
 - i. Hawai'i PSAP- Pictometry License Fee
 - ii. Hawai'i PSAP- Intergraph User's Conference
 - iii. Others
 - d. Update on status of FY 2012 projects
 - i. HPD-Akimeka, LLC
 - ii. HPD-CAD Upgrade
 - iii. HFD-CAD Upgrade
 - iv. Hawai'i PD- CAD Upgrade
 - v. Others

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- e. NG911 Technology Forum
- f. 9-1-1 Legislation Update.
- g. Wireless E911 Timeline update.
- h. Discussion of issues related to HB1000
 - i. Establishing a process for the identifying and selecting additional Board members.
 - ii. Drafting new legislation for additional administrative staff support.

VIII. Announcements

IX. **Next meeting date** – August 11, 2011, 10am, Comptroller’s Conference Room 410.

XI. Adjournment

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10:00 am – 12 noon
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MINUTES

Members present: Paul Ferreira (Chair), Jeffrey Ono, Russell Lundberg, Victor Ramos, Clayton Tom, Bruce Coppa, Mark Begley, Goldie Cross, James LaClair, Gordon Bruce.

Members absent: Cedric Apaka.

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

Guests present: Jayne Nantkes (Akimeka, LLC), Kenison Tejada (HFD), Thalia Burns (HPD), Tony Ramirez (Akimeka, LLC), Patty Dukes (EMS), John Thompson (HPD), Morris Tamanaha (Navy Region Hawaii), Clement Chan (C&Cof HNL), Becky Lance (HawTel), Bob Koenig (VisionAir).

- I. Call to order
The meeting was called to order at 10:05am.
- II. Introductions
Introductions were made of all individuals present.
- III. Review and Approval of Minutes from June 9, 2011 Board Meeting
Mr. James LaClair motioned to approve the minutes. The motion was seconded and approved unanimously by voice vote without discussion.
- IV. Committee Updates by Chairs.
 - a. Finance Committee – Russell Lundberg
No updates
 - b. Technical Committee – Victor Ramos
No updates
 - c. Communications Committee – Gordon Bruce



The following items were discussed during the Communications meeting one hour earlier:

- (a) Master list of media will be posted on the website.
- (b) A proposal is forthcoming from the Akimeka, LLC webmaster for expanded services.
- (c) Mr. Kerry Yoneshige discussed the recommended procedures for the hiring of an Executive Director and a contract hire and will work with Mr. Paul Ferreira for later presentation to the Board.

Mr. Russell Lundberg motioned to approve the recommendation for a Contract hire. The motion was seconded and the approved unanimously by voice vote.

- (d) Social media- Twitter and Facebook have been established. Permission to go to DAGs for permission to open the social media accounts to communicate to the public regarding Board activities and to use the State's logo as the logo for the Twitter and Facebook accounts.

Mr. Victor Ramos motioned to obtain Board approval to obtain from the governor's office permission to open the social media accounts to inform the public of Board activities and to use the State's logo. The motion was seconded and approved unanimously by voice vote without discussion.

- (e) The communications committee will draft a press release regarding Act 168(11).

Mr. Paul Ferreira motioned for Board approval for Communications Committee to draft the press release by the Executive Director prior to the next Board meeting and review it through DAGS and the governor's PIO. The motion was seconded and approved unanimously without discussion.

- (f) Creation of a 9-1-1 logo competition among the schools.
 - (i) Cash prize to winner-Mr. Kerry Yoneshige to investigate any procurement issues regarding cash prizes.
 - (ii) Competition to be among local public and charter schools; 6 through 12 grades
 - (iii) Establish ground rules for the logo.

Mr. Gordon Bruce motioned for the Board approval for the 9-1-1 logo completion and preliminary ground rules. The motion was seconded and approved unanimously without discussion.



V. PSAP Status Updates

- a. Kauai – Mark Begley
Mr. Begley reported the signing of the computer upgrade for the Kauai PSAP.
- b. Oahu – Gordon Bruce
 - (a) Consultant's report was issued regarding the merger of Fire and EMS.
 - (b) One other discussion in a preliminary stage is the possible merger of 911 PSAP.
- d. Molokai – Victor Ramos
Nothing to report.
- e. Maui – Clayton Tom
Nothing to report
- f. Hawaii – Paul Ferreira
Nothing to report.

VI. Items for Discussion, Consideration and Action

- a. Review of the Monthly Cash Flow Report for the month of June 2011.
 - (a) Total cash receipts for the month amounted to - \$770,159.63
 - (b) Total cash disbursements for the month amounted to- \$657,379.76
 - (c) Total fiscal yearend encumbrances amounted to- \$5,388,982.98.
 - (d) Total cash balance as of 30 June 2011 amounted to- \$13,028,477.12.
 - (e) Total Fiscal Year receipts amounted to \$8,305.496.
 - (f) Total Fiscal Year disbursements amounted to \$8,665,775.
- b. Update on FY 2010-2011 Financial Audit.
Mr. Tagupa stated that the procurement of the auditor will be delayed due to procurement issues. The RFQs were higher than authorized and the procurement was canceled and will be re-solicited through the HePS system. This will delay the completion of the audit until the December/January timeframe.
- c. Requests for approval for PSAP adjustments previously approved FY 2011 Funding
 - i. Hawai'i PSAP- Pictometry License Fee
Mr. Paul Ferreira stated that the cost increase was due mainly to the increase in the GET. The Finance Committee approved the added funding.

Mr. James Lynch motioned to approve additional funding. The motion was seconded and approved by voice vote without discussion. Mr. Paul Ferreira abstained from voting.
 - ii. Hawai'i PSAP- Intergraph User's Conference



Mr. Ferreira stated that the travel expenses were understated despite efforts to estimate travel expenses. The additional funding was approved by the Finance Committee.

