NEIL ABERCROMBIE
GOVERNOR

JAN S. GOUVEIA
ACTING COMPTROLLER

STATE OF HAWAI'I
Enhanced 911 Board

**Communications, Technical and Finance
Committee Meeting**
10-12 noon, Tuesday, January 10, 2012
Kalanimoku Building Conference Room 426
1151 Punchbowl Street
Honolulu, HI 96813

AGENDA

I. Call to order

II. Introductions

III. Review and Approval of Minutes of the December 13, 2011 meeting.

IV. Discussion on Meeting Venue.

V. Items for Discussion, Consideration and Action:

1. **COMMUNICATIONS COMMITTEE**
   a. Web Master-Proposal for expanded services
   b. Act 168(11)
   c. Discussion on reimbursement policy as it pertains to the federal PSAPs.
   d. Press Releases
   e. Legislative updates-Carryovers from last session.
      i. SB 893-Disability and Communications Access Board
      ii. SB 640-Annual Audit
      iii. SB 1227-Establishes a single entity to admin. E911 services-HB1000 (companion bill).
   f. Logo Contest Update
      i. Approval of Logo Contest (draft) budget.

2. **TECHNICAL COMMITTEE**
   a. Update on status of PSAP projects with funds pending expenditure.
      i. Update on status of PSAP projects with funds pending expenditure.
         1. Fire/EMS CAD update
         2. HPD-CAD Upgrade
         3. Others
   b. Act 168(11).

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c. Request PSAP updates for Wireless E911 Timeline continuum.

3. <u>FINANCE COMMITTEE</u>
   a. Monthly Financial Report (December 2011).
   b. Recommendations for signatories on checking account.
      i. Kiman Wong
      ii. Thera Bradshaw
      iii. John Thompson
      iv. Su Shin
      v. Jeffrey Ono
   c. Requests for approval for PSAP adjustments to previously approved FY 2011 funding.
      i. Request approval for funding for best logo contest for E911.
      ii. Others
   d. Update on CSP Surcharge Collections.
      i. Additional Wireless/VoIP Connection Service Providers
         1. Wavecom
         2. Magic Jack
         3. Others

VI. Announcements

VII. Next meeting date: Tuesday, February 14, 2012, McCoy Pavilion, Ala Moana Park, 10am – 12noon.

VIII. Adjournment

STATE OF HAWAIʻI
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board

**Communications, Technical and Finance
Committee Meeting**

**10-12 noon, Tuesday, January 10, 2012
Kalanimoku Building Conference Room 426
1151 Punchbowl Street
Honolulu, HI 96813**

MINUTES

Communications Committee members present: Gordon Bruce (Chair), Paul Ferreira, Victor Ramos, Morris Tamanaha, Thalia Burns, Jayne Nantkes, and Clayton Tom.
Communications Committee members absent: None
Technical Committee members present: Victor Ramos (Chair), Morris Tamanaha, Tony Ramirez, Clayton Tom, Clement Chan, Aaron Correia, Kenison Tejada, and Kiman Wong.
Technical Committee members absent: James LaClair.
Finance Committee members present: Kiman Wong (Chair), Paul Ferreira, John Thompson, and Gordon Bruce.
Finance Committee members absent: Mark Begley.
Staff present: Thera Bradshaw and Courtney Tagupa.
Guests: Roy Irei (T-Mobile), Bob Koenig (VisionAir), and Jerry Pope (VisionAir).

I. **Call to Order**
    The meeting was called to order at 10 am.
II. **Introductions**
    Introductions were made of all in attendance.
III. **Review and Approval of Minutes of the December 13, 2011 meeting.**
    Mr. Tony Ramirez moved to approve the minutes of the 12/13/2011 meeting. The motion was seconded and approved unanimously without discussion.
IV. **Discussion on Meeting Venue.**
    The McCoy Pavilion meeting venue was deferred until February due to the processing of the indemnification agreement between the State and City & County of Honolulu.
V. **Items for Discussion, Consideration and Action:**

    1. **COMMUNICATIONS COMMITTEE**
        a. **Web Master-Proposal for expanded services**
            Ms. Thera Bradshaw stated the following:
            i. *TKC is in negotiations with Akimeka and the cost for the changes and improvements and will absorb the incremental cost.*
            ii. *Social media will be incorporated into the improvements.*
            iii. *Copy of a report covering the changes to the website should be submitted for Board approval.*

b. Act 168(11)

   i. *The language in the ACT regarding the "governmental entity" will be changed to revert to the original language with the intent of not including federal entities in E911 disbursement requests.*

   ii. *Board approval will be necessary.*

   iii. *There was too much ambiguity between the State and Federal funding requirements and related laws.*

   iv. *The requirement for interoperability decisions between the City & County and the federal PSAPs could be made at the Board level under the policy making requirements of the Board.*

   v. *The Board could fund the interoperability between the C&C and federal PSAPs as long as it was sponsored by the City & County.*

   vi. *Funding from the Board for interoperability would be limited to disbursements that were not previously funded through the federal government.*

   vii. *Funding from the Board for interoperability would also be limited to services and not equipment.*

   viii. *The Committee wishes to acknowledge the importance of the federal PSAPs and the Board should allow disbursements to the federal PSAPs to include training. In addition if the federal PSAPs needed equipment related to maintain interoperability they would go through the C&C.*

   Mr. Paul Ferreira motioned for the Board approve a change in the definition of a public safety agency in Act 168(11) that reverts back to the original language removing the strike over of State or County and eliminate "governmental agency." The motioned was seconded and approved by voice vote. Mr. Morris Tamanaha abstained.

   Mr. Gordon Bruce motioned that the Board's disbursement policy and procedures be amended to enable the federal PSAPs to submit through the C&C approved interoperability disbursements. The motion was seconded and unanimously approved by voice vote.

c. Press Releases –

   i. Announcement of new Board members

   Action item: Contact Boards & Commissions office on anticipated announcement for any potential conflicts.

d. Legislative updates-Carryovers from last session.

   The following Senate Bills are carryovers from last year's session and impact the Board. If there is no action on the following bills, they will die. However the Board should maintain vigilance on these bills in the event these resurface.

   i. **SB 893**-Disability and Communications Access Board
      Recommended transfer of $60K from the E911 Fund for the purchase of communications hardware for the hearing impaired.

   ii. **SB 640**-Annual Audit.
      Requires the Board to conduct an annual audit on the E911 Fund.

   iii. **SB 1227**-Establishes a single entity to admin. E911 services-HB1000 (companion bill).
      Action has been taken in the form of Act 168(11).

e. **Logo Contest Update**
   i. **Approval of Logo Contest (draft) budget -$11,911**.

   Mr. Paul Ferreira motioned to recommend approval by the Board for funding for the Statewide E911 Logo contest to total $11,911 with a travel budget NTE $1,500. The motion was seconded and unanimously approved by voice vote.

2. TECHNICAL COMMITTEE
   a. **Update on status of PSAP projects with funds pending expenditure**.
      1. **Fire/EMS CAD update**: *In depth discussions are underway with 3 possible vendors. Procurement has been advised of this action. Things are moving along. Of concern is the method of disbursement from the Board to the City & County of Honolulu.*
      2. **HPD-CAD Upgrade**: *The contract was signed on December 30, 2011.*
      3. **Others**
      i. **Act 168(11)** – *No action to be taken by the Technical Committee, the necessary actions have been taken during the Communications meeting.*
   b. **Request PSAP updates for Wireless E911 Timeline continuum**- *no updates at this time.*

3. FINANCE COMMITTEE
   a. **Monthly Financial Report (December 2011).**
      Mr. Tagupa supplied the following statistics on the status of the monthly cash flow of the E911 bank account:
      i. *Cash receipts for December- $962,347.*
      ii. *Cash disbursements for December- $571,830.*
      iii. *Cash receipts for FY-to-Date – $4,404,266.*
      iv. *Cash disbursements for FY-to-Date - $1,420,890.*

      In addition, Mr. Tagupa stated that a meeting is scheduled with First Hawaiian Bank to discuss options available to the Board to increase interest earned on our bank account.

   b. **Recommendations for signatories on checking account.**
      Mr. Tagupa recommended the following Board members and Executive Director as signatories of the E911 bank account.
      i. *Kiman Wong*
      ii. *Thera Bradshaw*
      iii. *John Thompson*
      iv. *Su Shin*
      v. *Jeffrey Ono*

      Mr. Paul Ferreira motioned to recommend approval to the Board for the 5 signatories for the E911 Bank Fund. The motion was seconded and approved by voice vote.

   c. **Requests for approval for PSAP adjustments to previously approved FY 2012 funding**.
      i. ***Request to recommend approval for funding for best logo contest for E911 in the amount of $11,911.***

Mr. Paul Ferreira motioned to recommend approval by the Board for funding for the E911 Best Logo Contest in an amount NTE $11,911. The motion was seconded and unanimously approved without discussion.

    ii. **Others**-*None.*

  d. **Update on CSP Surcharge Collections.**

i. Additional Wireless/VoIP Connection Service Providers
The following VoIP Connection Service Providers are being kept on the radar screen until any questions of their surcharge liability have been resolved.

    1. Wavecom
    2. Magic Jack
    3. Others

Mr. Roy Irei recommended that the Committee review prior a prior study by the Board regarding identifying resellers.

The suggestion was made to form a subcommittee to identify resellers for surcharge liability.

VI. **Announcements** - None

VII. **Next meeting date**: *Tuesday, February 14, 2012, McCoy Pavilion, Ala Moana Regional Park, 10am – 12noon.*

VIII. **Adjournment**- The meeting was adjourned at 11:42 pm.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

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	$ 54,817,909.11	962,355.22	$ 55,780,264.33
Other Income	$ 11,555.22		$ 11,555.22
Interest Income	$ 1,824,256.51		$ 1,824,256.51
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,567,020.50	$ -	$ 1,567,020.50
Subtotal Cash Inflow	$ 56,396,484.83	$ 962,355.22	$ 57,358,840.05
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (21,028,416.74)	(320,213.37)	$ (21,348,630.11)
Board Member Travel Expense	$ (101,481.57)	(1,036.08)	$ (102,517.65)
DB&F Revenue Assessments	$ (2,616,073.63)	(186,112.90)	$ (2,802,186.53)
DB&F Administrative Expense Assess.	$ (648,249.30)	(31,356.01)	$ (679,605.31)
WSP Reimbursement	$ (897,964.66)		$ (897,964.66)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,912,171.63)	(27,083.33)	$ (1,939,254.96)
Audit Expense	$ (30,565.94)	(6,020.94)	$ (36,586.88)
Other Board Related Expenses	$ (3,584.17)	(7.83)	$ (3,592.00)
Subtotal Cash Outflow	$ (43,677,768.05)	$ (571,830.46)	$ (44,249,598.51)
Bank Balance	$ 12,718,716.78	$ 390,524.76	$ 13,109,241.54
Encumbrances	$ (2,486,371.39)		(2,486,371.39)
Unencumbered Cash	$ 10,232,345.39	$ 390,524.76	$ 10,622,870.15

Note: Detail of Current Month Disbursements is on page 6.
        Detail of Encumbrances is on page 5.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN	TOTAL			
	6 MOS.	Annual Budget	$ Over/(Under) Budget	
Total RECEIPTS:	4,404,266	8,130,000	(3,725,734)	54%
DISBURSEMENTS:				
Total CONFERENCES	30,566	204,300	(173,734)	15%
Non-RECURRING				
Total CAD Replacement/Upgrade	-	3,400,000	(3,400,000)	
CMLs for Alternate Dispatch	-	164,283	(164,283)	
Total Computers	-	50,000	(50,000)	
Total Training	-	21,000	(21,000)	
Total Non-RECURRING	-	3,635,283	(3,635,283)	0%
RECURRING EXPENSES:				
ADMINISTRATION:				
911 Board Expansion	-	75,000	(75,000)	
Audit Expense	12,042	12,042	(0)	
Bank Charge	72	-	72	
Board & Committee Mtg Venue	-	600	(600)	
Board Member Travel	8,878	24,650	(15,772)	
Total DB&F Assessments	217,469	784,000	(566,531)	
NASNA Dues	100	100	-	
Parking Permits	-	200	(200)	
TKC Consulting Group, LLC	162,500	325,000	(162,500)	
Total ADMINISTRATION	406,202	1,381,592	(975,390)	29%
MAINTENANCE:				
CAD Maintenance	-	410,152	(410,152)	
Excom911 Logging Recorder Maint	-	75,000	(75,000)	
GeoComm Maintenance	-	40,000	(40,000)	
Intergraph Call Taker License	-	34,140	(34,140)	
MSAG Svcs (Akimeka, LLC)	246,406	1,704,164	(1,457,758)	
Pictometry License Agreement	-	1,234,136	(1,234,136)	
Positron Equipment SW Maint	-	40,000	(40,000)	
Total Tritech CAD System Maintenance	-	205,020	(205,020)	
Total MAINTENANCE	246,406	3,742,612	(3,496,206)	7%
Other RECURRING:				
EMS Tower Lease	-	7,690	(7,690)	
Total Hawaiian Telcom Charges	737,716	1,643,930	(906,214)	
Total Other RECURRING	737,716	1,651,620	(913,904)	45%
Total RECURRING EXPENSES	1,390,324	6,775,824	(5,385,500)	21%
Total DISBURSEMENTS	1,420,890	10,615,407	(9,194,517)	13%
NET CASH INFLOW/(OUTFLOW)	2,983,376	(2,485,407)	5,468,783	

