NEIL ABERCROMBIE
GOVERNOR

BRUCE A. COPPA
COMPTROLLER

JAN S. GOUVEIA
DEPUTY COMPTROLLER

STATE OF HAWAI'I
ENHANCED 911 BOARD

Technical and Finance Committee Meeting
2pm to 4pm, Wednesday, September 7, 2011
Kalanimoku Building Conference Room
Room 410
1151 Punchbowl Street
Honolulu, HI 96813

AGENDA

   I. Call to order
  II. Introductions
 III. Review and Approval of Minutes from August 9, 2011 Technical & Finance Committee Meetings.
  IV. Technical and Finance Committees future meeting dates.
   V. Items for Discussion, Consideration and Action:

TECHNICAL Committee:

   a. Introduction of Maj. Aaron Correia as a new Technical Committee member.
   b. Discussion on:
         i.   Delivery of E911 Service to the Kauai PSAP.
   c. Update on status of PSAP projects with funds pending expenditure.
         ii. HPD-Akimeka, LLC update
         iii. HPD-CAD Upgrade
         iv. HFD- FY2012 CAD Upgrade
         v.   Hawai'i PD- FY2012 CAD Upgrade
         vi. Others
   d. Request PSAP updates for Wireless E911 Timeline continuum.
   e. Act 168(11) Update.
   f. NG911 Technology Forum update

FINANCE Committee:
   b. Monthly Financial Report (August 2011).
   c. Requests for approval for PSAP adjustments to previously approved FY 2011 Funding
         i.   NG911 Technology Forum- Payment for guest speakers from the FCC and local governments.
         ii. Advance payment for NG911 Technology Forum registration for PSAPs.
         iii. Update on funding for best logo contest for E911.
         iv. Update on funding for admin, support personnel for Board.
         v.   Others

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   d. Update on FY2010 & FY2011 Financial Audit.
   e. Update on Assessment of surcharge on VoIP service providers.

  VI. Announcements
 VII. Next meeting date–TBD
VIII. Adjournment.

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Technical and Finance Committee Meeting
2pm to 4pm, Wednesday, September 7, 2011
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MINUTES

Technical Committee members present: Victor Ramos (Chair), Tony Ramirez, Morris Tamanaha, James LaClair, and Clayton Tom.
Technical Committee members absent: Goldie Cross, Kenison Tejada, and Aimee Wana, and Clement Chan.
Finance Committee members present: Russell Lundberg (Chair), Mark Begley, Gordon Bruce, John Thompson and Paul Ferreira.
Committee staff present: Thera Bradshaw and Courtney Tagupa.
Guests: Kiman Wong (Oceanic Time Warner), Justin Kollar (Kauai County AG's office), Jerry Brammer (VisionAir), Eelie Apke (911 Incorporated), Davlynn Racadio (Maui PSAP), Aaron Correia (HPD), and Jayne Nantkes (Akimeka, LLC).

  I. **Call to order**
     The meeting was called to order at 10:03.
 II. **Introductions**
     Introductions we made of all individuals in attendance.
III. **Review and Approval of Minutes from August 9, 2011 Technical & Finance Committee Meetings.**
     Mr. James LaClair motioned to approve the minutes of the last meeting. The motion was seconded and approved unanimously by voice vote without discussion.
IV. **Technical and Finance Committees future meeting dates.**
     Ms. Thera Bradshaw recommended that the current meeting schedule for October be maintained and the November meeting be canceled. Mr. Tony Ramirez requested that although the November meeting will be cancelled that it not preclude the Committee from holding an emergency meeting if circumstances require it.

     Mr. Lundberg motioned to accept the meeting schedule for October and cancellation of the November meeting with the provision that an emergency meeting be held if necessary. The motioned was seconded and approved unanimously without discussion.