Mr. Coppa motioned to approve the additional funding. The motion was seconded and approved by voice vote without discussion. Mr. Paul Ferreira abstained from voting.

iii. Others

d. Update on status of FY 2012 projects

- i. HPD-Akimeka, LLC
 - i. Still in final contract review.
- ii. HPD-CAD Upgrade
 - i. Anticipate a quick procurement.
- iii. HFD-CAD Upgrade
 - i. In a holding pattern until final merger determination.
- iv. Hawai'i PD- CAD Upgrade
 - i. An update of the upgrade progress was delayed due to conference attendance. More information will be available next month.
- v. Others

Mr. Gordon Bruce stated that the C&C of Honolulu and the State are working on a Joint traffic management center.

e. NG911 Technology Forum

Ms. Thera Bradshaw stated the following:

- i. Received support for the (draft) Forum agenda.
- ii. Recommendations for speakers have been requested.
- iii. Forum is to be hosted by APCO/NENA Pacific Chapter
- iv. Financial support will be requested from the Board.
- v. Ala Moana Hotel is the venue.
- vi. Date: September 26 & 27, 2011.
- vii. Invitations have been extended to the FCC, Homeland Security and President of the National State Administrators Association and high level officials have been extended invitations.

f. 9-1-1 Legislation Update.

Ms. Thera Bradshaw announced the signing the ACT 168(11).

g. Wireless E911 Timeline update.

No update at this time.



h. Discussion of issues related to HB1000

- i. Establishing a process for the identifying and selecting additional Board members.

Mr. Paul Ferreira mentioned that two Board positions have opened as a result of the new legislation: an Oahu representation and a VOIP company representative.

Recommendations for these positions will have to be submitted for approval by the governor. Mr. Kerry Yoneshige recommended that the Board Chair draft a letter for the Comptroller for solicitation of potential VOIP representatives to the Board.

The Oahu representative will have to be submitted to the governor through the Honolulu mayor's office.

- ii. Drafting new legislation for additional administrative staff support.
This was previously covered in item IV c.

VIII. Announcements-None

IX. **Next meeting date** – August 11, 2011, 10am, Comptroller's Conference Room 410.

XI. Adjournment

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Prior Month	Month	Ending
	Inception-to-Date	Cash	Inception-to-Date
	Cash Flow	Flow	Cash Flow
ITEM	Balance	Balance	Balance
Cash Inflow:			
Wireless Surcharge Collection	\$ 50,606,356.71	\$ 769,983.27	\$ 51,376,339.98
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,823,738.73	\$ 176.36	\$ 1,823,915.09
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,566,502.72	\$ 176.36	\$ 1,566,679.08
Subtotal Cash Inflow	\$ 52,184,414.65	\$ 770,159.63	\$ 52,954,574.28
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (17,170,559.93)	\$ (627,696.53)	\$ (17,798,256.46)
Board Member Travel Expense	\$ (89,482.91)	\$ (2,599.90)	\$ (92,082.81)
DB&F Revenue Assessments	\$ (2,507,695.08)		\$ (2,507,695.08)
DB&F Administrative Expense Assess.	\$ (463,758.44)		\$ (463,758.44)
WSP Reimbursement	\$ (820,324.22)		\$ (820,324.22)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,749,671.65)	\$ (27,083.33)	\$ (1,776,754.98)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,419.76)		\$ (3,419.76)
Subtotal Cash Outflow	\$ (39,268,717.40)	\$ (657,379.76)	\$ (39,926,097.16)
Bank Balance	\$ 12,915,697.25	\$ 112,779.87	\$ 13,028,477.12
Encumbrances			\$ (5,388,982.98)
Unencumbered Cash			\$ 7,639,494.14

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011**

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011**

TOTAL FISCAL YEAR 2011 (12 Months)	Hawaii PSAP Total Year	Kauai PSAP Total Year	Maui PSAP Total Year	Oahu PSAP Total Year	Operations Total Year	TOTAL Total Year	
Total RECEIPTS	-	-	-	-	8,305,496	8,305,496	97.7%
RECURRING Disbursements:							
Board Member Travel					19,744	19,744	
TKC Consulting Group, LLC					325,000	325,000	
Total DB&F Assessments					720,491	720,491	
NASNA Dues					100	100	
MSAG Program Services	435,739	300,076	465,982	-	-	1,201,797	
EMS Tower Lease				7,539	-	7,539	
HawaiianTelcom Charges	-	110,561	699	31,828	-	143,088	
Pictometry License Agreements	1,070,342	207,218	413,279	274,885	-	1,965,723	
GeoComm Maintenance				23,526		23,526	
WSP Cost Recovery	-	-	-	-	231,251	231,251	
Subtotal Recurring	1,506,082	617,855	879,960	337,778	1,296,585	4,638,260	
Non-RECURRING Disbursements							
GeoComm Software				4,788		4,788	
Computer Equipment	-	-	82,080	28,083	-	110,163	
CAD Upgrades	-	3,800,000	-	-	-	3,800,000	
Subtotal Non-Recurring	-	3,800,000	82,080	32,871	-	3,914,951	
Conferences	35,223	5,794	13,690	51,537	6,320	112,565	
Total Disbursements	1,541,305	4,423,649	975,729	422,187	1,302,905	8,665,775	96.3%

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011**

TOTAL FISCAL YEAR 2011 (12 Months)	Hawaii PSAP		
DESCRIPTION	Total Year	Annual Budget	\$ Over/(Under) Budget
Total IRECEIPTS	-		
DISBURSEMENTS			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support	-		
Akimeka Program Mgmt - Other	435,739	435,739	0
Total Akimeka Program Mgmt	435,739	435,739	0
CAD Related Expenses	-		
Computers			
Dell Servers & Peripherals	-		
KVM Switches	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
UPS Battery-HPD	-		
Total Computers	-	40,000	(40,000)
Conferences			
911 Goes to Washington Conf	3,434		3,434
APCO Conference	6,467	6,000	467
Intergraph Conference	11,277		11,277
NASNA Conference	-		
Nena Conference	14,046	6,000	8,046
Pictometry Future View Confer	-		
Total Conferences	35,223	12,000	23,223
EMS Tower Lease	-		
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Long Distance Charges	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	1,070,342	1,039,000	31,342
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Training			
GeoComm Software	-		
Total Training	-		
Total PSAP Expenses	1,541,305	1,526,739	14,566
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	1,541,305	1,526,739	14,566