Note: Details of expenditures against budget are on pages 7 – 11.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY2012 STRATEGIC PLAN BUDGET	HAWAII	KAUAI	MAUI	OAHU	OPS	TOTAL	%
DESCRIPTION	Budget	Budget	Budget	Budget	Budget	Budget	Budget
DISBURSEMENTS:							
911 Board Expansion					75,000	75,000	0.71%
Audit Expense					12,042	12,042	0.11%
Board Member Travel					24,650	24,650	0.23%
NASNA Dues					100	100	0.00%
Board Meeting Venue Fee					600	600	0.01%
Parking Permits					200	200	0.00%
TKC Consulting Group, LLC					325,000	325,000	3.06%
DB&F Admin. Exp. Assess					374,000	374,000	3.52%
DB&F Revenue Assessment					410,000	410,000	3.86%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.51%
Administration	-	-	-	-	1,381,592	1,381,592	13.01%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	16.05%
CAD Maintenance	66,867		115,825	227,460		410,152	3.86%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.87%
Honolulu Fire Dept.				112,200		112,200	1.06%
Excom911 Logging Recorder Maint				75,000		75,000	0.71%
Intergraph Call Taker License	34,140					34,140	0.32%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	11.63%
Positron Equip SW Maintenance	40,000					40,000	0.38%
GeoComm Maintenance				40,000		40,000	0.38%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	35.26%
EMS Tower Lease				7,690		7,690	0.07%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	15.25%
Ocean Safety CML Charges				25,200		25,200	0.24%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,381,592	6,775,824	63.83%
CAD Upgrade							
Hawai'i Police Dept						-	0.00%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	13.19%
Honolulu Police Dept.				2,000,000		2,000,000	18.84%
Computers							0.00%
EMS CAD Live Rounting				20,000		20,000	0.19%
EMS Tritech-GeoComm Interface				30,000		30,000	0.28%
CMLs for Alternate Dispatch		164,283				164,283	1.55%
Training							
RTO Training for CADS			15,000			15,000	0.14%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.06%
Subtotal Non-RECURRING	-	164,283	15,000	3,456,000	-	3,635,283	34.25%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.40%
APCO Conference	9,000			27,000	3,000	39,000	0.37%
Intergraph Conference	6,000		6,000			12,000	0.11%
Motorola CAD User's				12,000		12,000	0.11%
NASNA Conference					3,000	3,000	0.03%
Navigator				3,000		3,000	0.03%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.24%
NENA Technical Dev. Conference				12,000		12,000	0.11%
NG911 Technology Forum					30,000	30,000	0.28%
Pictometry Future View Confer		10,500	6,000			16,500	0.16%
TriTech CAD Users				9,000		9,000	0.08%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.92%
Total Strategic Plan Budget	1,280,777	813,336	1,246,903	5,850,799	1,423,592	10,615,407	100.00%
% of Budget	12.1%	7.7%	11.7%	55.1%	13.4%	100.0%	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY2012 STRATEGIC PLAN BUDGET	HAWAII	KAUAI	MAUI	OAHU	OPS	TOTAL	%
DESCRIPTION	Budget	Budget	Budget	Budget	Budget	Budget	Budget
DISBURSEMENTS:							
911 Board Expansion					75,000	75,000	0.71%
Audit Expense					12,042	12,042	0.11%
Board Member Travel					24,650	24,650	0.23%
NASNA Dues					100	100	0.00%
Board Meeting Venue Fee					600	600	0.01%
Parking Permits					200	200	0.00%
TKC Consulting Group, LLC					325,000	325,000	3.06%
DB&F Admin. Exp. Assess					374,000	374,000	3.52%
DB&F Revenue Assessment					410,000	410,000	3.86%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.51%
Administration	-	-	-	-	1,381,592	1,381,592	13.01%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	16.05%
CAD Maintenance	66,867		115,825	227,460		410,152	3.86%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.87%
Honolulu Fire Dept.				112,200		112,200	1.06%
Excom911 Logging Recorder Maint				75,000		75,000	0.71%
Intergraph Call Taker License	34,140					34,140	0.32%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	11.63%
Positron Equip SW Maintenance	40,000					40,000	0.38%
GeoComm Maintenance				40,000		40,000	0.38%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	35.26%
EMS Tower Lease				7,690		7,690	0.07%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	15.25%
Ocean Safety CML Charges				25,200		25,200	0.24%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,381,592	6,775,824	63.83%
CAD Upgrade							
Hawai'i Police Dept						-	0.00%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	13.19%
Honolulu Police Dept.				2,000,000		2,000,000	18.84%
Computers							0.00%
EMS CAD Live Rounting				20,000		20,000	0.19%
EMS Tritech-GeoComm Interface				30,000		30,000	0.28%
CMLs for Alternate Dispatch		164,283				164,283	1.55%
Training							
RTO Training for CADS			15,000			15,000	0.14%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.06%
Subtotal Non-RECURRING	-	164,283	15,000	3,456,000	-	3,635,283	34.25%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.40%
APCO Conference	9,000			27,000	3,000	39,000	0.37%
Intergraph Conference	6,000		6,000			12,000	0.11%
Motorola CAD User's				12,000		12,000	0.11%
NASNA Conference					3,000	3,000	0.03%
Navigator					3,000	3,000	0.03%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.24%
NENA Technical Dev. Conference				12,000		12,000	0.11%
NG911 Technology Forum					30,000	30,000	0.28%
Pictometry Future View Confer		10,500	6,000			16,500	0.16%
TriTech CAD Users				9,000		9,000	0.08%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.92%
Total Strategic Plan Budget	1,280,777	813,336	1,246,903	5,850,799	1,423,592	10,615,407	100.00%
% of Budget	12.1%	7.7%	11.7%	55.1%	13.4%	100.0%	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

	ENHANCED 911 BOARD				
	ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011				
Vendor	**FY 2011 ENCUMBRANCE Amount**	**Q1 AMOUNT PAID DOWN**	**ENCUMBRANCE CARRY-OVER**	**Q2 AMOUNT PAID DOWN**	**ENCUMBRANCE CARRY-OVER**
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-		-
Akimeka, LLC-Hawaii PSAP	36,311.62	(36,311.62)	-		-
Akimeka, LLC-Kauai PSAP	50,012.62	(50,012.62)	-		-
Akimeka, LLC-Maui PSAP	35,140.93	(35,140.93)	-		-
VisionAIR- (Kauai PSAP)	3,800,000.00	(525,451.44)	3,274,548.56	(788,177.17)	2,486,371.39
Integraph Conference-Hawai'I County PSAP	8,270.54	(8,270.54)	-		-
Nena Conference- Hawaii PSAP	19,559.05	(11,616.64)	7,942.41	(7,942.41)	-
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-		-
Hawaiian Telcom-Oahu PSAP	350.00		350.00	(350.00)	-
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-		-
Sprint-Operations (Direct Payment)	72,500.00	(72,500.00)	-		-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-		-
§36-30, HRS Administrive Assessment	184,490.86	(184,490.86)	-		-
TOTAL	5,388,982.98	(2,106,142.01)	3,282,840.97	(796,469.58)	2,486,371.39

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN (DECEMBER 2012)	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
RECEIPTS					
Total RECEIPTS:	-	-	-	962,347	962,347
DISBURSEMENTS:					
CONFERENCES					
APCO Conference	-	-	5,747	-	5,747
NG911 Technology Forum	-	-	-	719	719
Total CONFERENCES	-	-	5,747	719	6,465
RECURRING EXPENSES					
ADMINISTRATION					
Audit Expense	-	-	-	6,021	6,021
Bank Charge	-	-	-	8	8
Board Member Travel	-	-	-	1,036	1,036
DB&F Assessments					
DB&F Admin. Exp. Assess	-	-	-	31,356	31,356
DB&F Revenue Assessment	-	-	-	186,113	186,113
Total DB&F Assessments	-	-	-	217,469	217,469
TKC Consulting Group, LLC	-	-	-	27,083	27,083
Total ADMINISTRATION	-	-	-	251,617	251,617
MAINTENANCE					
MSAG Svcs (Akimeka, LLC)					
MSAG Svcs (Akimeka, LLC) - Other	-	-	56,403	-	56,403
Total MSAG Svcs (Akimeka, LLC)	-	-	56,403	-	56,403
Total MAINTENANCE	-	-	56,403	-	56,403
Other RECURRING					
Hawaiian Telcom Charges					
Hawaiian Telcom Trunk	70,207	23,208	157,814	-	251,229
HawT Chgs for C&C, Hickam, HPD	-	-	946	-	946
Long Distance Charges	56	27	-	-	83
Mileage	-	-	946	-	946
Ocean Safety CML Charges	-	-	4,141	-	4,141
Total Hawaiian Telcom Charges	70,263	23,235	163,846	-	257,345
Total Other RECURRING	70,263	23,235	163,846	-	257,345
Total RECURRING EXPENSES	70,263	23,235	220,250	251,617	565,365
Total DISBURSEMENTS	70,263	23,235	225,996	252,336	571,830
NET CASH INFLOW/(OUTFLOW)	**(70,263)**	**(23,235)**	**(225,996)**	**710,011**	**390,517**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN	Hawaii PSAP		
	6 MOS.	Annual Budget	$ Over/(Under) Budget
Total RECEIPTS:	-		
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-	9,000	(9,000)
Intergraph Conference	-	6,000	(6,000)
Nena Conference	5	9,000	(8,995)
Total CONFERENCES	5	30,000	(29,995)
RECURRING EXPENSES:			
MAINTENANCE:			
CAD Maintenance	-	66,867	(66,867)
Intergraph Call Taker License	-	34,140	(34,140)
MSAG Svcs (Akimeka, LLC)	112,541	450,166	(337,625)
Pictometry License Agreement	-	353,260	(353,260)
Positron Equipment SW Maint	-	40,000	(40,000)
Total MAINTENANCE	112,541	944,433	(831,892)
Other RECURRING:			
Total Hawaiian Telcom Charges	25,529	306,344	(280,815)
Total Other RECURRING	25,529	306,344	(280,815)
Total RECURRING EXPENSES	138,070	1,250,777	(1,112,707)
Total DISBURSEMENTS	138,075	1,280,777	(1,142,702)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN	Kauai PSAP		
	6 MOS.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	3,600	(3,600)
APCO Conference	-		
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	7,200	(7,200)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-	10,500	(10,500)
TriTech CAD Users	-		
Total CONFERENCES	-	21,300	(21,300)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
CMLs for Alternate Dispatch	-	164,283	(164,283)
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Total Computers	-		
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-	164,283	(164,283)
RECURRING EXPENSES:			
MAINTENANCE:			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	77,461	309,846	(232,385)
Pictometry License Agreement	-	202,909	(202,909)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	77,461	512,755	(435,294)
Other RECURRING:			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	98,057	114,998	(16,941)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	250		
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	98,307	114,998	(16,691)
Total Other RECURRING	98,307	114,998	(16,691)
Total RECURRING EXPENSES	175,768	627,753	(451,985)
Total DISBURSEMENTS	175,768	813,336	(637,568)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN	Maui PSAP 6 MOS.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-		
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	6,000	(6,000)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-	6,000	(6,000)
TriTech CAD Users	-		
Total CONFERENCES	-	24,000	(24,000)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
CMLs for Alternate Dispatch	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Total Computers	-		
Training			
RTO Training for CADS	-	15,000	(15,000)
TriTech CAD System Admin Train	-		
Total Training	-	15,000	(15,000)
Total Non-RECURRING	-	15,000	(15,000)
RECURRING EXPENSES:			
MAINTENANCE:			
CAD Maintenance	-	115,825	(115,825)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	0	436,521	(436,521)
Pictometry License Agreement	-	377,062	(377,062)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	0	929,408	(929,408)
Other RECURRING:			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	116,039	278,495	(162,456)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	(142)		
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	115,898	278,495	(162,597)
Total Other RECURRING	115,898	278,495	(162,597)
Total RECURRING EXPENSES	115,898	1,207,903	(1,092,005)
Total DISBURSEMENTS	115,898	1,246,903	(1,131,005)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN	Oahu PSAP		
	6 MOS.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	24,000	(24,000)
APCO Conference	11,743	27,000	(15,257)
Intergraph Conference	-		
Motorola CAD User's	-	12,000	(12,000)
NASNA Conference	-		
Navigator	-	3,000	(3,000)
Nena Conference	281		
NENA Technical Dev. Conference	-	12,000	(12,000)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-	9,000	(9,000)
Total CONFERENCES	12,024	87,000	(74,976)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	2,000,000	(2,000,000)
Total CAD Replacement/Upgrade	-	3,400,000	(3,400,000)
CMLs for Alternate Dispatch	-		
Computers			
EMS CAD Live Routing	-	20,000	(20,000)
EMS Tritech-GeoComm Interface	-	30,000	(30,000)
Total Computers	-	50,000	(50,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
Total Training	-	6,000	(6,000)
Total Non-RECURRING	-	3,456,000	(3,456,000)
RECURRING EXPENSES:			
MAINTENANCE:			
CAD Maintenance	-	227,460	(227,460)
Excom911 Logging Recorder Maint	-	75,000	(75,000)
GeoComm Maintenance	-	40,000	(40,000)
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	56,403	507,631	(451,228)
Pictometry License Agreement	-	300,905	(300,905)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
Total Tritech CAD System Maintenance	-	205,020	(205,020)
Total MAINTENANCE	56,403	1,356,016	(1,299,613)
Other RECURRING:			
EMS Tower Lease	-	7,690	(7,690)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	11,353		
Hawaiian Telcom Trunk	473,441	918,893	(445,452)
HawT Chgs for C&C, Hickam, HPD	946		
Long Distance Charges	-		
Mileage	1,892		
Ocean Safety CML Charges	10,351	25,200	(14,849)
Total Hawaiian Telcom Charges	497,983	944,093	(446,110)
Total Other RECURRING	497,983	951,783	(453,800)
Total RECURRING EXPENSES	554,386	2,307,799	(1,753,413)
Total DISBURSEMENTS	566,410	5,850,799	(5,284,389)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 December 2011

FY 2012 STRATEGIC BUDGET PLAN	ADMINISTRATION		
	6 MOS.	Annual Budget	$ Over/(Under) Budget
Total RECEIPTS:	4,404,266	8,130,000	(3,725,734)
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	3,000	(3,000)
APCO Conference	-	3,000	(3,000)
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	1,361	3,000	(1,639)
Navigator	-		
Nena Conference	-	3,000	(3,000)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	17,176	30,000	(12,824)
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	18,537	42,000	(23,463)
RECURRING EXPENSES:			
ADMINISTRATION:			
911 Board Expansion	-	75,000	(75,000)
Audit Expense	12,042	12,042	(0)
Bank Charge	72		72
Board & Committee Mtg Venue	-	600	(600)
Board Member Travel	8,878	24,650	(15,772)
DB&F Assessments			
DB&F Admin. Exp. Assess	31,356	374,000	(342,644)
DB&F Revenue Assessment	186,113	410,000	(223,887)
Total DB&F Assessments	217,469	784,000	(566,531)
NASNA Dues	100	100	-
Parking Permits	-	200	(200)
TKC Consulting Group, LLC	162,500	325,000	(162,500)
WSP Cost Recovery			
Sprint/Nextel	5,140	160,000	(154,860)
Total WSP Cost Recovery	5,140	160,000	(154,860)
Total ADMINISTRATION	406,202	1,381,592	(975,390)
Total DISBURSEMENTS	424,738	1,423,592	(998,854)