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V. Items for Discussion, Consideration and Action:

TECHNICAL Committee:

a. Introduction of Maj. Aaron Correia as a new Technical Committee member. Major Correia was introduced to the Committee as a new Committee member. Mr. Tony Ramirez motioned to add Major Correia as a Committee member subject to the approval of the Board. The motion was seconded and approved unanimously by voice vote without discussion.

b. **Discussion on delivery of E911 Service to the Kauai PSAP.**
   Mr. Mark Begley stated the following:
   i. The committee recommended the Kauai procurement of an upgrade to the Kauai CAD system.
   ii. The last 2 months the Kauai has been trying to obtain connections and 911 service information from HawTel to make the CAD system work.
   iii. HawTel is unwilling to provide the service Kauai requested; they want Kauai to use their software and connections.
   iv. Kauai did not accept HT's solution.
   v. Kauai believes that the PSAPs should have the right to choose their own software and HW for the reception, processing and handling of 911 calls.
   vi. Kauai should have the right to determine what is the best method of 911 deliveries to our PSAPs from selective router gateways.
   vii. Kauai's position is based on FCC guidelines regarding customer premise equipment, regarding the customer demarcation point for delivery of 911 services and the FCC should override any conflicts in the local tariff authored by HT and approved by the PUC.
   viii. To his knowledge, Hawaii is the only state that gives the 911 services provider the amount of authority that HT currently has. The FCC defines the demarcation point as the selective router or gateway and everything from the selective router to the PSAP falls under the authority and oversight of the PSAP.
   ix. HT has taken the position that they determine how911 calls are delivered all the way to the PSAPs.
   x. HT should not be in the position to determine how Kauai manages their 911 calls.
   xi. Under the Tariff, HT has no liability for delivery of 911 calls.
   xii. Kauai requests a recommendation that an investigative committee be convened to answer the questions, issues and disagreements regarding 911 service delivery as well as:
      a. Rights and authority that the PSAPs have.
      b. What is the legal recourse if 911 services are not delivered in the most efficient manner?
      c. Should Kauai make recommendations to the PUC if it is found that PUC regulations and the tariff for 911 services do not comply will FCC rules?
      d. Should we investigate alternative service providers?

e. Is HT in full compliance with FCC regulations?

Mr. James LaClair stated the following:
a. Every state runs their 911 infrastructure differently.
b. 911 Services in Oregon is left open for the PSAPs to choose; PSAPs are able to go to different vendors for various services and hardware.
c. However in such an environment when things went wrong, it was difficult to focus on the problem due to finger pointing.
d. In Hawaii, HT is a service provider and is responsible to take the 911 call and bring it to Hawaii and deliver to PSAPs. HT also maintains the trunking infrastructure, selective routing, databases, and circuits to all PSAPs, and manages all the equipment, power, etc.
e. The Board approved the CAD project, but it is much more that a CAD project; it is a complete 911 system including call taking.
f. The Kauai CAD system that requires specialized components.
g. HT was asked to provide the components to provide the service.
h. HT does not have the components to provide the service and HT could not provide the service in the timeframe.
i. HT is working within the rules they were given.

Mr. Begley stated the following in response to HT:
a. Kauai presented a Solecom router that HT would use to deliver the 911 service.
b. The Solecom router to be used by Kauai could not be used by Hawaiian Telcom in order to deliver 911 services.

Mr. Victor Ramos asked the Committee for any recommendations regarding the establishment of an investigative committee.

Mr. Kenison Tejada that such an investigative committee would not be effective due to lack of expertise.

Ms. Bradshaw stated the following:
a. An investigative committee (IC) may be necessary given the rules that the PUC establishes for HT to follow.
b. The IC should have representatives from the PUC and FCC.
c. If there are rules in place that don't make sense in this period of changing technology, then now is the time to change it.

Mr. Tony Ramirez stated the following:

a. What kind of regulatory authority would the Board have once a report is done? This would be one of the questions that the IC should provide an answer to.
b. Recommended an IC be formed.

Mr. Lundberg stated that the he was not entirely sure that this matter was under the purview of Board.

Ms. Bradshaw stated that under Act 168, Board responsibility has been expanded to enhanced 911.

Mr. Tony Ramirez motioned to form an IC with the approval of the Board. The motion was seconded and the matter was approved by majority voice vote without discussion. Mr. LaClair dissented.

c. **Update on status of PSAP projects with funds pending expenditure.**
   i. HPD-Akimeka, LLC update- This item is in the final stages of approval.
   ii. HPD-CAD Upgrade- This is a multi-funded project. Looking forward to proceeding with the project by the first of the year.
   iii. HFD- FY2012 CAD Upgrade- This is still awaiting a decision regarding the possible merger of the EMS and HFD. Mr. Bruce stated that the consultants have recommended merger.
   iv. Hawai'i PD- FY2012 CAD Upgrade- no update at this time.
   v. Others
d. **Request PSAP updates for Wireless E911 Timeline continuum**.
   No update provided.

