



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, September 13, 2012
McCoy Pavilion, Ala Moana Regional Park, Honolulu
10 am to 12 noon

AGENDA

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items.**
- III. Introductions**
- IV. Approval of Last Meeting's Minutes**
- V. Committee Updates by Committee Chairs**
 - a. Finance Committee – Kiman Wong
 - i. Monthly Cash Flow Report
 - ii. Others
 - b. Technical Committee – Victor Ramos
 - c. Communications Committee- Gordon Bruce
 - i. APCO/NENA Forum Update
 - ii. Logo/Slogan Contest Update
 - iii. Others
- VI. PSAP Status Updates**
 - a. Kauai – Mark Begley
 - b. Oahu – Gordon Bruce
 - i. APCO Conference briefing
 - ii. Others
 - c. Molokai – Victor Ramos
 - d. Maui – Clayton Tom
 - i. APCO Conference briefing
 - ii. Others

- e. Hawaii - Marshall Kanehailua
 - i. APCO Conference briefing

VII. Items for Discussion, Consideration and Action

- a. Approval of policy governing Conference Travel
- b. New Board member status:
 - i. TBD. HawTel
- c. Wireless E911 Timeline update
- d. Discussion and approval for funding for FY 2013 Conference Travel.
 - i. Kauai attendance Trittech Conference (Sept. 2012, San Diego)
 - 1. S. Kaleo Perez, Project Mgr.
 - 2. M. Klute, IT
 - 3. Kathleen Langtad, Dispatch Suprv.
 - 4. Total estimated Cost - \$7,635
 - ii. APCO Conference (August 2012, Minneapolis) - Executive Director - \$1,852.23.
 - iii. E911 Speech & Hearing Impaired Conference planning meeting (August 7, 2012, Oahu) – Davlynn Racadio, \$211.
- e. Approval of Letter to HawTelcom for Representation by the Board on HawTelcom’s advisory committee on E911 issues.
- f. Update on Investigative Regulatory Committee Meeting.
- g. Others

VIII. Announcements

- a. **Next Meeting Date:** Thursday, October 11, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- b. **Others.**

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

X. Adjourn



STATE OF HAWAII
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McCoy Pavilion, Ala Moana Regional Park, Honolulu
10 am to 12 noon

Board members present: Clayton Tom (Chair), Victor Ramos, Marshall Kanehailua, James LaClair, Kiman Wong, Su Shin, and Bart Huber.

Board members absent: Roy Irei, Mark Begley, Dean H. Seki, Gordon Bruce, Jeffrey Ono, and Steve Schutte.

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

Guests: Tony Ramirez (Akimeka), Ryan Freitas (HawTel), Paul McLaren (Intrado), Aaron Correia (HPD), Mary Boyd (Intrado), Roy Halterman (Intrado), and Dave Kajihiro (HPD)

Meeting Minutes

I. Call to Order, Public Notice, Quorum

The meeting was called to order at 10:04 am.

II. Public testimony on all agenda items.

There was a request by the Chair for individuals wishing to give public testimony on the agenda items. There were no responses from the individuals present.

III. Introductions

There were introductions of all individuals present.

IV. Approval of Last Meeting's Minutes

Mr. James LaClair motioned to approve the minutes of last month's Board meeting. The motion was seconded and unanimously approved by voice vote without discussion.

V. Committee Updates by Committee Chairs

a. Finance Committee – Kiman Wong

i. Monthly Cash Flow Report

1. Monthly revenue amounted to - \$751,223.14.

2. Monthly disbursements amounted to \$240,677.84.
 3. Net cash received for the month – \$510,595.30.
 4. Total year-to-date encumbrances were reduced - \$100,079.88.
 5. Bank balance at the end of the month - \$10,847,072.12.
 6. Unencumbered cash balance - \$5,753,294.06.
- ii. The annual audit is in progress and there will be one item of note on the annual audit report that will be explained later during the audit presentation.
- b. Technical Committee – Victor Ramos
 - i. There was an i3 presentation made by Mr. Ashish Patel of Intrado.
 - c. There was an update of the Investigative Regulatory Committee Meeting. It is anticipated that the process is estimated to take one year and there will be outside legal counsel costs to assist the Attorney General's office.
 - d. Communications Committee- Gordon Bruce
 - i. Logo/Slogan Contest Update
 1. The contest form has been updated for clarity
 2. A request was made to Ms. Su Shin to assist in getting the word out on the Contest.
 3. Thanks went to the Intrado' s graphic artist team for designing the posters, flyers, and school entry forms.
 4. This contest is not only for the board to gain a logo and slogan but is also for educational purposes so the students learn about public safety and 911.
 5. The Contest was announced as planned to all public and charter Hawaii schools on Tuesday, Sept 11 through the Department of Education Superintendent's office.
 6. Ms. Su Shin acknowledged that the Contest is a PR opportunity and she requested a Board member to serve

as the spokesperson to promote the contest and educate the public on 9-1-1.

7. We need to identify judges so there is representation from all counties.

ii. APCO/NENA ACCESS 9-1-1 Forum

1. The registration website is online at

<http://access911hawaii.blogspot.com>

2. Participation includes top level representatives from the Federal Communications Commission Office of Homeland Security and Public Safety.

3. Sponsorships have reached over \$40K.

4. Keynote speaker is Jason Dorsey who is better known as the Generation Y Guy.

5. The program "Access 9-1-1 Hawaii" has gained some dynamic panel members and national leadership.

6. All four Congressional delegates are expected to attend in addition to the Governor, state legislators, public safety officials from all counties, local elected officials, and leadership from the speech and hearing impaired community.

7. The CEO of NENA and Executive Director of iCERT are among the attendees and will be moderating panels.

8. The budget is estimated at \$26,150

a. Mr. James LaClair motioned to approve the \$26,150 for the Board's contribution to the ACCESS 9-1-1 Forum. The motion was seconded and approved unanimously without discussion.

VI. PSAP Status Updates

a. Kauai – Mark Begley

i. No update.

b. Oahu – Gordon Bruce

i. No update

c. Molokai – Victor Ramos

- i. No update
- d. Maui – Clayton Tom
 - i. No update
- e. Hawaii - Marshall Kanehailua
 - i. The Hawaii PSAP continues to work through issues relating to the Hawaiian Telcom and Solacom.

VII. Items for Discussion, Consideration and Action

- a. Approval of policy governing Conference Travel
 - i. Mr. James LaClair motioned to approve the Conference Travel Policy. The motion was seconded and approved unanimously without discussion.
- b. New Board member status:
 - i. HawTel
 - 1. Mr. LaClair introduced Mr. Ryan Freitas as the successor to the Hawaiian Telcom Board seat.
- c. Wireless E911 Timeline update
 - i. There was no update.
- d. Discussion and approval for funding for FY 2013 Conference Travel.
 - i. Kauai attendance Trittech Conference (Sept. 2012, San Diego) \$7,635.
 - 1. There was a motion to approve the estimated costs of \$7,635 for 3 Kauai PSAP personnel to attend. The motion was seconded and approved unanimously by voice vote without discussion.
 - ii. E911 Speech & Hearing Impaired Conference planning meeting (August 7, 2012, Oahu) - Davlynn Racadio, \$211.
 - 1. There was a motion to approve the travel expenses for Davlynn Racadio to attend the planning meeting for the Access 9-1-1 Forum. The motion was seconded and approved unanimously by voice vote without discussion.
 - iii. APCO Conference (Minneapolis, Aug 2012) Executive Director, \$1,852.23.

1. There was a motion to approve the \$1,852.23 in travel costs. The motion was seconded and approved unanimously by voice vote without discussion.
- iv. E911 Speech & Hearing Impaired Conference planning meeting (August 7, 2012, Oahu) - Davlynn Racadio, \$211.
 1. Mr. James LaClair motioned to approve the \$211 travel expenses for Davlynn Racadio. The motion was seconded and approved unanimously by voice vote without discussion.
- e. Approval of Letter to HawTelcom for Representation by the Board on HawTelcom's advisory committee on E911 issues.
 - i. This item was deferred.
- f. Update on the Investigative Regulatory Committee Meeting:
 - i. Established the overall purpose of the committee.
 - ii. Review of the federal and state legal instruments.
 - iii. Changes in legislation may be in order which will need outside legal counsel to support the AG's office.
- g. Others- Review of Committee and Board meeting dates.
 - i. The Board and committee meeting dates were reviewed with the Board.
 - ii. The McCoy Pavilion venue will undergo renovations which will move the meeting venue to Kalanimoku Building beginning in November.