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – December 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	11,305	3,873	34.3%	7,432	65.7%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December	11,305	3,873	34.3%	7,432	65.7%	0	0.0%	1,208	10.7%
November	9,894	3,423	34.6%	6,471	65.4%	0	0.0%	1,043	10.5%
October	10,538	3,560	33.8%	6,978	66.2%	0	0.0%	1,201	11.4%
September	9,561	3,288	34.4%	6,272	65.6%	1	0.0%	1,066	11.1%
August	10,581	3,660	34.6%	6,920	65.4%	1	0.0%	1,110	10.5%
July	10,395	3,901	37.5%	6,494	62.5%	0	0.0%	1,243	12.0%
June	10,158	3,537	34.8%	6,620	65.2%	1	0.0%	1,133	11.2%
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	**122,180**	**43,460**	**35.6%**	**78,716**	**64.4%**	**4**	**0.0%**	**13,391**	**11.0%**
AVG PER MO	**10,182**	**3,622**		**6,560**		**0**		**1,116**	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2011	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	2,201	952	43.3%	24.6%	1,249	56.7%	16.8%	0	0.0%	47	2.1%
November	1,952	940	48.2%	27.5%	1,012	51.8%	15.6%	0	0.0%	38	1.9%
October	1,913	886	46.3%	24.9%	1,027	53.7%	14.7%	0	0.0%	20	1.0%
September	1,807	840	46.5%	25.5%	967	53.5%	15.4%	0	0.0%	28	1.5%
August	1,974	891	45.1%	24.3%	1,083	54.9%	15.7%	0	0.0%	49	2.5%
July	1,850	916	49.5%	23.5%	933	50.5%	14.4%	1	0.1%	39	2.1%
June	1,814	861	47.5%	24.3%	953	52.5%	14.4%	0	0.0%	25	1.4%
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
April	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	**22,893**	**10,701**	**46.7%**	**24.6%**	**12,189**	**53.3%**	**15.5%**	**3**	**0.0%**	**418**	**1.8%**
AVG PER MO	**1,908**	**892**			**1,016**			**0**		**35**	

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

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## PSAP Operations (continued)

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2011 vs. 2010

HAWAII	PSAP 9-1-1 CALL VOLUME						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	# of Calls
2008	122,849	54,899	44.7%	67,910	55.3%	40	13,418
2009	118,554	49,440	41.7%	69,096	58.3%	18	13,368
Y/Y Change	(4,295)	(5,459)		1,186		(22)	(50)
% Change	-3.5%	-9.9%		1.7%		-55.0%	-0.4%
2009	118,554	49,440	41.7%	69,096	58.3%	18	13,368
2010	120,094	46,998	39.1%	73,093	60.9%	3	13,546
Y/Y Change	1,540	(2,442)		3,997		(15)	178
% Change	1.3%	-4.9%		5.8%		-83.3%	1.3%
2010	120,094	46,998	39.1%	73,093	60.9%	3	13,546
2011	122,180	43,460	35.6%	78,716	64.4%	4	13,391
Y/Y Change	2,086	(3,538)		5,623		1	(155)
% Change	1.7%	-8.1%		7.1%		25.0%	-1.2%

Total PSAP 9-1-1 Call Volumes increased by 1.7% in 2011 from 2010 -- with Wireline calls further declining by 8.1% offset by the increase in Wireless calls by 7.1%. The trend and shift toward more Wireless E9-1-1 calls continues with 64.4% Wireless E9-1-1 calls and 35.6% Wireline E9-1-1 calls.

Total Administrative calls increased by 25.0% due to one (1) additional call in 2011 from 2010.

Total Abandoned calls declined by 1.2% in 2011 as compared to 2010.

HAWAII	TRANSFERRED TO FIRE						
	TOTAL	WIRELINE		WIRELESS		ADMIN	ABANDONED
		# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	# of Calls
2008	21,819	12,019	55.1%	9,789	44.9%	11	439
2009	21,587	11,325	52.5%	10,254	47.5%	8	424
Y/Y Change	(232)	(694)		465		(3)	(15)
% Change	-1.1%	-5.8%		4.8%		-27.3%	-3.4%
2009	21,587	11,325	52.5%	10,254	47.5%	8	424
2010	22,450	10,813	48.2%	11,629	51.8%	8	398
Y/Y Change	863	(512)		1,375		0	(26)
% Change	4.0%	-4.5%		13.4%		0.0%	-6.1%
2010	22,450	10,813	48.2%	11,629	51.8%	8	398
2011	22,893	10,701	46.7%	12,189	53.3%	3	418
Y/Y Change	443	(112)		560		(5)	20
% Change	1.9%	-1.0%		4.6%		-166.7%	4.8%

Total 9-1-1 Calls Transferred to Fire increased by 1.9% in 2011 from 2010 -- with associated Wireline calls further declining by 1.0% offset by the increase in Wireless calls by 4.6%.

Total Administrative calls declined significantly from 8 calls in 2010 to 3 calls in 2011.

Total Abandoned calls increased by 4.8% in 2011 as compared to 2010.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## PSAP Operations (continued)

Wireless Test – December 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
12/01/11	AT&T Mobility	1	6	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – December 2011

11/03/11 -- Pending	At the request of the Hawai`i County Police/PSAP, Akimeka reported trouble regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008. Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.

Akimeka followed up with Rick Soto of Intrado and learned that Nextel does not transmit this information to Intrado. Akimeka requested written confirmation and will evaluate it for further action, if warranted. |
11/09/11 -- 12/01/11	Akimeka personnel coordinated on behalf of the Hawai`i County PSAP the testing of re-homing towers to new AT&T Mobility equipment. The test date, however, was postponed due to technical issues and successfully tested on December 1, 2011.
12/05/11	Akimeka personnel assisted Betty Kenney of T-Mobile to schedule VoIP testing for Hawai`i County. Testing was successfully completed on December 5, 2011.
12/23/11 -- Pending	Akimeka personnel assisted the Hawai`i County Police/PSAP to report trouble on their behalf to Mobi PCS. The 9-1-1 call was initiated by a child playing on a Mobi PCS handset. The PSAP attempted to call the number back but ended up reaching another customer on Oahu. Upon further investigation, the child was using another handset with another number and the 9-1-1 call was being routed and displayed incorrectly at the Hawai`i County PSAP. Initially it was thought that the handset was a non-initialized handset, however, the 808 number displayed could be called back without an out-of-service recording. Further investigation is required by Mobi PCS.
12/23/11 -- 12/29/11	Akimeka personnel are assisting the Hawai`i County PSAP with the training being scheduled by Hawaiian Telcom, Inc. (HTI) for the Solacom conversion. Training has been tentatively scheduled for February 1 - 5, 2012, with a targeted conversion cutover date of February 7, 2012.

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of December 31, 2011 are noted below:

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

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

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

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

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

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

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

PSAP Operations (continued)

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

Updates as of December 31, 2011 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.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## MSAG

Current Month – December 2011

2011 PSAP	TOTAL	9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	410	400	274	5	23	83	15	2,925	10	51	84

Revised categories and report format changes effective April 2009.

During the month of December 2011, 400 9-1-1Net requests were completed relating to the MSAG database, with 2,925 customer ANI/ALI records updated as a direct result. Ten (10) discrepancy reports were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are 51 records in Suspended status as of December 31, 2011 affecting 84 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Thirty-nine (39) 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 service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).

- Two (2) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

- Ten (10) suspended records are due to discrepancies between information provided by the Hawai`i County website and information provided by Hawaiian Telcom, Inc. (HTI). HTI will not authorize a change to the database if their information does not agree with the County website. To assist with the resolution, Akimeka provided HTI, via Intrado, with a contact name and information for Hans Santiago from the Hawaii County Planning Department. Akimeka explained that the County website may not be the most current and up-to-date, but Mr. Santiago will be the point of contact for verification.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December	410	400	274	5	23	83	15	2,925	10	51	84
November	291	268	178	21	23	40	6	8,735	23	39	39
October	263	242	152	28	15	16	31	3,399	21	15	15
September	344	327	232	15	21	14	45	14,996	17	17	17
August	364	360	236	31	14	40	39	4,686	4	20	57
July	256	256	120	36	14	67	19	3,210	0	16	21
June	228	214	37	21	7	149	0	2,482	14	0	0
May	379	361	127	77	19	102	36	1,676	18	5	36
April	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
TOTAL YTD	3,661	3,487	1,916	613	150	531	277	52,587	174		
AVG PER MO	305	291	160	51	13	44	23	4,382	15		

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

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

Correspondence Letter Special Project Status - Complete

In March 2011, the Hawai`i County PSAP requested Akimeka's assistance with a special project to validate if the address changes directed in the Hawai`i Planning Department's address correction correspondence, dating back to 2004, were incorporated into Akimeka's MSAG and GIS mapping layer updates. The correspondence letters were provided in hard paper copies and required manual review.

All of the 1,372 correspondence letters were reviewed, validated, and processed. Using multiple databases and resources, each correspondence letter was verified and filed by year for future reference.

This special project was completed in November 2011 -- **100% Complete**.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2011 (Includes December 2011 Activity)

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		12/27/11	
	12/22/11 -- 12/23/11		Added/edited new addresses and streets as found in the County's updated layer. Included all data needed for the Intergraph CAD.
	12/06/11 -- 12/08/11		Spatially adjusted address points
	12/06/11		Corrected street name
	12/01/11 -- 12/05/11		Spatially adjusted address points
	11/28/11 -- 11/30/11		Spatially adjusted address points
		11/28/11	
	11/18/11		Added new and updated addresses as found in the County's updated layer. Included all data needed for the Intergraph CAD.
		11/09/11	
	11/08/11		
	11/03/11 -- 11/04/11		Added new and updated address points as found in the County's updated layer. Included all data needed for the Intergraph CAD.
	10/25/11 -- 10/26/11		
		09/28/11	
	09/13/11	09/13/11	Added new address points and changed street names and street numbers as found in the County's updated layer. Included all data needed for the Intergraph CAD.
		08/24/11 (Police)	
		08/23/11 (Fire)	
	08/22/11		Edited street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD.
	08/19/11		Added street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD.
		07/26/11	
	07/21/11		Edited street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD.
		07/12/11	
	06/15/11 -- 06/16/11	06/15/11	Edited street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD.
	06/13/11		Updated SDE layer with Common Name data from InfoUSA for Condos and Visitor Attractions
	06/10/11		Updated SDE layer with Common Name data from InfoUSA for Shopping Centers and Libraries
	06/06/11		Updated SDE layer with Common Name data from InfoUSA for Schools

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

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
	06/03/11		Updated SDE layer with Common Name data from InfoUSA for Medical Facilities and Schools
	06/02/11		Updated SDE layer with Common Name data from InfoUSA for Medical Facilities
	06/01/11 -- 06/02/11		Updated SDE layer with Common Name data from InfoUSA for Food and Beverage locations
	05/24/11 -- 05/31/11		Updated SDE layer with Common Name data from InfoUSA for Gas stations, Hotels and Food and Beverage locations
		05/24/11	
	05/20/11		Added new addresses and changed addresses and street names as found in the County's layer. Included data needed for the Intergraph CAD.
	05/19/11		Changed address point numbers and street names found in the County's layer. Included all data needed for the Intergraph CAD.
Address Points (continued)	05/16/11		Added County building names as Common Names from data received from the County
		05/10/11	
	04/25/11	04/25/11	Changed address point numbers and street names found in the County's layer. Included all data needed for the Intergraph CAD.
	04/22/11		Ran a comparison between Hawai`i County's updated Address Points layer and Akimeka's current Address Points layer to identify any changes needed. New address points in the County's layer was added accordingly.
	03/28/11		Added data necessary for the Intergraph CAD.
	03/25/11		Added new addresses as found in the County's updated layer.
	03/18/11		Added a common name.
		03/08/11	

(*) *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: Discovered that March 2011 GIS entries were inadvertently not included in the March 2011 MSR. Corrections have been made and are included above.

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points (continued)		01/24/11	
	01/19/11 -- 01/20/11		Reconciled and updated Akimeka's Address Points layer based on Hawai`i County's updated Address Points layer
	01/18/11		Ran a comparison between Hawai`i County's updated Address Points layer and Akimeka's current Address Points layer to identify any changes needed
	01/12/11		Populated the MSAG Community and ESN fields for all address points
Emergency Callboxes		05/24/11	
Fire Beats (Includes Medic Beats)			
			Renamed from "Fire Beats Boundaries"
Fire Districts (Includes Medic Districts)		09/13/11	
		01/24/11	
Fire Response Areas		09/28/11	
		09/13/11	
			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations		09/13/11	
		08/09/11	
	08/01/11		Updated with information provided by Hawai`i County
	06/14/11		Updated attributes for ST_NUM, DIRPRE, FEANME and FEATYP
Major Roads		09/13/11	
MSAG Address Points (aka Pseudo Address Points)		09/13/11	
	01/10/11		Corrected addresses for Puako Beach Drive in Kamuela. Also in the process of verifying six digit addresses for 157 locations.