   Ms. Davlynn stated the following success story:
   i. 5 Aug 2011 – Vessel in distress; all cell phones are water logged; seven people on board.
   ii. The dispatcher takes the number of the caller and requests the caller to call 911 so they can track her; but she is unable to hear.
   iii. The dispatcher was told that the vessel was located in waters off of the Grand Wailea Hotel. The victim is text messaged by the dispatch supervisor, but without success.
   iv. Contact was finally made with instructions to call 911. It was discovered that the position was not as thought but some distance farther. When the position of the vessel was determined, the rescue was made thanks to the initiative the dispatchers.

   Mr. Tony Ramirez stated that the neighbor islands maps are all spatially correct within 10 feet.

e. **Act 168(11) Update**.

   Ms. Thera Bradshaw stated that it was discovered that the government attendees could only be reimbursed through the State. Ms. Pat Ohara indicated that reimbursement can be done under Act 168(11) (page 11).

Mr. Clayton Tom motioned that the reimbursement of travel expenses for the Forum for government officials be forwarded to the Finance Committee for approval of funding. The motion was seconded and approved unanimously by voice vote.

f. NG911 Technology Forum update
Ms. Bradshaw stated the following:

    i.   This is the final meeting before the Forum which is scheduled for 26 & 27 September.
    ii.   16 sponsors have been secured with more to come. Registrations are continuing to come in. Total sponsorships have been responsible for the bulk of the Forum expense.
    iii. We have experienced clichés in the registration and hotel reservations systems which were quickly corrected.
    iv. Facilities have been secured at the Ala Moana Hotel.
    v.   Volunteers are ready to participate.

FINANCE Committee:
a. Monthly Financial Report (August 2011).
Mr. Tagupa stated the following regarding the cash flow for the month:
    i.   August receipts- $914,649.72.
    ii.   August FYTD receipts-$1,385,880.
    iii. August disbursements- $864,223.01.
    iv. August FYTD disbursements-$341,964.
    v.   Cash balance- $12,041,917.60.
    vi. Encumbrance balance- $3,355,340.97.
   vii. Unencumbered cash balance-$8,686,576.63.

b. Requests for approval for PSAP adjustments to previously approved FY 2011 Funding
    i.   NG911 Technology Forum- Payment for guest speakers from the FCC and local governments.

        Mr. Ferreira motioned to approve the funding to a total of $10.0K. The motion was seconded by Mr. Bruce. The motion was approved unanimous by voice vote.

    ii.   Advance payment for NG911 Technology Forum registration for PSAPs.

        Mr. Ferreira motioned to approve the advance payment of registration. The motion was seconded and approved unanimously by voice vote without discussion.

c. Update on funding for best logo contest for E911.
Mr. Bruce stated that that the matter is being deferred until the next Communications Committee meeting.
d. Update on funding for admin, support personnel for Board.

Mr. Ferreira stated that the matter is being deferred until the next Communications Committee meeting.

e. Others

The Kauai PSAP is requesting funding for the VisionAir conference in October 2011 for 3 individuals. The estimate is $10.5K.

Maj. John Thompson motioned to approve attendance at the VisionAir conference for 3 attendees at $10.5K. The motioned was seconded and was passed unanimously by voice vote.

The Kauai PSAP also requests reimbursement for expenses incurred in 2008 for the Pictometry Future View conference in the amount of $20,238.

Mr. Begley had uncovered this item during his cleanup effort at his new position with the Kauai PSAP.

Mr. Lundberg requested that the matter be deferred to determine recent Board policy regarding delayed requests for reimbursement.

f. Update on FY2010 & FY2011 Financial Audit.

Mr. Courtney Tagupa stated that he has completed the required procurement courses and is awaiting delegation of authority from Mr. Coppa to proceed with the procurement. Completion of the audit remains on track for completion and delivery to the Board at the December meeting.

g. **Update on Assessment of surcharge on VoIP service providers**.