VIII. Announcements

- a. **Next Meeting Date:** Thursday, October 11, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- b. **Others** – Deputy Chief Kajihiro was introduced to the Board as the City and County of Honolulu PSAP replacement for retiring Assistant Chief Bart Huber.
- c. **Mr. Kerry Yoneshige – If the Board is entertaining any biennial budget requests it should be submitted as soon as possible.**

- IX. Open Forum: Public comment on issues not on the agenda, for consideration for Board agenda at the next meeting.**
- X. Adjournment- There was a motion to adjourn. The motion was seconded and approved unanimously. The meeting was adjourned at 10:45 am.**

Approved

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	Prior Month		Ending
	Inception-to-Date		Inception-to-Date
ITEM	Cash Flow	Current	Cash Flow
	Balance	Month	Balance
Cash Inflow:			
Enhance 911 Surcharge Collection	\$ 61,041,078.84	750,603.54	\$ 61,791,682.38
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,827,666.14	619.60	\$ 1,828,285.74
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,570,430.13	\$ 619.60	\$ 1,571,049.73
Subtotal Cash Inflow	\$ 62,623,064.19	\$ 751,223.14	\$ 63,374,287.33
Cash Outflow:			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (28,970,872.17)	(205,694.91)	\$ (29,176,567.08)
Board Member Travel Expense	\$ (114,564.84)	(2,121.50)	\$ (116,686.34)
DB&F Revenue Assessments	\$ (2,822,022.61)		\$ (2,822,022.61)
DB&F Administrative Expense Assess.	\$ (793,696.42)		\$ (793,696.42)
WSP Reimbursement	\$ (973,869.70)		\$ (973,869.70)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (2,129,916.87)	(27,083.33)	\$ (2,157,000.20)
Audit Expense	\$ (36,586.88)	(5,625.00)	\$ (42,211.88)
Other Board Related Expenses	\$ (5,797.47)	(103.10)	\$ (5,900.57)
Subtotal Cash Outflow	\$ (52,286,587.37)	\$ (240,627.84)	\$ (52,527,215.21)
Bank Balance	\$ 10,336,476.81	\$ 510,595.30	\$ 10,847,072.12
Encumbrances FY 2011	\$ (1,724,508.75)		(1,724,508.75)
Encumbrances FY 2012	\$ (3,469,349.19)	100,079.88	\$ (3,369,269.31)
Unencumbered Cash	\$ 5,142,618.87	\$ 610,675.18	\$ 5,753,294.06

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

MONTH OF JULY 2012		Hawaii PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
Total Receipts		-	-	-	751,223	751,223
Disbursements						
6200 CONFERENCES						
	6214 Nena Conference	11	-	(132)	-	(121)
Total 6200 CONFERENCES		11	-	(132)	-	(121)
6300 Non-RECURRING						
Total 6300 Non-RECURRING		-	-	-	-	-
6400 RECURRING EXPENSES						
	Total 6401 ADMINISTRATION	-	-	-	33,828	33,828
	Total 6402 MAINTENANCE	-	-	-	-	-
	Total 6403 Other RECURRING	-	23,254	83,587	-	106,841
Total 6400 RECURRING EXPENSES		-	23,254	83,587	33,828	140,669
Total Disbursements		11	23,254	83,454	33,828	140,548

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FISCAL YEAR-TO-DATE	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
	2 mos.	2 mos.	2 mos.	2 mos.	2 mos.	2 mos.	Annual Budget	\$ Over/(Under) Budget	
Total Income	-	-	-	-	1,510,440	1,510,440	8,900,000	(7,389,560)	17.0%
DISBURSEMENTS:									
Total 6200 CONFERENCES	11	-	(62)	(132)	-	(183)	75,000	(75,183)	
6300 Non-RECURRING									
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	82,000	(82,000)	
Total 6303 Computers	-	-	-	-	-	-	150,000	(150,000)	
Total 6306 Training	-	-	-	-	-	-	59,000	(59,000)	
Total 6300 Non-RECURRING	-	-	-	-	-	-	291,000	(291,000)	
6400 RECURRING EXPENSES									
Total 6401 ADMINISTRATION	-	-	-	-	63,373	63,373	1,271,086	(1,207,713)	
Total 6402 MAINTENANCE	-	0	0	-	-	0	3,784,235	(3,784,235)	
Total 6403 Other RECURRING	-	-	23,333	165,870	-	189,203	1,778,981	(1,589,778)	
Total 6400 RECURRING EXPENSES	-	0	23,333	165,870	63,373	252,576	6,834,302	(6,581,726)	
Total DISBURSEMENTS	11	0	23,271	165,738	63,373	252,393	7,200,302	(6,947,909)	3.5%

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FY 2012 Encumbrances				
Description	Oahu	Maui	Hawaii	Total
<i>Conferences:</i>				
NENA				
VisionAir				-
Com/Board Travel				-
MSAG Services				-
HawTel Services				-
WSP Cost Recov				-
CAD Upgrades:				-
Maui PD		229,050.00		229,050.00
EMS/FIRE	991,085.48			991,085.48
HPD	785,750.00			785,750.00
Compter Eq.				-
VMS		793,308.00		793,308.00
PowerPhone		28,349.05		28,349.05
Imagery Services		426,472.08		426,472.08
CAD Maintenance		78,854.70		78,854.70
GPS Maintenance	36,400.00			36,400.00
Assessments:				-
Revenue				-
Administrative				-
				-
Totals	1,813,235.48	1,556,033.83	-	3,369,269.31

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FISCAL YEAR-TO-DATE July 2012	Oahu PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
Total Income	-		
DISBURSEMENTS:			
Total 6200 CONFERENCES	(132)	15,582	(15,714)
6300 Non-RECURRING			
Total 6301 CAD Replac/Upgrade	-		
Total 6303 Computers	-	150,000	(150,000)
Total 6306 Training	-	20,000	(20,000)
Total 6300 Non-RECURRING	-	170,000	(170,000)
6400 RECURRING EXPENSES			
Total 6401 ADMINISTRATION	-		
Total 6402 MAINTENANCE	-	1,340,180	(1,340,180)
Total 6403 Other RECURRING	165,870	951,937	(786,067)
Total 6400 RECURRING EXPENSES	165,870	2,292,117	(2,126,247)
Total DISBURSEMENTS	165,738	2,477,699	(2,311,961)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FISCAL YEAR-TO-DATE July 2012	Maui PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
Total Income	-		
DISBURSEMENTS:			
Total 6200 CONFERENCES	(62)	5,600	(5,662)
6300 Non-RECURRING			
Total 6301 CAD Replac/Upgrade	-	82,000	(82,000)
Total 6303 Computers	-		
Total 6306 Training	-	39,000	(39,000)
Total 6300 Non-RECURRING	-	121,000	(121,000)
6400 RECURRING EXPENSES			
Total 6401 ADMINISTRATION	-		
Total 6402 MAINTENANCE	0	990,830	(990,830)
Total 6403 Other RECURRING	23,333	278,495	(255,162)
Total 6400 RECURRING EXPENSES	23,333	1,269,325	(1,245,992)
Total DISBURSEMENTS	23,271	1,395,925	(1,372,654)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FISCAL YEAR-TO-DATE July 2012	Kauai PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
Total Income	-		
DISBURSEMENTS:			
Total 6200 CONFERENCES	-		
6300 Non-RECURRING			
Total 6301 CAD Replac/Upgrade	-		
Total 6303 Computers	-		
Total 6306 Training	-		
Total 6300 Non-RECURRING	-		
6400 RECURRING EXPENSES			
Total 6401 ADMINISTRATION	-		
Total 6402 MAINTENANCE	0	520,530	(520,530)
Total 6403 Other RECURRING	-	242,205	(242,205)
Total 6400 RECURRING EXPENSES	0	762,735	(762,735)
Total DISBURSEMENTS	0	762,735	(762,735)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FISCAL YEAR-TO-DATE July 2012	Hawaii PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
Total Income	-		
DISBURSEMENTS:			
Total 6200 CONFERENCES	11	5,772	(5,761)
6300 Non-RECURRING			
Total 6301 CAD Replac/Upgrade	-		
Total 6303 Computers	-		
Total 6306 Training	-		
Total 6300 Non-RECURRING	-		
6400 RECURRING EXPENSES			
Total 6401 ADMINISTRATION	-		
Total 6402 MAINTENANCE	-	932,695	(932,695)
Total 6403 Other RECURRING	-	306,344	(306,344)
Total 6400 RECURRING EXPENSES	-	1,239,039	(1,239,039)
Total DISBURSEMENTS	11	1,244,811	(1,244,800)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 AUGUST 2012**

FISCAL YEAR-TO-DATE July 2012	Operations		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
Total Income	1,510,440		1,510,440
DISBURSEMENTS:			
Total 6200 CONFERENCES	-	48,046	(48,046)
6300 Non-RECURRING			
Total 6301 CAD Replac/Upgrade	-		
Total 6303 Computers	-		
Total 6306 Training	-		
Total 6300 Non-RECURRING	-		
6400 RECURRING EXPENSES			
Total 6401 ADMINISTRATION	63,373	1,271,086	(1,207,713)
Total 6402 MAINTENANCE	-		
Total 6403 Other RECURRING	-		
Total 6400 RECURRING EXPENSES	63,373	1,271,086	(1,207,713)
Total DISBURSEMENTS	63,373	1,319,132	(1,255,759)

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

- PSAP Operations**

9-1-1 Call Volume – August 2012

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	86,496	24,920	28.8%	61,559	71.2%

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

9-1-1 Call Volume – Calendar Year 2012

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	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	86,496	24,920	28.8%	61,559	71.2%	17	0.0%	7,150	8.3%
July	84,574	24,791	29.3%	59,775	70.7%	8	0.0%	7,686	9.1%
June	80,608	24,047	29.8%	56,552	70.2%	9	0.0%	7,227	9.0%
May	84,865	25,020	29.5%	59,832	70.5%	13	0.0%	7,380	8.7%
April	80,313	23,708	29.5%	56,597	70.5%	8	0.0%	7,449	9.3%
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
TOTAL YTD	661,572	196,047	29.6%	465,435	70.4%	90	0.0%	58,858	8.9%
AVG PER MO	82,697	24,506		58,179		11		7,357	

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

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									Abandoned	
		Wireline			Wireless			Admin				
2012	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	42,255	11,826	28.1%	47.5%	30,305	71.9%	49.2%	124	0.3%	1,421	3.4%	
July	40,621	11,396	28.1%	46.0%	29,123	71.9%	48.7%	102	0.3%	1,262	3.1%	
June	38,716	10,902	28.3%	45.3%	27,679	71.7%	48.9%	135	0.3%	1,015	2.6%	
May	41,206	11,408	27.8%	45.6%	29,679	72.2%	49.6%	119	0.3%	983	2.4%	
April	37,868	10,664	28.3%	45.0%	27,070	71.7%	47.8%	134	0.4%	976	2.6%	
March (**)	37,668	10,464	27.9%	41.7%	27,101	72.1%	45.7%	103	0.3%	1,192	3.2%	
February (*)	32,309	9,312	28.9%	39.7%	22,912	71.1%	42.9%	85	0.3%	743	2.3%	
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%	
TOTAL YTD	311,169	87,611	28.2%	44.7%	222,675	71.8%	47.8%	883	0.3%	8,687	2.8%	
AVG PER MO	38,896	10,951			27,834			110		1,086		

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

(*) No statistics were captured from February 27 – 29, 2012 while Dispatch was at the alternate site in Kapolei.