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

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
MSAG Communities (aka Towns)		09/13/11	
	02/25/11		Updated MSAG Communities list which included deleting
	01/12/11		Edited Hawaii Volcanoes National Park to read HVNP to
Medic Response Areas	N/A for Hawaii County		
Medic Stations	09/27/11		Added phone field and numbers referenced from the Fire
	06/14/11		Created layer from Fire Stations layer
Milepost Markers		05/24/11	
	05/18/11		Updated SDE layer with data from the statewide site
Points of Interest		09/13/11	
		06/15/11	
	06/13/11		Updated SDE layer with data from InfoUSA for Visitor Attractions and Condos
	06/10/11		Updated SDE layer with data from InfoUSA for Shopping Centers and Libraries
	06/09/11		Updated SDE layer with new data from Parks, Food and Beverage and Hotels
	06/08/11		Updated layer with new data from Gas Stations and Coastal Names
Police Beats		11/22/11	
		09/13/11	
			Renamed from "Police Beats Boundaries"
Police Districts			
			Renamed from "Police District Boundaries"
Police Response Areas		09/13/11	
			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.
Police Stations		09/13/11	
	04/25/11	04/25/11	Updated Hawai`i County Police Stations attributes and locations
Schools		09/13/11	
		06/15/11	
	06/03/11 -- 06/06/11		Updated SDE layer with data from InfoUSA
	05/10/11		Researched and added locations
		04/25/11	
	03/18/11		Corrected community on (3) schools and (1) address

(*) *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.*

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
		12/27/11	
	12/23/11		Changed ranges found in the County's updated layer
	12/06/11		Removed 'RD' from street feature name
		11/22/11	
	11/18/11		Completed edits from the County's updated layer and attributes for the Intergraph CAD
	11/17/11		Added new street centerlines as found in the County's updated layer
		11/09/11	
	10/28/11		Added new streets and changed ranges found in the County's updated layer
	10/25/11		Added new streets
	10/24/11		Changed street ranges found in the County's updated layer
	09/28/11	**09/28/11**	Corrected an overlap on one street range
	09/13/11 -- 09/16/11		Added new streets and changed ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
		09/13/11	
		08/24/11 (Police)	
Street Centerlines		**08/23/11 (Fire)**	
	08/22/11		Changed street names and spatially changed centerlines found in the County's updated layer
	08/18/11		Added new streets and changed ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
		07/26/11	
	07/25/11		Edited street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
	07/21/11		Added new streets found in the County's layer. Included all data necessary for the Intergraph CAD.
		07/12/11	
	06/20/11		Changed ranges found in the County's updated layer
	06/16/11		Edited street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
		05/24/11	
	05/19/11 -- 05/20/11		Added new streets and changed street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
		05/10/11	

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

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

<table>
<tr><td colspan="4" align="center">HAWAII</td></tr>
<tr>
<td rowspan="2" align="center">Type of Layer</td>
<td align="center">Akimeka GIS Server</td>
<td rowspan="2" align="center">Date Loaded Into PSAP GIS Server</td>
<td rowspan="2" align="center">Other/Remarks</td>
</tr>
<tr>
<td align="center">Date Created/ Edits Performed</td>
</tr>
<tr><td colspan="4" align="center">CRITICAL 9-1-1 PUBLIC SAFETY LAYERS
(Listed Alphabetically)</td></tr>
<tr>
<td rowspan="11" align="center">Street Centerlines (continued)</td>
<td align="center">04/25/11</td>
<td align="center">04/25/11</td>
<td>Added new streets and changed street names and ranges found in the County's layer. Included all data necessary for the Intergraph CAD.</td>
</tr>
<tr>
<td align="center">04/22/11</td>
<td></td>
<td>Ran a comparison between Hawai`i County's updated Street Centerline layer and Akimeka's current Street Centerline layer to identify any changes needed</td>
</tr>
<tr>
<td align="center">03/28/11</td>
<td></td>
<td>Added new street centerlines as identified in the County's updated layer and data necessary for the Intergraph CAD</td>
</tr>
<tr>
<td align="center">03/25/11</td>
<td></td>
<td>Edited street centerline ranges</td>
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<td></td>
<td align="center">03/08/11</td>
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<td></td>
<td align="center">01/24/11</td>
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<tr>
<td align="center">01/19/11 -- 01/20/11</td>
<td></td>
<td>Reconciled and updated Akimeka's Street Centerline layer based on Hawai`i County's updated Street Centerline layer</td>
</tr>
<tr>
<td align="center">01/19/11</td>
<td></td>
<td>Ran a comparison between Hawai`i County's updated Street Centerline layer and Akimeka's current Street Centerline layer to identify any changes needed</td>
</tr>
<tr>
<td align="center">01/12/11</td>
<td></td>
<td>Populated the ESN fields for all street centerlines</td>
</tr>
<tr>
<td rowspan="2" align="center">Trails</td>
<td></td>
<td align="center">09/13/11</td>
<td></td>
</tr>
<tr>
<td align="center">05/05/11</td>
<td></td>
<td>Researched and updated layer.</td>
</tr>
<tr>
<td rowspan="11" align="center">WSP Cell Towers</td>
<td align="center">12/28/11</td>
<td></td>
<td>Per VZW CRS</td>
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<td></td>
<td align="center">11/09/11</td>
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<tr>
<td align="center">11/08/11</td>
<td></td>
<td>Per AT&T Mobility CRS</td>
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<td></td>
<td align="center">10/24/11</td>
<td></td>
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<tr>
<td align="center">09/29/11</td>
<td></td>
<td>Per Nextel CRS</td>
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<td></td>
<td align="center">09/28/11</td>
<td></td>
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<tr>
<td align="center">09/22/11</td>
<td></td>
<td>Per AT&T Mobility Annual Audit</td>
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<tr>
<td align="center">09/21/11</td>
<td></td>
<td>Per VZW Annual Audit</td>
</tr>
<tr>
<td rowspan="4" align="center">09/20/11</td>
<td></td>
<td>Per T-Mobile Annual Audit</td>
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<td>Per Sprint Annual Audit</td>
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<tr>
<td></td>
<td>Per Nextel Annual Audit</td>
</tr>
<tr>
<td></td>
<td>Per AT&T Mobility CRS</td>
</tr>
</table>

(*) *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: Deleted Street Centerlines February 24, 2011 entry due to reporting error.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
	09/16/11		Per Mobi PCS Annual Audit
	08/29/11		AT&T Mobility
		08/09/11	
	08/04/11 -- 08/05/11		AT&T Mobility
		07/26/11	
	07/21/11		Per VZW CRS
		07/12/11	
	07/07/11		Edited existing Cell Tower attributes
	07/05/11		Per VZW CRS
		05/24/11	
	05/23/11		Per AT&T Mobility CRS
		05/10/11	
	05/09/11		Per VZW CRS
	05/09/11		Per AT&T Mobility CRS
		04/25/11	
	04/25/11		Per Mobi PCS CRS
	04/20/11		Per AT&T Mobility CRS
			Per VZW CRS
	04/05/11		Per AT&T Mobility CRS
	03/21/11		
	03/14/11		Per VZW CRS
			Per AT&T Mobility CRS
WSP Cell Towers (continued)	03/08/11	**03/08/11**	Validated towers against AT&T Mobility CRS
	03/07/11		
	03/01/11		Per AT&T Mobility CRS
	02/24/11		Per VZW CRS
	02/23/11		Per AT&T Mobility CRS
	02/11/11		Per Sprint CRS
	02/10/11		Per AT&T Mobility CRS
		02/08/11	
	02/07/11		Per VZW CRS
	01/28/11		Per Mobi PCS CRS
		01/24/11	
	01/03/11		Per VZW CRS

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

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches		09/13/11	
		05/10/11	
	05/06/11		Researched and added locations
Gas Stations		09/13/11	
		05/24/11	
	05/23/11		Updated SDE layer with data from InfoUSA
	05/20/11		
			Renamed from "Service Station"
Food & Beverage		09/13/11	
		06/15/11	
	06/01/11 -- 06/02/11		Updated SDE layer with data from InfoUSA
	05/24/11 -- 05/31/11		Updated SDE layer with data from InfoUSA
Hospitals		09/13/11	
		05/10/11	
	05/06/11		Researched and added locations
Lodging		09/13/11	
	05/23/11		Updated SDE layer with data from InfoUSA
			Renamed "Hotels" layer to "Lodging" layer
Medical Facilities		06/15/11	
	06/02/11 -- 06/03/11		Updated SDE layer with data from InfoUSA
Parcels		09/28/11	
		09/13/11	
		07/26/11	
	07/18/11 -- 07/19/11		Worked on tables of parcel addresses received from Hawai`i County. Added addresses to the Parcel layer.
Parks (Includes National Parks)		09/13/11	
		05/10/11	
	05/09/11		Researched and added locations
		04/25/11	
	04/20/11 -- 04/25/11		Verified locations and synchronized data with the Parks
	03/24/11		Verified locations and adjusted if necessary
			Renamed from "National and State Parks"
Parks Polygon		09/13/11	
		05/10/11	
	05/09/11		Researched and added locations
	04/20/11 -- 04/26/11	04/25/11	Verified locations and synchronized data with the Parks layer
	03/24/11		Updated Parks Polygon. Layer only included National Parks. All other parks were incorporated.
Post Offices		09/13/11	
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.*

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
**DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)**		
Airports		09/13/11	
	05/10/11		Researched and added locations
		04/25/11	
Bridges	05/17/11		Added new bridges and updated SDE layer with data received from the County
Coastline		09/13/11	
Coastal Names		09/13/11	
		07/12/11	
	06/15/11		Added Fish Ponds to SDE layer
		05/24/11	
	05/18/11		Updated SDE layer with data from the statewide site
Critical Infrastructure			
Emergency Shelters	09/15/11		Added new shelters to the layers.
	09/14/11		Checked SDE layer for any missing shelters. There were no shelters that were missing. Added "Shelter" to name of facility in layer at request of Hawai`i County Police.
		09/13/11	
		08/24/11 (Police)	
		08/23/11 (Fire)	
	08/17/11		Updated and added shelters using documentation provided by Hawai`i County
	05/18/11		Updated SDE layer with data from the statewide site
Government Buildings		09/13/11	
		06/15/11	
	06/08/11		Created layer from County Buildings data for addition into SDE
Helipads		07/26/11	
		07/12/11	
	06/16/11		Created layer from Airports SDE layer

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

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

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

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Hydrology Layers			
- Dams		09/13/11	
		05/10/11	
	05/06/11		Researched and added locations
- Ponds		09/13/11	
		06/15/11	
	06/08/11		Created layer from State GIS layer for addition into SDE
- Streams (Includes Rivers)		09/13/11	
		05/24/11	
	05/09/11		Updated SDE layer with data received from the County
- Waterfalls		09/13/11	
		06/15/11	
	06/08/11		Created layer from State GIS layer for addition into SDE
Ocean Rescue Boundaries			
		09/13/11	
Ocean Safety (Includes Lifeguard Stands)	05/16/11		Created new Ocean Safety layer for lifeguard stations from data received from the County
			Renamed "EOC Lifeguard Stands" layer to "Ocean Safety" layer
Tsunami Evacuation Zones			
		09/13/11	
Tsunami Roadblocks			
		09/13/11	
United States National Grid	06/07/11		Created 50K and 500K grids and added to SDE
Volcano Hazard Zones			
		09/13/11	
Wharfs		09/13/11	

(*) *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.*

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
SPECIAL REQUESTS			
Correctional Facilities		09/13/11	
Waste Water Plants		09/13/11	

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

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

Current Month GIS Activities – December 2011

12/12/11 --   Akimeka GIS personnel created sixteen (16) beat maps as requested by
12/13/11   Captain Wana.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Current Month GIS Activities – December 2011 (continued)

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.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on December 23, 2011. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		25
# of New Addresses Added	137	
# of Street Segment Range Changes		17
# of Street Name Changes	19	
# of Street Number Changes	27	

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.

Hawaii County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## **Service Requests Transactions**

Open Service Requests – December 2011 (November 29, 2011 – December 28, 2011)

#	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). Record pending with telcos.
2	06/02/11	324	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
3	05/12/11	327	Incorrect Address: TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed. House number has been updated, however the community is pending per a meeting with Hawai`i County Police/Fire personnel.
4	09/01/11	359	Incorrect Address: TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Pending change in 9-1-1Net.
5	09/01/11	368	Incorrect Address: TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
6	10/06/11	386	Target Store -- Kailua-Kona. No drop down information received on 9-1-1 call	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
7	10/14/11	390	Incorrect Address: TN = 808/889-1489	MSAG - ANI/ALI Discrepancy	Normal	Pending address correction.
8	10/25/11	401	Incorrect TN and Address: Barbera Ferraro	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
9	10/25/11	402	TN = 808/965-9864	911 Map -- Call Plotted Incorrectly	Low	Request for caller information submitted; pending change in 9-1-1Net.
10	10/25/11	403	TN = 808/934-0297; No Record Found	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
11	11/15/11	408	Incorrect Address: TN = 808/929-7636	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net. House Number is needed.
12	11/15/11	410	Incorrect Address: TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
13	12/14/11	418	TN = (808)/935-3233	911 Map -- Call Plotted Incorrectly	Normal	Request for additional information submitted
14	12/23/11	420	Capiral, Jenalyn	911 Map -- Call Plotted Incorrectly	Normal	Request for additional information submitted
			**Service Requests On Hold Status**			
15	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them.  New boundaries for West Hawai`i was received on May 16, 2010. Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used. Akimeka E9-1-1 Support met with the Hawai`i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated. Hawai`i County Police advised Akimeka in July 2011 that this project will be placed "On Hold" pending a meeting with other community sources.
16	02/11/11	312	Incorrect Information Displayed	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change. New boundary plan will affect this telephone number; *approvals are still pending.*

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

Service Request #386 and #390 were inadvertently not reported in October 2011. Update has been reflected below accordingly.

Hawaii County E9-1-1 Status Report
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- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES								
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions		
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed	
December	6	13	16	2	1	4	12	0	0	0	0	
November	6	1	23	0	0	6	1	0	0	0	0	
October	10	5	18	9	5	1	0	0	0	0	0	
September	24	18	13	4	3	20	15	0	0	0	0	
August	4	5	7	0	1	4	4	0	0	0	0	
July	0	11	8	0	0	0	11	0	0	0	0	
June	12	1	19	1	1	11	0	0	0	0	0	
May	8	5	8	1	1	7	4	0	0	0	0	
April	0	0	5	0	0	0	0	0	0	0	0	
March	0	2	5	0	0	0	2	0	0	0	0	
February	3	1	7	0	0	3	1	0	0	0	0	
January	19	21	5	0	0	19	21	0	0	0	0	
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0	
TOTAL	**99**	**83**	**16**	**19**	**12**	**80**	**71**	**0**	**0**	**0**	**0**	

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

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

Kauai County E9-1-1 Status Report
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- ## PSAP Operations

9-1-1 Call Volume – December 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,407	1,048	30.8%	2,356	69.2%

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned**
December	3,407	1,048	30.8%	2,356	69.2%	3	0.1%	745	21.9%
November	2,925	942	32.2%	1,982	67.8%	1	0.0%	673	23.0%
October	3,220	1,049	32.6%	2,171	67.4%	0	0.0%	653	20.3%
September	3,043	905	29.7%	2,138	70.3%	0	0.0%	612	20.1%
August	3,444	1,048	30.5%	2,391	69.5%	5	0.1%	695	20.2%
July	3,248	1,117	34.4%	2,129	65.6%	2	0.1%	693	21.3%
June	3,163	1,040	32.9%	2,123	67.1%	0	0.0%	705	22.3%
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	**37,444**	**12,536**	**33.5%**	**24,884**	**66.5%**	**24**	**0.1%**	**7,861**	**21.0%**
AVG PER MO	**3,120**	**1,045**		**2,074**		**2**		**655**	

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
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- ## PSAP Operations (continued)

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2011 vs. 2010

KAUAI	PSAP 9-1-1 CALL VOLUME					ADMIN	ABANDONED
	TOTAL	WIRELINE		WIRELESS		# of Calls	# of Calls
		# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless		
2008	38,291	15,230	39.8%	23,036	60.2%	25	7,499
2009	35,796	13,516	37.9%	22,143	62.1%	137	7,017
Y/Y Change	(2,495)	(1,714)		(893)		112	(482)
% Change	-6.5%	-11.3%		-3.9%		448.0%	-6.4%
2009	35,796	13,516	37.9%	22,143	62.1%	137	7,017
2010	35,544	12,767	35.9%	22,753	64.1%	24	6,958
Y/Y Change	(252)	(749)		610		(113)	(59)
% Change	-0.7%	-5.5%		2.8%		-82.5%	-0.8%
2010	35,544	12,767	35.9%	22,753	64.1%	24	6,958
2011	37,444	12,536	33.5%	24,884	66.5%	24	7,861
Y/Y Change	1,900	(231)		2,131		0	903
% Change	5.3%	-1.8%		9.4%		0.0%	13.0%

Total PSAP 9-1-1 Call Volumes increased by 5.3% in 2011 from 2010 -- with Wireline calls further declining by 1.8% offset by an increase in Wireless calls by 9.4%. The trend continues with an increase in Wireless calls as compared to Wireline calls. Total Administrative calls remained flat in 2011. Total Abandoned calls increased by 13.0% in 2011 as compared to 2010.

