



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, August 15, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

AGENDA

- I. Call to Order, Public Notice, Quorum
- II. Executive Session- pursuant to HRS 92F-5(a)(2), to discuss and consider the evaluation of the TKC Contract (for the Executive Director position)
- III. Public testimony on all agenda items.
- IV. Introductions
- V. Review and Approval of Last Meeting's Minutes
- VI. Committee Updates by Committee Chairs**
 - a. Finance Committee – Kiman Wong
 - i. Review of FY 2014 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
- VII. PSAP Status Updates**
 - a. Kauai – Mark Begley

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

VIII. Items for Discussion, Consideration and Action

- a. Request for approval
 - i. Oahu PSAP Intrado Viper System Transition funding
Electrical and grounding work to facilitate the transition to the Intrado Viper System – (awaiting Final \$).
 - ii. Intrado Viper Cutover additional travel funding in the amount of \$115.20 for a total of \$715.20 for Kauai attendees (2). The increase is for per diem and airfare that includes an overnight stay in Hilo.
 - iii. One Year TKC Consulting Group 9-1-1 Executive Director Contract Extension through December 10, 2014 - \$358,312.50.
- b. Wireless E911 Timeline update.
- c. Others

IX. Announcements

- a. **Next Meeting Date:** Thursday, September 12, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.
 - i. **Future meeting dates (10am-12noon)**
 - 1. October 10, 2013;Kalanimoku Building, 322B
 - 2. November 14, 2013;Kalanimoku Building, 322B
 - 3. December 12, 2013;Kalanimoku Building, 322B

b. **Others.**

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

XI. **Adjournment**



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

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Meeting Minutes

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

Board members absent: Sonny Bhagowalia.

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

Observers: Clayton Kau (HPD), Aaron Correia(HPD), Sean Naito (HPD), Clement Chan (DIT), Tony Ramirez (Akimeka, LLC), Jill Hayami (Akimeka, LLC) Sharon Garcia (HPD), Thalia Burns (HPD), Jim Howe (Ocean Safety) and, (Akimeka, LLC).

- I. Call to Order, Public Notice, Quorum
 - a. The meeting was called to order at 10:05 am.
- II. Executive Session- pursuant to HRS 92F-5(a)(2), to discuss and consider the evaluation of the TKC Contract (for the Executive Director position)
 - a. The Board was sequestered into Executive Session at 10:10 am.
- III. Public testimony on all agenda items.
 - a. The Board Chair requested that anyone in attendance may give testimony on any of the agenda items. There was no one who came forward to testify.
- IV. Introductions
 - a. Introductions were made of all those in attendance.

- V. Review and Approval of Last Meeting's Minutes
- a. Mark Wong acknowledged corrections to the July 2013 Board minutes which were noted and corrected.
 - b. Victoria Garcia provided added clarification on the SLIGP grant mentioned in the July minutes will be for approximately \$800K which will be used for planning, outreach and education on First Net's proposed nationwide public safety broadband network. Sonny Bhagowalia envisions Hawaii as a pilot that is being contemplated however the Board who oversees the development of First Net is not quite delve yet and until they have their architecture and the design developed nothing significant will happen.
 - c. Thera Bradshaw stated that Sonny requested clarification that the State of Hawaii has nominated Sonny to the First Net Board.
 - d. Mark Begley motioned to accept the minutes of the July 2013 board meeting minutes with corrections so noted. The motion was seconded and approved unanimously by voice vote without discussion.

VI. Committee Updates by Committee Chairs

- a. Finance Committee – Kiman Wong
 - i. Review of FY 2014 Cash Flow & Budget Financial Report.
 1. Kiman Wong stated the following statistics:
 - i. Receipts - \$755,893.
 - ii. Disbursements - \$35,880.
 - iii. Net Cash receipts - \$720,013.
 - iv. Cash Balance - \$9,844,035.
 - v. Unencumbered Cash - \$8,000,064
 - i. Others-none
- b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee Update.
 1. The IRC will convene at the conclusion of the Board meeting.
 - ii. Investigative Committee on NG911 Planning update.

1. Nothing to report at this time.
- iii. FCC updates:
 1. Senate Commerce committee advanced the nomination of Tom Wheeler to the full Senate.
 2. Tom Wheeler's confirmation is anticipated by October 2013.
 3. FCC has been under criticism on how it has been collecting data from all states on NG911. The annual report to the FCC is the first report under the new FCC system of data collection.
 4. The State of Hawaii is able to acknowledge to the FCC that it will be implementing the NG911 in the first quarter of 2014.
- iv. Others
 1. Kauai and HFD have gone live on their CAD and HPD has delayed their go live date to December 8, 2013.
- c. Communications Committee-Steven Schutte
 - i. 2014 Investigative Legislative Committee
 1. The ILC met Tuesday for the first time and are reviewing the CTIA requirements for changing the current \$0.66 surcharge and initiating prepaid mobile phone fees. We will be reviewing data over the next few weeks.
 - ii. Others-nothing to report.

VII. PSAP Status Updates

- a. Kauai – Mark Begley
 - i. Nothing to report
- b. Oahu – Dave Kajihiro
 - i. CAD go live date has been deferred until December 8, 2013.
 - ii. Latest version of the CAD software is being upgraded system wide.

- iii. Viper installation is proceeding separately with a target date of October 8, 2013.
- c. Molokai – Victor Ramos
 - i. Dispatch center has been moved temporarily to the fire house due to funding.
- d. Maui – Clayton Tom
 - i. The Molokai dispatch center is in the planning stages for new a new facility.
- e. Hawaii - Marshall Kanehailua
 - i. The Intrado Viper training for dispatchers has started and will continue through August 20.
 - ii. Fire dispatch training will take place August 20 thru 26.
 - iii. Pre-migration testing for the Viper to begin August 21.
 - iv. The cutover will start August 27-28

VIII. Items for Discussion, Consideration and Action

- a. Request for approval
 - i. Oahu PSAP Intrado Viper System Transition funding
Electrical and grounding work to facilitate the transition to the Intrado Viper System – NTE \$30,320.
 - 1. Roy Irei motioned to approve funding in the amount of \$30,320. for the electrical and grounding work to facilitate the transition to the Intrado Viper System. The motion was seconded and approved unanimously by voice vote without discussion.
 - ii. Intrado Viper Cutover additional travel funding in the amount of \$115.20 for a total of \$715.20 for Kauai attendees (2). The increase is for per diem, airfare and an overnight stay in Hilo.
 - 1. Roy Irei motioned to approve the additional funding of \$115.20 for a total of \$715.20 for Kauai's 2 attendees to the Viper cutover to be held in Hilo for per diem and airfare to include an overnight stay in Hilo. The motion

was seconded and approved unanimously by voice vote without discussion.

- iii. One Year TKC Consulting Group 9-1-1 Executive Director Contract Extension through December 10, 2014 - \$358,312.50.

- 1. This matter is deferred until next month.

- b. Wireless E911 Timeline update- none at this time

- c. Others-none at this time.

IX. Announcements

- a. Dave Kajihiro and Ryan Freitas were formally sworn in as new E911 Board members.

- b. **Next Meeting Date:** Thursday, September 12, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

- 1. October 10, 2013;Kalanimoku Building, 322B

- 2. November 14, 2013;Kalanimoku Building, 322B

- 3. December 12, 2013;Kalanimoku Building, 322B

- c. **Others-** none at this time.

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

- a. There was no one who came forward to testify.

XI. Adjournment - the meeting was adjourned at 11:15 am.

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

FIRST HAWAIIAN BANK ACCOUNT:

General Fund				
Budget Analysis				
FY 2014	Actuals		Annual Budget	% of Budget Expended
		July		
Receipts:				
Enhanced 911 Surcharge Collection		\$ 755,670	9,050,000	8.3%
Interest Income		223	2,000	11.2%
<i>Receipts</i>	-	755,893	9,052,000	8.4%
Disbursements:				
Conference Travel			(157,332)	0.0%
Non-Recurring Expenses		(1,625)	(2,022,605)	0.1%
Recurring Expenses:				
Administration		(34,173)	(1,253,469)	2.7%
Maintenance			(3,278,600)	0.0%
Telecommunications		(82)	(1,927,936)	0.0%
Other			(7,600)	0.0%
<i>Disbursements</i>	-	(35,880)	(8,647,542)	0.4%
<i>Net Receipts/(Disbursements)</i>		\$ 720,013	\$ 404,458	
Cash Flow Analysis				
<i>Net Receipts/Disbursements</i>		\$ 720,013		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				623,525
FY 2012 (HFD/EDS/HPD)				1,038,906
FY 2013		(223,727)		181,539
Total Cash Outflow	-	(223,727)		
Net Cash Inflow/(Outflow)	-	496,286		
Bank Balance Analysis:				
ADD: July 1, 2013 Beginning Balance		9,347,748		
Net Bank Balance		9,844,035		
Outstanding Ecumb/Accruals		(1,843,970)		
Unencumbered Cash Balance		8,000,064		

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

MONTH OF JULY 2013		TOTAL
Total Receipts		755,893
DISBURSEMENTS:		
Total 6200 CONFERENCES		-
6300 Non-RECURRING		
6301 CAD Replac/Upgrade		
6301.03 Honolulu Fire Dept.		
6301.032 Consulting		1,625
Total 6301.03 Honolulu Fire Dept.		1,625
Total 6301 CAD Replac/Upgrade		1,625
Total 6300 Non-RECURRING		1,625
6400 RECURRING EXPENSES		
6401 ADMINISTRATION		
6401.01 Exec Dir. Services		28,438
6401.05 Audit Expense		5,000
6401.08 Board Member Travel		708
6401.09 DB&F Assessments		
6401.0101 DB&F Admin. Assess		28
6401.0102 DB&F Rev Assessment		-
Total 6401.09 DB&F Assessments		28
6401.15 WSP Cost Recovery		
6401.0101 Sprint/Nextel		-
Total 6401.15 WSP Cost Recovery		-
Total 6401 ADMINISTRATION		34,173
6402 MAINTENANCE		
6402.07 0011 9-1-1MSAG Maint.		
6402.07 0011 9-1-1MSAG Maint. - Other		0
Total 6402.07 0011 9-1-1MSAG Maint.		0
Total 6402 MAINTENANCE		0
6403 Other RECURRING		
6403.01 Telcom Charges		
6403.0102 Long Distance		82
6403.0109 Telcom Trunk		-
6403.0110 Ocean Safety		
6403.0110.1 CML		-
Total 6403.0110 Ocean Safety		-
Total 6403.01 Telcom Charges		82
Total 6403 Other RECURRING		82
Total 6400 RECURRING EXPENSES		34,255
Total DISBURSEMENTS		35,880