The process of identifying VoIP Connection Service Providers continues as a work-in-process. We have had some success in receipts for the month although very small. The largest VoIP service providers are Oceanic Time Warner and possibly Vonage. Collecting surcharges from Vonage may be a challenge since they have not established nexus in Hawaii.

VI. **Announcements**

VII. **Next meeting date–TBD**

VIII. **Adjournment.**

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month**	**Month**	**Ending**
	Inception-to-Date	**Cash**	**Inception-to-Date**
	Cash Flow	**Flow**	**Cash Flow**
ITEM	**Balance**	**Balance**	**Balance**
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 51,850,559.79	$ 914,573.08	$ 52,765,132.87
Other Income	$ 11,555.22		$ 11,555.22
Interest Income	$ 1,824,092.94	$ 76.64	$ 1,824,169.58
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,566,856.93	$ 76.64	$ 1,566,933.57
Subtotal Cash Inflow	$ 53,428,971.94	$ 914,649.72	$ 54,343,621.66
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (18,987,343.12)	$ (832,679.75)	$ (19,820,022.87)
Board Member Travel Expense	$ (94,380.21)	$ (4,459.93)	$ (98,840.14)
DB&F Revenue Assessments	$ (2,616,073.63)		$ (2,616,073.63)
DB&F Administrative Expense Assess.	$ (648,249.30)		$ (648,249.30)
WSP Reimbursement	$ (820,324.22)		$ (820,324.22)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,803,838.31)	$ (27,083.33)	$ (1,830,921.64)
Audit Expense	$ (24,545.00)		$ (24,545.00)
Other Board Related Expenses	$ (3,466.85)		$ (3,466.85)
Subtotal Cash Outflow	$ (41,437,481.05)	$ (864,223.01)	$ (42,301,704.06)
Bank Balance	$ 11,991,490.89	$ 50,426.71	$ 12,041,917.60
Encumbrances	$ (3,917,104.03)	$ 561,763.06	$ (3,355,340.97)
Unencumbered Cash	$ 8,074,386.86	$ 612,189.77	$ 8,686,576.63

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

ENHANCED 911 BOARD			
ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011			
Vendor	**FY 2011 ENCUMBRANCE Amount**	**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
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
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-
Hawaiian Telcom-Oahu PSAP	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	(2,033,642.01)	3,355,340.97

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

FY 2012 AUGUST 2011 (2 MONTHS)	ACTUAL EXPENDITURES							
	HAWAII	KAUAI	MAUI	OAHU	OPS	TOTAL	TOTAL	%
DESCRIPTION	2 Mos.	2 Mos.	2 Mos.	2 Mos.	2 Mos.	2 Mos.	BUDGET	SPENT
DISBURSEMENTS:								
911 Board Expansion						-	75,000	
Audit Expense						-	10,000	
Bank Charge					47	47		
Board Member Travel					5,201	5,201	24,050	
TKC Consulting Group, LLC					54,167	54,167	325,000	
DB&F Admin. Exp. Assess						-	374,000	
DB&F Revenue Assessment						-	410,000	
WSP Cost Recovery						-	-	
Sprint/Nextel						-	160,000	
Operations	-	-	-	-	59,415	59,415	1,378,050	4.31%
MSAG Services (Akimeka)	37,514					37,514	1,704,164	
CAD Maintenance						-	410,152	
Tritech CAD System Maintenance						-	-	
EMS						-	92,820	
Honolulu Fire Dept.						-	112,200	
Excom911 Logging Recorder Maint						-	75,000	
Intergraph Call Taker License	-					-	34,140	
Pictometry License Agreement	-					-	1,234,136	
Positron Equip SW Maintenance	-					-	40,000	
GeoComm Maintenance	-					-	40,000	
Maintenance	37,514	-	-	-	-	37,514	3,742,612	1.00%
EMS Tower Lease						-	7,690	
Hawaiian Telcom Charges						-	-	
Hawaiian Telcom Trunk	25,526	18,566	23,208	157,814		225,114	1,618,730	
Long Distance Chgs		139	81			220		
Haw Tel Frame Relay & CIR				11,353		11,353		
Ocean Safety CML Charges				2,070		2,070	25,200	
Subtotal RECURRING	63,040	18,705	23,289	171,237	59,415	335,686	6,772,282	4.96%
CAD Upgrade								
Hawai'i Police Dept						-	3,000,000	
Honolulu Fire Dept./EMS						-	1,400,000	
Honolulu Police Dept.						-	2,000,000	
Computers						-	-	
EMS CAD Live Rounting						-	20,000	
EMS Tritech-GeoComm Interface						-	30,000	
CMLs for Alternate Dispatch						-	164,283	
Training						-	-	
RTO Training for CADS						-	15,000	
TriTech CAD System Admin Train (HFD)						-	6,000	
Subtotal Non-RECURRING	-	-	-	-	-	-	6,635,283	0.00%
Conferences:								
911 Goes to Washington Conf						-	42,600	
APCO Conference				5,997		5,997	39,000	
Intergraph Conference						-	12,000	
Motorola CAD User's						-	12,000	
NASNA Conference						-	3,000	
Navigator						-	3,000	
Nena Conference				281		281	25,200	
NENA Technical Dev. Conference						-	12,000	
NG911 Technology Forum						-	20,000	
Pictometry Future View Confer						-	9,600	
TriTech CAD Users						-	9,000	
Subtotal Conferences	-	-	-	6,278	-	6,278	187,400	3.35%
TOTALS	63,040	18,705	23,289	177,515	59,415	341,964	13,594,965	2.52%
% of Budget	0.5%	0.1%	0.2%	1.3%	0.4%	2.5%		