Wireless Test – December 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
12/07/11	AT&T Mobility	2	9	Kauai PSAP/ Akimeka	Pass
12/07/11	Verizon Wireless	5	15	Kauai PSAP/ Akimeka	Pass
12/16/11	AT&T Mobility	1	1	Kauai PSAP/ Akimeka	Pass

Kauai County E9-1-1 Status Report
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- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – December 2011

11/03/11 -- Pending	At the request of the Hawai`i County Police/PSAP, Akimeka reported trouble regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008. Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.
	Akimeka followed up with Rick Soto of Intrado and learned that Nextel does not transmit this information to Intrado. Akimeka requested written confirmation and will evaluate it for further action, if warranted.
12/05/11	Akimeka personnel assisted Betty Kenney of T-Mobile to schedule VoIP testing for Kauai County. Testing was successfully completed on December 5, 2011.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of December 31, 2011 are noted below:

11/21/09	Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.
	Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.
	Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.
	Update (5/31/11) -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

Kauai County E9-1-1 Status Report
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- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of December 31, 2011 are noted below:

11/21/09
(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 – 12/10/11) – No further updates.

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.

Kauai County E9-1-1 Status Report
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- ## MSAG

Current Month – December 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	31	31	11	1	1	13	5	588	0	37	37
		Revised categories and report format changes effective April 2009.									

During the month of December 2011, 31 9-1-1Net requests were completed relating to the MSAG database, with 588 customer ANI/ALI records updated as a direct result. No ALI discrepancy report was submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are thirty-seven (37) records in Suspended status as of December 31, 2011, affecting 37 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Twenty-seven (27) 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 service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

- Seven (7) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

- Three (3) suspended records are due to the TNs being on State property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December	31	31	11	1	1	13	5	588	0	37	37
November	103	102	62	5	5	7	23	3,117	1	36	36
October	34	33	20	4	5	2	2	535	1	33	33
September	468	468	445	3	19	0	1	13,855	0	40	40
August	436	436	424	3	5	3	1	11,634	0	27	27
July	34	34	15	2	13	1	3	1,561	0	4	46
June	11	10	7	0	0	3	0	916	1	8	525
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	1,365	1,359	1,157	42	54	42	64	36,256	6		
AVG PER MO	114	113	96	4	5	4	5	3,021	1		

(*) Applies to Change, Delete and Insert categories

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

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

Kauai County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2011 (Includes December 2011 Activity)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
		12/29/11	
	12/13/11		
		11/10/11	
	11/07/11 -- 11/08/11		Validated address points and ranges
	11/03/11		
		10/28/11	
	10/27/11 -- 10/28/11		
	10/24/11		Added new address point
		10/13/11	
	10/12/11		Corrected Community data
	10/07/11		Received new address assignment from County Addressing Authority
	09/27/11		
	09/23/11		
	09/22/11		Updated ESN field for Kauai County Address Points
	09/22/11		Added new addresses received from the Kauai County Addressing Authority
Address Points	08/26/11 -- 08/31/11		Edited and added addresses per emails from Kauai County Addressing Authority
		08/25/11	
		07/29/11	
	07/15/11 -- 07/18/11		Prepared data to meet GeoComm standards and requirements
	07/06/11		Added two addresses on Ka Hoolui Place from data received from Kauai County
	04/07/11		
		03/10/11	
	02/24/11	**02/24/11**	Changed address on Iwaena Loop, Kapaa, per Kauai County Addressing Authority
	02/14/11 -- 02/15/11		Added and deleted address points according to data sent by Kauai County Public Works
		02/10/11	
	02/02/11 -- 02/08/11		Verified address point location and corrected attributes based on validation error report. This is an ongoing project.

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

Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

	Akimeka GIS Server	Date Loaded Into	
Type of Layer	**Date Created/ Edits Performed**	**PSAP GIS Server**	**Other/Remarks**
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points (continued)		01/26/11	
	01/26/11 -- 01/31/11		Corrected address point attributes as part of the database synchronization process
	01/25/11		Added a common name
	01/12/11		Populated the ESN field for all address points
Common Place Name			
Emergency Callboxes		07/29/11	
	05/10/11		Verified locations
Fire Beats		10/13/11	
	10/06/11		
	08/29/11		Corrected spelling for Kapaa Fire Station
		08/25/11	
	05/11/11		Created new layer
			Renamed from "Fire Beats Boundaries"
Fire Districts	05/11/11		Created new layer
			Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas	08/30/11		
	08/29/11		Created a Fire Response Areas layer as determined by Kauai County Fire personnel. This layer will be used in the VisionAir CAD.
			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations		11/10/11	
		10/28/11	
	10/26/11		Added telephone number
		08/25/11	
	08/02/11		
		07/29/11	
	05/18/11		
	05/11/11		Verified address and location points
Incident Response Area	10/06/11		Posted layer on Akimeka ftp site for GeoComm
	10/06/11		Created layer for VisionAir CAD
Major Roads	09/15/11		Added highway numbers to the data and inserted two more roads as requested by Kauai Dispatch.
	09/14/11		

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
MSAG Address Points **(aka Pseudo Address Points)**			
MSAG Communities **(aka Towns)**	10/03/11		Ran topology for gap and overlap errors to meet GeoComm standards. Corrected one gap.
	07/13/11		Corrected MSAG Community for the shopping centers in the POI layer
	04/26/11		Ongoing project to update the MSAG Communities
	01/25/11		Made adjustments in support of the database synchronization process. Adjusted the Kokee polygon.
Medic Beats		11/23/11	
	11/14/11		Corrected KAPAIA MEDIC 21 to LIHUE MEDIC 21
	05/19/11 -- 05/23/11		Verified Medic Beats from Kauai Police Departments dispatch
			Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic Districts			Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas	08/30/11 -- 08/31/11		
	08/29/11		Created a Medic Response Areas layer as determined by Kauai County Medic personnel. This layer will be used in the VisionAIR CAD.
			Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations		10/13/11	
	09/12/11		Updated medic station locations
		08/25/11	
		07/29/11	
	04/18/11		Created new Medic Stations layer from information provided by the Kauai Dispatch Center
Milepost Markers		08/25/11	
	08/02/11		

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Points of Interest		12/29/11	
	12/13/11		Removed hyphen from address
	11/03/11		
	08/02/11		Edited Condominiums, Libraries, Visitor Attractions, and Shopping Centers
		07/29/11	
	07/12/11		
	07/08/11		Updated attributes to existing point features
	06/22/11		Added new point features and verified address locations for Visitor Attractions.
	06/17/11 -- 06/21/11		Added new point features and verified address locations for Shopping Centers.
	06/17/11		Added new point features and verified address locations for Condominiums and Libraries.
Police Beats		11/23/11	
	11/10/11		Updated Police Beats boundaries
		10/13/11	
	10/06/11		
		08/25/11	
	08/12/11		Corrected boundary between Beat 256 and 250 as directed by Kauai County Police personnel during a Police IRA meeting on August 8, 2011.
			Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District Boundaries"
Police Response Areas	08/29/11		Completed Police Response Areas layer
	08/23/11		Edited
	08/15/11 -- 08/16/11		
	08/12/11		Created a Police Response Areas layer. Boundaries were determined by Kauai County Police personnel at a joint meeting with Akimeka on August 8, 2011. This layer will be used in the VisionAIR CAD.
			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Police Stations	11/03/11		
		10/28/11	
	10/26/11		Corrected locations
		08/25/11	
	08/02/11		
		07/29/11	
	06/14/11		Added new point features
Schools		08/25/11	
	08/02/11		
		07/29/11	
	07/12/11		
	06/29/11		Verified and adjusted existing point features to correct location
	05/25/11		Verified address and location points
	05/13/11		
Street Centerlines		12/29/11	
	12/13/11		
	12/08/11		Split the street centerline between IRA for CAD purposes
	12/02/11		Corrected overlapping ranges
	11/28/11		Added address ranges for Poipu Beach Estates subdivision
	11/25/11		Changed classifications to match the Major Roads layer. This is for the GeoComm map.
		11/23/11	
		11/10/11	
	11/17/11 -- 11/18/11		Added streets to Poipu Beach Estates subdivision
	11/07/11		Updated Routing Field to meet GeoComm requirements and posted to Akimeka ftp site
	11/03/11		
	11/02/11		Changed One-Ways to meet GeoComm requirements
	11/01/11		Changed One-Ways and Address Ranges to meet GeoComm requirements
		10/28/11	
	10/21/11		Validated address ranges
	10/19/11 -- 10/20/11		Updated speed limits
	10/18/11		Corrected street address ranges and directionals
	10/14/11 -- 10/17/11		Updated speed limits

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Street Centerlines (continued)	10/13/11	**10/13/11**	Corrected street direction and address range overlaps
	10/12/11		Updated street direction and ranges
	10/11/11		Corrected street direction and ranges
	10/07/11		Completed verification of one way streets
	10/05/11		Added a no route street from data received from the County
	10/04/11		Added speed limits for streets in the Kealia-Kapaa area from a map from the County, no route streets using data received from the County, and one way data collected by Navteq. These are all requirements for GeoComm.
	10/03/11		To meet GeoComm standards, ran topology on the Street Centerlines layer to find errors if any. Corrected an overlapped street segment and disconnected a street segment.
	09/27/11		
	09/23/11		
	09/15/11		Added alias name field and included highway numbers to the data.
	09/13/11 -- 09/22/11		Updated ESN field for Kauai County Street Centerlines. This is an ongoing project.
	09/01/11 -- 09/08/11		Street ranges corrected
	08/30/11		Street centerlines were split at intersections
	08/29/11		Extended the street range for Kapaka Street, Princeville
		07/29/11	
	07/26/11		Split the centerlines to match the ESN layer
	07/18/11		Edited the street name for Alihilani Street and corrected the range for Hauaala Road and Ke Alaula Street and other data preparation to meet Geocomm standards and requirements
	07/15/11		Edited the range and community for Ninini Point Street and Maalo Street and other data preparation to meet GeoComm standards and requirements
	07/06/11		Added street range for Ka Hookui Place from data received from Kauai County
	05/09/11		Corrected range for Kaahele St, Wailua and Albert Road, Princeville

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Street Centerlines (continued)	03/11/11		
		02/24/11	
	02/15/11		Added Aalu Place according to data sent by Kauai County Public Works
	02/14/11		Edited accordingly to data sent by Kauai County Public Works
		02/10/11	
	01/26/11	01/26/11	Continued work to validate Street Centerlines
	01/25/11		Extended range for Kealoha Road and Nuilani Road in Kapaa and Kilauea Road in Kilauea
	01/12/11		Populated the ESN fields for all Street Centerlines
	01/04/11 -- 01/07/11		Verified and corrected Street Centerline direction according to the address ranges
	01/03/11		Identified errors in the Street Centerline ranges
Trails	08/02/11		
		07/29/11	
	07/12/11		Capitalized all fields
	03/22/11		New layer created
WSP Cell Towers		12/29/11	
	12/28/11		Per VZW CRS
	12/22/11		
	12/05/11		Per AT&T Mobility CRS
		11/10/11	
	11/04/11		Corrected city for sectors
	10/17/11		Per AT&T Mobility CRS
	10/13/11	10/13/11	
	10/05/11		Per T-Mobile Annual Audit
	09/19/11		Per AT&T Mobility CRS
	09/06/11		Per VZW Annual Audit
	09/02/11		Per Sprint Annual Audit
			Per Nextel Annual Audit
			Per Mobi PCS Annual Audit
	08/31/11		AT&T Mobility Annual Audit

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

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

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
WSP Cell Towers (continued)		08/25/11	
	08/17/11		Sprint, Nextel, and T-Mobile
	08/02/11		Sprint, Nextel, and T-Mobile
	08/01/11		AT&T Mobility
		07/29/11	
	07/07/11		Edited existing Cell Tower attributes
	06/30/11		Per VZW CRS
	05/09/11		Per VZW CRS
	04/19/11		Per Sprint CRS
	04/08/11		Per VZW CRS
	03/21/11		
		03/10/11	
		02/24/11	
	02/23/11		Per AT&T Mobility CRS
	02/11/11		Per AT&T Mobility CRS
		02/10/11	
		01/26/11	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches		08/25/11	
	08/02/11 -- 08/03/11		Edited existing point features that had no geometry
		07/29/11	
	07/12/11		
	07/08/11		Updated attributes to existing point features
	06/03/11 -- 06/10/11		Added new address and location points
	05/24/11		Verified address and location points
Gas Stations		08/25/11	
	08/02/11		
		07/29/11	
	06/01/11 -- 06/06/11		Added new address and location points
	05/24/11		Verified address and location points
			Renamed from "Service Station"