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

Summary of Encumbrances/Accruals:							Jul-13 Paydowns
<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 Accruals</i>							
DB&F Rev. Assessment					38,407.23	38,407.23	38,407.23
DB&F Admin. Assessment					65,482.45	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	65,916.98
Ocean Safety-Telecom	1,662.66					1,662.66	1,662.66
HawTelcom CML Positions		23,207.88	9,283.15	51,057.32		83,548.35	51,057.32
Board & Committee Travel					1,200.00	1,200.00	1,200.00
Total FY 2013 Accruals	26,162.66	68,965.95	36,442.06	92,194.21	181,500.68	405,265.56	223,726.64
Total Encumbrances/Accruals	1,065,069.12	68,965.95	659,966.76	92,194.21	181,500.68	2,067,696.72	

Awaiting Reimbursement Request

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

FY 2013 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board
								Approval
								Date
<i>BOARD APPROVED ORIGINAL FY2014 STP</i>	\$ 2,410,833	\$ 2,879,497	\$ 1,207,745	\$ 730,061	\$ 1,253,469	\$ 157,332	8,638,937	6/6/2013
<i>Viper Installation Cutover</i>		600	600	600		(1,800)	-	6/6/2013
<i>APCO Conference (Aug 2013)</i>		4,830			5,865	(10,695)		5/14/2013
<i>APCO Conference (Aug 2013)</i>		1,250			425	(1,675)		6/6/2013
<i>APCO Conference (Aug 2013)</i>					1,000	(1,000)	-	6/6/2013
<i>APCO Conference (Aug 2013)</i>		5,300				(5,300)		6/6/2013
<i>HFD/EDS CAD Upgrade-CAD Licensing</i>		6,105					6,105	7/11/2013
<i>HFD/EDS CAD Upgrade-CAD Consulting</i>		2,500					2,500	7/11/2013
<i>APCO Conference (Aug 2013)</i>		2,500		6,978		(9,478)	-	7/11/2013
<i>Intrado Viper System-HFD (TBD)</i>							-	
							-	
Totals	\$ 2,410,833	\$ 2,902,582	\$ 1,208,345	\$ 737,639	\$ 1,260,759	\$ 127,384	8,647,542	

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

• PSAP Operations

9-1-1 Call Volume – July 2013

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	82,126	24,169	29.4%	57,953	70.6%

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

9-1-1 Call Volume – Calendar Year 2013

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME						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	82,126	24,169	29.4%	57,953	70.6%	4	0.0%	6,109	7.4%
June (1)	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	574,030	165,328	28.8%	408,656	71.2%	46	0.0%	44,143	7.7%
AVG PER MO	82,004	23,618		58,379		7		6,306	

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 July 1, 2013 – July 31, 2013

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July (4)	8,797	2,343	26.8%	9.7%	6,415	73.2%	11.1%	39	0.4%	298	3.4%
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	234,661	60,978	26.1%	36.9%	172,919	73.9%	42.3%	764	0.3%	7,476	3.2%
AVG PER MO	33,523	8,711			24,703			109		1,068	

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.
- (4) There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.

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

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July	20,050	6,824	34.1%	28.2%	13,193	65.9%	22.8%	33	0.2%	4,112	20.5%
June (1)	15,788	5,254	33.5%	23.1%	10,429	66.5%	18.8%	105	0.7%	1,038	6.6%
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	120,749	38,828	32.4%	23.5%	81,137	67.6%	19.9%	784	0.6%	8,334	6.9%
AVG PER MO	17,250	5,547			11,591			112		1,191	

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 July 1, 2013 – July 31, 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 (4)	1,816	596	32.9%	2.5%	1,218	67.1%	2.1%	2	0.1%	1,475	81.2%
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	50,849	16,324	32.1%	9.9%	34,489	67.9%	8.4%	36	0.1%	41,559	81.7%
AVG PER MO	7,264	2,332			4,927			5		5,937	

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.
- (4) There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.

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

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									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	5,105	1,919	40.8%	7.9%	2,779	59.2%	4.8%	407	8.0%	1,201	23.5%	
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	34,427	13,563	42.6%	8.2%	18,261	57.4%	4.5%	2,603	7.6%	8,856	25.7%	
AVG PER MO	4,918	1,938			2,609			372		1,265		

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		TRANSFERRED TO EMS									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	6,854	2,788	41.8%	11.5%	3,887	58.2%	6.7%	179	2.6%	110	1.6%	
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	50,984	20,602	41.5%	12.5%	29,013	58.5%	50.4%	1,369	2.7%	891	1.7%	
AVG PER MO	7,283	2,943			4,145			196		127		

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 July 1, 2013 – July 31, 2013

• **PSAP Operations (continued)**

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

Notes:

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

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2013	TOTAL YTD	January	February	March	April	May	June
	82,360	3,061	4,333	15,074	13,256	3,094	4,038
	AVG PER MO	July	August	September	October	November	December
	11,766	39,504					

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 on June 3, 2013 from midnight to 9:30 a.m. HST as reported by Hawaiian Telcom due to corruption in the file.

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.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from July 7, 2013 through August 3, 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 July 1, 2013 – July 31, 2013

• **PSAP Operations (continued)**

Wireless Test – July 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
07/19/13	AT&T Mobility	1	4	Oahu PSAP/ Akimeka	Pass
07/19/13	AT&T Mobility	1	4	Oahu PSAP/ Akimeka	Fail
07/19/13	Sprint	1	3	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – July 2013

Weekly
(Every
Wednesday
from 10:30
a.m. to
12:30 p.m.)

The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to convene collectively every Wednesday to review and discuss the Intrado Viper installation and any issues that may arise. The purpose of the "all hands" conference call 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) Intrado and Hawaiian Telcom completed the pre-installation work for the Intrado Viper equipment and network at EMS, Ocean Safety, and Police (Main Station and Kapolei). HFD is scheduled for August 2013.
- 2) The dual power feeds have been addressed by all of the PSAPs and are being worked on.

07/01/13 Nextel notified the State of Hawai'i PSAPs that the Nextel network had been decommissioned and is no longer in service.

07/01/13 --
07/02/13 The State of Hawai'i PSAPs were randomly receiving wireless ALI shell records with live 9-1-1 calls. The trouble was reported to HTI, along with Intrado. The trouble was isolated to the location service providers. HTI, Intrado, and the location service providers stabilized and monitored the network.

07/01/13 --
Pending Akimeka personnel continue to work T-Mobile to complete the Annual Audit. The revised target date for completion is August 31, 2013.

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

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – July 2013 (continued)

- 07/03/13 The State of Hawai'i PSAPs and Akimeka successfully tested the "bounce back" FCC requirement (FCC Docket No. 13-64) for all carriers to provide a "bounce back" message that texting to 9-1-1 is not available.
- 07/17/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on July 17, 2013. Items discussed were:
- ✚ Intrado Viper Installation -- Training Schedule and Statistics
 - ✚ NENA Conference in Charlotte, North Carolina
 - ✚ Neustar -- Responsible for assigning blocks of telephone numbers, ESRK numbers and ESQK numbers to carriers
 - ✚ Bounce Back Message Trials for all WSPs in Hawai'i
- 07/18/13 The Nextel Annual Audit was closed out effective with the decommissioning of the Nextel network and the removal of all Nextel sites and sectors from the Wireless 9-1-1 database on July 18, 2013.
- 07/18/13 The AT&T Mobility Annual Audit was completed on July 18, 2013. The discrepancies and corrections were a result of CRSs not being issued to update the database. The Annual Audit review process is invaluable in ensuring that any discrepancies identified are resolved to maintain an accurate Wireless 9-1-1 database.

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

• **MSAG**

Current Month – July 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS						ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
OAHU CIVILIAN	324	296	277	5	6	3	5	4,306	27	1	4	1	0	0

During the month of July 2013, 296 9-1-1Net requests were completed relating to the MSAG database, with 4,306 customer ANI/ALI records updated as a direct result. Twenty-seven (27) TN CR transactions and one (1) ALI-DR transaction 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 four (4) TN CRs and one ALI-DR in Referred status as of July 31, 2013.

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

Year-to-Date (YTD) Summary – 2013

OAHU CIVILIAN		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
2013	TOTAL	MSAG TRANSACTIONS						ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
		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	324	296	277	5	6	3	5	4,306	27	1	4	1	0	0
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	2,802	1,991	1,673	43	148	39	88	44,613	806	5				
AVG PER MO	400	284	239	6	21	6	13	6,373	115	1				

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 July 1, 2013 – July 31, 2013

- **MSAG (continued)**

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase II Status

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

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

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	IN PROGRESS	
Naval Magazine Luualualei	PEARL HBR	2	IN PROGRESS	
Hale Alii	PEARL HBR	3	IN PROGRESS	
Regional Dispatch Center	PEARL HBR	3	IN PROGRESS	
Pearl Harbor	PEARL HBR	86	IN PROGRESS	

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

• **MSAG (continued)**

MSAG Communities Project (continued)

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

In the month of July 2013, eleven (11) existing OMIL MSAG Communities were “Completed” and five (5) are “In Progress”.

A total of 602 MSAG transactions have been completed thus far – 25.9% Complete. An estimated 1,718 MSAG transactions remain to be submitted and processed.

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

MSAG Community and Street Segment Sweep – Phase IV Status -- **COMPLETED**

Below is the latest status of the Phase IV work effort as of July 31, 2013:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE IV					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Punaluu	03/01/13	03/05/13	03/05/13	03/05/13		03/08/13	03/14/13
Kahuku	03/06/13	03/15/13	03/15/13	03/15/13		03/08/13	03/14/13
Kahuku RNG	03/16/13	03/20/13	03/20/13	03/20/13		03/22/13	03/28/13
Makaha	03/21/13	04/03/13	05/15/13	06/12/13		03/22/13	03/28/13
Maiili	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
Mokuleia	04/19/13	04/30/13	05/24/13	05/31/13		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	07/02/13
Waipio	07/05/13	07/18/13	07/11/13	07/31/13		07/12/13	07/17/13
Kahaluu	07/05/13	07/18/13	07/11/13	07/31/13		07/12/13	07/17/13

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

The Phase IV effort is 100% complete as of July 31, 2013, ahead of the targeted completion date of August 17, 2013. All of the 9-1-1Net transactions have been processed and are complete.