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011

TOTAL FISCAL YEAR 2011 (12 Months)	Kauai PSAP			
	DESCRIPTION	Total Year	Annual Budget	\$ Over/(Under) Budget
Total IRECEIPTS	-			
DISBURSEMENTS				
Board Member Travel	-			
Consulting Expense				
TKC Consulting Group, LLC	-			
Total Consulting Expense	-			
DB&F Assessments				
DB&F Admin. Exp. Assess	-			
DB&F Revenue Assessment	-			
Total DB&F Assessments	-			
NASNA Dues	-			
PSAP Expenses				
Akimeka Program Mgmt				
Additional GIS Support	-			
Akimeka Program Mgmt - Other	300,076	300,076		(0)
Total Akimeka Program Mgmt	300,076	300,076		(0)
CAD Related Expenses	3,800,000	3,800,000		-
Computers				
Dell Servers & Peripherals	-			
KVM Switches	-			
Positron Equip SW Maintenance	-			
UPS Battery-HPD	-			
Total Computers	-			
Conferences				
911 Goes to Washington Conf	-			
APCO Conference	-	6,000		(6,000)
Intergraph Conference	-			
NASNA Conference	-			
Nena Conference	2,521	6,000		(3,479)
Pictometry Future View Confer	3,273			3,273
Total Conferences	5,794	12,000		(6,206)
EMS Tower Lease	-			
Excom911 Logging Recorder Maint	-			
Hawaiian Telcom Charges				
Haw Tel Frame Relay & CIR	-			
Haw Telcom Network	-			
Hawaiian Telcom Trunk	110,561	111,398		(837)
Long Distance Charges	-			
Total Hawaiian Telcom Charges	110,561	111,398		(837)
Pictometry License Agreement	207,218	198,930		8,288
Software Maintenance				
GeoComm Maintenance	-			
Total Software Maintenance	-			
Training				
GeoComm Software	-			
Total Training	-			
Total PSAP Expenses	4,423,649	4,422,404		1,245
WSP Cost Recovery				
Sprint/Nextel	-			
Total WSP Cost Recovery	-			
Total DISBURSEMENTS	4,423,649	4,422,404		1,245

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011**

TOTAL FISCAL YEAR 2011 (12 Months)	Maui PSAP		
DESCRIPTION	Total Year	Annual Budget	\$ Over/(Under) Budget
Total IRECEIPTS	-		
DISBURSEMENTS			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support	44,291		44,291
Akimeka Program Mgmt - Other	421,691	421,692	(1)
Total Akimeka Program Mgmt	465,982	421,692	44,290
CAD Related Expenses	-		
Computers			
Dell Servers & Peripherals	82,080		82,080
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	82,080		
Conferences			
911 Goes to Washington Conf	7,042		
APCO Conference	-	6,000	(6,000)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	6,648	6,000	648
Pictometry Future View Confer	-		
Total Conferences	13,690	12,000	1,690
EMS Tower Lease	-		
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Long Distance Charges	699		699
Total Hawaiian Telcom Charges	699		
Pictometry License Agreement	413,279	396,750	16,529
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Training			
GeoComm Software	-		
Total Training	-		
Total PSAP Expenses	975,729	830,442	145,287
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	975,729	830,442	145,287

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011

TOTAL FISCAL YEAR 2011 (12 Months)	Oahu PSAP		
DESCRIPTION	Total Year	Annual Budget	\$ Over/(Under) Budget
Total IRECEIPTS	-		
DISBURSEMENTS			
Board Member Travel	-		
Consulting Expense			
TKC Consulting Group, LLC	-		
Total Consulting Expense	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
NASNA Dues	-		
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support	-		
Akimeka Program Mgmt - Other	-	507,631	(507,631)
Total Akimeka Program Mgmt	-	507,631	(507,631)
CAD Related Expenses	-		
Computers			
Dell Servers & Peripherals	-		
KVM Switches	3,971	4,100	(129)
Positron Equip SW Maintenance	-		
UPS Battery-HPD	24,112	24,136	(24)
Total Computers	28,083	28,236	(153)
Conferences			
911 Goes to Washington Conf	5,081		
APCO Conference	17,730	30,000	(12,270)
Intergraph Conference	-		
NASNA Conference	-		
Nena Conference	28,726	30,000	(1,274)
Pictometry Future View Confer	-		
Total Conferences	51,537	60,000	(8,463)
EMS Tower Lease	7,539		
Excom911 Logging Recorder Maint	-	31,650	(31,650)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	1		
Haw Telcom Network	31,827	60,000	(28,173)
Hawaiian Telcom Trunk	-		
Long Distance Charges	-		
Total Hawaiian Telcom Charges	31,828	60,000	(28,172)
Pictometry License Agreement	274,885	295,005	(20,120)
Software Maintenance			
GeoComm Maintenance	23,526	48,586	(25,060)
Total Software Maintenance	23,526	48,586	(25,060)
Training			
GeoComm Software	4,788		4,788
Total Training	4,788	-	4,788
Total PSAP Expenses	422,187	1,031,108	(608,922)
WSP Cost Recovery			
Sprint/Nextel	-		
Total WSP Cost Recovery	-		
Total DISBURSEMENTS	422,187	1,031,108	(608,922)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 June 2011**

TOTAL FISCAL YEAR 2011 (12 Months) DESCRIPTION	Operations		
	Total Year	Annual Budget	\$ Over/(Under) Budget
Total IRECEIPTS	8,305,496	8,500,000	(194,504)
DISBURSEMENTS			
Board Member Travel	19,744	27,000	(7,256)
Consulting Expense			
TKC Consulting Group, LLC	325,000	325,000	(0)
Total Consulting Expense	325,000	325,000	(0)
DB&F Assessments			
DB&F Admin. Exp. Assess	234,343	236,207	(1,864)
DB&F Revenue Assessment	486,147	415,000	71,147
Total DB&F Assessments	720,491	651,207	69,284
NASNA Dues	100	100	-
PSAP Expenses			
Akimeka Program Mgmt			
Additional GIS Support	-		
Akimeka Program Mgmt - Other	-		
Total Akimeka Program Mgmt	-		
CAD Related Expenses	-		
Computers			
Dell Servers & Peripherals	-		
KVM Switches	-		
Positron Equip SW Maintenance	-		
UPS Battery-HPD	-		
Total Computers	-		
Conferences			
911 Goes to Washington Conf	1,540		1,540
APCO Conference	1,801	3,000	(1,199)
Intergraph Conference	-		
NASNA Conference	776		776
Nena Conference	2,204	3,000	(796)
Pictometry Future View Confer	-		
Total Conferences	6,320	6,000	320
EMS Tower Lease	-		
Excom911 Logging Recorder Maint	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Haw Telcom Network	-		
Hawaiian Telcom Trunk	-		
Long Distance Charges	-		
Total Hawaiian Telcom Charges	-		
Pictometry License Agreement	-		
Software Maintenance			
GeoComm Maintenance	-		
Total Software Maintenance	-		
Training			
GeoComm Software	-		
Total Training	-		
Total PSAP Expenses	6,320	6,000	320
WSP Cost Recovery			
Sprint/Nextel	231,251	180,000	51,251
Total WSP Cost Recovery	231,251	180,000	51,251
Total DISBURSEMENTS	1,302,905	1,189,307	113,598