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

FY2011 AUGUST 2011 (2 MONTHS)	TOTAL			
DESCRIPTION	2 months	Budget	$ Over/(Under) Budget	
RECEIPTS:				
Interest Inc	254	-	254	
Total VoIP Surcharge Collection	2,913	-	2,913	
Total Wireless Surcharge Collection	1,385,880	8,300,000	(6,914,120)	
Total RECEIPTS	1,389,047	8,300,000	(6,910,953)	16.7%

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 31 August 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	0.55%
Audit Expense					10,000	10,000	0.07%
Board Member Travel					24,050	24,050	0.18%
TKC Consulting Group, LLC					325,000	325,000	2.39%
DB&F Admin. Exp. Assess					374,000	374,000	2.75%
DB&F Revenue Assessment					410,000	410,000	3.02%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.18%
Operations	-	-	-	-	1,378,050	1,378,050	10.14%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	12.54%
CAD Maintenance	66,867		115,825	227,460		410,152	3.02%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.68%
Honolulu Fire Dept.				112,200		112,200	0.83%
Excom911 Logging Recorder Maint				75,000		75,000	0.55%
Intergraph Call Taker License	34,140					34,140	0.25%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	9.08%
Positron Equip SW Maintenance	40,000					40,000	0.29%
GeoComm Maintenance				40,000		40,000	0.29%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	27.53%
EMS Tower Lease				7,690		7,690	0.06%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	11.91%
Ocean Safety CML Charges				25,200		25,200	0.19%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,378,050	6,772,282	49.81%
CAD Upgrade							
Hawai'i Police Dept	3,000,000					3,000,000	22.07%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	10.30%
Honolulu Police Dept.				2,000,000		2,000,000	14.71%
Computers							0.00%
EMS CAD Live Rounting				20,000		20,000	0.15%
EMS Tritech-GeoComm Interface				30,000		30,000	0.22%
CMLs for Alternate Dispatch		164,283				164,283	1.21%
Training							
RTO Training for CADS			15,000			15,000	0.11%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.04%
Subtotal Non-RECURRING	3,000,000	164,283	15,000	3,456,000	-	6,635,283	48.81%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.31%
APCO Conference	9,000			27,000	3,000	39,000	0.29%
Intergraph Conference	6,000		6,000			12,000	0.09%
Motorola CAD User's				12,000		12,000	0.09%
NASNA Conference					3,000	3,000	0.02%
Navigator				3,000		3,000	0.02%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.19%
NENA Technical Dev. Conference				12,000		12,000	0.09%
NG911 Technology Forum					20,000	20,000	0.15%
Pictometry Future View Confer		3,600	6,000			9,600	0.07%
TriTech CAD Users				9,000		9,000	0.07%
Subtotal Conferences	30,000	14,400	24,000	87,000	32,000	187,400	1.38%
Total Strategic Plan Budget	4,280,777	806,436	1,246,903	5,850,799	1,410,050	13,594,965	100.00%
% of Budget	31.5%	5.9%	9.2%	43.0%	10.4%	100.0%	