MSAG Community and Street Segment Sweep – Phase V

A meeting between HPD PMT and Akimeka has been scheduled for August 7, 2013, to review the Phase V project scope, schedule and timeline. Upon HPD PMT’s approval, Akimeka will proceed with Phase V.

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

- Geographic Information System (GIS)**

Mapping Layers Updated – July 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	07/31/13		Added 130 new address points in Miller Pk
	07/31/13		Parsed out street type for address points 911768 Pepper Row, 1104 Fort Street Mall and 280 Beach Walk. These were mandatory corrections as identified by Intrado.
	07/30/13		Spatially corrected 205 address points in Waimanalo. Corrected record ID 64012, 41-1511 Kalaniana'ole Hwy to 41-1537 Kalaniana'ole Hwy. Populated attributes for one (1) address point in Wahiawa, one (1) address point in Waipahu, and 254 address points in Waimanalo.
	07/22/13		Added 204 new address points in Radford T
	07/18/13		Corrected the prefix for an address previously at 6410488
	07/12/13		Added Routing Key to 941383 Waipahu St address
	07/10/13		Spatially corrected one (1) address point in Kaneohe, two (2) address points in Kahaluu, and eighty-three (83) address points in Waimanalo. Also, identified three (3) missing address points.
	07/08/13 – 07/12/13		Spatially corrected 366 address points in Waimanalo
Common Place Name	07/30/13		Spatially corrected one (1) common place and added one (1) alias name both in Waimanalo to their corresponding address points
		07/26/13	Delivered updated Common Places to HPD
	07/26/13		Completed nineteen (19) corrections from the JUL 16 2013 TCAD report
			Reviewed the GIS Corrections JUL 12 2013 report. Corrected JITB Oneawa to JITB Kailua, Fred Waldron Feedmil to Land of Lakes, and added aliases.
	07/15/13		Deleted duplicate record ID 14538 Luana Hills Country
		Spatially corrected ten (10) common places in Kailua, corrected name of four (4) common places and added alias names to five (5) common places	

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

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

Mapping Layers Updated – July 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)		07/12/13	Delivered updated Common Places to HPD
			Deleted duplicate record ID 13568 Kailua Baptist Chris
	07/11/13		Spatially corrected twenty-six (26) common places in Kailua, corrected address to one (1) common place, added addresses to two (2) common places, corrected name of two (2) common places, corrected police subbeat to four (4) common places, and added alias names to sixteen (16) common places
			Corrected name of seven (7) common places and added nine (9) alias names to common places in Kailua.
	07/10/13		Reviewed the GIS Corrections JUN 28 2013 report and corrected one (1) common place.
			Corrected MSAG Community name(s) of one (1) common place from Pearl City to Waipahu, one (1) common place from Pearl City to Waipio, 358 common places from Waipahu to Waipio, and thirty-one (31) common places from Kaneohe to Kahaluu
	07/09/13		Spatially corrected twenty-five (25) common places in Kailua, corrected name of two (2) common places, added alias name to eight (8) common places, and added one (1) room number.
	07/08/13		Deleted record ID 11478 Aloha Gas Kailua, record ID 12627 Finance Factors Kail, record ID 17011 Tiares Bar, and duplicate record ID 13574 Kailua Foodland MP
			Corrected police beat, police subbeat, and address and added alias name to BWS Pohakupu
			Spatially corrected twenty-six (26) common places in Kailua, corrected police subbeat for four (4) common places, corrected name of four (4) common places, added seven (7) alias names, and added one (1) suite number.
			Spatially corrected four (4) common places in Waimanalo to its corresponding address point

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

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

Mapping Layers Updated – July 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Districts			
Fire Response Areas			
MSAG Communities	07/19/13		Corrected boundary at Pearl Hbr/Ford Isl/Aiea on the bridge
	07/01/13		Corrected boundary between Pearl Hbr and Aiea
Medic Beats			
Medic Response Areas			
Net_Junctions	07/29/13		Populated with the most recent MSAG Community updates
	07/15/13		Populated with the latest MSAG Community updates
	07/01/13		
		07/01/13	Delivered Net Junctions to HPD for current CAD system
Police Beats			
Police Districts			
Police Response Areas			
Street Centerlines	07/30/13		Corrected street type for Pepper Row. Corrected eighteen (18) intersection issues identified in topology. This also addresses the Intrado recommendations.
		07/26/13	Delivered Street Centerlines data to HPD, HFD, and EMS
	07/26/13		Corrected right MSAG Community for Kaahumanu St
			Added street names and ranges to Arizona Memorial PI (ingress to the Arizona Memorial). Spatially corrected segment of Ford Island Blvd.
	07/25/13		Spatially corrected 42 Street Centerlines in Kailua.

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

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

Mapping Layers Updated – July 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 (continued)	07/24/13		Diana Chun of EMS reported that there was an addressing issue identified for 95-1375 Wikao St that did not plot correctly in the TriTech CAD. Corrections were made to the street segment to correct the mapping issue. The length of Wikao St was extended in to the private road area so that the last house would geocode correctly. Address Points require attention and this was added to the drive list.	
	07/23/13		Corrected gaps on Awiki St	
	07/22/13		Corrected gaps on Alohilani st, Anakua St, Analii ST, Anolike, Anuanu St, Apelekoa St, Apii St, Apio Ln, Armstrong St, Auina St, Aukauka Rd, Auwaiolimu St, and Awapuhi St.	
	07/19/13		Corrected gaps on alapai St, Alaula Way, Ala Puumalu, Alewa Dr, and Alogea Ave. Added missing ext on H2S.	
	07/18/13		Corrected gaps on Ala Pili Loop, Ala Noe Pl, and Alani Dr. Updated Ford Isl.	
	07/17/13		Corrected gaps on Ala Ilima, Ala lolani, Ala Kapua, Ala Lani, Ala Lehua, Ala liliikoī St, Ala Mahamoe, and Ala Napunani. Flipped segments on Apuakea St. Corrected gaps on Funston St.	
	07/16/13		Corrected one way codes on Kalihi St	
		07/12/13		Delivered Street Centerlines data to HPD, HFD, and EMS
	07/12/13			Corrected gaps on Lumiaina St
	07/09/13			Updated streets in Pearl Harbor to new MSAG Community name of Pearl HBR
				Re-created the trail for Makapuu Koolau Summit in order to correct a fuzzy tolerance error
	07/08/13			Split H2N and H2S at the Waipio/Pearl City/Mililani borders. Split Plantation Dr between the Mililani and Waipio boundary.
				Updated the MSAG Community attributes for Waipio, Schofield (remaining East Range) and Kahaluu
	07/03/13			Cut street segments on Waipio Point. Spatially corrected segments of Paala Uka Pupukeya Rd
07/02/13			Corrected border issues between Civilian and Military jurisdictions	
07/01/13			Continued adding Census Tract information. This is an ongoing project.	

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

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

Mapping Layers Updated – July 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Sectors		07/30/13	
	07/25/13 -- 07/26/13		Per AT&T Mobility CRS
		07/22/13	
	07/18/13		Per AT&T Mobility CRS Per Nextel CRS/Annual Audit
		07/15/13	
	07/10/13		Per Sprint CRS
		07/08/13	
	07/05/13		Per Sprint CRS
	07/03/13		Per Mobi PCS CRS
		07/01/13	
WSP Cell Towers		07/30/13	
	07/25/13 -- 07/26/13		Per AT&T Mobility CRS
		07/22/13	
	07/18/13		Per AT&T Mobility CRS Per Nextel CRS/Annual Audit
		07/15/13	
	07/10/13		Per Sprint CRS
		07/08/13	
	07/05/13		Per Sprint CRS
	07/03/13		Per Mobi PCS CRS
		07/01/13	
SPECIAL REQUESTS			
Tow Boundaries	07/03/13		Created a new Tow Boundaries layer that follows the Police District boundaries based on an agreement that was made in November 2012 but not provided to Akimeka. The tow company's have yet to be identified, however, the zones have been approved by HPD PMT.

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

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

Current Month GIS Activities – July 2013

07/23/13 Akimeka deleted the original Zip Codes feature class and created a new feature class with the corrected Zip Codes layer containing updated boundaries for the Motorola PremierOne CAD system.

TriTech CAD System Upgrade

On July 1, 2013, EMS CAD Administrator, Tom Barrientos, requested Akimeka's assistance to deliver the latest Street Centerlines layer for the TriTech CAD system upgrade in order for the CAD Administrators to perform test uploading.

1. On July 1, 2013, Akimeka delivered an updated Street Centerlines layer via Akimeka's FTP site. Chuck Alexander from TriTech was also included in order for TriTech to provide assistance to HFD and EMS if necessary.
 - a. On July 2, 2013, HFD CAD Administrator, Jon Sakamoto, reported that the GISLink failed due to a duplicate key error.
 - 1) Chuck Alexander from TriTech advised Jon that instead of rerunning the whole file when there is a new external key, the differences table with the new key value should be manually updated.
 - 2) In order to assist Jon, Akimeka sent a new layer to attempt to correct the GISLink issue. Unfortunately, Jon reported that the error was still present.
 - b. Subsequently, on July 2, 2013, Akimeka delivered another layer after identifying that the issue may have been caused from an Akimeka network issue with pulling the GIS data from Akimeka's internal server.
 - 1) HFD CAD Administrator, Jon Sakamoto, reported that he was able to access the data however, encountered a different issue with regards to a field length exceeding the 254 character limitation and a record for "TRAIL MAKAPUU KOOLAU SUMMIT" that was not being updated in the system.
 - 2) Chuck Alexander from TriTech responded that there are no fields that exceed the 254 characters. Chuck advised that the External Street Key should be set at 36 instead of 50. The extended street attributes for the city name can be adjusted to 10 instead of 15. This should correct the generic 254 character error.

When the system does not expect fields of those lengths, a generic error is displayed when this happens. With regards to the record that is not being updated, it is because the geometry is outside or equal to the fuzzy tolerance limit.