(**) No statistics were captured from March 1 – 2, 2012 while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									Abandoned	
		Wireline			Wireless			Admin				
2012	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	15,096	5,309	35.4%	21.3%	9,674	64.6%	15.7%	113	0.7%	631	4.2%	
July	14,816	5,301	36.1%	21.4%	9,393	63.9%	15.7%	122	0.8%	560	3.8%	
June	14,412	5,106	35.6%	21.2%	9,218	64.4%	16.3%	88	0.6%	641	4.4%	
May	15,111	5,304	35.4%	21.2%	9,698	64.6%	16.2%	109	0.7%	655	4.3%	
April	14,643	5,147	35.4%	21.7%	9,391	64.6%	16.6%	105	0.7%	607	4.1%	
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%	
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%	
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%	
TOTAL YTD	119,366	42,050	35.5%	21.4%	76,497	64.5%	16.4%	819	0.7%	5,469	4.6%	
AVG PER MO	14,921	5,256			9,562			102		684		

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

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	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	11,301	2,981	26.4%	12.0%	8,311	73.6%	13.5%	9	0.1%	7,864	69.6%
July	10,093	3,110	30.8%	12.5%	6,976	69.2%	11.7%	7	0.1%	7,939	78.7%
June	9,363	3,001	32.1%	12.5%	6,356	67.9%	11.2%	6	0.1%	7,396	79.0%
May	9,782	3,172	32.4%	12.7%	6,610	67.6%	11.0%	0	0.0%	7,901	80.8%
April	9,511	3,055	32.1%	12.9%	6,454	67.9%	11.4%	2	0.0%	7,932	83.4%
March (**)	8,768	2,951	33.7%	11.8%	5,815	66.3%	9.8%	2	0.0%	7,517	85.7%
February (*)	7,681	2,567	33.4%	10.9%	5,109	66.6%	9.6%	5	0.1%	6,237	81.2%
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
TOTAL YTD	75,995	24,005	31.6%	12.2%	51,956	68.4%	11.2%	34	0.0%	60,647	79.8%
AVG PER MO	9,499	3,001			6,495			4		7,581	

(*) No statistics were captured from February 27 – 29, 2012 while Dispatch was at the alternate site in Kapolei.

(**) No statistics were captured from March 1 – 2, 2012 while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2012	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	5,563	2,068	39.9%	8.3%	3,112	60.1%	5.1%	383	6.9%	1,458	26.2%
July	5,416	2,037	40.2%	8.2%	3,029	59.8%	5.1%	350	6.5%	1,427	26.3%
June	5,755	2,112	38.5%	8.8%	3,379	61.5%	6.0%	264	4.6%	1,430	24.8%
May	5,734	2,207	41.5%	8.8%	3,110	58.5%	5.2%	417	7.3%	1,429	24.9%
April	4,595	1,896	45.2%	8.0%	2,298	54.8%	4.1%	401	8.7%	1,375	29.9%
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
TOTAL YTD	42,416	16,727	42.3%	8.5%	22,827	57.7%	4.9%	2,862	6.7%	11,103	26.2%
AVG PER MO	5,302	2,091			2,853			358			

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

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2012	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	7,042	2,765	40.6%	11.1%	4,046	59.4%	6.6%	231	3.3%	168	2.4%
July	6,846	2,782	41.9%	11.2%	3,860	58.1%	6.5%	204	3.0%	133	1.9%
June	6,496	2,696	42.8%	11.2%	3,599	57.2%	6.4%	201	3.1%	113	1.7%
May	7,211	3,036	42.9%	12.1%	4,033	57.1%	6.7%	142	2.0%	120	1.7%
April	6,985	2,852	41.9%	12.0%	3,958	58.1%	7.0%	175	2.5%	117	1.7%
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
TOTAL YTD	55,732	23,176	42.7%	11.8%	31,108	57.3%	53.3%	1,448	2.6%	1,007	1.8%
AVG PER MO	6,967	2,897			3,889			181		126	

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

Notes:

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

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
		TOTAL YTD	January	February (*)	March (**)	April	May
2012	56,894	6,099	10,546	9,830	6,711	5,821	5,866
	AVG PER MO	8,128	July	August	September	October	November
		6,782	5,239				

(*) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from February 27 – 29, 2012 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.

(**) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 1 – 2, 2012 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 August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Wireless Test – August 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/23/12	AT&T Mobility	3	9	Oahu PSAP/ Akimeka	Pass
08/30/12	AT&T Mobility	4	12	Oahu PSAP/ Akimeka	Fail

Current Month PSAP Operations Activities – August 2012

Weekly
(Every
Thursday)

The Oahu Civilian PSAP, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the August 16, 2012 conference call which was cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.

08/20/12 -
09/12/12

The State of Hawaii PSAPs were notified by the Department of Defense (DOD) that the DOD would be conducting exercises that could possibly impact GPS signals from 9-1-1 callers beginning August 20, 2012 through September 12, 2012 from 1500 hours - 0400 hours.

The Honolulu Police Department (HPD) confirmed with the DOD and shared with the other PSAPs that if needed, the exercise could be halted by calling **(703) 313-5900** if the PSAP experiences trouble locating a 9-1-1 caller.

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Wireless Tower Re-Naming Project

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

A conference call between GeoComm and Akimeka has been scheduled for September 5, 2012 to review and discuss the control configuration.

WSP Notification

HPD sent AT&T Mobility, Sprint/Nextel, and Verizon Wireless a letter dated August 14, 2012, to notify each of the Wireless Service Providers (WSPs) of HPD's plan to:

1. Rename all of the wireless towers (Civilian and Military) that service the island of Oahu,
2. Update the ALI for routing, and
3. Validate the Wireless E9-1-1 databases.

In conjunction with the renaming of the tower address, HPD informed each WSP of the requirement to test all sites and sectors to establish a verified and tested baseline database for ongoing maintenance and audit purposes. HPD requested each WSP's cooperation and support to work with Akimeka, the designated agent for the Oahu Civilian PSAPs. HPD fully understands that manpower and time may be a factor with regards to providing a timeline to complete the work effort.

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG**

Current Month – August 2012

2012		9-1-NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
OAHU CIVILIAN	269	257	203	12	13	10	19	18,866	12	0	0	0

Revised categories and report format changes effective May 2012.

During the month of August 2012, 257 9-1-1Net requests were completed relating to the MSAG database, with 18,866 customer ANI/ALI records updated as a direct result. Twelve (12) TN CR and no 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 no records in Suspended status as of August 31, 2012.

Year-to-Date (YTD) Summary – 2012

OAHU CIVILIAN		9-1-NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August	257	257	203	12	13	10	19	18,866	12	0	0	0
July	88	81	40	3	4	15	19	3,658	7	0	0	0
June	52	52	31	18	0	0	3	1,553	0	0	0	0
May (*)	180	180	0	179	0	1	0	0	0	0	0	0
April (*)	0	0	0	0	0	0	0	0		0	0	0
March	300	300	0	300	0	0	0	0		0	0	0
February	241	241	2	237	0	2	0	0		0	0	0
January	69	69	0	69	0	0	0	0		0	0	0
TOTAL YTD	1,187	1,180	276	818	17	28	41	24,077	24,077	19		
AVG PER MO	170	169	39	117	2	4	6	3,440	6,019	3		

(*) Applies to Change Request Category Only

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

(*) During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI). On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that HTI approved the Oahu Combine project and processing MSAG transactions could be resumed.

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **MSAG (continued)**

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 what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

MSAG Communities Project

Based on Akimeka’s Initial Data Assessment Report dated December 1, 2011, it was agreed that MSAG Communities need to be defined and agreed upon as a starting point for maintenance and database synchronization efforts. The MSAG Communities Project would be accomplished in several phases.

Combine Transactions

The additional twelve (12) Combine transaction opportunities identified during the Database Synchronization audit completed in July 2012 were researched and updates entered into 9-1-1Net accordingly. All actions were completed on August 16, 2012, slightly ahead of schedule.

Going forward, combine transactions will be processed as part of ongoing maintenance activity.

MSAG Community and Street Segment Sweep – Phased Approach

Akimeka met with HPD PMT on August 30, 2012 to present its “Phased Approach” plan to tackle all of the needed corrections in the existing MSAG Communities and the work effort involved to create and implement the new MSAG Communities.

It was agreed that:

1. Akimeka can move forward with the new MSAG Community names for Military and PPV areas. Because these discrepancies have already been identified by Akimeka as a jurisdictional issue, HPD PMT assigned this action as a priority.
2. HPD will have a discussion with the Military PSAP to have Hawaiian Telecom, Inc (HTI) grant temporary MSAG database editing capability of the Military MSAG to Akimeka in order to correct the identified jurisdictional routing issues between the Oahu Civilian and Military responders.
3. HPD AVS agreed to **not** use the Geoprocessing Streets Utility for populating left and right City fields in the GIS attributes which would cause a major synchronization discrepancy among the GIS, MSAG, and ALI databases. Live edits are occurring to the ALI database which in the event this tool was used to populate City fields in the GIS, it would result in a “No Match” condition if updated GIS data is populated with the wrong information.
4. Akimeka agreed to send the PowerPoint presentation to HPD to share with EMS and HFD.

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

● **MSAG (continued)**

MSAG Community and Street Segment Sweep – Phased Approach (continued)

5. Akimeka will work with HPD to establish a GIS data load schedule every two weeks to ensure no gaps in synchronization. (Note: Subsequent to the meeting, on August 31, 2012, Akimeka forwarded HPD PMT a “Honolulu HPD E9-1-1 PSAP GIS Upload” schedule for their review.)