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• PSAP Operations

9-1-1 Call Volume – June 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,158	3,537	34.8%	6,620	65.2%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
2011	Total	Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June	10,158	3,537	34.8%	6,620	65.2%	1	0.0%	1,133	11.2%
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	59,906	21,755	36.3%	38,149	63.7%	2	0.0%	6,520	10.9%
AVG PER MO	9,984	3,626		6,358		0		1,087	

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

HAWAII		TRANSFERRED TO FIRE								Abandoned	
2011	Total	Wireline			Wireless			Admin		# of Calls	% Abandoned to Total
		# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls		
December											
November											
October											
September											
August											
July											
June	1,814	861	47.5%	24.3%	953	52.5%	14.4%	0	0.0%	25	1.4%
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
April	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	11,196	5,276	47.1%	24.3%	5,918	52.9%	15.5%	2	0.0%	197	1.8%
AVG PER MO	1,866	879			986			0		33	

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

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Wireless Test – June 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/06/11	AT&T Mobility	7	21	Hawaii PSAP/ Akimeka	Pass
06/06/11	AT&T Mobility	4	17	Hawaii PSAP/ Akimeka	Cancelled due to WSP Technical Issues
06/27/11	AT&T Mobility	7	35	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – June 2011

- 06/06/11 AT&T Mobility sent the Call Routing Sheets (CRSs) for the Neighbor Island PSAPs annual audit review on June 6, 2011. Akimeka is currently conducting the annual audit review and validation process.
- 06/09/11 At the request of the Executive Director of the State of Hawaii Wireless Enhanced 911 Board, Thera Bradshaw, Akimeka sent an email to all PSAPs in the State of Hawaii regarding the September NG9-1-1 Technology Forum. Inputs from the PSAPs as to their anticipated attendance and any development or informational topics/sessions that the PSAP would like to be included at the forum were solicited.
- Akimeka has not received responses from all of the PSAPs to date. Once all responses are received, Akimeka will consolidate the inputs and forward them on to the Executive Director of the State of Hawaii Wireless Enhanced 911 Board Executive Director.
- 06/17/11 Verizon Wireless sent the Call Routing Sheets (CRSs) to Akimeka for the Neighbor Island PSAPs annual audit review on June 17, 2011. Akimeka is currently conducting the annual audit review and validation process.
- 06/28/11 Akimeka personnel provided Dispatcher training for two (2) new dispatchers on the Plant CML equipment, PowerMap, and Pictometry applications and operations.

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 2011 are noted below:

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

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

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

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

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

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

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 2011 are noted below: (continued)

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 (5/31/11) – In progress.

Update (6/30/11) – In progress.

- **MSAG**

Current Month – June 2011

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	228	214	37	21	7	149	0	2,482	14	0	0

Revised categories and report format changes effective April 2009.

During the month of June 2011, 214 9-1-1Net requests were completed relating to the MSAG database, with 2,482 customer ANI/ALI records updated as a direct result. Fourteen (14) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of June 30, 2011.

Akimeka continued to work on the correspondence letters provided in hard copies, dating back to 2004, to validate if the address changes were incorporated into Akimeka’s MSAG and GIS mapping layer updates. In the month of June 2011, Akimeka was able to confirm an additional 250 street/address updates, bringing the total to date at **1,017**, which were accurately accounted for and the information resides within the E9-1-1 databases.

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							(a) Customer Address Change Requests Submitted	(b) In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)			
2011	TOTAL								# of Transactions	TNs Affected	
December											
November											
October											
September											
August											
July											
June	228	214	37	21	7	149	0	2,482	14	0	
May	379	361	127	77	19	102	36	1,676	18	5	
April	426	417	230	170	5	2	10	5,268	9	0	
March	217	205	78	114	2	1	10	1,512	12	0	
February	173	144	97	12	3	9	23	1,150	29	0	
January	310	293	155	83	4	8	43	2,548	17	0	
TOTAL YTD	1,733	1,634	724	477	40	271	122	14,636	99		
AVG PER MO	289	272	121	80	7	45	20	2,439	17		

(*) Applies to Change, Delete and Insert categories

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

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – June 2011**

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	Date Uploaded to Server		
WSP Cell Towers				
Street Centerline	06/20/11			Changed ranges found in the County's updated layer
	06/16/11			Edited street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
Address Points	06/15/11 -- 06/16/11		06/15/11	Edited street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD.
	06/13/11			Updated SDE layer with Common Name data from InfoUSA for Condos and Visitor Attractions
	06/10/11			Updated SDE layer with Common Name data from InfoUSA for Shopping Centers and Libraries
	06/06/11			Updated SDE layer with Common Name data from InfoUSA for Schools
	06/03/11			Updated SDE layer with Common Name data from InfoUSA for Medical Facilities and Schools
	06/02/11			Updated SDE layer with Common Name data from InfoUSA for Medical Facilities
	06/01/11 -- 06/02/11			Updated SDE layer with Common Name data from InfoUSA for Food and Beverage locations
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Airports				
Bridges				
Churches				
Coastal Names	06/15/11			Added Fish Ponds to SDE layer
Critical Infrastructure				
Dams				
Emergency Callboxes				
Emergency Shelters				