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – August 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	10,581	3,660	34.6%	6,920	65.4%

(*) 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									
November									
October									
September									
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	**80,882**	**29,316**	**36.2%**	**51,563**	**63.8%**	**3**	0.0%	**8,873**	**11.0%**
AVG PER MO	**10,110**	**3,665**		**6,445**		**0**		**1,109**	

<u>Note:</u> 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											
November											
October											
September											
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	**15,020**	**7,083**	**47.2%**	**24.2%**	**7,934**	**52.8%**	**15.4%**	**3**	**0.0%**	**285**	**1.9%**
AVG PER MO	**1,878**	**885**			**992**			**0**		**36**	

<u>Note:</u> Total Calls include Administrative calls that are not direct 911 calls.

Notes:

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

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

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations (continued)

Wireless Test – August 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/11/11	AT&T Mobility	1	15	Hawaii PSAP/ Akimeka	Pass
08/11/11	Sprint	1	3	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – August 2011

08/01/11 -- Pending	Akimeka personnel completed the Hawai`i County -- AT&T Mobility Annual Audit. Seventeen (17) updates/corrections were needed based on the audit review and was returned to AT&T Mobility/Intrado. A response is still pending. Unfortunately the Intrado Analyst who does the updates will be out of the office until September 6, 2011.
08/01/11 -- Pending	Akimeka personnel requested Call Routing Sheets (CRSs) from Nextel on July 27, 2011 for the Annual Audit. Nextel returned the CRSs to Akimeka on August 1, 2011. Akimeka is currently conducting the annual audit review and validation.
08/01/11 -- Pending	Akimeka personnel requested Call Routing Sheets (CRSs) from Sprint on July 27, 2011 for the Annual Audit. Sprint returned the CRSs to Akimeka on July 28, 2011. Akimeka is currently conducting the annual audit review and validation.
08/01/11 -- Pending	T-Mobile returned the requested Call Routing Sheets (CRSs) to Akimeka on July 29, 2011 for the Annual Audit. Akimeka is currently conducting the annual audit review and validation.
08/02/11	On behalf of the Hawai`i County PSAP, Akimeka contacted Hawaiian Telcom, Inc. (HTI) regarding truncated (missing) digit on a No Record Found condition. HTI reported that since the removal of the SEALI equipment, the telephone number is truncated at the last digit and Plant CML is aware of the trouble.
08/06/11 -- 08/08/11	Akimeka personnel assisted the Hawai`i County PSAP in registering two (2) telephone numbers being utilized by mainland alarm companies to reach 9-1-1. Both numbers were registered with the DO NOT CALL LIST and an updated list was provided to the PSAP.
08/26/11	Akimeka personnel assisted the Hawai`i County PSAP in the investigation of a T-Mobile customer calling 9-1-1 repeatedly. Exigent wireless procedures and information was provided to the PSAP.

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – August 2011 (continued)

08/26/11 On behalf of the Hawai`i County PSAP, Akimeka contacted Hawaiian Telcom, Inc. (HTI) requesting clarification on their Express Dial Tone (EDT) procedures. HTI advised that the PSAP can call 643-9111 to obtain address information for an EDT telephone number.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 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.

PSAP Operations (continued)

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

Updates as of August 31, 2011 are noted below:

11/29/09
(continued)

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

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

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

Update (8/31/11) – 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 (5/31/11) – In progress.

Update (6/30/11) – In progress.

Update (7/31/11) – In progress.

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## MSAG

Current Month – August 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
HAWAII	364	360	236	31	14	40	39	4,686	4	20	57

Revised categories and report format changes effective April 2009.

During the month of August 2011, 360 9-1-1Net requests were completed relating to the MSAG database, with 4,686 customer ANI/ALI records updated as a direct result. Four (4) 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.

On August 11, 2011, from 12:00 p.m. HST until 5:00 p.m. HST, Intrado's 911Net was down. No records could be processed or verified during this time.

There are 20 records in Suspended status as of August 31, 2011 affecting 57 telephone numbers (TNs).

- Fifteen (15) 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).