MSAG Community and Street Segment Sweep – Phase III Status

HPD PMT approved the MSAG Communities identified in Phase III. Below is the latest status of the Phase III work effort as of August 31, 2012:

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo (Accounts for Bellows)			COMPLETED -- 07/11/12		08/06/12	09/07/12
Kailua (Accounts for MCBH and Kaneohe)		08/03/12	Completed on 08/29/12; Pending TN CR	Pending the processing of one (1) TN CRs by the service providers	09/07/12	
Kaneohe (Accounts for Kahaluu -- New MSAG Community)		09/14/12	Completed on 08/29/12; Pending 9-1-1Net	Pending the processing of three (3) MSAG transactions		
Kaawa	08/01/12	08/03/12	COMPLETED -- 08/29/12			
Haleiwa (Accounts for Sunset -- New MSAG Community)	08/14/12	08/23/12	Completed on 08/29/12; Pending 9-1-1Net	Encountered unanticipated border issues. Pending the processing of one (1) MSAG Split transaction.		
Waialua (Accounts for Mokeleia -- New MSAG Community)	08/15/12	08/24/12	Completed on 08/29/12; Pending 9-1-1Net	Encountered unanticipated border issues. Pending the processing of one (1) MSAG Range edit transaction.		
Kunia	08/15/12	08/17/12	Completed on 08/29/12; Pending 9-1-1Net	Pending the processing of one (1) MSAG Range edit transaction		
Mililani	08/27/12	10/10/12		In Progress		
Wahiawa	10/03/12	10/23/12				
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12				
Kalaeloa (Accounts for NAS Barber's Point)	11/13/12	11/15/12				
Waipahu	11/14/12	12/12/12				
Ewa Beach	12/10/12	01/14/13				
Pearl City	01/07/13	01/25/13				
PC PEN (Pearl City Peninsula)	01/14/13	01/28/13				
Aiea	01/17/13	02/15/13				

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

- Geographic Information System (GIS)**

Mapping Layers Updated – August 2012

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points			
Common Place Name	08/02/12		Updated metadata
Fire Districts			
Points of Interest	08/02/12 -- 08/08/12		Updated Class and Subclass categories. This is an ongoing project.
Street Centerlines	08/28/12		Verified correct spelling for Kai Moana St and updated GIS accordingly
	08/27/12 -- 08/29/12		Worked on identifying the correct MSAG Community name for jurisdictional issues
	08/27/12		Verified seventeen (17) addresses and updated GIS accordingly
	08/23/12		Made edits to street segments at the Haleiwa/Waialua border to synchronize with the MSAG
			Edited Street Centerlines to correct ranges and community names in Haleiwa
	08/22/12		Updated Kailua/Kaneohe community names to synchronize with the MSAG
	08/20/12		Updated community name for Kam Hwy street segments at the Kaaawa/Kaneohe border and the Kaaawa/Hauula border
	08/17/12		Worked on street ranges and updated community names for street segments in Kunia
	08/16/12		Corrected streets that bordered Kailua and Kaneohe
	08/16/12		Removed hyphen from EAST WEST RD
	08/15/12		Corrected all loop suffix errors to correct postal abbreviation -- LP to Loop
			Added parsed fields for street names -- PREDIR, STREET_NAME, TYPE and POSTDIR
08/13/12		Reviewed the comments field to ensure consistency with Akimeka's edits to the Street Centerlines	
08/08/12 -- 08/09/12		Reviewed correction made to the Street Centerlines in Waimanalo and Kailua	

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Geographic Information System (GIS)**

Mapping Layers Updated – August 2012 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers	08/31/12		Per AT&T Mobility CRS
	08/27/12		Validated and added towers for VZW against their complete CRS inventory
	08/14/12		Per AT&T Mobility CRS
	08/10/12 -- 08/13/12		Per VZW CRS
	08/10/12		Updated community to existing sites for AT&T Mobility
	08/09/12		Added temporary COW for AT&T Mobility
	08/02/12		Validated all communities for AT&T Mobility
	08/01/12		Validated all existing tower sites against T-Mobile's master CRS

Current Month GIS Activities – August 2012

- 08/01/12 -- 08/10/12 Akimeka compared its proposed "Classes" to the Bryan's Map Book and continued to work on documenting a process to identify and edit potential errors in the Common Name Place layer.

- 08/01/12 Akimeka received the Motorola Geofile Utility User Guide document for the Motorola Premier One CAD from HPD AVS.

- 08/01/12 Akimeka reviewed the Address Location Error Forms.

- 08/03/12 Akimeka revised comments on the tandem tcads error log to reflect the edits performed to the Common Name Place layer.

- 08/13/12 Akimeka reviewed the Hunt Development Group -- Kalaeloa Ventures Tenant List July 2012 to identify any new common place locations. This was formerly part of the Military's Barber's Point community and will be handed off to the civilian side. Akimeka will include building numbers for the Common Name Places.

Akimeka also checked for any additional street centerlines or name changes.

- 08/15/12 Akimeka prepared a WSP Sector layer for a GeoComm upload,

Oahu Civilian E9-1-1 Status Report August 1, 2012 – August 31, 2012

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

Oahu Street Centerline Project Update – August 2012

On August 3, 2012, Akimeka and HPD AVS had a conference call to discuss the next steps with regards to updating of the GIS data prior to a production CAD upload.

The purpose of the conference call was to review corrections from the 07-11-12 Excel file error log, review items on the tandem error list, discuss potential street segments that do not load to the CAD, discuss how to override valid errors in the Street Centerlines layer, and schedule the next proposed upload of GIS data to the HPD CAD.

It was agreed that:

1. Akimeka will send the Class and Subclass Excel file prior to the next scheduled meeting.
2. Akimeka will review the Common Places layer and submit the data to HPD via Akimeka's ftp site prior to August 7, 2012.
3. Akimeka will send tandem tcads error list with revised comments prior to August 7, 2012.
4. Akimeka will review the Street Centerlines layer and submit the data to HPD via Akimeka's ftp site prior to August 7, 2012.
5. HPD AVS will work on the error file by adding comments.
6. HPD AVS will run processes to the updated GIS data and upload to the test CAD.
7. HPD AVS will review Akimeka's Class and Subclass categories and make suggestions based on HPD training and Bryan's map book.
8. A follow up conference call was scheduled for Friday, August 10, 2012 at 7:30 a.m.

On August 13, 2012, Akimeka had a conference call with HPD AVS to discuss the status of the upload to the HPD CAD system with GIS data provided by Akimeka as well as to prioritize, schedule, and document the next steps for updating GIS data for the test and production HPD CAD system.

It was agreed that

1. HPD AVS will forward the Class and Subclass spreadsheet with their comments to Akimeka following their review.
2. HPD AVS will work on updating the HPD Error log and send a copy to Akimeka for review.
3. HPD AVS will work with their IT support team and Motorola CAD representative to troubleshoot the runtime error. HPD AVS will keep Akimeka informed of the progress.
4. The next follow-up conference call was scheduled for Friday, August 31, 2012 at 7:30 a.m.

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- PSAP Operations**

9-1-1 Call Volume – August 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,136	2,693	33.1%	5,441	66.9%
MOLOKAI	272	145	53.3%	127	46.7%

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

9-1-1 Call Volume – Calendar Year 2012

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	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	8,136	2,693	33.1%	5,441	66.9%	2	0.0%	1,229	15.1%
July	8,894	2,773	31.2%	6,119	68.8%	2	0.0%	1,383	15.5%
June	8,015	2,655	33.1%	5,360	66.9%	0	0.0%	1,280	16.0%
May	8,762	2,880	32.9%	5,882	67.1%	0	0.0%	1,857	21.2%
April	8,322	2,751	33.1%	5,571	66.9%	0	0.0%	1,336	16.1%
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
TOTAL YTD	66,638	21,790	32.7%	44,844	67.3%	4	0.0%	10,982	16.5%
AVG PER MO	8,330	2,724		5,606		1		1,373	

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

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2012 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	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	272	145	53.3%	127	46.7%	0	0.0%	32	11.8%
July	324	182	56.2%	142	43.8%	0	0.0%	54	16.7%
June	268	151	56.3%	117	43.7%	0	0.0%	41	15.3%
May	291	190	65.3%	101	34.7%	0	0.0%	40	13.7%
April	201	118	58.7%	83	41.3%	0	0.0%	30	14.9%
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
TOTAL YTD	2,317	1,352	58.4%	965	41.6%	0	0.0%	341	14.7%
AVG PER MO	290	169		121		0		43	

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 – August 2012

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/28/12	AT&T Mobility	Maui	2	12	Maui PSAP/ Akimeka	Fail

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – August 2012

- Weekly (Every Thursday) Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the August 16, 2012 conference call which was cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
- 08/09/12 Kauai County received an ALI database (address only) CD from Hawaiian Telcom, Inc. (HTI) on August 9, 2012 and sent the CD to Akimeka to review and process. Akimeka received the ALI database (address only) CD from Kauai County on August 27, 2012. One CD per County PSAP was received with the ALI (address only) for both MSAGs. The CD included one tab for the MSAG with all routing ESNs and another tab for the X99 ESN. Akimeka is in the process of reviewing the data to determine if what was provided by HTI, which are addresses only, can be used to assist with record corrections.
- 08/10/12 -- 08/31/12 The Maui PSAP experienced two (2) more occurrences of dropped calls between the County of Hawaii PSAP and the Maui PSAP. The first incident which occurred on August 10, 2012, was a Verizon Wireless 9-1-1 caller in the Ulupalakua area. The call was answered by the County of Hawaii PSAP, however, in the process of transferring the call to the Maui PSAP, the 9-1-1 call was disconnected. The 9-1-1 caller could not be called back since the record was a "No Record Found" condition.
- HTI reported that the 9-1-1 call originated from a Verizon Wireless tower on the island of Hawaii and the ANI that was passed was the telephone number of the County of Hawaii Fire Solacom position. This is currently being investigated by HTI as to why the incorrect ALI was passed. The network investigation discovered that the 9-1-1 call was disconnected from the trunk group since the 9-1-1 call was originating from a rural area via the closest cell tower, which in this case is off of the island and could provide a marginal service connection.
- The second incident occurred on August 25, 2012. The County of Hawaii 9-1-1 call was answered by the Maui PSAP via a Hana tower. When the 9-1-1 was transferred to the County of Hawaii PSAP, the 9-1-1 call was disconnected. When the 9-1-1 caller called back, the Maui PSAP answered the call, conferenced in the County of Hawaii PSAP and stayed on the line with 9-1-1 caller.
- HTI reported that they contacted Verizon Wireless and Verizon Wireless explained that in this area, there is no dominant signal. As such, calls will continue to be routed accordingly.
- 08/20/12 - 09/12/12 The State of Hawaii PSAPs were notified by the Department of Defense (DOD) that the DOD would be conducting exercises that could possibly impact GPS signals from 9-1-1 callers beginning August 20, 2012 through September 12, 2012 from 1500 hours - 0400 hours.
- The Honolulu Police Department (HPD) confirmed with the DOD and shared with the other PSAPs that if needed, the exercise could be halted by calling **(703) 313-5900** if the PSAP experiences trouble locating a 9-1-1 caller.