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

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – May 2011 (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	Date Uploaded to Server		
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations	06/14/11			Updated attributes for ST_NUM, DIRPRE, FEANME and FEATYP
Food & Beverage			06/15/11	
	06/01/11 -- 06/02/11			Updated SDE layer with data from InfoUSA
Gas Stations				
Government Buildings			06/15/11	
	06/08/11			Created layer from County Buildings data for addition into SDE
Helipads	06/16/11			Created layer from Airports SDE layer
Hospitals				
Hotels				
Lodging				
Major Roads				
Medic Stations	06/14/11			Created layer from Fire Stations layer
Medical Facilities			06/15/11	
	06/02/11 -- 06/03/11			Updated SDE layer with data from InfoUSA
Milepost Markers				
National and State Parks				
Ocean Safety				
Ocean Rescue				
Parks Polygon				
Points of Interest			06/15/11	
	06/13/11			Updated SDE layer with data from InfoUSA for Visitor Attractions and Condos
	06/10/11			Updated SDE layer with data from InfoUSA for Shopping Centers and Libraries
	06/09/11			Updated SDE layer with new data from Parks, Food and Beverage and Hotels
	06/08/11			Updated layer with new data from Gas Stations and Coastal Names

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

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – May 2011 (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	Date Uploaded to Server		
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Ponds			06/15/11	
	06/08/11			Created layer from State GIS layer for addition into SDE
Post Office				
Schools			06/15/11	
	06/03/11 -- 06/06/11			Updated SDE layer with data from InfoUSA
Service Station				
Streams				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
Tsunami Roadblocks				
United States National Grid	06/07/11			Created 50K and 500K grids and added to SDE
Waterfalls			06/15/11	
	06/08/11			Created layer from State GIS layer for addition into SDE

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

<u>Note:</u>	Street Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Current Month GIS Activities – June 2011

- 06/07/11 Akimeka requested via email an updated National Parks layer from a former contact at the National Park Service.
- 06/07/11 Akimeka emailed the Hawai'i County PSAP to request updated data for the following layers: Emergency Operations Centers, Fire Stations, and Major Roads.

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- Service Requests Transactions

Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010. Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos.
3	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010. Researched continued with Intrado and Hawai'i County on March 31, 2011.
4	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.
5	06/02/11	324	<u>Incorrect Address:</u>	MSAG - ANI/ALI Discrepancy	Normal	Request is being researched.
6	05/05/11	325	<u>Incorrect Address:</u>	MSAG - ANI/ALI Discrepancy	Normal	Records show address with Loea Street to be in the Pepeekeo community.
7	05/12/11	327	<u>Incorrect Address:</u> TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.
8	05/13/11	329	<u>Incorrect Address:</u> TN = 808/965-1593	MSAG - ANI/ALI Discrepancy	Low	Waiting for updated information to be processed.
9	06/06/11	334	<u>Incorrect Address:</u> TN = 808/929-7261	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
10	06/06/11	335	<u>Incorrect Address:</u> TN = 808/882-7918	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
11	06/06/11	336	<u>Incorrect Address:</u> TN = 808/333-5427	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
12	06/06/11	338	<u>Incorrect Address:</u> TN = 808/775-7188	MSAG - ANI/ALI Discrepancy	Low	Address change has been requested with 9-1-1Net.
13	06/06/11	339	<u>Incorrect Address:</u> TN = 808/929-9615	MSAG - ANI/ALI Discrepancy	Low	Location and driving instructions added to caller information as requested.
14	06/28/11	340	<u>Incorrect Address:</u> TN = 808/775-0417	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
15	06/28/11	341	<u>Incorrect Address:</u> TN = 808/963-6309	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
16	06/06/11	342	<u>Incorrect Address:</u> TN = 808/965-8304	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.

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

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Service Requests Transactions (continued)**

Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011) (continued)

#	Date	Ticket #	Description	Category	Urgency	Comments
17	06/28/11	343	<u>Incorrect Information:</u> TN = 808/329-1925	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
18	06/28/11	344	<u>Incorrect Address:</u> TN = 808/882-1820	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
Documented Items Per April 9 Intergraph Conference Call						
19	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	Akimeka received written descriptions of the police and fire beats from the Hawai'i County PSAPs. Screenshots illustrating the changes were sent to the Hawai'i County PSAPs for review and approval. Akimeka personnel met with Hawai'i County Police and Fire on March 17, 2011 to review and adjust districts. Akimeka personnel met with Hawai'i County Police and Fire personnel on March 17, 2011 to adjust the districts.

The volume of Service Requests for the month of June 2011 were higher than normal. The majority of the new Service Requests are pending validation and completion from Hawaiian Telcom, Inc. Akimeka is not able to close out the 9-1-1Net request until it has been corrected by the service provider. In addition, four (4) of the new Service Requests were received on June 28, 2011 and would not be processed or cleared in time for month end reporting.

Akimeka performs daily checks in 9-1-1Net to monitor the status of the pending Service Requests and ensure that the information is being updated as requested.

Hawaii County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011

Three (3) Service Requests created in May 2011 were inadvertently omitted. Corrections have been reflected in the Year-to-Date report below.

HAWAII				SERVICE REQUEST CATEGORIES							
2011	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	12	1	19	1	1	11	0	0	0	0	0
May	8	5	8	1	1	7	4	0	0	0	0
April	0	0	5	0	0	0	0	0	0	0	0
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
TOTAL	49	30	19	4	2	45	28	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

Kauai County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• PSAP Operations

9-1-1 Call Volume – June 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,163	1,040	32.9%	2,123	67.1%

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July									
June	3,163	1,040	32.9%	2,123	67.1%	0	0.0%	705	22.3%
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	18,157	6,427	35.4%	11,717	64.6%	13	0.1%	3,790	20.9%
AVG PER MO	3,026	1,071		1,953		2		632	

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 Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Wireless Test – June 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/29/11	Sprint	1	3	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – June 2011