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

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

TriTech CAD System Upgrade (continued)

2. On July 9, 2013, Akimeka sent HFD CAD Administrator, Jon Sakamoto, a new set of data with the correct field lengths and the deleted and re-built TRAIL MAKAPUU KOOLAU SUMMIT record.
 - a. Jon reported that the fuzzy tolerance issue was gone however the 254 character error is still popping up during the upload process.
 - b. Chuck Alexander asked if the pop up was causing the process to stop. Jon replied that it is not interrupting the process however, he never experienced this before.
 - c. Chuck Alexander advised that he will be in Hawaii the week of July 15th and will assist Jon at that time.
3. On July 17, 2013, HFD CAD Administrator, Jon Sakamoto, noticed that there were missing cities on the new TriTech CAD system and requested that Akimeka add them to the GIS data. He mentioned that they have addresses in the CAD in those cities however they don't seem to be in Akimeka's GIS builds.
 - a. The cities identified by Jon were: Nanakuli, Wahiawa, Hauula and Punaluu.
 - b. Akimeka researched this issue the same day and responded that the identified cities are not missing from the GIS data delivered to HFD. Akimeka suggested that Jon should verify the source of his data and findings.
 - c. On July 18, 2013, Jon reported that these cities were not in the CAD side and that the issue has been resolved.

Although the request for the Street Centerlines layer was from EMS, there were no issues brought forward from EMS.

Intrado PowerMap Implementation for the Oahu Civilian PSAPs

A unanimous decision from the Oahu Civilian PSAPs was made to move forward utilizing Akimeka's GIS data.

A follow-up meeting was held between Akimeka and Intrado on June 28, 2013 to discuss the GIS requirements of 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.

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

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

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.

July 5, 2013 Data Delivery to Intrado

As committed and agreed to, Akimeka delivered the GIS data to Intrado in a geodatabase containing the following layers in the WGS 84 Web Mercator projection:

Address Points	Fire Response Areas
Cell Sectors	Medic Response Areas
Cell Sites	Police Response Areas
City	Streams
Common Places	Street Centerlines
ESN	Tow Boundaries

Also included with the GIS data deliverable was the data description form which is used to describe the GIS data being submitted and the field name identifications.

Intrado committed on the June 28, 2013 conference call that the validations of the GIS database would take approximately 2 – 3 business days.

1. Akimeka followed-up with Adam Iten, Senior Project Manager, with Intrado on July 12, 2013 (one week after delivering the GIS data for validations) to obtain a status of the validations and to ensure Intrado had received and could process the data with no issues.

Oahu Civilian E9-1-1 Status Report

July 1, 2013 – July 31, 2013

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

July 5, 2013 Data Delivery to Intrado (continued)

2. The following week, on July 19, 2013, Adam Iten replied to Akimeka and requested the GIS data in a shapefile rather than the previously requested geodatabase format. Akimeka complied with the request and delivered the GIS data via Intrado's FTP site the same day in the requested shapefile format.
3. On July 29, 2013, Akimeka received the Honolulu/Akimeka Validation Report from Intrado. ***The results were positive and confirmed the known overlaps and gaps and special characters issue with the freeway on ramps and off ramps that Akimeka had identified.***

See a recap of the Honolulu/Akimeka Validation Report below.

Honolulu/Akimeka Validation Report – July 29, 2013

The validation report was broken out into two discrepancy categories:

- ✚ Mandatory (Required)
- ✚ Recommended (Suggested)

The validation report identified the number of layers that were submitted and which ones were point features, line features and polygon features. Also included in the validation report are a number of shapefiles and geodatabases that contain exported features and are used to identify the potential discrepancies.

The validation report clearly states that "it is the customer's responsibility to apply all mandatory corrections listed in this section prior to PowerMap installation."

A recap of the validations and findings are summarized below:

- ✚ **Mandatory Corrections (Required)**

1. ESZ/ESN – Must Have No Gaps/Overlaps

The geodatabase titled "Zone_Gaps_and Overlaps" included two feature dataset – ESNGaps and ESNOverlaps. The creation of the feature classes within these datasets were exported after topology checks were performed. These same topology checks were performed by Akimeka prior to submitting the GIS data to Intrado.

After reviewing the potential gaps and overlaps, Akimeka identified that there were:

- Zero (0) overlaps
- Thirty-four (34) gaps

The number of gaps identified by Intrado matched the number of known gaps identified by Akimeka during their internal QA/QC process prior to the delivery of the GIS data.

The thirty-four (34) gaps have all been marked as exceptions during Akimeka's topology checks because these are all islands surrounding Oahu. With no surrounding polygons, the topology tools will identify these as potential gaps even if they are valid exceptions.

Action Required: COMPLETED; There are no corrections required.

Oahu Civilian E9-1-1 Status Report

July 1, 2013 – July 31, 2013

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

Honolulu/Akimeka Validation Report – July 29, 2013 (continued)

2. Street Centerlines – Invalid Special Characters in Street Name

The shapefile titled “StreetCenterlines_Invalid_Char_in_StNm” contained a number of Street Centerline records containing special characters which are required to be corrected prior to loading the GIS data into the PowerMap system. Special characters include “&”, “/”, “-”, etc. and must be removed.

There were only 39 out of 26,913 (0.14%) Street Centerline records identified with special characters, all of which were freeway exit names.

The good news is that these corrections were previously identified by Akimeka and HPD and Akimeka are working together to get these corrected.

Action Required: **IN PROGRESS; Included with Freeway Renaming Project**

Recommended Corrections (Suggested)

1. Street Centerlines – Intersection Issues

The geodatabase titled “IntersectionIssues” contained a feature class which was an export from the topology check and the original Street Centerlines layer which was delivered to Intrado. The topology check identified Street Centerlines that crossed over one another and were not snapped at the node correctly.

There were 18 out of 21,121 (0.09%) intersections that had a misconnected node creating the intersections issues. All intersections issues have been corrected by Akimeka.

Action Required: **COMPLETED; There are no further corrections required.**

2. Street Centerlines – Possible Non-Parsed Records

The shapefile titled “StreetCenterlines_Possible_Non_Parsed_records” contained a number of potential Street Centerlines records that have Street Names not fully parsed to the respective field. In the Street Centerlines deliverable for the PowerMap system, Akimeka included the parsed street names (the pre-directional, street name, street type, and suffix directional all in separate fields) as well as the full street name.

Discrepancies identified in this category include records that have street type also included in the Street Name field.

There were 45 out of 26,913 (0.17%) Street Centerline records identified as having potential non-parsed street names.

- Thirty-five (35) out of the 45 records were discrepancies that require correction. All but two (2) were freeway exit names and will be corrected during the month of August 2013.

Oahu Civilian E9-1-1 Status Report

July 1, 2013 – July 31, 2013

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

Honolulu/Akimeka Validation Report – July 29, 2013 (continued)

- Ten (10) out of the 45 records were valid exceptions because the Street Centerline includes a directional in the street name. For example, East West Rd, West Loch Dr, and West Virginia Ln. All have the directional included in part of the actual street name and are not non-parsed issues.

Action Required: **IN PROGRESS; Included with Freeway Renaming Project**

3. Street Centerlines – Address Range Gaps

The shapefile titled “Streets_Address_Range_Gap” includes Street Centerline records that have potential street range gap issues. This means that the range for one segment has a gap from that segment to the next. For example, the street name Aloha Rd may have one segment that has a range from 1 to 100 and the next segment connected to it (drawn in the same direction) is from 150 to 200. This is identified as a discrepancy because there is a gap between 100 and 150.

There were 2,303 out of 26,913 (8.6%) Street Centerline records identified as having potential gaps. The number of discrepancies identified by Intrado (2,303) matched what Akimeka identified during their internal QA/QC process prior to the delivery of the GIS data.

Akimeka continually makes corrections to the Street Centerlines gaps as part of its Street Centerlines maintenance contract with HPD. To date, more than 400 gaps have been corrected by Akimeka and 177 (7.7%) of the 2,303 gaps identified by Intrado have already been marked as valid gaps. This means the gap from one segment to the next segment is actually valid. This may be caused by either a street crossing into another reporting district, or sometimes street ranges jump from block to block depending on how they were addressed by the Department of Planning and Permitting.

Action Required: **IN PROGRESS; ONGOING**

4. Street Centerlines – Address Range Overlaps

The shapefile titled “Street_Address_Range_Overlap” includes Street Centerline records that have potential street range overlap issues. This refers to the address only and not the geometry of the street however, this plays an important part as to how the overlaps can be identified. An overlap in the street range means that one segment’s range overlaps with the next segment’s street range. The direction of the Street Centerline plays a large part in this and the way it is drawn within the network of streets. An example of an actual overlap is if Aloha Rd has one segment with a range of 1 to 100 and the next segment (drawn in the same direction) has a range of 50 to 150. It becomes clear that the overlap of 50 to 100 causes an error and would not work correctly in the 9-1-1 systems.

Oahu Civilian E9-1-1 Status Report

July 1, 2013 – July 31, 2013

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

Honolulu/Akimeka Validation Report – July 29, 2013 (continued)

There were 3,301 out of 26,913 (12.3%) Street Centerline records identified as having potential overlaps. Akimeka uses a variety of tools to identify the same discrepancy type and Intrado's 3,301 potential overlaps exceeded Akimeka's identified 347 potential overlaps in the Street Centerlines layer, all of which are valid exceptions. Valid exceptions include Street Centerlines that self intersect and Street Centerlines that are located on military property (outside the scope of Akimeka's contract with the Oahu Civilian PSAPs).

The geometry of the street plays an important part in the identification of this type of discrepancy because once reviewing the type of error and inspecting the street and surrounding addresses, it is easily identifiable that there are valid exceptions to this rule. In Akimeka's analysis of Intrado's Validation Report, it appears that the remaining 2,954 (3,301 – 347) records identified are records with zero addresses (streets that don't have a range). These are a different category of street range errors that should not be within the overlap category. A range of 0 to 0 cannot overlap with another range of 0 to 0. Street records with zero address ranges are often valid because they are typically assigned to street segments that do not have a range such as freeways, exits, some highways, ingress and egress segments, trails, agriculture roads, jeep trails, etc.

Action Required: **COMPLETED; There are no further corrections required.**

5. Address Points – Possible Duplicates

The shapefile "AddressPoints_Possible_Dupes" includes Address Points that have potential duplicate address points. This means that there may potentially be two or more Address Points in the same location with the exact same address.