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 31, 2012 are noted below:

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

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

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

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

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

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

Update (7/1/11 – 7/31/12) – No further updates.

Update (8/31/12) – The Neighbor Island PSAPs agreed that they have not observed or experienced any issues since. As such, this open item can be closed.

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka) (continued)

Updates as of August 31, 2012 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 – 8/31/12) – No further updates.

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG**

Current Month – August 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
MAUI COUNTY	198	107	52	10	20	19	6	2,994	91	0	13	13

Revised categories and report format changes effective May 2012.

During the month of August 2012, 107 9-1-1Net requests were completed relating to the Maui County MSAG database, with 2,994 customer ANI/ALI records updated as a direct result. Ninety-one (91) TN CR and no 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 thirteen (13) records in Suspended status as of August 31, 2012, affecting thirteen (13) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Nine (9) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The respective communications service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.
- Four (4) suspended records are due to the TNs being on Federal property and not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The communications respective service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG (continued)**

Year-to-Date (YTD) – 2012

MAUI COUNTY		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy Request (ALI DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September													
August	198	107	52	10	20	19	6	2,994	91	0	13	13	
July	306	93	41	9	11	16	16	814	213	0	13	13	
June	684	144	89	12	4	29	10	1,817	539	1	9	9	
May	1,043	992	902	20	29	14	27	26,718	50	1	7	7	
April	695	495	434	16	15	24	6	12,707		200	7	7	
March	359	342	320	7	1	11	3	8,948		17	10	10	
February	160	160	137	3	4	6	10	2,834		0	10	10	
January	131	131	108	1	3	19	0	4,007		0	10	10	
TOTAL YTD	3,576	2,464	2,083	78	87	138	78	60,839	893	219			
AVG PER MO	447	308	260	10	11	17	10	7,605	223	27			

(*) 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 what is 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 August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui	08/28/12 -- 08/30/12		Added two (2) addresses received from DSA and seven (7) addresses from the DSA Address layer. This is an ongoing project.
	Maui	08/23/12		Corrected Common Names for ABC Stores per Maui Dispatch
	Maui/Molokai		08/22/12	
	Molokai	08/21/12		Added one (1) address received from DSA
	Maui	08/21/12 -- 08/30/12		Added twenty-seven (27) addresses received from DSA and thirty-six (36) addresses from the DSA Address layer. This is an ongoing project.
	Maui	08/20/12		Added two (2) Common Names as requested by Maui Dispatch
	Molokai	08/16/12 -- 08/17/12		Added two (2) addresses from the DSA Address layer. This is an ongoing project.
	Molokai	08/15/12		Added one (1) address received from DSA
	Maui	08/14/12 -- 08/17/12		Added two (2) addresses received from DSA and twenty-six (26) addresses from the DSA Address layer. This is an ongoing project.
	Molokai	08/13/12		Added two (2) addresses received from DSA and four (4) addresses from the DSA Address layer
	Maui	08/10/12		Corrected a Common Name as requested by Maui Dispatch
	Maui	08/09/12		Added three (3) addresses received from DSA. Added a unit number to one address per Maui Dispatch's request.
	Maui/Molokai		08/08/12	
	Maui	08/08/12		Added one (1) address received from DSA and three (3) addresses from the DSA Address layer. This is an ongoing project.
	Molokai	08/08/12		Added four (4) addresses received from DSA
	Maui	08/02/12		Added seventeen (17) addresses per DSA Address layer. This is an ongoing project.
	Molokai	08/02/12		Added one (1) address received from DSA
Maui/Molokai	08/01/12		Added two (2) addresses (Maui) and one (1) address point (Molokai) received from DSA	
Emergency Callboxes	Maui/Molokai		08/22/12	

() 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 August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations	Maui/Molokai		08/22/12	
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		08/22/12	
	Maui	08/20/12		Added a Common Name as requested by Maui Dispatch
	Maui/Molokai		08/08/12	
	Maui	08/03/12		Added Correctional Facilities
	Maui	08/02/12		Validated data
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				

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Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Schools				
Street Centerlines	Maui/Molokai	08/23/12		Corrected ranges
	Maui/Molokai		08/22/12	
	Maui	08/09/12		Spatially corrected street using site plan
	Molokai	08/08/12		Adjusted range to new address point
Trails				
WSP Cell Towers	Molokai	08/10/12		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations				
Food & Beverage	Maui/Molokai		08/22/12	
	Maui/Molokai		08/08/12	
	Maui	08/02/12		Validated data
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)	Maui/Molokai		08/08/12	
Park Polygon	Maui/Molokai		08/08/12	
Post Offices				
Subdivisions	Maui/Molokai		08/22/12	
	Maui	08/09/12		Validated data
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports	Maui/Molokai		08/08/12	
Bridges	Maui/Molokai		08/08/12	
Coastline				
Coastal Names	Maui/Molokai		08/22/12	
	Maui	08/20/12		Added a Common Name as requested by Maui Dispatch
	Maui/Molokai		08/08/12	

() 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 August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Emergency Operation Centers (EOC)	Maui/Molokai		08/22/12	
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams	Maui/Molokai		08/22/12	
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				

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

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		08/22/12	
	Maui	08/14/12		Changed code for Kaanapali Golf Estates per SR 501
	Maui/Molokai		08/08/12	
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

Current Month GIS Activities – August 2012

- 08/01/12 Akimeka completed a successful Intergraph CAD Map push.
- 08/23/12 Akimeka prepared and conducted an Intergraph CAD Map push with the following updated data: Address Points, Common Name Lookup Table, Gate Codes, Street Centerlines, and Subdivisions.
- 08/24/12 At the request of the Maui PSAP, a copy of the Tow Jurisdictions.ply file was provided for the Intergraph CAD.

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Service Requests Transactions**

Open Service Requests – August 2012 (July 28, 2012 – August 29, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	07/07/12	497	Aloha House Maunaolu Campus	911 Map – Call Plotted Incorrectly	Normal	Request for caller information submitted; pending approval from HTL. This TN is still in referred status as of 08/30/12.

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 – 2012

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	1	2	1	1	2	0	0	0	0	0	0
July	2	0	2	2	0	0	0	0	0	0	0
June	1	3	0	1	1	0	1	0	0	0	1
May	4	5	2	2	3	0	1	0	0	2	1
April	3	4	3	0	0	2	2	0	0	1	2
March	6	4	4	1	1	4	3	0	0	1	0
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	20	19	1	8	7	7	7	0	0	5	5

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

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2012 (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	0	0	0	0	0	0	0	0	0	0	0
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
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

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

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

Maui County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- Call Routing Sheet (CRS) – Completed and Submitted

Current Month – August 2012

MAUI COUNTY					
WSP	August 2012			Year-to-Date	
	Date	Sites	Sectors	Sites	Sectors
AT&T	None	0	0	2	12
Mobi PCS	None	0	0	0	0
Nextel	None	0	0	0	0
Sprint	None	0	0	0	0
T-Mobile	None	0	0	0	0
Verizon Wireless	08/10/12	1	2	1	2
TOTAL		1	2	3	14

MAUI PSAP										
WSP	MAUI					LANAI				
	August 2012			Year-to-Date		August 2012			Year-to-Date	
	Date	Sites	Sectors	Sites	Sectors	Date	Sites	Sectors	Sites	Sectors
AT&T	None			2	12	None			0	0
Mobi PCS	None	0	0	0	0					
Nextel	None	0	0	0	0	None			0	0
Sprint	None	0	0	0	0	None			0	0
T-Mobile	None	0	0	0	0	None			0	0
Verizon Wireless	None	0	0	0	0	None			0	0
TOTAL		0	0	2	12	0	0	0	0	0

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- PSAP Operations**

9-1-1 Call Volume – August 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,976	3,593	32.9%	7,338	67.1%

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

9-1-1 Call Volume – Calendar Year 2012

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2012	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	10,976	3,593	32.9%	7,338	67.1%	45	0.4%	N/A	N/A	N/A	N/A
July	10,876	3,618	33.4%	7,224	66.6%	34	0.3%	N/A	N/A	N/A	N/A
June	10,360	3,524	34.2%	6,775	65.8%	61	0.6%	N/A	N/A	N/A	N/A
May	10,403	3,659	35.3%	6,705	64.7%	39	0.4%	N/A	N/A	N/A	N/A
April	10,327	3,412	33.2%	6,874	66.8%	41	0.4%	N/A	N/A	N/A	N/A
March (*)	10,651	3,563	33.6%	7,050	66.4%	38	0.4%	N/A	N/A	N/A	N/A
February (*)	7,863	2,688	34.3%	5,143	65.7%	32	0.4%	N/A	N/A	N/A	N/A
January	10,875	3,690	33.9%	7,185	66.1%			0	0.0%	1,105	10.2%
TOTAL YTD	82,331	27,747	33.8%	54,294	66.2%	290	0.4%	N/A	N/A	N/A	N/A
AVG PER MO	10,291	3,468		6,787		41		N/A		N/A	