- 06/01/11 -- Ongoing Although PowerMap is operational to the dispatchers, the PowerMap system server is still unstable and may become inoperable during a mapping update. As such, Akimeka has suspended its mapping update process until County of Kauai IT and Positron can resolve and/or repair the PowerMap system server. Updates to PowerMap will resume once Akimeka is notified by County of Kauai IT that the PowerMap system server issue has been resolved.
- 06/03/11 Akimeka personnel updated the Intrado PSAP survey and returned it to Intrado on behalf of the Kauai County PSAP.
- 06/06/11 AT&T Mobility sent the Call Routing Sheets (CRSs) for the Neighbor Island PSAPs annual audit review on June 6, 2011. Akimeka is currently conducting the annual audit review and validation process.
- 06/09/11 At the request of the Executive Director of the State of Hawaii Wireless Enhanced 911 Board, Thera Bradshaw, Akimeka sent an email to all PSAPs in the State of Hawaii regarding the September NG9-1-1 Technology Forum. Inputs from the PSAPs as to their anticipated attendance and any development or informational topics/sessions that the PSAP would like to be included at the forum were solicited.
- Akimeka has not received responses from all of the PSAPs to date. Once all responses are received, Akimeka will consolidate the inputs and forward them on to the Executive Director of the State of Hawaii Wireless Enhanced 911 Board Executive Director.
- 06/17/11 Verizon Wireless sent the Call Routing Sheets (CRSs) to Akimeka for the Neighbor Island PSAPs annual audit review on June 17, 2011. Akimeka is currently conducting the annual audit review and validation process.

Kauai County Wireless E9-1-1 Status Report

June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 2011 are noted below:

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

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

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

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

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

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

Kauai County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 2011 are noted below: (continued)

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 (5/31/11) – In progress.

Update (6/30/11) – In progress.

- **MSAG**

Current Month – June 2011

									(a)	(b)	
2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	11	10	7	0	0	3	0	916	1	8	525

Revised categories and report format changes effective April 2009.

During the month of June 2011, ten (10) 9-1-1Net requests were completed relating to the MSAG database, with 916 customer ANI/ALI records updated as a direct result. One (1) ALI discrepancy report was submitted to 9-1-1Net for incorrect addresses. See attached spreadsheet for a detailed description of changes and additions.

There are eight (8) records in Suspended status as of June 30, 2011 -- four (4) suspended ALI requests and four (4) suspended MSAG requests.

Kauai County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June	11	10	7	0	0	3	0	916	1	8	525
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	259	255	180	24	6	16	29	4,966	4		
AVG PER MO	43	43	30	4	1	3	5	828	1		

(*) Applies to Change, Delete and Insert categories

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

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Kauai County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- Mapping Layers Updated/Loaded Into GIS – June 2011

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	Date Uploaded to Server		
WSP Cell Towers	06/30/11			Per VZW CRS
Street Centerlines				
Address Points				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels				
Airports				
Bridges	06/13/11			Verified locations
Churches	06/03/11 – 06/10/11			Added new address and location points
Coastal Names				
Coastline				
Common Places				
Communications				
Condominiums	06/17/11			Added new point features and verified address locations
Dams				
Emergency Callboxes				
Emergency Shelters	06/14/11			Added new address and location points
EMS Zones				
Fire Beats				
Fire Dispatch Group (Districts)				
Fire ESZ				
Fire Stations				
Food & Beverage				Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gas Stations	06/01/11 – 06/06/11			Added new address and location points
Hospitals				
Hotels				
Libraries	06/21/11			Created point features and verified address locations
Lodging				
Medic Beat Boundaries				
Medic Stations				
Medical 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.*

Kauai County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **Mapping Layers Updated/Loaded Into GIS – June 2011 (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	Date Uploaded to Server		
Milepost Markers				
National and State Parks				
Parks Polygon				
Plat Maps				
Points of Interest				
Police Beats				
Police District Boundaries				
Police Stations	06/14/11			Added new point features
Ponds	06/15/11			Added new point features and verified address locations
Post Offices	06/30/11			Adjusted existing point features to correct location
Radio Towers				
Schools	06/29/11			Verified and adjusted existing point features to correct location
Shopping Centers	06/17/11 -- 06/21/11			Added new point features and verified address locations
Subdivisions				
Trails				
Tsunami Evacuation Zones				
United States National Grid	06/07/11			Created 50K grids and added to SDE
Visitor Attractions	06/22/11			Added new point features and verified address locations
Waterfalls	06/20/11 06/15/11			Added new point features and verified address locations
WiFi Sites				

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

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

Kauai County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – June 2011 (continued)**

Current Month GIS Activities – June 2011

- 06/07/11 Akimeka requested via email an updated National Parks layer from a former contact at the National Park Service.
- 06/07/11 Akimeka personnel met with the Kauai Assistant Police Chief, Mark Begley, to review, discuss, edit and update the Kauai County Emergency Service Numbers. Subsequent approval was received to proceed.

- **Service Requests Transactions**

Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/15/11	347	No Record Found	MSAG	High	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.

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

Year-to-Date (YTD) Summary – 2011

KAUAI				SERVICE REQUEST CATEGORIES							
2011	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	0	1	0	0	1	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
TOTAL	1	0	1	0	0	1	0	0	0	0	0

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

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

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- PSAP Operations**

9-1-1 Call Volume – June 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,612	2,457	32.3%	5,152	67.7%
MOLOKAI	340	180	52.9%	160	47.1%

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

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	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	7,612	2,457	32.3%	5,152	67.7%	3	0.0%	1,324	17.4%
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	46,659	15,789	33.9%	30,843	66.1%	27	0.1%	7,765	16.6%
AVG PER MO	7,777	2,632		5,141		5		1,294	

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

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2011 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	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	340	180	52.9%	160	47.1%	0	0.0%	41	12.1%
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	1,678	1,017	60.6%	660	39.4%	1	0.1%	251	15.0%
AVG PER MO	280	170		110		0		42	

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 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/07/11	Sprint/Nextel	Molokai	1	3	Molokai PSAP/ Akimeka	Pass
06/07/11	Sprint/Nextel (System Test)	Molokai	1	5	Molokai PSAP/ Akimeka	Pass

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – June 2011

- 06/03/11 Akimeka personnel updated the Maui Intrado PSAP survey and returned it to Lieutenant Fletcher for review. The Molokai Intrado PSAP survey was reviewed by Bonnie Young.

- 06/03/11 Akimeka personnel met with a Molokai Fire Captain to assist with a Molokai addressing project to improve public safety and response.