There were 38,339 out of 195,148 (19.6%) Address Point records identified as having potential duplicates.

After completing a full analysis of this discrepancy, Akimeka was able to identify that all of these potential duplicates were created because the apartment number was not identified with the address. There are 23,781 address records that have apartment numbers and the remaining 14,558 are the original address records (without the apartment number). An example of this includes these three addresses: 2801 Coconut Ave, 2801 A Coconut Ave, and 2801 B Coconut Ave. All of these addresses are in the same location and there is one address, 2801 Coconut Ave, which is the main building address and the other addresses are included for the individual apartments in different buildings.

Action Required: **COMPLETED; There are no further corrections required.**

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

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

Honolulu/Akimeka Validation Report – July 29, 2013 (continued)

6. Address Points – Possible Non-Parsed Records

The shapefile titled “AddressPoints_Poss_Non_Parsed_recs” includes Address Point records that have street names with potential non-parsed fields.

There were three (3) out of 195,148 (0.002%) Address Point records that have street names with potential non-parsed fields.

The three (3) records were records that require correction as the street type should be placed in the street type field. The records included Pepper Row, Fort St Mall, and Beach Walk.

Action Required: **COMPLETED; There are no further corrections required.**

Freeway Updates

Based on Intrado’s “Mandatory” corrections required to correct the special characters issue, the correcting of the freeway exits (on ramps and off ramps), has been given a higher priority.

1. On July 30, 2013, Akimeka briefed HPD PMT on the Intrado Validation Report received on July 29, 2013, and emphasized the urgency to complete the Freeway Renaming project.
2. HPD PMT agreed to have the new naming standard to Akimeka as soon as possible and provided Akimeka with the new naming standard the same day so Akimeka can begin work on the Street Centerlines layer.

During the month of August 2013, Akimeka will complete the Freeway Renaming project and will re-submit the GIS data to Intrado for the new Power Map 4.1 system. These updates will be included in the bi-weekly GIS data deliverable (August 9, 2013 GIS data deliverable) and uploaded to the Oahu Civilian PSAP’s CAD systems prior to the PowerMap installation.

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

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

Ocean Safety Requirements

On July 1, 2013, Akimeka contacted Buck Gilles from Ocean Safety to inform him of TriTech's (Chuck Alexander) response.

1. Akimeka shared that the best approach is to create a new GIS layer that includes all of Ocean Safety's data into a point feature class.
 - a. This will include Surf Breaks, Dive Locations, Towers, ERLs
 - b. With this as a starting point, Ocean Safety and Akimeka can later sit down and develop what attributes they would like to include, as long as they will be useful for 9-1-1 operations.
2. Response Areas (RAs), based on a map Matt Lamke (Ocean Safety) sent to Akimeka, appears that there were some layers that have been created by City and County of Honolulu DPP. Therefore, there are layers already in existence. It would be beneficial for everyone to gather this data and use it as a base starting point for the Ocean Safety Response Areas layer.
3. Chuck Alexander's response for the GIS data being used in the TriTech CAD were as follows:
 - a. Chuck mentioned that the Response Areas can be included and the information can be tied into the Street Centerlines network (for routing), as mentioned during the meeting between Akimeka and Ocean Safety.
 - b. Inclusion of the point features for lifeguard towers, dive locations, etc. is the best approach and Chuck recommended to include these in the Address Points layer.

Best practices are to attempt to get the point within 500 feet of the closest street. Location accuracy is critical and what Akimeka strives to achieve. If the location is farther than 500 ft, there are other ways to approach this. One approach is to create Geographic Areas for known features that will exceed the 500 ft distance. These will be unique to Ocean Safety and can be used for surf breaks or any feature that will be in the water and out of the 500 ft range.

On July 2, 2013, Jim Howe of Ocean Safety reported to Akimeka that there are no Response Areas included. They had only identified the geographical districts and Response Areas will still need to be created.

SPAWAR Meeting on Addressing for MCBH

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

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

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 2013.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,096** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 26, 2013 for the Oahu Civilian PSAP 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 January 17, 2013		As of April 22, 2013		As of July 26, 2013	
		9-1-1 MSAG Dated 01-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,046		7,056		7,096	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,040		7,050		7,090	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		6,518	92.6%	6,682	94.8%	6,793	95.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	342	11.6%	274	3.9%	225	3.2%
9-1-1 MSAG Record With No Matching GIS Record	(3)	180	2.6%	94	1.3%	72	1.0%
Total 9-1-1 MSAG Records No Match		522	7.4%	368	5.2%	297	4.2%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. Further progress has been made from April 2013 with a 94.8% Match Rate to a 95.8% Match Rate as of July 2013

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

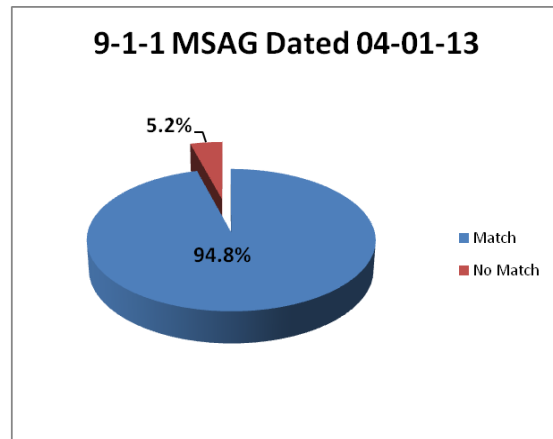
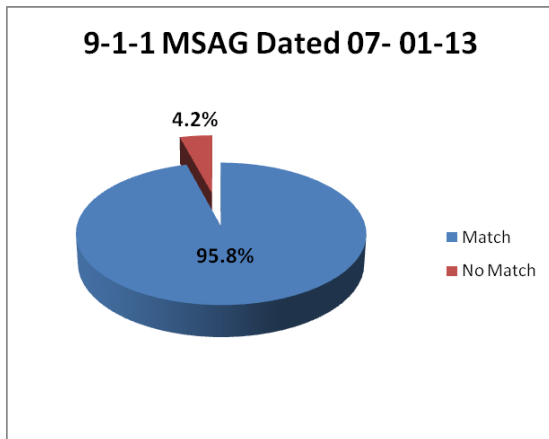
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2013 (continued)

Notes:

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

Audit Summary Results – July 1, 2013 MSAG vs. April 1, 2013 MSAG



Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 94.8% as of April 1, 2013 to 95.8% as of July 1, 2013.

All of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community with the exception of one record in the Airport MSAG Community.

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.

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

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

Audit Summary Results – July 1, 2013 MSAG vs. April 1, 2013 MSAG (continued)

- ❖ “MSAG - GIS Minor Corrections” were further reduced by **17.9%** (274 to 225) from April 2013 to July 2013 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.
- ❖ “MSAG Record With No GIS Record” was further reduced by **23.4%** (94 to 72) from April 2013 to July 2013 respectively. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” were further reduced by **47.4%** (57 to 30) records from April 2013 to July 2013 respectively.
- ❖ “GIS – MSAG Minor Corrections” were further reduced by **9.6%** (644 to 582) from April 2013 to July 2013 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.
- ❖ The one (1) “MSAG – GIS Minor Corrections” record in the Airport MSAG Community will be corrected in August 2013.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

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

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

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Kauai County and Hawai'i County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided all State of Hawai'i PSAPs 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. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records					
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 199	325	4.4%	321	4.4%	233	3.2%

These invalid MSAG records represent **3.2%** of the Total MSAG records for the City & County of Honolulu as of the July 2013 MSAG as compared to 4.4% as of the April 2013 MSAG. The individual ALI records associated with these records are provided below.

The decrease in the number of invalid MSAG records is a 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 199 is a "valid" MSAG record; however, simultaneously it represents a "known" invalid MSAG address. ESN 199 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 199 MSAG records to a valid Oahu Civilian ESN and valid MSAG address.

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

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

Automatic Location Identification (ALI) Record Status

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of July 31, 2013, there are **1,664** ALI records with an assigned ESN of 199, representing **0.3%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

Although the ESN 199 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

With Akimeka's continuing MSAG Community and Street Segment Sweep effort, the percentage of ESN 199 records may increase as low and high address ranges and new communities are verified.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 199 MSAG records to a valid City & County of Honolulu ESN 100 to ensure that all ALI records assigned to the City & County of Honolulu (Oahu Civilian) have an "MSAG valid address".

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

• PSAP Operations

9-1-1 Call Volume – July 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,502	2,795	32.9%	5,707	67.1%
MOLOKAI	247	143	57.9%	104	42.1%
MAUI COUNTY	8,749	2,938	33.6%	5,811	66.4%

(*) 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	8,502	2,795	32.9%	5,707	67.1%	0	0.0%	1,284	15.1%
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	57,382	18,080	31.5%	39,288	68.5%	14	0.0%	8,915	15.5%
AVG PER MO	8,197	2,583		5,613		2		1,274	

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 July 1, 2013 – July 31, 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	247	143	57.9%	104	42.1%	0	0.0%	46	18.6%
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	1,886	1,092	57.9%	794	42.1%	0	0.0%	292	15.5%
AVG PER MO	269	156		113		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 – July 2013

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

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

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – July 2013

- | | |
|---|---|
| Weekly
(Every
Wednesday
from 10:30
a.m. to
12:30 p.m.) | <p>The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to convene collectively every Wednesday to review and discuss the Intrado Viper installation and any issues that may arise. The purpose of the "all hands" conference call is to ensure that all parties hear the same information and are of the same understanding.</p> <ul style="list-style-type: none"> ✚ Outstanding items under discussion were: <ol style="list-style-type: none"> 1) The entire inventory of administrative telephone numbers being integrated into the Intrado Viper system for the Maui PSAP and Molokai PSAP is required and Intrado was asked to work with Hawaiian Telcom to obtain the information. 2) Coordination with the County's CAD and recording vendor for integration; Ongoing. |
| 07/01/13 | Nextel notified the State of Hawai'i PSAPs that the Nextel network had been decommissioned and is no longer in service. |
| 07/01/13 --
07/02/13 | The State of Hawai'i PSAPs were randomly receiving wireless ALI shell records with live 9-1-1 calls. The trouble was reported to HTI, along with Intrado. The trouble was isolated to the location service providers. HTI, Intrado, and the location service providers stabilized and monitored the network. |
| 07/01/13 --
Pending | <p>The "Enhanced 911 to Next Generation 911 Program Management and Geographic Information System Services" contract between the Maui Police Department and Akimeka is still pending. Akimeka is currently working under an "At Risk" agreement.</p> <p>This contract covers the period of performance from July 1, 2013 through June 14, 2014 and is a maintenance mode contract, which reduces the level of effort by approximately 50%. This contract is in-place to ensure that the data delivered to the PSAPs meet Enhanced 9-1-1 (E9-1-1) requirements and is Next Generation 9-1-1 (NG9-1-1) i3 ready.</p> |
| 07/01/13 --
Pending | Akimeka personnel continue to work T-Mobile to complete the Annual Audit. The revised target date for completion is August 31, 2013. |
| 07/03/13 | The State of Hawai'i PSAPs and Akimeka successfully tested the "bounce back" FCC requirement (FCC Docket No. 13-64) for all carriers to provide a "bounce back" message that texting to 9-1-1 is not available. |
| 07/16/13 | Lieutenant Micah Adams was announced as the new Lieutenant in charge of the Molokai PSAP. |