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

(*) As reported manually by Hawaiian Telcom, Inc. (HTI) following the Solacom cutover on February 8, 2012:

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• PSAP Operations

9-1-1 Call Volume – Calendar Year 2012 (continued)

HAWAII		TRANSFERRED TO FIRE										Abandoned		
		Wireline/VoIP			Wireless			Unknown		Admin				
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total	
December														
November														
October														
September														
August	2,109	935	45.0%	26.0%	1,145	55.0%	15.6%	29	1.4%	N/A	N/A	N/A	N/A	
July	2,243	877	39.7%	24.2%	1,334	60.3%	18.5%	32	1.4%	N/A	N/A	N/A	N/A	
June	2,028	876	43.9%	24.9%	1,118	56.1%	16.5%	34	1.7%	N/A	N/A	N/A	N/A	
May	3,111	1,498	49.0%	40.9%	1,557	51.0%	23.2%	56	1.8%	N/A	N/A	N/A	N/A	
April	2,886	1,200	42.1%	35.2%	1,647	57.9%	24.0%	39	1.4%	N/A	N/A	N/A	N/A	
March (*)	2,121	904	43.0%	25.4%	1,199	57.0%	17.0%	18	0.8%	N/A	N/A	N/A	N/A	
February (*)	1,818	N/A									N/A	N/A	N/A	N/A
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%			0	0.0%	52	2.4%	
TOTAL YTD	18,473	7,238	44.0%	26.1%	9,209	56.0%	17.0%	208	1.1%	N/A	N/A	N/A	N/A	
AVG PER MO	2,309	1,034			1,316			35		N/A		N/A		

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

(*) As reported manually by Hawaiian Telcom, Inc. (HTI) following the Solacom cutover on February 8, 2012: Transfer destination reports were not available. HTI reported that 1,818 calls were transferred to Fire covering the period February 8 – 29, 2012.

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.)

Wireless Test – August 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/12/12	T-Mobile	1	3	Hawai'i PSAP/ Akimeka	Fail
08/22/12	T-Mobile	2	6	Hawai'i PSAP/ Akimeka	Pass

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations**

Current Month PSAP Operations Activities – August 2012

- | | |
|-------------------------------|---|
| Weekly
(Every
Thursday) | The State of Hawai'i PSAPs and Akimeka participated in the weekly conference calls (except the August 16, 2012 conference call which was cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI. |
| 08/09/12 | <p>Kauai County received an ALI database (address only) CD from Hawaiian Telcom, Inc. (HTI) on August 9, 2012 and sent the CD to Akimeka to review and process. Akimeka received the ALI database (address only) CD from Kauai County on August 27, 2012. One CD per County PSAP was received with the ALI (address only) for both MSAGs. The CD included one tab for the MSAG with all routing ESNs and another tab for the X99 ESN.</p> <p>Akimeka is in the process of reviewing the data to determine if what was provided by HTI, which are addresses only, can be used to assist with record corrections.</p> |
| 08/20/12 -
09/12/12 | <p>The State of Hawai'i PSAPs were notified by the Department of Defense (DOD) that the DOD would be conducting exercises that could possibly impact GPS signals from 9-1-1 callers beginning August 20, 2012 through September 12, 2012 from 1500 hours - 0400 hours.</p> <p>The Honolulu Police Department (HPD) confirmed with the DOD and shared with the other PSAPs that if needed, the exercise could be halted by calling (703) 313-5900 if the PSAP experiences trouble locating a 9-1-1 caller.</p> |
| 08/29/12 | The County of Hawai'i Fire PSAP reported that they had a position down. The GIS server was turned off the night before due to a power outage. Akimeka restarted the GIS server to reconnect all positions which resolved the issue. |

Hawai`i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- PSAP Operations**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012

Due to the numerous outstanding issues, the County of Hawai`i Public Safety Answering Points (PSAPs) – Police and Fire – have not formally accepted the Hawaiian Telcom, Inc.(HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system as of August 31, 2012, which is approximately seven (7) months since the February 8, 2012 cutover.

Unfortunately, the County of Hawai`i PSAPs continues to experience and report trouble. There were twenty-seven (27) trouble reports in the month of August 2012. As of August 31, 2012, a total of **367** trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports							Total Trouble Reports to Date
	February 2012	March 2012	April 2012	May 2012	June 2012	July 2012	August 2012	
Audio Issues	113	22	9	18	1	3	5	171
No AN/ALI Transferring to the CAD	12	14	9	3	4	1	4	47
Feature Not Working and Screen Problems	11	9	8	4	0	0	6	38
Ringback Issues -- Inability to Callback 9-1-1 Callers	4	3	4	0	0	0	0	11
Transfer Issues to Secondary PSAP (Fire)	4	2	3	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP					2	0	3	5
Call History Not Complete or Available	2	3	0	0	0	0	0	5
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	10	16	7	23	8	8	9	81
Total Trouble Reports	156	69	40	48	15	12	27	367

Of the 367 reported troubles, feedback and/or resolution has been received on 118 (32.2%) of the trouble reports.

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Thursday) conference calls with the State of Hawai`i PSAPs to review the Solacom conversion in the State of Hawai`i. The August 16, 2012 conference call was cancelled.

Unfortunately, there appears to be no significant progress made to date.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (continued)

Feedback and updates provided by HTI as of August 31, 2012 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. Updates will continue to be provided weekly to the PSAPs.

2. Inability to Ringback 9-1-1 Callers – There has been no further occurrences reported as of August 31, 2012.
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.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (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.

Further action is under review by the County of Hawai'i PSAPs.

Hawai`i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (continued)

5. Inability to Transfer Calls to the Secondary PSAP – There has been no further occurrences reported as of August 31, 2012.
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.

7. Call History – This issue has not been resolved.

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 August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (continued)

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.

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

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

No further occurrences have been reported as of August 31, 2012.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (continued)

10. Call History From a Previous Call Does Not Populate the CAD – This issue has not been resolved.

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.

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

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

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

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

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

Hawai`i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (continued)

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

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

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

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

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

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

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 2012 (continued)

Implementation of the Hawaiian Telcom, Inc. (HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system has affected the County of Hawai'i PSAP operations.

HTI committed, prior to the conversion, that the County of Hawai'i PSAPs would receive same or better services and performance with the new Solacom platform as compared to the Plant/CML platform. Unfortunately, this has not been the case to date.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 31, 2012 are noted below:

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

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

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

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

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka) (continued)

Updates as of August 31, 2012 are noted below:

11/29/09 (continued) **Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

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

Update (7/1/11 – 7/31/12) – No further updates.

Update (8/31/12) – The Neighbor Island PSAPs agreed that they have not observed or experienced any issues since. As such, this open item can be closed.

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 – 8/31/12) – No further updates.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG**

Current Month – August 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
HAWAII	789	780	736	2	22	12	8	12,107	4	5	3	3

Revised categories and report format changes effective May 2012.

During the month of August 2012, 780 9-1-1Net requests were completed relating to the MSAG database, with 12,107 customer ANI/ALI records updated as a direct result. Four (4) TN CR and five (5) 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 three (3) records in Suspended status as of August 31, 2012 affecting three (3) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Three (3) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The respective communications service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

In addition to the above, 623 MSAG transactions were submitted by Akimeka however, are still in "Referred" status with Intrado as of August 31, 2012. Of the 623 MSAG transactions waiting to be processed, 597 MSAG transactions are ESN Project transactions and 26 are routine MSAG maintenance transactions.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2012

HAWAII COUNTY		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September													
August	789	780	736	2	22	12	8	12,107	4	5	3	3	
July	730	509	392	12	17	17	71	6,517	221	3	5	5	
June	453	408	259	34	30	33	52	2,899	39	6	5	5	
May	428	259	179	7	21	16	36	5,530	158	11	8	8	
April	444	361	225	17	36	23	60	7,591		83	8	8	
March	348	72	33	6	2	27	4	292		276	11	25	
February	337	226	142	7	17	49	11	8,574		111	21	37	
January	203	60	32	0	3	23	2	298		143	40	75	
TOTAL YTD	3,732	2,675	1,998	85	148	200	244	43,808	422	638			
AVG PER MO	467	334	250	11	19	25	31	5,476	106	80			

(*) 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 what is 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 August 1, 2012 – August 31, 2012

- MSAG (continued)**

Emergency Service Number (ESN) Project Status – August 2012 Year-to-Date (YTD)

County	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Hawaii	4,500	841	18.7%

There are 597 ESN MSAG transactions that were processed by Akimeka however, are in "Referred" status with Intrado. Once these MSAG transactions are processed by Intrado, the "% Complete" will be at **32.0%**.

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

This is an ongoing project that will cover all communities.