- 06/06/11 AT&T Mobility sent the Call Routing Sheets (CRSs) for the Neighbor Island PSAPs annual audit review on June 6, 2011. Akimeka is currently conducting the annual audit review and validation process.

- 06/09/11 At the request of the Executive Director of the State of Hawaii Wireless Enhanced 911 Board, Thera Bradshaw, Akimeka sent an email to all PSAPs in the State of Hawaii regarding the September NG9-1-1 Technology Forum. Inputs from the PSAPs as to their anticipated attendance and any development or informational topics/sessions that the PSAP would like to be included at the forum were solicited.

Akimeka has not received responses from all of the PSAPs to date. Once all responses are received, Akimeka will consolidate the inputs and forward them on to the Executive Director of the State of Hawaii Wireless Enhanced 911 Board Executive Director.

- 06/09/11 -- Akimeka personnel continue to assist Tom Heinrich who has been retained by the
06/28/11 County to re-install two (2) callboxes on Maui.

- 06/17/11 Verizon Wireless sent the Call Routing Sheets (CRSs) to Akimeka for the Neighbor Island PSAPs annual audit review on June 17, 2011. Akimeka is currently conducting the annual audit review and validation process.

Maui County Wireless E9-1-1 Status Report

June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 2011 are noted below:

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

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

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

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

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

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

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 2011 are noted below: (continued)

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 (5/31/11) – In progress.

Update (6/30/11) – In progress.

- **MSAG**

Current Month – June 2011

									(a)	(b)	
2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	320	317	160	80	11	66	0	6,307	3	2	2
<small>Revised categories and report format changes effective April 2009.</small>											

During the month of June 2011, 317 9-1-1Net requests were completed relating to the Maui County MSAG database, with 6,307 customer ANI/ALI records updated as a direct result. A total of three (3) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are two (2) records in Suspended status as of May 31, 2011, affecting two (2) telephone numbers.

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- MSAG**

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July											
June	320	317	160	80	11	66	0	6,307	3	2	2
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	2,337	2,290	1,005	1,002	86	84	113	33,371	47		
AVG PER MO	390	382	168	167	14	14	19	5,562	8		

(*) Applies to Change, Delete and Insert categories

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

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Emergency Service Number (ESN) Project Status -- June 2011 Year-to-Date

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	200	4%
Lanai	112	Not Started	0%
Molokai	500	420	84%

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

This is an ongoing project that will cover all communities.

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – June 2011**

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	Date Uploaded to Server		
WSP Cell Towers	Maui/Molokai			06/15/11	
Street Centerlines	Maui/Molokai			06/15/11	
	Maui	06/07/11			Corrected street names per the County Surveyor's Office
	Maui	06/03/11			Corrected Kalai Waa Dr to Kalai Waa St -- per County
Address Points	Maui/Molokai			06/15/11	
	Maui	06/13/11			Intergraph CAD attributes
	Maui	06/09/11			Changed a common name place as requested by Maui Dispatch. Corrected labelling for multi-address for Intergraph CAD.
	Maui	06/08/11			Changed Medic 14's address
	Maui/Molokai	06/07/11			Corrected street names per the County Surveyor's Office
	Maui	06/03/11			Corrected Kalai Waa Dr to Kalai Waa St -- per County
	Maui	06/02/11			Corrected common names, moved address points, and researched addresses as requested by Maui Dispatch
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities					
Parcels	Maui	06/30/11			Updated/corrected parcel layer with new parcels from the Maui County Parcel layer. Added 940 new parcels to the layer.
	Maui	06/28/11 -- 06/29/11			Updated/corrected parcel layer with new parcels from the Maui County Parcel layer. Ran topology on updated parcels.
	Maui	06/16/11 -- 06/27/11			Updated/corrected parcel layer with new parcels from the Maui County Parcel layer
Airports					
Bridges					
Cane Fields					
Churches	Maui	06/23/11 -- 06/29/11			Added new point features and verified address locations
Coastline					
Coastal Names					
Common Places					
Emergency Callboxes	Maui/Molokai			06/15/11	
EMS Zones					
ESZ/ESN					

(*) 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 Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **Mapping Layers Updated/Loaded Into GIS – June 2011 (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	Date Uploaded to Server		
Fire Beat Boundaries					
Fire Dispatch Group (Districts)					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gate Codes					
High Resolution Imagery					
Hospitals					
Hotels					
Major Roads					
Medic Beat Boundaries	Maui/Molokai			06/15/11	
	Maui	06/06/11 -- 06/08/11			Revised boundaries according to new descriptions
	Molokai	06/06/11			
Medic Dispatch Group (Districts)	Maui	06/08/11			Completed layer using new boundary descriptions
Medic Stations	Maui	06/08/11			Changed Medic 14's location and address
Medical Facilities					
Milepost Markers	Maui/Molokai			06/15/11	
National and State Parks					
Ocean Rescue Boundaries					
Park Polygon					
Points of Interest					
Police Beat Boundaries	Maui/Molokai			06/15/11	
	Maui	06/06/11			Corrected boundary between Beat 1-33 and 3-11 Corrected boundary between ESZ 29 and 75
Police Dispatch Group (Districts)	Maui	06/06/11			Corrected boundary between Districe 1 and District 3
Police ESZ					
Police Reporting Areas					
Police Stations	Maui	06/02/11			Changed station names to be consistent as requested by Maui Dispatch
Ponds					
Post Offices					
Radio Towers					

(*) 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 Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **Mapping Layers Updated/Loaded Into GIS – June 2011 (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	Date Uploaded to Server		
Radius - Two Mile					
Radius - Three Mile					
Schools					
Subdivisions	Maui/Molokai			06/15/11	
	Maui	06/10/11			Added six Hale Mahaolu facilities as requested by Maui Dispatch
Tow Jurisdictions	Maui/Molokai			06/15/11	
	Maui/Molokai	06/08/11			Created using new boundaries
Tow Truck					
Towns					
Trails					
Tsunami Evacuation Zones					
United States National Grid	Maui/Molokai	06/07/11			Created 50K and 500K grids and added to SDE

() 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 2011

- 06/06/11 Akimeka personnel requested clarification from the American Medical Response regarding Medic Beat boundaries between Medic 2 and Medic 6 and between Medic 4 and Medic 5.
- 06/07/11 Akimeka requested via email an updated National Parks layer from a former contact at the National Park Service.
- 06/10/11 -- 06/14/11 Akimeka prepared data for an Intergraph CAD map push. Layers included: Address Points, Street Centerlines, Medic ESZ, Medic Stations, Fire Beats/Districts/ESZ, Police Beats/Districts/ESZ, Tow Jurisdictions, Police Stations and Subdivisions. Intergraph CAD map was pushed on June 14, 2011.