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

• PSAP Operations (continued)

Current Month PSAP Operations Activities – July 2013 (continued)

- 07/17/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on July 17, 2013. Items discussed were:
- ✚ Intrado Viper Installation -- Training Schedule and Statistics
 - ✚ NENA Conference in Charlotte, North Carolina
 - ✚ Neustar -- Responsible for assigning blocks of telephone numbers, ESRK numbers and ESQK numbers to carriers
 - ✚ Bounce Back Message Trials for all WSPs in Hawai'i
- 07/18/13 The Nextel Annual Audit was closed out effective with the decommissioning of the Nextel network and the removal of all Nextel sites and sectors from the Wireless 9-1-1 database on July 18, 2013.
- 07/18/13 The AT&T Mobility Annual Audit was completed on July 18, 2013. The discrepancies and corrections were a result of CRSs not being issued to update the database. The Annual Audit review process is invaluable in ensuring that any discrepancies identified are resolved to maintain an accurate Wireless 9-1-1 database.
- 07/28/13 -- 07/29/13 The Maui County PSAPs prepared for Tropical Storm Flossie by scheduling additional manpower as needed.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 07/31/13) – No further updates.

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

• **MSAG**

Current Month – July 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	32	13	1	0	5	5	2	19	13	6	42	1	0	0

Revised categories and report format changes effective May 2012.

During the month of July 2013, thirteen (13) 9-1-1Net requests were completed relating to the Maui County MSAG database, with nineteen (19) customer ANI/ALI records updated as a direct result. Thirteen (13) TN CR and six (6) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are forty-two (42) TN CRs and one (1) ALI-DR in Referred status as of July 31, 2013.

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

Year-to-Date (YTD) – 2013

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
December														
November														
October														
September														
August														
July	32	13	1	0	5	5	2	19	13	6	42	1	0	0
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	547	274	72	8	134	52	8	1,255	255	18				
AVG PER MO	78	39	10	1	19	7	1	179	36	3				

(*) 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 July 1, 2013 – July 31, 2013

• Mapping Layers Updated/Loaded Into GIS – July 2013

The contract covering the period of performance from July 1, 2013 through June 30, 2014 between the Maui Police Department and Akimeka transitioned to a maintenance mode contract, which effectively reduced the level of effort by approximately 50%. This contract is in-place to ensure that the data delivered to the PSAPs meet Enhanced 9-1-1 (E9-1-1) requirements and is Next Generation 9-1-1 (NG9-1-1) i3 ready.

The GIS portion of the contract covers the continued maintenance of the Critical 9-1-1 Public Safety layers that need to be in-place in order to reduce dispatch time, support emergency first responders, and pre-position the PSAP for NG9-1-1 services. The GIS common themes for 9-1-1 functions are:

- ✚ Caller Location
- ✚ Dispatch and Response
- ✚ Response Routing
- ✚ Visual Reference

In addition, the contract provides for the continued maintenance of the existing GIS Special Requests layers plus an additional two (2) GIS Special Requests layers that the PSAP may require for 9-1-1 operational purposes.

The GIS chart below has been organized by 9-1-1 functions for the Critical 9-1-1 Public Safety layers and include the current Special Request layers – two existing (HCS Monsanto Fields and Tow Boundaries) and one addition (Gate Codes).

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

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)				
CALLER LOCATION				
Address Points	Maui	07/31/13		Updated 0 Haleakala Hwy to 0 Science City Rd
	Maui	07/18/13		Added three (3) addresses received from DSA
	Maui	07/12/13		Added one (1) address received from DSA
	Maui/Molokai		07/11/13	
Emergency Callboxes				
Fire Stations				
Medic Stations				
Milepost Markers				

(*) 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 July 1, 2013 – July 31, 2013

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

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

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)				
CALLER LOCATION				
Points of Interest (POI)				
Police Stations				
Schools				
Tsunami Evacuation Zones				
Tsunami Roadblocks	N/A for Maui County			
WSP Cell Towers	Maui	07/18/13		Per AT&T Mobility - decommission
	Maui/Molokai	07/18/13		Per Nextel CRS - decommission entire network
	Maui	07/16/13		Per Sprint CRS
DISPATCH AND RESPONSE				
ESZ/ESN				
Fire Beats (Includes Medic Beats)				
Fire Districts (Includes Medic Districts)				
Fire Response Areas				
MSAG Communities (aka Towns)				
Medic Response Areas				
Ocean Rescue Boundaries				
Police Beats				
Police Districts				
Police Response Areas				

(*) 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 July 1, 2013 – July 31, 2013

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

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

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)				
DISPATCH AND RESPONSE				
WSP Cell Sectors	Maui	07/18/13		Per AT&T Mobility - decommission
	Maui/Molokai	07/18/13		Per Nextel CRS - decommission entire network
	Maui	07/16/13		Per Sprint CRS
RESPONSE ROUTING				
Street Centerlines				
VISUAL REFERENCE				
Coastline				
Major Roads				
Parcels				
Trails				
SPECIAL REQUESTS				
Gate Codes	Maui	07/23/13		Updated gate code per SR#595
	Maui	07/22/13		Updated gate code per SR#593
HCS Monsanto Fields				
Tow Boundaries				

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

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 – July 2013

07/19/13 Akimeka created a Zip Code layer as a visual layer in order to validate Zip Codes and Postal Communities. The intent of this layer is to validate zip codes which are a NENA required attribute for several GIS layers for NG9-1-1. This information is vital for proper RMS search capability for field report and collection of proper statistical data for Public Safety use.

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

• Service Requests Transactions

Open Service Requests – July 2013 (June 27, 2013 – July 29, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	07/24/13	596	Map Is Not Working	9-1-1 Map	High	Akimeka requested assistance from Maui County IT to restart the Pictometry server. Akimeka will check the connection and integration with PowerMap as soon as the connection is restored.
2	07/24/13	597	Map Needs to be Updated	9-1-1 Map	Normal	TN information submitted to 9-1-1Net
3	07/25/13	598	Gate Code Information	9-1-1 Map	Normal	This is pending the visual verification of the gate location.
4	07/29/13	601	Request for PBX or Front Desk Number to be Displayed	MSAG - AN/ALI Discrepancy	Normal	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	12	10	4	7	4	5	6	0	0	0	0
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	33	29	4	19	16	14	13	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 July 1, 2013 – July 31, 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	0	0	0	0	0	0	0	0	0	0	0
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

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

- PSAP Operations**

9-1-1 Call Volume – July 2013

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	12,110	3,609	29.9%	8,475	70.1%

(*) 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	12,110	3,609	29.9%	8,475	70.1%	26	0.2%	N/A	N/A	N/A	N/A
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	79,460	24,862	31.4%	54,331	68.6%	267	0.3%	N/A	N/A	N/A	N/A
AVG PER MO	11,351	3,552		7,762		38		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 July 1, 2013 – July 31, 2013

• **PSAP Operations (continued)**

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

HAWAII		TRANSFERRED TO FIRE											
2013	Total	Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
		# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December													
November													
October													
September													
August													
July	2,340	931	40.4%	25.8%	1,374	59.6%	16.2%	35	1.5%	N/A	N/A	N/A	N/A
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	15,585	6,551	42.5%	26.3%	8,846	57.5%	16.3%	188	1.2%	N/A	N/A	N/A	N/A
AVG PER MO	2,226	936			1,264			27		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 July 1, 2013 – July 31, 2013

• PSAP Operations (continued)

Wireless Test – July 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
07/23/13	Verizon Wireless	1	3	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – July 2013

Weekly
(Every
Wednesday
from 10:30
a.m. to
12:30 p.m.)

The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to convene collectively every Wednesday to review and discuss the Intrado Viper installation and any issues that may arise. The purpose of the "all hands" conference call 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 conversion from Solacom to Intrado Viper will be during the scheduled maintenance window from August 27, 2013 at 11:00 p.m. HST to August 28, 2013 at 6:00 a.m. HST.
- 2) Ms. Whitney Maxfield from Intrado will begin Intrado Viper training on August 14 - 20, 2013. Training sessions will be tailored for dispatchers, administrators, and trainers. Make-up sessions will be scheduled as needed.

✚ Outstanding items under discussion were:

- 1) The entire inventory of administrative telephone numbers being integrated into the Intrado Viper system were confirmed with all stakeholders and will be interfaced into the Power 9-1-1 system.
- 2) The dual electrical power source was installed and will be deployed on September 12, 2013 after the Solacom to Intrado Viper conversion.

07/01/13 Nextel notified the State of Hawai'i PSAPs that the Nextel network had been decommissioned and is no longer in service.

07/01/13 -- 07/02/13 The State of Hawai'i PSAPs were randomly receiving wireless ALI shell records with live 9-1-1 calls. The trouble was reported to HTI, along with Intrado. The trouble was isolated to the location service providers. HTI, Intrado, and the location service providers stabilized and monitored the network.

07/01/13 -- Pending Akimeka personnel continue to work T-Mobile to complete the Annual Audit. The revised target date for completion is August 31, 2013.