- Mapping Layers Updated/Loaded Into GIS – August 2012**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points			
	08/31/12		Added Common Names for Hospitals
	08/30/12		Added Common Names for Government Buildings
	08/28/12		Added Common Names for Gas Stations
		08/21/12	
	08/20/12		Added Common Names for Restaurants
	08/13/12		Added Fire Stations to Common Names
	08/10/12		Added Emergency Shelters to Common Names
		08/07/12	
08/01/12		Added Common Name for Churches	

(*) 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 August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Emergency Callboxes	08/09/12	08/21/12	Updated and corrected data
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations	08/13/12	08/21/12	Updated and corrected data
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest	08/31/12		Added six (6) Hospitals
	08/30/12		Added fifty (50) Government Buildings
	08/28/12		Added three (3) Gas Stations
		08/21/12	
	08/20/12		Added new Food & Beverage records and removed old ones
	08/13/12		Added Fire Stations
	08/10/12		Added eight (8) Emergency Shelters
	08/08/12		Added Emergency Callboxes
		08/07/12	
	08/02/12		Added nine (9) Coastal Names
08/01/12		Added Churches	

(*) 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 August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		08/21/12	
Trails			
WSP Cell Towers	08/31/12		Per Mobi PCS CRS
		08/21/12	
	08/14/12		Per T-Mobile CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches		08/07/12	
	08/01/12		Added twelve (12) churches
Gas Stations	08/28/12		Updated and corrected data
		08/21/12	
Food & Beverage	08/14/12 -- 08/20/12		Updated and corrected data. This is an ongoing project.
Hospitals	08/31/12		Updated and corrected data
Lodging			
Medical Facilities			
Parcels			
Parks (Includes National 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.*

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports		08/07/12	
Bridges			
Coastline			
Coastal Names		08/07/12	
	08/06/12		Corrected and added MSAG Community data
	08/02/12		Updated and corrected data
Critical Infrastructure			
	08/06/12 -- 08/07/12		Updated and corrected data
Emergency Operation Centers (EOC)		08/21/12	
	08/09/12		Updated and corrected data
Emergency Shelters	08/10/12		Updated and corrected data
Government Buildings	08/29/12 -- 08/30/12		Updated and corrected data. This is an ongoing project.
Harbors	08/31/12		Updated and corrected data
Helipads			
Hydrants			
Hydrology Layers			
- Dams		08/21/12	
	08/08/12		Updated and corrected data
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			

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

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (continued)**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
United States National Grid (50K)			
United States National Grid			
Volcano Hazard Zones			
Waste Water Plants			
Wharfs			
SPECIAL REQUESTS			
Correctional Facilities		08/07/12	
	08/03/12		Updated and corrected data

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

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

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012**
(continued)

Current Month GIS Activities – August 2012

08/07/12 The Bridges, Ocean Safety, Ponds, and Power Plants layers were uploaded to the Administrator's position only. Sergeant Matsumoto will review and provide his approval as warranted.

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 August 16, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		19
# of Street Segments Removed		0
# of New Addresses Added	135	
# of Addresses Removed	0	
# of Street Segment Range Changes		16
# of Street Segment Name Changes		0
# of Street Name Changes	22	
# of Street Number Changes	34	

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 August 1, 2012 – August 31, 2012

- Service Requests Transactions**

Open Service Requests – August 2012 (July 28, 2012 – August 29, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Pending visual verification of 157 customer addresses on Puako Beach Rd. Arrangements for travel to Puako Beach are in discussion with Hawaii Police. As such, the Service Request is in a valid pending status.
2	04/12/12	464	Incorrect Display	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net. This TN was still in "Referred" status as of 07/20/12. Re-submitted request on 08/24/12 and still in "Referred" status as of 08/30/12.

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

Year-to-Date (YTD) Summary – 2012

HAWAII				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	4	6	2	0	0	4	6	0	0	0	0
July	4	4	4	0	0	4	4	0	0	0	0
June	2	20	4	0	0	2	20	0	0	0	0
May	16	9	22	0	0	16	9	0	0	0	0
April	4	2	15	0	1	4	1	0	0	0	0
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
TOTAL	49	63	2	7	7	58	56	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 August 1, 2012 – August 31, 2012

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Hawai'i County in August 2012.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,588** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on August 21, 2012 for Hawai'i County are reported below.

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

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

Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 21, 2012		As of May 26, 2012		As of August 21, 2012	
		9-1-1 MSAG Dated 02-01-12		9-1-1 MSAG Dated 05-01-12		9-1-1 MSAG Dated 08-01-12	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,560		4,542		4,588	
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		4,554		4,536		4,582	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		3,635	79.8%	3,816	84.1%	4,085	89.2%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	394	8.7%	298	6.6%	186	4.1%
9-1-1 MSAG Record With No GIS Record	(3)	525	11.5%	422	9.3%	311	6.8%
Total 9-1-1 MSAG Records No Match		919	20.2%	720	15.9%	497	10.8%

Objective: NENA Recommended Match Rate = 98%

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

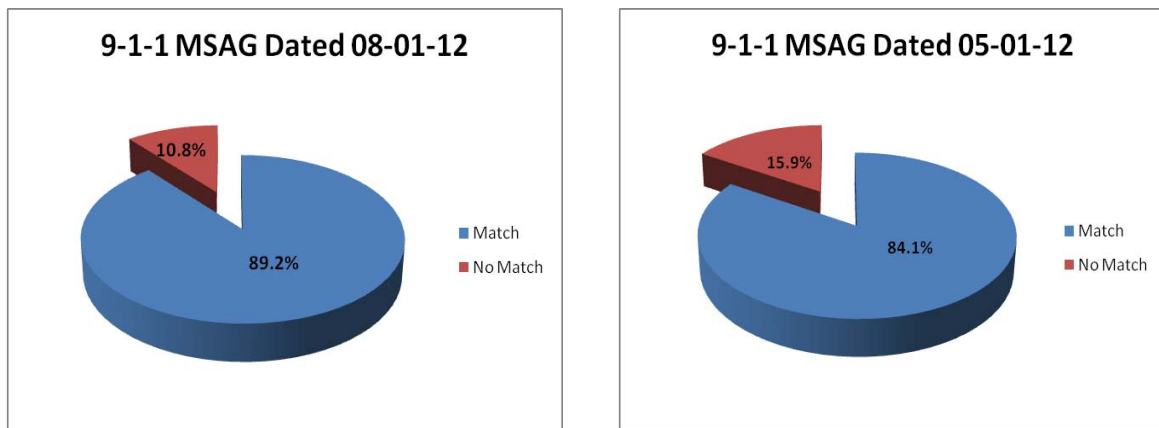
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2012 (continued)

Notes:

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

Audit Summary Results – August 1, 2012 vs. May 1, 2012 MSAG



Hawai'i County's level of accuracy or 9-1-1 Match percentage improved from 84.1% as of May 1, 2012 to 89.2% as of August 1, 2012

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ The number of matching records increased from May 1, 2012. MSAG records were either added or adjusted according to Hawai'i County GIS databases.
- ❖ "MSAG - GIS Minor Corrections" were reduced by 37.6% (298 to 186) from May 2012 to August 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNS) need to be validated by the service providers prior to adjusting an address range.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **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 – August 1, 2012 vs. May 1, 2011 MSAG (continued)

- ❖ “MSAG Record With No GIS Record” was further reduced by 26.3% (422 to 311) from May 2012 to August 2012 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawai'i County records.
- ❖ Blank-to-blank ranges were reduced by 94.1% (51 to 3) from May 2012 to August 2012 respectively. These ranges were identified as being invalid due to no assigned address number and have been updated as ESN 299 records. These ranges will be corrected as a special TN CR project.
- ❖ Continuous 1 – 9999 ranges were reduced by 50.9% (53 to 26) from May 2012 to August 2012 respectively. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The remaining 26 records require further research in order to be corrected.
- ❖ “GIS Record With No MSAG Record” was reduced by 76.0% (188 to 45) from May 2012 to August 2012 respectively. MSAG records were either added or adjusted according to Hawai'i County GIS databases, thereby reducing the number of No GIS to MSAG match.
- ❖ “GIS Record With Minor Corrections” were reduced by 42.4% (276 to 159) from May 2012 to August 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ Street segment GIS record errors were reduced by 100.0% (979 to 0) from May 2012 to August 2012 respectively. During the synchronization process, Akimeka identified GIS street segments in the Street Centerlines layer which do not have a County valid street name or range assigned, however, the street segment resides within the master street centerline layer of the Hawai'i County Addressing Authority. These street segments are included in the GIS map as part of a visual aid for the dispatchers. The street segments are also geocoded within the CAD system in order to identify intersections and cross street information that may assist the dispatcher in identifying and responding to a 9-1-1 caller's location.

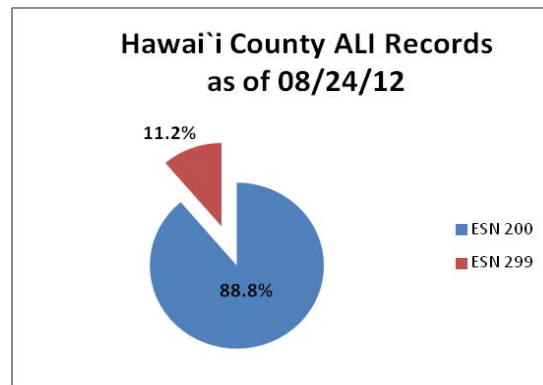
As street names and address ranges are assigned by the County of Hawai'i Addressing Authority, these street segments will be added to the E9-1-1 MSAG and ALI databases accordingly. Until then, Akimeka will assign an exception code to these GIS records in order to exempt them as known issues from future synchronization results.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

Hawai'i County E9-1-1 Status Report August 1, 2012 – August 31, 2012

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

Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of August 24, 2012, **10,344** ESN 299 records, representing **11.2%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.



The total number of ALI records remains relatively consistent. However, there has been an increase in the number of ALI discrepancy reports since May 30, 2012 from **9.9% to 11.2%** as of August 24, 2012. The increase in telephone numbers (TNs) with ESN 299 is due to invalid house numbers being assigned to customers by the service providers and identified by Akimeka through its MSAG maintenance efforts. These TN discrepancy records result in a "No Match" condition between the MSAG and GIS databases and affect synchronization results and ultimately 9-1-1 response. As such, split transactions are being submitted in 9-1-1Net to separate the valid TNs from the invalid TNs which are assigned an ESN 299. These ESN 299 invalid records need to be researched and a Telephone Number Change Request (TN CR) submitted by the respective service provider.