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
**OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)**		
Food & Beverage		**08/25/11**	
	08/02/11 -- 08/03/11		Edited existing point features that had no geometry
		07/29/11	
	05/11/11 -- 05/26/11		Verified address and location points
			Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals		**08/25/11**	
		07/29/11	
	07/12/11		
	05/12/11		Verified address and location points
Lodging		**11/10/11**	
		08/25/11	
	08/02/11		
		07/29/11	
	05/31/11		Verified address points
	05/27/11		Verified address and location points
	05/12/11		
			Renamed "Hotels" layer to "Lodging" layer
Medical Facilities		**08/25/11**	
	08/02/11		
		07/29/11	
	05/13/11		Verified address and location points
Parcels		**07/29/11**	
		05/03/11	
	05/02/11		Fixed gaps and overlaps in the Parcels layer
	04/06/11 -- 04/08/11		Fixed gaps and overlaps in the Parcels layer
		02/10/11	

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Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Parks	08/02/11		
		07/29/11	
	07/12/11		Adjusted existing point features
	05/18/11		Verified Parks locations per Hawaii statewide site
	05/13/11		Verified address and location points
	04/27/11		Locations were verified and moved if necessary. Synchronized the National and State Parks layer with the Parks Polygon layer.
	04/07/11 -- 04/11/11		
			Renamed from "National and State Parks". Kauai does not have any National Parks.
Parks Polygon		07/29/11	
	07/28/11		Corrected layers boundaries
	04/27/11		Locations were verified and moved to match the spatially correct parcels. Synchronized the Parks Polygon layer with the Parks layer.
	04/07/11 -- 04/11/11		
Post Offices	08/02/11		
		07/29/11	
	07/08/11		Updated attributes to existing point features
	06/30/11		Adjusted existing point features to correct location
	05/13/11		Verified address and location points
Subdivisions	11/03/11		Added Numila Camp
		08/25/11	
	08/02/11		
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports		07/29/11	
	05/09/11		Verified locations
Bridges		08/25/11	
	08/02/11		
		07/29/11	
	06/13/11		Verified locations
	05/09/11		Verified locations

(*) *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.*

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Coastline		**07/29/11**	
Coastal Names		**07/29/11**	
	05/09/11 -- 05/10/11		Verified locations
Communications		**08/25/11**	
	08/02/11		
			Renamed "Radio Towers" layer to "Communications" layer
Emergency Shelters		**12/29/11**	
	12/13/11		Removed hyphen from address
		08/25/11	
	08/02/11		
		07/29/11	
	07/12/11		
	06/14/11		Added new address and location points
	05/11/11		Verified address and location points
Hydrology Layers			
- Dams		**08/25/11**	
	08/02/11		
		07/29/11	
	05/10/11		Verified locations
- Ponds	06/15/11		Added new point features and verified address locations
- Streams **(Includes Rivers)**		**08/25/11**	
	08/02/11		
- Waterfalls		**07/29/11**	
	07/12/11		
	06/20/11		Added new point features and verified address locations
	06/15/11		
Ocean Rescue Boundaries		**11/10/11**	
	11/07/11		Created layer that will replace the Miles From Shore and 3-Mile Limit layers. Also added a 1/4 mile buffer within the one mile buffer as requested by the Fire Department.

(*) *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
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Tsunami Evacuation Zones	08/02/11		
United States National Grid	06/07/11		Created 50K grids and added to SDE
SPECIAL REQUESTS			
KCC Building Outline		10/13/11	
KCC Callboxes		10/13/11	

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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 – December 2011

12/02/11   Akimeka sent Street Centerline update layer to GeoComm.

12/09/11 --   Akimeka personnel prepared a spreadsheet of Street Centerlines without a
12/22/11   County verified speed limit to be submitted to the County for review.

Kauai County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Service Requests Transactions

Open Service Requests – December 2011 (November 29, 2011 – December 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/25/11	358	Incorrect Community -- 7-Eleven Hanamaulu	MSAG - ANI/ALI Discrepancy	High	Pending change in 9-1-1Net
2	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net
3	11/17/11	412	Correct Fire Assignment -- E-5	911 Map	High	Request for caller information submitted; pending change in 9-1-1Net.

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

Service Request #412 was inadvertently not reported in November 2011. Update has been reflected below accordingly.

Year-to-Date (YTD) Summary – 2011

KAUAI				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	0	0	3	0	0	0	0	0	0	0	0
November	2	1	3	2	1	0	0	0	0	0	0
October	0	0	2	0	0	0	0	0	0	0	0
September	1	0	2	0	0	1	0	0	0	0	0
August	1	0	1	0	0	1	0	0	0	0	0
July	0	1	0	0	0	0	1	0	0	0	0
June	1	0	1	0	0	1	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**5**	**2**	**3**	**2**	**1**	**3**	**1**	**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
December 1, 2011 – December 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – December 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,427	2,809	33.4%	5,613	66.6%
MOLOKAI	272	152	56.1%	119	43.9%

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

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December	8,427	2,809	33.4%	5,613	66.6%	5	0.1%	1,325	15.7%
November	7,896	2,615	33.1%	5,278	66.9%	3	0.0%	1,248	15.8%
October	8,200	2,547	31.1%	5,651	68.9%	2	0.0%	1,338	16.3%
September	8,175	2,652	32.4%	5,523	67.6%	0	0.0%	1,388	17.0%
August	8,436	2,895	34.3%	5,541	65.7%	0	0.0%	1,503	17.8%
July	8,467	2,900	34.3%	5,544	65.7%	23	0.3%	1,405	16.6%
June	7,612	2,457	32.3%	5,152	67.7%	3	0.0%	1,324	17.4%
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	**96,260**	**32,207**	**33.5%**	**63,993**	**66.5%**	**60**	**0.1%**	**15,972**	**16.6%**
AVG PER MO	**8,022**	**2,684**		**5,333**		**5**		**1,331**	

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

Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December	272	152	56.1%	119	43.9%	1	0.4%	60	22.1%
November	383	257	67.1%	126	32.9%	0	0.0%	72	18.8%
October	322	187	58.1%	135	41.9%	0	0.0%	36	11.2%
September	280	155	55.4%	125	44.6%	0	0.0%	46	16.4%
August	284	147	51.8%	137	48.2%	0	0.0%	35	12.3%
July	297	182	61.3%	115	38.7%	0	0.0%	35	11.8%
June	340	180	52.9%	160	47.1%	0	0.0%	41	12.1%
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	3,516	2,097	59.7%	1,417	40.3%	2	0.1%	535	15.2%
AVG PER MO	293	175		118		0		45	

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.

Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## PSAP Operations (continued)

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2011 vs. 2010

MAUI PSAP	PSAP 9-1-1 CALL VOLUME					ADMIN	ABANDONED
		WIRELINE		WIRELESS			
	TOTAL	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	# of Calls
2008	100,430	39,620	41.5%	55,855	58.5%	17	15,903
2009	94,899	34,584	36.4%	60,305	63.6%	10	15,700
Y/Y Change	(5,531)	(5,036)		4,450		(7)	(203)
% Change	-5.5%	-12.7%		8.0%		-41.2%	-1.3%
2009	94,899	34,584	36.4%	60,305	63.6%	10	15,700
2010	97,861	32,965	33.7%	64,886	66.3%	10	16,711
Y/Y Change	2,962	(1,619)		4,581		0	1,011
% Change	3.1%	-4.7%		7.6%		0.0%	6.4%
2010	97,861	32,965	33.7%	64,886	66.3%	10	16,711
2011	96,260	32,207	33.5%	63,993	66.5%	60	15,972
Y/Y Change	(1,601)	(758)		(893)		50	(739)
% Change	-1.7%	-2.4%		-1.4%		83.3%	-4.6%

Total PSAP 9-1-1 Call Volumes decreased by 1.7% in 2011 from 2010 – with Wireline calls further declining by 2.4% and Wireless calls declining by 1.4%. The percentage breakout between Wireline and Wireless calls remained relatively stable year-over-year.

Total Administrative calls increased by 83.3% in 2011 from 2010. There was an increase in the number of Administrative calls in the month of July 2011. Investigation revealed that three (3) of the Maui PSAP outdial trunks were locked out from July 8 – July 11, 2011. One (1) of the Maui PSAP outdial trunks was locked out from July 8 – July 13, 2011. Service was restored by Hawaiian Telcom, Inc.

Total Abandoned calls decreased by 4.6% as compared to 2010.

- **PSAP Operations** (continued)

9-1-1 Call Volume – Year Over Year (Y/Y) Comparison -- 2011 vs. 2010 (continued)

MOLOKAI PSAP	PSAP 9-1-1 CALL VOLUME						
		WIRELINE		WIRELESS		ADMIN	ABANDONED
	TOTAL	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	# of Calls
2008	3,390	2,408	71.1%	977	28.9%	5	536
2009	3,616	2,477	68.6%	1,135	31.4%	4	595
Y/Y Change	226	69		158		(1)	59
% Change	6.7%	2.9%		16.2%		-20.0%	11.0%
2009	3,616	2,477	68.6%	1,135	31.4%	4	595
2010	3,214	1,913	59.6%	1,298	40.4%	3	521
Y/Y Change	(402)	(564)		163		(1)	(74)
% Change	-11.1%	-22.8%		14.4%		-25.0%	-12.4%
2010	3,214	1,913	59.6%	1,298	40.4%	3	521
2011	3,516	2,097	59.7%	1,417	40.3%	2	535
Y/Y Change	302	184		119		(1)	14
% Change	8.6%	8.8%		8.4%		-50.0%	2.6%

Total PSAP 9-1-1 Call Volumes increased by 8.6% in 2011 from 2010 -- with Wireline calls increasing by 8.8% and Wireless calls increasing by 8.4%. The percentage breakout between Wireline and Wireless calls remained relatively stable year-over-year.

Total Administrative calls decreased by 50.0% in 2011 from 2010.

Total Abandoned calls increased by 2.6% in 2011 from 2010.

Wireless Test – December 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
12/14/11	AT&T Mobility	Molokai	1	2	Molokai PSAP/ Akimeka	Pass
12/15/11	AT&T Mobility	Maui	1	2	Maui PSAP/ Akimeka	Pass

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- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – December 2011

11/03/11 -- Pending	At the request of the Hawai`i County Police/PSAP, Akimeka reported trouble regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008. Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.
	Akimeka followed up with Rick Soto of Intrado and learned that Nextel does not transmit this information to Intrado. Akimeka requested written confirmation and will evaluate it for further action, if warranted.
12/02/11	Akimeka personnel reconnected the ANI/ALI feed to the Maui Police CDVS Recoding system.
12/05/11 -- 12/09/11	Akimeka personnel assisted with the Wailea Golf Course address correction and testing.
12/11/11	Akimeka assisted Maui Police personnel during the December 11, 2011 outage. The trouble was caused by a fire on a telephone pole that burned a fiber optic cable. Plant CML positions were logged out at approximately 3:26 p.m. (HST). Backup systems were restored approximately two (2) hours later at 5:10 p.m. (HST).
	Kihei and Hana, Maui, and Lanai areas were in isolation. They were only able to call each other. 9-1-1 calls were forwarded to the Police sub-stations. All 9-1-1 traffic was restored back to normal at approximately 3:53 a.m. (HST) the next day on December 12. 2011.
12/12/11 -- 12/16/11	Akimeka personnel assisted Maui Police personnel with the ANI/ALI failures as a result of the December 11, 2011 fiber optic outage. The trouble was isolated to timing signals being out of synch which required Hawaiian Telcom, Inc. (HTI) to restore.

- **PSAP Operations** (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of December 31, 2011 are noted below:

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

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

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

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

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

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

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

Maui County E9-1-1 Status Report
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- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of December 31, 2011 are noted below: (continued)

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

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

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

Update (5/1/11 – 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.

Maui County E9-1-1 Status Report
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- ## MSAG

Current Month – December 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	248	246	210	7	3	17	9	13,473	2	6	6

Revised categories and report format changes effective April 2009.

During the month of December 2011, 246 9-1-1Net requests were completed relating to the Maui County MSAG database, with 13,473 customer ANI/ALI records updated as a direct result. Two (2) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections See attached spreadsheet for a detailed description of changes and additions.

There are six (6) records in Suspended status as of December, 2011, affecting six (6) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Six (6) 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 service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December	248	246	210	7	3	17	9	13,473	2	6	6
November	136	134	74	10	5	12	33	9,557	2	5	5
October	366	365	326	10	4	19	6	4,721	1	5	5
September	341	341	199	16	119	3	4	8,549	0	12	12
August	414	413	346	7	14	10	36	14,651	1	14	14
July	674	674	295	357	14	8	0	10,216	0	7	7
June	320	317	160	80	11	66	0	6,307	3	2	2
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	4,516	4,463	2,455	1,409	245	153	201	94,538	53		
AVG PER MO	376	372	205	117	20	13	17	7,878	4		

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

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

- **MSAG** (continued)

**Emergency Service Number (ESN) Project Status – December 2011
Year-to-Date (YTD)**

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	701	**14.0%**
Lanai	112	82	**73.2%**
Molokai	500	440	**88.0%**

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

This is an ongoing project that will cover all communities.

Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS

Calendar Year Summary 2011 (Includes December 2011 Activity)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
	MAUI COUNTY			
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	Molokai		**12/30/11**	
	Maui	12/30/11		
	Maui	12/29/11		Added nineteen (19) new addresses and corrected two (2) addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui	12/28/11	**12/28/11**	Updated address points ESN field
	Maui	12/21/11		Added nine (9) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui	12/07/11 -- 12/09/11		Added new address points per Development Services Administration (County Addressing Authority)
	Molokai	12/06/11		Corrected street name per County Surveyor
	Maui/Molokai	12/05/11		Added new address points per Development Services Administration (County Addressing Authority)
	Maui/Molokai		**11/28/11**	
	Maui/Molokai	11/25/11		Corrected data to meet Intergraph requirements
	Maui	11/22/11		Added four (4) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui/Molokai	11/15/11		Added and changed Common Names per Dispatch
	Maui	11/10/11 -- 11/14/11		Added new address points per Development Services Administration (County Addressing Authority)
	Maui	11/09/11		Added five (5) new addresses and verified one (1) address from data received from the Development Services Administration (County Addressing Authority)
	Maui	11/07/11		
	Maui	11/04/11		Added three (3) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui	11/01/11 -- 11/02/11		Corrected and updated per County
	Maui/Molokai	10/31/11		Corrected and updated per County
	Maui/Molokai	10/27/11	**10/27/11**	
	Molokai	10/26/11		
	Maui	10/24/11		Added emergency callbox
	Molokai	10/18/11		Added new address point
	Molokai	10/17/11		Added new addresses
	Maui/Molokai	10/14/11		Added new addresses
	Maui		**10/13/11**	

(*) *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
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- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points (continued)	Maui	09/28/11 -- 09/30/11	**09/29/11**	
	Maui	09/21/11		Added Address Points from new parcels
	Maui		**09/15/11**	Also updated in Pictometry
	Maui	09/15/11 -- 09/21/11		
	Molokai	09/15/11		
	Maui		**08/30/11**	
	Molokai	08/29/11		Added Address Point
	Maui	08/29/11		Added Common Names and Address Points as requested by Maui Dispatch
	Maui	08/09/11 -- 08/10/11		Added and corrected Common Names as requested by Maui Dispatch for their Intergraph CAD
	Maui/Molokai		**07/27/11**	
	Maui	07/21/11		
	Maui	07/13/11		Corrected address points and added common names as requested by Maui Dispatch
	Maui/Molokai		**06/15/11**	
	Maui	06/13/11		Intergraph CAD attributes
	Maui	06/09/11		Changed a common name place as requested by Maui Dispatch. Corrected labeling for multi-address for Intergraph CAD.
	Maui	06/08/11		Changed Medic 14's address
	Maui/Molokai	06/07/11		Corrected street names per the County Surveyor's Office
	Maui	06/03/11		Corrected Kalai Waa Dr to Kalai Waa St -- per County
	Maui	06/02/11		Corrected common names, moved address points, and researched addresses as requested by Maui Dispatch
	Maui	05/31/11		Added an address point for Wahikuli Wayside Park and deleted the common name from a MM address point as requested by Maui Dispatch
	Maui	05/26/11		Made corrections to data for the Intergraph CAD
	Maui	05/17/11		Added Common Names and Milepost Markers as requested by Maui Dispatch
	Maui	05/16/11		Corrected address points to match the Emergency Callbox addresses
	Maui/Molokai	05/12/11 -- 05/13/11		Edited Common Names and the Common Names look up table for the Intergraph CAD
	Maui	05/11/11		
	Maui	05/10/11		Moved Emergency Callbox addresses so they do not overlap the Emergency Callbox layer
	Maui	05/06/11		Added Common Names
	Maui	05/05/11		Updated Common Names look up table for Intergraph CAD
	Maui/Molokai	05/04/11		Added and corrected Common Names
	Maui	05/03/11		Updated Common Names and moved address points so their labels would not overlap in the CAD map
	Maui	05/02/11		Synchronized with Airports and Police Stations layers

(*) *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.*

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

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Address Points (continued)	Maui	04/27/11		Corrected common name places including updated Medic Stations
	Maui	04/25/11		
	Maui	04/18/11		Edited attributes for Intergraph CAD
	Maui	04/15/11		
	Maui	04/11/11		Added 55 Pakaula Street
	Maui	04/05/11		Changed attributes needed for Intergraph CAD
	Maui	04/04/11		Edited emergency callbox addresses
	Maui	04/01/11		
	Maui	03/31/11		
	Molokai	03/17/11		Added (1) address point per PSAP request
	Maui			Added (3) address points per PSAP requests
	Maui	03/15/11		Added common names per PSAP requests
	Maui	03/11/11		
	Molokai	02/25/11	**02/25/11**	
	Maui	02/24/11 -- 02/25/11		
	Maui		**02/23/11**	
	Maui	02/22/11		
	Maui/Molokai	02/09/11		Added address point and common names per PSAPs
	Maui	02/03/11		Added address point for Ale House, Kahului, per Maui Police Dispatch
	Maui		**01/27/11**	
	Maui	01/14/11		Corrected eleven (11) address point attributes to meet Intergraph CAD standards
	Maui/Molokai	01/12/11		Populated the MSAG Community field for all address points
	Maui/Molokai	01/12/11		Modified Common Place Names and added address points according to modifications made in the Intergraph CADDBM by the PSAP
		01/10/11		
	Maui	01/06/11		Spatially corrected 200 Address Points using Pictometry imagery
	Maui	01/04/11		Spatially corrected 300 Address Points using Pictometry imagery
Emergency Callboxes	Maui/Molokai		**11/28/11**	
	Maui/Molokai		**10/27/11**	
	Maui	10/24/11		Added callbox and made updates
	Maui		**10/13/11**	
	Maui		**09/15/11**	Also updated in Pictometry

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Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
Emergency Callboxes (continued)	Maui	09/09/11		Spatially corrected emergency callbox 2,24,25,26,27, and 28 along Honopiilani Highway, Lahaina and emergency callbox 42 and 43 on Piilani Highway, Kihei using GPS'd points. Verified and changed the status on emergency callbox 17 on Makena Road, Kihei to removed. The emergency callbox no longer exists, but a point will be maintained for reference.
	Maui/Molokai		06/15/11	
	Maui	05/16/11		Changed addresses to match the Street Centerline and corrected the Box ID for Box 360E021
	Maui	05/13/11		Verified the location of the eighteen emergency callboxes on Hana Highway
	Maui	05/10/11		Corrected community for two callboxes
	Maui	04/18/01		Changed address for Emergency Callbox 22 to meet Intergraph CAD requirements
	Maui	04/04/11		Edited addresses to correlate with the Street Centerline ranges
	Maui	04/01/11		
	Maui	03/31/11		
	Maui	03/29/11		
Fire Beats	Maui	05/26/11		Completed boundary revisions as requested by Maui Dispatch
	Maui		05/06/11	
	Maui	05/04/11		
	Maui	03/28/11 -- 03/29/11		Edited Fire Beats as discussed and requested by the Maui Police Department on 3/4/11
	Maui		03/10/11	
	Maui/Molokai	02/18/11		Edited to match the spatially correct parcels
				Renamed from "Fire Beats Boundaries". Includes Fire Zones.
Fire Districts	Maui	05/26/11		Completed boundary revisions as requested by Maui Dispatch
	Maui		05/06/11	
	Maui	05/04/11		
	Maui/Molokai	02/18/11		Edited to match the spatially correct parcels
				Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas	Maui	05/26/11		Completed boundary revisions as requested by Maui Dispatch
	Maui/Molokai	04/28/11 -- 04/29/11		Modified boundaries per meeting with the Maui Police Department on 3/14/11
	Maui/Molokai	02/16/11 -- 02/18/11		Edited to match the spatially correct parcels. This is an ongoing project.
				Renamed "Fire ESZ" layer to "Fire Response Areas "layer. Includes Fire Sub-zones. Layer needed for CAD purposes.

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Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Fire Stations	Molokai	10/31/11		Updated location of Kaunakakai Station
	Maui	04/27/11		Updated layer from data received from Maui Dispatch
	Molokai	04/21/11		Corrected address for Pukoo Fire Station
Major Roads	Molokai		**12/30/11**	
	Maui		**12/28/11**	
	Maui/Molokai	12/28/11		
MSAG Address Points (aka Pseudo Address Points)				
	Maui	02/09/11		Adjusted Communities layer on Maui County and updated MSAG Community information
MSAG Communities (aka Towns)	Molokai	03/14/11		Created and adjusted Communities layer in GIS for ESN update project
	Molokai	02/23/11		Adjusted Communities layer to capture correct street segments
	Maui	02/08/11		Adjusted Communities layer on Maui County and updated MSAG Community information
Medic Beats	Maui		**08/30/11**	
	Maui	08/09/11		For Intergraph CAD
	Maui/Molokai		**06/15/11**	
	Maui	06/06/11 -- 06/08/11		Revised boundaries according to new descriptions
	Molokai	06/06/11		
	Maui	05/23/11 -- 05/24/11		Edited according to revised Medic Beat boundaries. This is an ongoing project.
	Maui		**03/10/11**	
	Maui/Molokai	02/18/11		Edited to match the spatially correct parcels
				Renamed "EMS Zones" layer and "Medic Beat Boundaries "layer to "Medic Beats" layer
Medic Districts	Maui	06/08/11		Completed layer using new boundary descriptions
	Maui/Molokai	02/18/11		Edited to match the spatially correct parcels
	Molokai	02/07/11		
				Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas				Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations	Maui/Molokai		**07/27/11**	
	Maui	07/21/11		
	Maui	06/08/11		Changed Medic 14's location and address
	Maui	04/27/11		Updated data including location, address and telephone numbers

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- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Milepost Markers	Maui		10/13/11	
	Maui		09/15/11	Also updated in Pictometry
	Maui	09/09/11		Spatially corrected MM 9, 10, 11, 13 and 15 along Honoapiilani Highway, Lahaina using GPS'd points.
	Maui/Molokai		06/15/11	
	Maui/Molokai	05/17/11		Added milepost markers for reference as requested by Maui Dispatch
	Maui		05/06/11	
Points of Interest	Maui/Molokai		07/27/11	
	Maui/Molokai	07/15/11		Added Condominiums, Libraries, Visitor Attractions and updated Coastal Names on the SDE layer
	Maui	07/13/11		Added Hotels, Parks, Food & Beverage, and Shopping Centers to the SDE layer
Police Beats	Maui/Molokai		06/15/11	
	Maui	06/06/11		Corrected boundary between Beat 1-33 and 3-11
				Corrected boundary between ESZ 29 and 75
	Maui	05/27/11		Completed boundary revisions as requested by Maui Dispatch
	Maui	04/15/11		Corrected boundary between Beat 11 and Beat 20. Error was reported by Maui Dispatch.
	Maui		03/10/11	
	Maui/Molokai	02/07/11		Edited to match the spatially correct parcels
				Renamed from "Police Beats Boundaries"
Police Districts	Maui	06/06/11		Corrected boundary between District 1 and District 3
	Maui	05/27/11		Completed boundary revisions as requested by Maui Dispatch
	Maui	04/15/11		
	Maui		03/10/11	
	Maui	02/07/11		Edited to match the spatially correct parcels
				Renamed from "Police Dispatch Group (Districts)" and "Police District Boundaries".
Police Response Areas	Maui	05/27/11		Completed boundary revisions as requested by Maui Dispatch
	Maui	05/10/11		Corrected boundaries per Police Dispatch
	Maui	04/15/11		Corrected ESZ boundary between 9 and 10. Error was reported by Maui Dispatch.
	Maui	02/01/11 -- 02/07/11		Edited Police ESZ on Maui to match the spatially correct parcels. This is an ongoing project.
	Molokai	02/07/11 02/03/11		Edited Police ESZ to match the spatially correct parcels. This is an ongoing project.
	Maui	01/11/11 -- 01/25/11		Edited Police ESZ to match the spatially correct parcels. This is an ongoing project.
				Renamed "Police ESZ" layer to "Police Response Areas" layer. Includes Police Reporting Areas. Layer needed for CAD purposes.

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Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Police Stations	Maui/Molokai		**07/27/11**	
	Maui	07/21/11		
	Maui	06/02/11		Changed station names to be consistent as requested by Maui Dispatch
	Maui	05/02/11		Updated layer from data received from Maui Dispatch
	Molokai	04/29/11		Updated layer with data received from Maui Dispatch
	Maui	04/28/11 -- 04/29/11		
Schools	Maui/Molokai	07/01/11 -- 07/05/11		Updated SDE layer from InfoUSA data and verified addresses
Street Centerlines	Molokai		**12/30/11**	
	Maui	12/30/11		Corrected speed limit for Kuapapa Place
	Maui	12/29/11		Updated ranges according to new address assignments
	Maui		**12/28/11**	
	Molokai	12/06/11		Corrected street name per County Surveyor
	Molokai	12/05/11		Corrected overlap
	Maui	12/05/11		Extended street range
	Maui/Molokai		**11/28/11**	
	Molokai	11/25/11		Corrected geometry to meet Intergraph requirements
	Maui/Molokai	11/22/11		Corrected geometry
	Maui	11/08/11		Updated using GPS'd layer received from the County
	Maui	11/07/11		
	Molokai	10/31/11		Corrected street name according to County
	Maui/Molokai		**10/27/11**	
	Molokai	10/26/11		Corrected location of street
	Molokai	10/17/11 -- 10/18/11		Assigned ranges
	Molokai	10/14/11		Corrected street name
	Maui		**10/13/11**	
	Maui		**09/29/11**	
	Maui	9/15/11 -- 09/30/11		
	Molokai	9/15/11 -- 09/19/11		
	Maui		**09/15/11**	Also updated in Pictometry
	Maui		**08/30/11**	
	Molokai	08/29/11		Corrected one (1) street segment name
	Maui	08/29/11		Added street centerlines and corrected street names from data sent by Maui County GIS
	Maui	08/09/11		Removed alias street names as requested by Maui Dispatch for the Intergraph CAD
	Maui/Molokai	08/04/11 -- 08/05/11		Updated ESN field for Maui County street centerlines.