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

• PSAP Operations (continued)

Current Month PSAP Operations Activities – July 2013 (continued)

- 07/03/13 The State of Hawai'i PSAPs and Akimeka successfully tested the "bounce back" FCC requirement (FCC Docket No. 13-64) for all carriers to provide a "bounce back" message that texting to 9-1-1 is not available.
- 07/17/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on July 17, 2013. Items discussed were:
- ✚ Intrado Viper Installation -- Training Schedule and Statistics
 - ✚ NENA Conference in Charlotte, North Carolina
 - ✚ Neustar -- Responsible for assigning blocks of telephone numbers, ESRK numbers and ESQK numbers to carriers
 - ✚ Bounce Back Message Trials for all WSPs in Hawai'i
- 07/18/13 The Nextel Annual Audit was closed out effective with the decommissioning of the Nextel network and the removal of all Nextel sites and sectors from the Wireless 9-1-1 database on July 18, 2013.
- 07/18/13 The AT&T Mobility Annual Audit was completed on July 18, 2013. The discrepancies and corrections were a result of CRSs not being issued to update the database. The Annual Audit review process is invaluable in ensuring that any discrepancies identified are resolved to maintain an accurate Wireless 9-1-1 database.
- 07/19/13 The "Enhanced 911 to Next Generation 911 Program Management and Geographic Information System Services" contract was executed on July 18, 2013 between the Hawai'i Police Department and Akimeka. This contract covers the period of performance from July 1, 2013 through June 14, 2014 and is a maintenance mode contract, which reduces the level of effort by approximately 50%. This contract is in-place to ensure that the data delivered to the PSAPs meet Enhanced 9-1-1 (E9-1-1) requirements and is Next Generation 9-1-1 (NG9-1-1) i3 ready.
- 07/28/13 --
07/29/13 The County of Hawai'i PSAPs prepared for Tropical Storm Flossie by testing the back up 9-1-1 lines in the PSAP. The County of Hawaii Police PSAP discovered that two (2) of the backup white telephones were without dial tone. This was reported to HTI and the HTI technicians fixed the problem and restored dial tone.

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

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 07/31/13) – No further updates.

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

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 2013

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

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

There were six (6) trouble reports in the month of July 2013. As of July 31, 2013, a total of **445** 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	July 2013	
Audio Issues	178	1	0	1	0	3	1	1	185
No ANI/ALI Transferring to the CAD	50	0	0	0	0	0	0	0	50
Feature Not Working and Screen Problems	39	0	8	2	3	0	0	0	52
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	0	0	0	0	0	0	14
Transfer Issues to Secondary PSAP (Fire)	9	0	0	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	0	0	0	0	0	0	6
Call History Not Complete or Available	6	0	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	5	123
Total Trouble Reports	398	15	11	6	4	3	2	6	445

Of the 445 reported troubles, feedback and/or resolution has been received on 181 (40.7%) of the trouble reports.

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

PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 2013 are as follows:

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

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

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

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

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

No further information has been provided as of July 31, 2013.

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

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

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

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 2013 and this issue will continue to be monitored.

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

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

No further occurrences were reported in July 2012.

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

On September 5, 2012, HTI reported that feedback had been received from Cedric Apaka of Verizon Wireless concerning the off island calls routing to the Maui and 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

July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 2013.

9. 9-1-1 Calls With No Audio and No ANI/ALI Information – These are old issues that have resurfaced. Sergeant Ing reported that from June 22 – 23, 2012, the 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 2013 and this issue will continue to be monitored.

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

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

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

- 1) The ALLI 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 2013 however the situation will continue to be monitored.

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

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

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

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

Sergeant Ing tested the three (3) “outside positions” by “busying out” and “logging out” and confirmed that indeed callers are reaching a busy signal. Sergeant Ing notified HTI about the condition, and asked why these callers were not transferred to the “inside positions” (Puna, South Kohala, Kona and Hilo). HTI informed the County of 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

July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 31, 2013.

14. Scheduled Maintenance – **This issue is considered closed.**

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

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

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

On October 27, 2012, the Hawai'i County Fire Dispatch re-located to their back up location at the East 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 bidded” 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 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 have 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 July 1, 2013 – July 31, 2013

- **PSAP Operations (continued)**

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

On July 4, 2013, Fire Position 2 experienced another "AUDIO QUALITY ALARM". The same thing occurred when the position was logged off and on. The message disappeared. This incident 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. HTI was able to restore the printing capability to all positions on July 1, 2013.

In addition to the audio trouble report, there were an additional five (5) troubles reported as follows:

- 1) Other – On July 19, 2013, the County of Hawai'i Fire Position 2 experienced trouble with the log on screen. The screen's login title was renamed a current dispatcher's name. This was reported to HTI and HTI remotely re-set the login screen.
- 2) Other – On July 25, 2013, the County of Hawai'i Fire Position 2 reported that after requesting a re-bid, the equipment continuously repeated the re-bid function until the call was terminated. The trouble was reported to HTI.
- 3) Other – On July 28, 2013, the County of Hawai'i Fire Position 3 was unable to log in and received the message "UNABLE TO CONNECT TO SERVER". The trouble was reported to HTI and the PSAP was advised to re-boot the position. After re-booting the position, the message disappeared and the dispatcher was able to log in. Subsequently, on July 30, 2013, a HTI technician replaced cables on the position.
- 4) Other – On July 29, 2013, the Puna position was inoperable due to connectivity issues. The HTI technician re-connected a loose wire to resolve the connectivity issue.

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

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 31, 2013 (continued)

19. Miscellaneous Trouble Reports (continued)

- 5) Other – On July 29, 2013, the touch screen monitor on the Screener position was not responding correctly to commands entered by the dispatcher. The monitor was replaced by the HTI technician that day.

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.

The Intrado Viper conversion is scheduled for August 27 – 28, 2013.

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

• **MSAG**

Current Month – July 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	72	36	9	4	14	8	1	40	34	2	399	1	0	0	

Revised categories and report format changes effective May 2012.

During the month of July 2013, thirty-six (36) 9-1-1Net requests were completed relating to the MSAG database, with forty (40) customer ANI/ALI records updated as a direct result. Thirty-four (34) TN CR and two (2) 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 399 TN CRs and one (1) ALI-DR in Referred status as of July 31, 2013.

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

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
December															
November															
October															
September															
August															
July	72	36	9	4	14	8	1	40	34	2	399	1	0	0	
June	325	237	9	1	214	13	0	35	87	1	438	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	1,781	951	245	30	585	81	10	3,762	806	24					
AVG PER MO	254	136	35	4	84	12	1	537	115	3					

(*) Applies to Change Request Category Only

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

In June 2013, Hawai'i County's TNCR count in "Referred" status was inadvertently reported as 132. Hawai'i County's TNCRs in "Referred" status as of June 30, 2013 should have been **438**. The above chart has been updated accordingly.

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 July 1, 2013 – July 31, 2013

• Mapping Layers Updated/Loaded Into GIS – July 2013

The contract covering the period of performance from July 1, 2013 through June 30, 2014 between the Hawai'i Police Department and Akimeka transitioned to a maintenance mode contract, which effectively reduced the level of effort by approximately 50%. This contract is in-place to ensure that the data delivered to the PSAPs meet Enhanced 9-1-1 (E9-1-1) requirements and is Next Generation 9-1-1 (NG9-1-1) i3 ready.

The GIS portion of the contract covers the continued maintenance of the Critical 9-1-1 Public Safety layers that need to be in-place in order to reduce dispatch time, support emergency first responders, and pre-position the PSAP for NG9-1-1 services. The GIS common themes for 9-1-1 functions are:

- ✚ Caller Location
- ✚ Dispatch and Response
- ✚ Response Routing
- ✚ Visual Reference

In addition, the contract provides for the continued maintenance of the existing GIS Special Requests layers plus an additional two (2) GIS Special Requests layers that the PSAP may require for 9-1-1 operational purposes.

The GIS chart below has been organized by 9-1-1 functions for the Critical 9-1-1 Public Safety layers and include the current Special Request layers.

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

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)			
CALLER LOCATION			
Address Points		07/23/13	
	07/16/13		Monthly update on Address Points
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			

(*) 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 July 1, 2013 – July 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – July 2013 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

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)			
CALLER LOCATION			
Points of Interest (POI)			
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		07/23/13	
	07/19/13		Per VZW CRS
	07/18/13		Per Nextel CRS/Annual Audit Per AT&T Mobility CRS
DISPATCH AND RESPONSE			
ESZ/ESN		07/23/13	
	07/03/13		Corrected ESN boundary
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			

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

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

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

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
DISPATCH AND RESPONSE			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors		07/23/13	
	07/19/13		Per VZW CRS
	07/18/13		Per Nextel CRS/Annual Audit Per AT&T Mobility CRS
RESPONSE ROUTING			
Street Centerlines		07/23/13	
	07/16/13		Monthly update on Street Centerlines
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

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

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County. Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other County agencies. For the Street Centerlines and Address Points layer, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.
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Hawai'i County E9-1-1 Status Report July 1, 2013 – July 31, 2013

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

Current Month GIS Activities – July 2013

07/19/13 Akimeka created a Zip Code layer as a visual layer in order to validate Zip Codes and Postal Communities. The intent of this layer is to validate zip codes which are a NENA required attribute for several GIS layers for NG9-1-1. This information is vital for proper RMS search capability for field report and collection of proper statistical data for Public Safety use.