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

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

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• PSAP Operations

9-1-1 Call Volume – August 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,345	1,001	30.0%	2,335	70.0%

9-1-1 Call Volume – Calendar Year 2012

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	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	3,345	1,001	30.0%	2,335	70.0%	9	0.3%	727	21.7%
July	3,281	989	30.1%	2,292	69.9%	0	0.0%	663	20.2%
June	3,211	1,069	33.3%	2,142	66.7%	0	0.0%	654	20.4%
May	3,029	1,012	33.7%	1,992	66.3%	25	0.8%	639	21.1%
April	3,097	968	31.3%	2,129	68.7%	0	0.0%	703	22.7%
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
TOTAL YTD	25,407	8,121	32.0%	17,246	68.0%	40	0.2%	5,386	21.2%
AVG PER MO	3,176	1,015		2,156		5		673	

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 August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Wireless Test – August 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/19/12	Verizon Wireless	9	25	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – August 2012

Weekly (Every Thursday) Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the August 16, 2012 conference call which was cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.

08/08/12 Hawaiian Telcom, Inc. (HTI) reported that they will require additional time to review and finalize the Trouble Reporting Procedures for Planned and Unplanned Outages document. HTI will need to engage their Regulatory folks to address Kauai County's questions and suggestions. HTI committed to providing a final draft document to Kauai County for review the week of September 5, 2012.

08/20/12 - 09/12/12 The State of Hawaii PSAPs were notified by the Department of Defense (DOD) that the DOD would be conducting exercises that could possibly impact GPS signals from 9-1-1 callers beginning August 20, 2012 through September 12, 2012 from 1500 hours - 0400 hours.

The Honolulu Police Department (HPD) confirmed with the DOD and shared with the other PSAPs that if needed, the exercise could be halted by calling **(703) 313-5900** if the PSAP experiences trouble locating a 9-1-1 caller.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

VisionAIR/911 Inc. Integrated CAD Replacement Project

Bi-weekly conference calls are facilitated by Hawaiian Telcom, Inc. (HTI) to monitor and provide status updates on the agreed upon action items. Unfortunately, key issues required to move forward have not been resolved.

Highlights of the August 8, 2012 follow up conference call are as follows:

1. Network Connectivity and Compatibility Issues

Kauai County acknowledged receipt of the Solacom ESP Product Guide forwarded by HTI on July 17, 2012. Kauai County stated that they thought they requested an API type document with low level technical details. HTI reiterated that no API document will be provided to Kauai County as Solacom considers this proprietary. HTI also re-iterated that they will not engage in any open dialogue between Kauai County/VisionAIR/911 Inc. and HTI/Solacom.

Kauai County stated that based on their review of the Solacom Product Guide, it refers to “open standard integration” which allows “off-the-shelf” call taking solutions. The Solacom Product Guide also stated that it does not want to lock the PSAPs into a proprietary type situation. Kauai County wanted it noted for the record that what is in the Solacom Product Guide does not align with previous discussions and positions by HTI.

Kauai County again asked if Solacom has any experience with other third party vendors for a native SIP solution. If yes, why isn't this solution available to Hawaii.

Kauai County and Akimeka also asked HTI to clarify “i3 compliant” vs. “ratified”. There should be a common understanding of what is intended by the terminology being used by HTI.

2. ALI Database Access

HTI reported that they sent the ALI database (address only) CD to Kauai County. No identifier as requested by Kauai County/Akimeka was provided to tag the address.

HTI also reported that the ALI database (address only) CD included the address information for the entire State of Hawaii and not just for Kauai County. When questioned as to why the entire State of Hawaii address data was provided to Kauai County, HTI stated that it did not matter since the data is not confidential.

Kauai County received the ALI database (address only) CDs on August 9, 2012 and sent the CDs to Akimeka to review and process. Akimeka received the ALI database (address only) CDs from Kauai County on August 27, 2012. One CD per County PSAP was received with the ALI (address only) for both MSAGs. The CD included one tab for the MSAG with all routing ESNs and another tab for the X99 ESN.

Based on the data provided by HTI, there are 2,674 known ALI discrepancy records tagged with an ESN 499. These are known house addresses that are not recognized by the Kauai PSAP. These “non-valid” MSAG addresses may result in a No Record Found (NRF) condition and will not plot on the CAD mapping systems within the PSAP.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

VisionAIR/911 Inc. Integrated CAD Replacement Project (continued)

3. County of Hawaii Solacom Conversion Status

HTI reported that software patches have been scheduled and HTI will be meeting with Hawaii County leadership the week of August 20, 2012.

There is no estimated date as to if or when the County of Hawaii will accept the Solacom platform and conversion.

At the request of HTI and agreed to by Kauai County, the August 22, 2012 scheduled bi-weekly conference call was postponed to September 5, 2012.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 31, 2012 are noted below:

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

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

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

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka) (continued)

Updates as of August 31, 2012 are noted below:

11/29/09 (continued) **Update (5/31/11)** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

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

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

Update (7/1/11 – 7/31/12) – No further updates.

Update (8/31/12) – The Neighbor Island PSAPs agreed that they have not observed or experienced any issues since. As such, this open item can be closed.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka) (continued)

Updates as of August 31, 2012 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 – 8/31/12) – No further updates.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG**

Current Month – August 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
KAUAI	71	2	0	0	0	2	0	0	69	0	27	27

Revised categories and report format changes effective May 2012.

During the month of August 2012, two (2) 9-1-1Net requests were completed relating to the MSAG database, with no customer ANI/ALI records updated as a direct result. Sixty-nine (69) TN CRs were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are twenty-seven (27) records in Suspended status as of August 31, 2012 affecting 27 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Twenty-two (22) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The respective communications service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.
- Five (5) suspended records are due to the TNs being on Federal property and not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The communications respective service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2012

KAUAI		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September													
August	71	2	0	0	0	2	0	0	69	0	27	27	
July	25	2	1	0	1	0	0	7	23	0	25	25	
June	27	9	5	0	0	4	0	118	18	0	22	22	
May	26	26	21	0	1	3	1	1,696	0	2	22	22	
April	30	27	14	1	1	11	0	758		3	23	23	
March	23	21	10	0	2	8	1	115		2	18	18	
February	17	14	10	0	0	3	1	214		3	33	36	
January	23	18	5	5	3	5	0	53		5	33	36	
TOTAL YTD	242	119	66	6	8	36	3	2,961	0	110			
AVG PER MO	30	15	8	1	1	5	0	370	0	14			

(*) 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 what is 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 August 1, 2012 – August 31, 2012

- Mapping Layers Updated/Loaded Into GIS – August 2012

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	08/27/12 -- 08/31/12		Added Common Names for Restaurants, Gas Stations, Government Buildings and Hospitals
		08/23/12	
	08/14/12		Voided and deleted two (2) address points per the Kauai Addressing Authority
Emergency Callboxes		08/23/12	
	08/20/12		Updated and corrected data
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations	08/20/12		Updated and corrected data
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest	08/31/12		Added two (2) Hospitals
	08/30/12		Added twenty-three (23) Government Buildings
	08/29/12		Added two (2) Gas Stations
	08/27/12		Added thirty-four (34) new Restarants
		08/23/12	
	08/20/12		Added Emergency Callboxes
		08/09/12	
	08/03/12		Added 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.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (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)			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	08/29/12		Corrected ranges
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)	08/30/12		Added ESNs to all sites for all WSPs
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches		08/09/12	
Gas Stations	08/29/12		Updated and corrected data
Food & Beverage	08/22/12 -- 08/27/12		Updated and corrected data. This is an ongoing project.
		08/23/12	
Hospitals	08/31/12		Updated and corrected data
Lodging			
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 August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (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		08/09/12	
	08/07/12		Added two (2) airstrips from data found on the Statewide GIS website
Bridges		08/09/12	
Coastline			
Coastal Names		08/09/12	
	08/07/12		Corrected the name of the channel between Oahu and Kauai and added the name for the channel between Kauai and Niihau
Communications			
Emergency Shelters		08/23/12	
	08/20/12		Updated and corrected data
Emergency Operation Centers (EOC)			
	08/20/12		Updated and corrected data
Government Buildings			
	08/30/12		Updated and corrected data
Harbors	08/31/12		Updated and corrected data
Hydrants			
Hydrology Layers			
- Dams		08/09/12	
	08/06/12 -- 08/07/12		Validated data
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			

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

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – August 2012 (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)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

Current Month GIS Activities – August 2012

- 08/08/12 -- Akimeka prepared and posted the following layers to Kauai's GeoComm computer: Airports, Bridges, Coastal Names, Churches, Dams, and Points of Interest.
- 08/09/12
- 08/23/12 Akimeka prepared and copied the Address Points, Emergency Callboxes, Emergency Shelters, Food & Beverage, and Points of Interest layers to Kauai's GeoComm computer.
- 08/30/12 Akimeka prepared and copied the Address Points, Points of Interest, and Street Centerlines layers and geofiles for the Street Centerlines, Landmarks, and IRA to Kauai's GeoComm computer.

Kauai County E9-1-1 Status Report August 1, 2012 – August 31, 2012

- **Service Requests Transactions**

Open Service Requests – August 2012 (July 28, 2012 – August 29, 2012)

#	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 – 2012

KAUAI				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	0	1	0	0	0	0	1	0	0	0	0
July	0	0	1	0	0	0	0	0	0	0	0
June	0	1	1	0	0	0	1	0	0	0	0
May	1	1	2	0	1	1	0	0	0	0	0
April	0	2	2	0	1	0	1	0	0	0	0
March	0	0	4	0	0	0	0	0	0	0	0
February	0	2	4	0	0	0	2	0	0	0	0
January	3	0	6	1	0	2	0	0	0	0	0
2011 Carryover	3	0	3	1	0	2	0	0	0	0	0
TOTAL	4	7	0	2	2	5	5	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