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Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
**MAUI COUNTY**				
**CRITICAL 9-1-1 PUBLIC SAFETY LAYERS** (Listed Alphabetically)				
Street Centerlines (continued)	Maui/Molokai		07/27/11	
	Maui/Molokai		06/15/11	
	Maui	06/07/11		Corrected street names per the County Surveyor's Office
	Maui	06/03/11		Corrected Kalai Waa Dr to Kalai Waa St -- per County
	Maui	05/27/11		Updated ESN's for Maui County Street Centerlines. This is an ongoing project.
	Maui	05/26/11		Made corrections to data for the Intergraph CAD
	Maui	05/25/11		Updated ESN's for Maui County Street Centerlines. This is an ongoing project.
	Maui	05/17/11		Corrected ranges
	Maui	05/11/11		
	Maui	05/03/11		Extended street range for Ike Drive
	Maui	04/25/11		Extended range and corrected community
	Maui	04/15/11		
	Maui	04/11/11		Extended range for Pakaula Street and corrected the community for Mahalani Street
	Maui	04/05/11		Extended 12 Street Centerline ranges to match the address points
	Maui	04/04/11		Corrected ranges to match the milepost markers and address points
	Molokai	04/01/11 -- 04/04/11		Updated ESNs of Molokai Street Centerlines
	Maui	03/15/11		Made corrections to meet Intergraph standards
	Maui	03/11/11		
	Maui		03/10/11	
	Maui	02/28/11		Made edits required by Intergraph CAD
	Molokai	02/25/11	02/25/11	
		02/24/11		Extended range for Haena Street, Kaunakakai
	Maui	02/24/11 -- 02/25/11		
	Maui		02/23/11	
	Maui	02/03/11		Extended range for Hobron Avenue and E Kamehameha Avenue, Kahului; changed range to fit address points for North & South Iwa Place, Kaanapali and Kalo Road, Hana; and corrected overlap for Pihaa Street, Kaanapali
	Maui		01/27/11	
	Maui	01/25/11		Extended range for Aleo Place in Kahului
	Maui	01/24/11		Extended range for Kalaihi Place in Kaanapali
	Molokai	01/21/11		Edited two street ranges and one street name
	Maui	01/21/11		Extended range for Amakihi Way
	Maui	01/10/11		Corrected range for a street centerline in Lahaina
Trails	Maui	07/01/11		Added to layer from State data and updated SDE

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Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server — Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
	MAUI COUNTY			
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers	Maui/Molokai		**11/28/11**	
	Maui	11/10/11		Per AT&T Mobility CRS
	Maui	11/09/11		Per Mobi PCS CRS
	Maui	10/28/11		Per VZW CRS
	Molokai		**10/27/11**	
	Maui	10/18/11		Per AT&T Mobility CRS -- overlay and directional changes made on existing tower
	Maui		**10/13/11**	
	Maui	10/04/11		Per Mobi PCS, Nextel, Sprint and T-Mobile Annual Audit
	Maui	10/03/11		Per VZW Annual Audit
	Maui		**09/29/11**	
	Maui	09/21/11		Per AT&T Mobility CRS
	Maui		**09/15/11**	Also updated in Pictometry
	Maui	09/09/11		Per Mobi PCS CRS
	Maui		**08/30/11**	
	Maui	08/16/11		AT&T Mobility
	Maui/Molokai		**07/27/11**	
	Maui	07/19/11		Per VZW CRS
	Maui/Molokai		**06/15/11**	
	Maui	05/09/11		Per VZW CRS
	Maui	03/21/11		
	Maui		**03/10/11**	
	Maui/Molokai	03/04/11		Validated towers against AT&T Mobility CRS
	Molokai		**02/25/11**	
	Maui		**02/23/11**	
	Maui	02/22/11 -- 02/23/11		Per VZW CRS
	Maui	02/11/11		Per VZW CRS
	Maui	02/07/11 -- 02/08/11		Per VZW CRS
	Molokai	02/07/11		
		01/28/11		Per Mobi PCS CRS
	Maui		**01/27/11**	
	Maui	01/21/11		Per AT&T Mobility CRS
	OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches	Maui/Molokai		**10/27/11**	
	Maui		**10/13/11**	
	Maui	09/19/11		Updated location to existing church
	Maui		**08/30/11**	
	Maui	07/28/11		Made edits to the City attribute table
	Maui	07/01/11 -- 07/11/11		Added new point features and verified address locations
	Maui	06/23/11 -- 06/29/11		Added new point features and verified address locations

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Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
		**MAUI COUNTY**		
		OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
Gas Stations	Maui/Molokai		**07/27/11**	
	Maui/Molokai	07/11/11		Updated SDE layer from InfoUSA data and verified addresses
	Maui	07/08/11		Created new layer from InfoUSA data and verified addresses
				Renamed from "Service Station"
Food & Beverage	Maui/Molokai		**07/27/11**	
	Maui/Molokai	07/12/11 -- 07/13/11		Updated SDE layer from InfoUSA data and verified addresses
				Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals	Molokai	12/29/11		
	Maui/Molokai	07/06/11		Updated and verified addresses from InfoUSA data
Lodging	Maui/Molokai	11/07/11		
	Maui/Molokai		**07/27/11**	
	Maui/Molokai	07/06/11 -- 07/07/11		Updated SDE layer from InfoUSA data and verified addresses
				Renamed "Hotels" layer to "Lodging" layer
Medical Facilities	Molokai	12/29/11		
	Maui/Molokai		**07/27/11**	
	Maui/Molokai	07/06/11		Updated SDE layer from InfoUSA data and verified addresses
Parcels	Maui/Molokai		**11/28/11**	
	Maui	11/14/11		Ran topology and made corrections to the layer
	Maui	11/07/11 -- 11/10/11		
	Molokai		**10/27/11**	
	Maui		**10/13/11**	
	Maui		**09/29/11**	
	Maui	09/15/11 -- 09/27/11		Akimeka GIS personnel added new parcels to the layer from the County's parcel layer. Added 237 new parcels. Also ran topology to correct any errors and added new addresses and owners to the Parcels layer for new parcels.
	Maui/Molokai	09/01/11 -- 09/13/11		Akimeka GIS personnel worked on comparing new addresses from the parcel dbf from the County against the Akimeka Parcels layer. This is an ongoing process.
	Maui/Molokai		**07/27/11**	
	Maui	06/30/11		Updated/corrected parcel layer with new parcels from the Maui County Parcel layer. Added 940 new parcels to the layer.
	Maui	06/28/11 -- 06/29/11		Updated/corrected parcel layer with new parcels from the Maui County Parcel layer. Ran topology on updated parcels.
	Maui	06/16/11 -- 06/27/11		Updated/corrected parcel layer with new parcels from the Maui County Parcel layer

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Maui County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Parcels (continued)	Maui		**05/06/11**	
	Maui	05/05/11		Completed attributes; exported from 10 to 9.3 for addition into the SDE
	Maui	05/03/11 -- 05/14/11		Added attributes for parcels
	Maui	04/29/11		Fixed gaps and overlaps in the Parcel layer
	Maui	04/05/11		Fixed the labeling feature on the PowerMap layer. Previously, all positions were not able to view the owner name.
	Maui	04/01/11 -- 04/05/11		Fixed gaps and overlaps in the Parcel layer
	Maui	03/10/11 -- 03/31/11		Fixed gaps and overlaps in the Parcel layer
	Molokai	03/10/11		
	Maui/Molokai	02/24/11		Populated missing attributes
	Maui		**01/27/11**	
Parks (Includes National Parks)	Maui/Molokai		**07/27/11**	
	Molokai	07/20/11		Added Parks to SDE layer from the National Park Service
	Maui/Molokai	07/20/11		Created National Parks SDE layer with data from the National Park Service
	Molokai	04/06/11		Verified and added all 3 County Community Facilities
	Maui			Verified and added all 18 County Community Facilities and 7 State Natural Area Reserves
	Maui	04/05/11		Verified and moved the location of two (2) parks
	Maui/Molokai	03/08/11 -- 03/10/11		Added parks that are in the Parks Polygon layer but are missing from this layer
	Maui	02/16/11		Readjusted park polygons and points to align with the spatially adjusted parcels
				Renamed from "National and State Parks"
Park Polygon	Maui/Molokai		**07/27/11**	
	Molokai	07/20/11		Added Parks to SDE layer from the National Park Service
	Maui		**05/06/11**	
	Molokai	04/06/11		Verified and added all 3 County Community Facilities
	Maui			Verified and added all 18 County Community Facilities and 7 State Natural Area Reserves
	Maui	04/05/11		Verified the location of two (2) parks and included them in the Parks Polygon layer
	Molokai	03/09/11 -- 03/10/11		Edited to match the spatially correct Parcels and Parks layer
	Maui	03/08/11 -- 03/10/11		

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- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Post Offices	Maui		**01/27/11**	
	Maui/Molokai	01/03/11		Updated the existing Post Offices layer with data from the Points of Interest layer
Subdivisions	Molokai		**12/30/11**	
	Maui		**12/28/11**	
	Maui	12/22/11		
	Maui/Molokai		**06/15/11**	
	Maui	06/10/11		Added six Hale Mahaolu facilities as requested by Maui Dispatch
	Maui	05/18/11		Deleted industrial parks that were previously included in this layer
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports	Maui	05/02/11		Verified location, moved center of runway and filled in the airport code in the attributes table
Bridges	Maui/Molokai		**07/27/11**	
	Maui	07/14/11		Checked for new updates on the Statewide site. No new features were added.
Coastline				
	Maui/Molokai	02/08/11		Edited to match the spatially correct parcels
Coastal Names	Maui/Molokai		**07/27/11**	
	Maui	07/13/11		Checked for new updates on the Statewide site. No new features were added.
Emergency Shelters				
Helipads				
	Maui/Molokai	07/08/11		Created new layer from InfoUSA data and verified addresses
Hydrology Layers				
- Dams	Maui/Molokai		**07/27/11**	
	Maui	07/13/11		Updated Dams layer per Statewide site
- Ponds	Maui/Molokai	07/05/11		Created layer from State and County data. Updated the SDE.
- Streams (Includes Rivers)	Maui/Molokai	07/05/11		Updated layer in SDE
	Maui/Molokai	07/01/11		Created new layer from InfoUSA data and verified addresses
- Waterfalls	Maui	07/01/11		Added to layer from State data and updated SDE

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

- ## Mapping Layers Updated/Loaded Into GIS (continued)

Calendar Year Summary 2011 (Includes December 2011 Activity) (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
		MAUI COUNTY		
Ocean Rescue Boundaries	Maui/Molokai		**11/28/11**	
	Maui/Molokai	11/07/11		Edited to match the spatially correct coastline
				Renamed and includes Radius - Two Mile and Radius - Three Mile
Tsunami Evacuation Zones				
United States National Grid				
	Maui/Molokai	06/07/11		Created 50K and 500K grids and added to SDE
		SPECIAL REQUESTS		
Gate Codes	Molokai		**12/30/11**	
	Maui		**12/28/11**	
	Maui	12/13/11		Completed updating the remaining gate codes
	Maui	12/12/11		Updated gate codes for The Vintage, Coconut Grove, Hale Malia Place and Ironwoods.
	Maui	12/12/11		Updated gate codes for The Bluffs and The Islands (SR#417)
	Maui	03/18/11		Changed gate code per PSAP request
	Maui		**03/10/11**	
	Maui	02/24/11		Changed gate codes for The Bluffs and The Islands per the Maui PSAP
HCS Monsanto Fields				
				Renamed from "Cane Fields" layer
Tow Jurisdictions	Maui/Molokai		**06/15/11**	
	Maui/Molokai	06/08/11		Created using new boundaries
	Maui/Molokai	02/10/11		Edited to match the spatially correct parcels

(*) *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 – December 2011

12/29/11   Akimeka GIS personnel prepared the following layers for an Intergraph CAD push: Address Points, Gate Codes, Street Centerlines, and Subdivisions.

Maui County E9-1-1 Status Report
December 1, 2011 – December 31, 2011

- ## Service Requests Transactions

Open Service Requests – December 2011 (November 29, 2011 – December 28, 2011)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	1	3	0	1	1	0	2	0	0	0	0
November	1	0	2	0	0	1	0	0	0	0	0
October	1	0	1	0	0	1	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	2	2	0	0	0	1	1	0	0	1	1
July	0	3	0	0	0	0	3	0	0	0	0
June	3	0	3	0	0	3	0	0	0	0	0
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	13	13	0	3	3	9	9	0	0	1	1

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

- **Service Requests Transactions** (continued)

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	0	0	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
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
2010 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

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

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

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in December 2011.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,732 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on December 28, 2011 for Maui County are reported below.

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

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

Audit Summary Results – 2008 (Baseline) vs. 2011

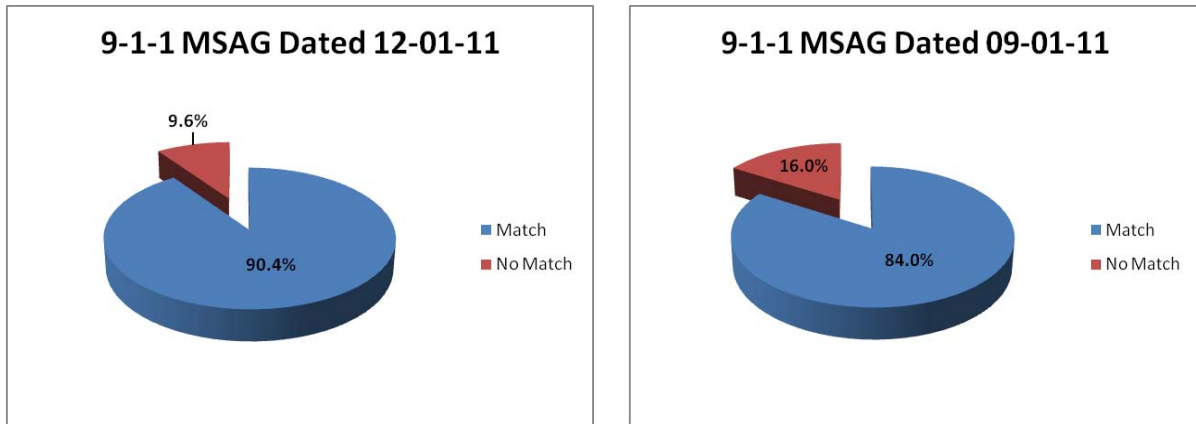| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008 9-1-1 MSAG Dated 01-16-08		As of June 13, 2011 9-1-1 MSAG Dated 06-01-11		As of September 14, 2011 9-1-1 MSAG Dated 09-01-11		As of December 28, 2011 9-1-1 MSAG Dated 12-01-11	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		11,676		3,995		2,867		2,732	
Less: 9-1-1 MSAG Exception Records	(1)			58	1.5%	60	2.1%	60	2.2%
Net 9-1-1 MSAG Records Eligible for Comparison		11,676		3,937		2,807		2,672	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		531	4.5%	1,529	38.8%	2,357	84.0%	2,416	90.4%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			2,104	53.4%	206	7.3%	177	6.6%
9-1-1 MSAG Record With No GIS Record	(3)			304	7.7%	244	8.7%	79	3.0%
Total 9-1-1 MSAG Records No Match		11,145	95.5%	2,408	61.2%	450	16.0%	256	9.6%

Objective: NENA Recommended Match Rate = 98%

Notes:

(1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

(2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the 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.

- ## 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 – December 1, 2011 vs. September 1, 2011 MSAG

Maui County's level of accuracy or 9-1-1 MSAG Match percentage improved from 84.0% as of September 1, 2011 to 90.4% as of December 1, 2011 -- which represents a 6.4 percentage point improvement and/or 2.5% improvement in address accuracy.

- ❖ The total number of 9-1-1 MSAG Records further decreased by **4.7%** (from 2,867 to 2,732 records) covering the period from September 1, 2011 to December 1, 2011 due primarily to the combining of MSAG records with "odd' or "even" identifiers within 9-1-1Net.

- ❖ Minor MSAG Corrections Required further decreased by **14.1%** (from 206 to 177 records) covering the period from September 1, 2011 to December 1, 2011. 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.

- ❖ MSAG Record With No GIS Record significantly reduced by **67.6%** (from 244 to 79 records) covering the period from September 1, 2011 to December 1, 2011. 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 County of Maui records.

- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained. Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.