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 **July 16, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		8
# of Street Segments Removed		0
# of New Addresses Added	70	
# of Addresses Removed	3	
# of Street Segment Range Changes		9
# of Street Segment Name Changes		0
# of Address Street Name Changes	20	
# of Address Street Number Changes	20	

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 July 1, 2013 – July 31, 2013

- **Service Requests Transactions**

Open Service Requests – July 2013 (June 27, 2013 – July 29, 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>The 118 TNs remain in "Referred" status as of July 30, 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 July 30, 2013. Intrado sent an email reminder to HTI on July 9, 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	2	2	2	0	0	2	2	0	0	0	0
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	29	27	2	1	1	28	26	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 July 1, 2013 – July 31, 2013

• PSAP Operations

9-1-1 Call Volume – July 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,566	1,117	31.3%	2,449	68.7%

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	3,566	1,117	31.3%	2,449	68.7%	0	0.0%	616	17.3%
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	22,445	6,985	31.1%	15,439	68.9%	21	0.1%	4,665	20.8%
AVG PER MO	3,206	998		2,206		3		666	

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 July 1, 2013 – July 31, 2013

• **PSAP Operations (continued)**

Wireless Test – July 2013

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

Current Month PSAP Operations Activities – July 2013

- Weekly (Every Wednesday from 10:30 a.m. to 12:30 p.m.) The State of Hawai'i PSAPs, along with Hawaiian Telcom and Intrado, agreed to convene collectively every Wednesday to review and discuss the Intrado Viper installation and any issues that may arise. The purpose of the "all hands" conference call 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) HTI and Intrado were on-site pre-installing the Intrado Viper equipment from July 26, 2013 with a target completion date of August 2, 2013.
 - ✚ Outstanding items under discussion were:
 - 1) Administrative telephone numbers being integrated are still under evaluation by the County of Kauai PSAP; Ongoing.
 - 2) Coordination with the County of Kauai's CAD system and recording vendor for integration; Ongoing.
- 07/01/13 Nextel notified the State of Hawai'i PSAPs that the Nextel network had been decommissioned and is no longer in service.
- 07/01/13 -- 07/02/13 The State of Hawai'i PSAPs were randomly receiving wireless ALI shell records with live 9-1-1 calls. The trouble was reported to HTI, along with Intrado. The trouble was isolated to the location service providers. HTI, Intrado, and the location service providers stabilized and monitored the network.
- 07/01/13 -- Pending Akimeka personnel continue to work T-Mobile to complete the Annual Audit. The revised target date for completion is August 31, 2013.
- 07/03/13 The State of Hawai'i PSAPs and Akimeka successfully tested the "bounce back" FCC requirement (FCC Docket No. 13-64) for all carriers to provide a "bounce back" message that texting to 9-1-1 is not available.

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

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – July 2013 (continued)

- 07/17/13 The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on July 17, 2013. Items discussed were:
- ✦ Intrado Viper Installation -- Training Schedule and Statistics
 - ✦ NENA Conference in Charlotte, North Carolina
 - ✦ Neustar -- Responsible for assigning blocks of telephone numbers, ESRK numbers and ESQK numbers to carriers
 - ✦ Bounce Back Message Trials for all WSPs in Hawai'i
- 07/18/13 The Nextel Annual Audit was closed out effective with the decommissioning of the Nextel network and the removal of all Nextel sites and sectors from the Wireless 9-1-1 database on July 18, 2013.
- 07/18/13 The AT&T Mobility Annual Audit was completed on July 18, 2013. The discrepancies and corrections were a result of CRSs not being issued to update the database. The Annual Audit review process is invaluable in ensuring that any discrepancies identified are resolved to maintain an accurate Wireless 9-1-1 database.
- 07/28/13 --
07/29/13 The County of Kauai PSAP prepared for Tropical Storm Flossie by scheduling additional manpower as needed.

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

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 07/31/13) – No further updates.

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

• **MSAG**

Current Month – July 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)					
KAUAI	161	9	2	0	5	2	0	5	150	2	78	1	0	0	

Revised categories and report format changes effective May 2012.

During the month of July 2013, nine (9) 9-1-1Net requests were completed relating to the MSAG database, with five (5) customer ANI/ALI records updated as a direct result. 150 TN CR and two (2) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are seventy-eight (78) TN CRs and one (1) ALI-DR in Referred status as of July 31, 2013.

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

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	161	9	2	0	5	2	0	5	150	2	78	1	0	0	
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	1,102	71	10	0	43	17	1	273	1,027	4					
AVG PER MO	157	10	1	0	6	2	0	39	147	1					

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 July 1, 2013 – July 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – July 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	07/25/13	07/25/13	Added address point for Koloa Landing At Poipu Beach
	07/23/13		Added address 11000 Kaumualii Hwy, Pakala
		07/11/13	
	07/08/13		Spatially corrected 203 address points in Lihue and Nawiliwili
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			

() 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 July 1, 2013 – July 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – July 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)			
Schools			
Street Centerlines		07/25/13	
	07/23/13		Edited high range on Kaunualii Hwy, Pakala to 11101
Trails			
WSP Cell Sectors (Polygon)	07/29/13		Per VZW CRS
		07/25/13	
	07/18/13		Per AT&T Mobility CRS Per Nextel CRS/Annual Audit
		07/11/13	
	07/08/13		Per Sprint CRS Per Sprint CRS
	07/01/13		Per AT&T Mobility CRS
WSP Cell Towers (Points)	07/29/13		Per VZW CRS
	07/29/13		Per VZW CRS
		07/25/13	
	07/18/13		Per AT&T Mobility CRS Per Nextel CRS/Annual Audit
		07/11/13	
	07/08/13		Per Sprint CRS Per Sprint CRS
	07/01/13		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging	07/25/13		Moved Koloa Landing At Poipu Beach to correct TMK
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
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.*

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

- **Mapping Layers Updated/Loaded Into GIS – July 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)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

- 07/19/13 Akimeka created a Zip Code layer as a visual layer in order to validate Zip Codes and Postal Communities. The intent of this layer is to validate zip codes which are a NENA required attribute for several GIS layers for NG9-1-1. This information is vital for proper RMS search capability for field report and collection of proper statistical data for Public Safety use.
- 07/26/13 Akimeka prepared and uploaded updated Address Points, Lodging, Street Centerlines, WSP Cell Sectors, WSP Cell Towers layers 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 – July 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 July 26, 2013.

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

- **Service Requests Transactions**

Open Service Requests – July 2013 (June 27, 2013 – July 29, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	07/25/13	599	Incorrect Address: TN= (808) 240-6600	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.

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	1	0	1	0	0	1	0	0	0	0	0
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	3	2	1	0	0	3	2	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 E9-1-1 Status Report July 1, 2013 – July 31, 2013

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Kauai County in April 2013.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,253** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 8, 2013 for Kauai County are reported below.

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

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

Audit Summary Results – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 15, 2013		As of April 18, 2013		As of July 8, 2013	
		9-1-1 MSAG Dated 01-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,246		1,249		1,253	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.5%	56	4.5%	56	4.5%
Net 9-1-1 MSAG Records Eligible for Comparison		1,190		1,193		1,197	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		1,190	100.0%	1,193	100.0%	1,197	100.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.0%	0	0.0%	0	0.0%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 100.0% 9-1-1 Match percentage consistently for three consecutive quarters as of July 2013.

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

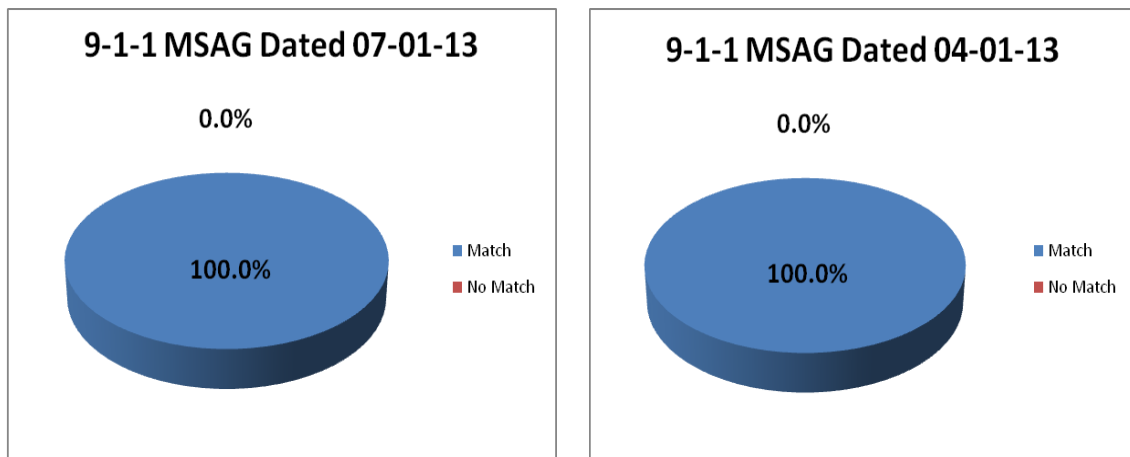
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2013 (continued)

Notes:

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

Audit Summary Results – July 1, 2013 MSAG vs. April 1, 2013 MSAG



**Kauai County's level of accuracy or 9-1-1 Match percentage remained at 100.0% as of July 2013.
The NENA recommended minimum match rate of 98% has been met consistently in 2012 and continues in 2013.**

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.

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

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

Audit Summary Results – July 1, 2013 MSAG vs. April 1, 2013 MSAG (continued)

- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Kauai 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. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records					
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	146	10.5%	139	10.0%	128	9.3%

These invalid MSAG records represent **9.3%** of the Total MSAG records for Kauai County as of the July 1, 2013 MSAG as compared to 10.0% as of the April 1, 2013 MSAG. The individual ALI records associated with these records are provided below.

The decrease in the number of invalid MSAG records is a 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.

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

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

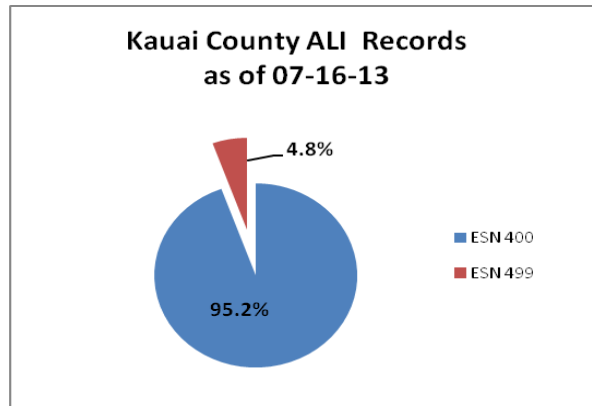
Invalid MSAG Streets and Address Ranges – ESN x99 Records (continued)

ESN 499 is a “valid” MSAG record; however, simultaneously it represents a “known” invalid MSAG address. ESN 499 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 499 MSAG records to a valid Kauai County ESN and valid MSAG address.

Automatic Location Identification (ALI) Record Status

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of July 1, 2013, there are **1,533** ESN 499 records, representing **4.8%** of Kauai County’s Total ALI records. The number of ESN 499 records was reduced by **13.0%** (1,762 to 1,533) from April 15, 2013 to July 16, 2013 respectively.



The total number of ALI records remains relatively consistent.

Although the ESN 499 is a “valid” MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a “No Record Found” condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller’s location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 499 MSAG records to a valid Kauai County ESN 400 – 448 to ensure that all ALI records assigned to the County of Kauai have an “MSAG valid address”.