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• Service Requests Transactions

Open Service Requests – June 2011 (May 27, 2011 – June 28, 2011)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	6/8/2011	345	<u>Incorrect Address:</u> TN = 808/572-9899	MSAG - ANI/ALI Discrepancy	Urgent	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
2	06/27/11	349	<u>Incorrect Address:</u> Pauwela Cannery	MSAG - ANI/ALI Discrepancy	Normal	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
3	06/27/11	351	<u>Incorrect Information:</u> Lihikai School	MSAG - ANI/ALI Discrepancy	High	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.

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 – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	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	3	0	3	0	0	3	0	0	0	0	0
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	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
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	8	5	3	2	2	6	3	0	0	0	0

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

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011 (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	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
2010 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 Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

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

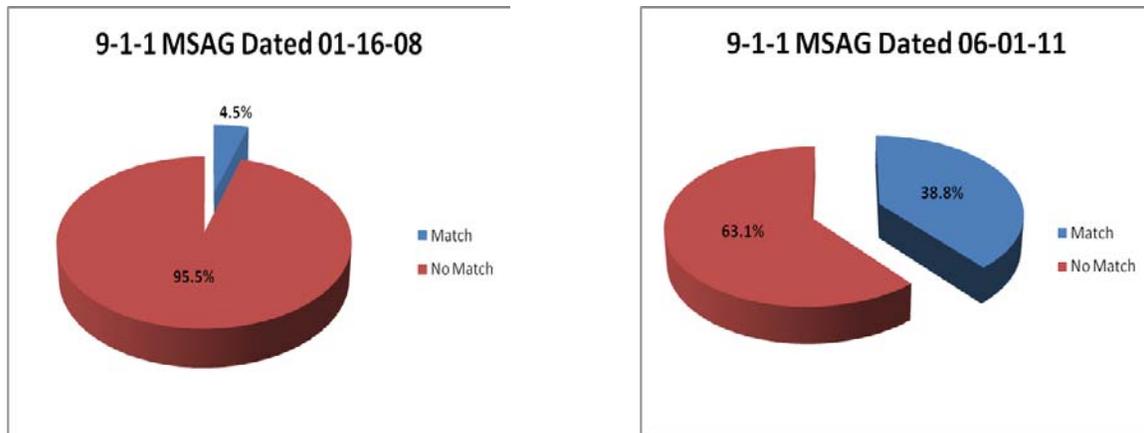
As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Maui County in June 2011.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG (dated June 1, 2011) against its GIS Street Centerline data. A total number of 3,995 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on June 13, 2011 for Maui County are reported below and include comparative audit results between 2008 and 2011.

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 – 2008 vs. 2011



Maui County's level of accuracy or 9-1-1 MSAG Match percentage improved from 4.5% as of January 16, 2008 to 38.9% as of June 1, 2011 -- **which represents a 34.3 percentage point improvement and/or 188% improvement in address accuracy.**

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- 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 – 2008 vs. 2011 (continued)

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of June 13, 2011	
		9-1-1 MSAG Dated 01-16-08		9-1-1 MSAG Dated 06-01-11	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		11,676	██████████	3,995	██████████
Less: 9-1-1 MSAG Exception Records	(1)	██████████	██████████	58	1.5%
Net 9-1-1 MSAG Records Eligible for Comparison		11,676	██████████	3,937	██████████
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match – No Corrections Required)		531	4.5%	1,529	38.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	██████████	██████████	2,104	53.4%
9-1-1 MSAG Record With No GIS Record	(3)	██████████	██████████	304	7.7%
Total 9-1-1 MSAG Records No Match		11,145	95.5%	2,408	61.2%

Objective: NENA Recommended Match Rate = 98%

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 House Number 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.

Maui County Wireless E9-1-1 Status Report June 1, 2011 – June 30, 2011

- **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 – 2008 vs. 2011 (continued)

- ❖ The total number of 9-1-1 MSAG Records decreased by 65.8% (from 11,676 to 3,995 records) covering the period from January 16, 2008 to June 1, 2011.
- ❖ 9-1-1Net MSAG Requests processed by Akimeka since January 1, 2008 are as follows:

MAUI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted
YEAR	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	
2008	2,870	1,750	934		392	424			1,120
2009	1,798	1,451	258	108	792	221	72	3,150	347
2010	1,551	1,492	429	461	292	227	83	14,646	59
5/11 YTD	2,017	1,973	845	922	75	18	113	27,064	44
TOTAL	8,236	6,666	2,466	1,491	1,551	890	268	44,860	1,570
Notes:	Revised categories and report format changes effective April 2009.								

- ❖ The decrease in MSAG records is due primarily to the combining of multiple MSAG records as a result of the new Intergraph CAD system. The new system will facilitate improved routing of Enhanced 9-1-1 (E9-1-1) calls from the local exchange carrier (LEC). The previous CAD system required each street segment be broken down to the street block and further separated the street between odd and even sides. The new Intergraph CAD system is able to process MSAG street names, house range and communities much faster. This new efficiency will ultimately result in improved 9-1-1 call routing intervals from the LEC while simultaneously increasing the accuracy of the location and address of the E9-1-1 caller.
- ❖ The number of MSAG requests processed by Akimeka as of May 2011 year-to-date (2,017) exceeds the annual (2009 and 2010) average of 1,675 MSAG requests processed by Akimeka by 20%. The number of "Combined" requests as of May 2011 year-to-date (922) also exceeds the annual (2009 and 2010) average of 285 "Combined" requests by 224%.

Akimeka was able to process and consolidate multiple MSAG records under one "Combine" transaction in 9-1-1Net.

The work effort to streamline and combine MSAG records continue.
- ❖ Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.