  An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

  There has been an observed trend that Hawaiian Telcom, Inc. has been updating ALI records with TMK or parcel numbers that contain no address information much less a valid MSAG address. These records will remain in suspended status by Intrado until insertion of a valid MSAG address into the ALI record.

- Two (2) suspended records are a result of community boundary conflict and require further investigation. The area of conflict is within the Mountain View-Kurtistown area.

- Three (3) suspended records are a result of the customer changing service provider without updating their ALI record or being disconnected with no available address information. Additional research is needed.

- ## MSAG (continued)

Current Month – August 2011 (continued)

Correspondence Letter Special Project Status Update

Akimeka continued to work on the correspondence letters (1,372) provided in hard copies, dating back to 2004, to validate if the address changes were incorporated into Akimeka's MSAG and GIS mapping layer updates.

In the month of August 2011, Akimeka focused on researching street/address updates in order to validate the older hard copies, which were not accounted for in the information within the E9-1-1 databases.

As of August 31, 2011, the current percentage complete with this requested special project is **86% complete** (1,181 out of 1,372).

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											
November											
October											
September											
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	**2,353**	**2,250**	**1,080**	**544**	**68**	**378**	**180**	**22,532**	**103**		
AVG PER MO	**294**	**281**	**135**	**68**	**9**	**47**	**23**	**2,817**	**13**		

(*) Applies to Change, Delete and Insert categories

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

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011

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

HAWAII			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		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.
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
			Renamed from "Fire Beat Boundaries"
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
			Renamed "Fire ESZ" layer to "Fire Response Areas" layer
Fire Stations		08/09/11	
	08/01/11		Updated with information provided by Hawai`i County
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
			Renamed from "Police Beat Boundaries"
Police Districts			

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  (continued)

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

HAWAII			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Police Response Areas			Renamed "Police ESZ" layer to "Police Response Areas" layer
Police Stations			
Schools			
Street Centerlines		08/24/11 (Police)	
		08/23/11 (Fire)	
	08/22/11		Changed street names and spatially changed centerlines
	08/18/11		Added new streets and changed ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
Trails			
WSP Cell Towers			
	08/29/11		AT&T Mobility
		08/09/11	
	08/04/11 -- 08/05/11		AT&T Mobility
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks **(Includes National Parks)**			
			Renamed from "National and State Parks"
Parks Polygon			
Post Offices			
Subdivisions			

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  ### (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)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters		08/24/11 (Police)	
		08/23/11 (Fire)	
	08/17/11		Updated and added shelters using documentation provided by Hawai`i County
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Roadblocks			

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  (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)			
United States National Grid			
Volcano Hazard Zones			
SPECIAL REQUESTS			

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 – August 2011

08/02/11 -- Ongoing
: Akimeka GIS personnel worked on the spatial adjustment of all GIS layers, excluding imagery and layers created using X/Y coordinates using GPS'ed Street Centerline and Pictometry imagery. This is an ongoing project.

08/29/11 -- 08/31/11
: Akimeka GIS personnel repaired the geometry on the spatially adjusted layers. Topology checks were created. Using the topology checks, errors found in the Parcels and Parks Polygon layers were corrected.

Akimeka GIS personnel continued to utilize topology checks to identify and correct any errors found in the layers.

Results of Akimeka's effort will be reported next month.

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Service Requests Transactions

Open Service Requests – August 2011 (July 28, 2011 – August 29, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them.  New boundaries for West Hawai`i was received on May 16, 2010.
						Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.
						Akimeka E9-1-1 Support met with the Hawai`i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.
						Hawai`i County Police advised Akimeka in July 2011 that this project will be placed on hold pending a meeting with other community sources.
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos.
3	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.
4	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.
5	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.
6	06/28/11	341	Incorrect Address: TN = 808/963-6309	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information. Request has been sent to Intrado; verification is pending.
7	08/18/11	354	Address Change	MSAG - ANI/ALI Discrepancy	Normal	Caller reported a change of address. E-mail sent to Sergeant Matsumoto requesting existing caller information needed for the address update.

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

Service Request #192 was closed in the month of August 2011. Based on Hawai`i County Police and Fire personnel inputs, the district boundaries were adjusted accordingly. District boundaries are currently up-to-date for Police and Fire personnel. Future adjusting may be required.

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2011

2011	HAWAII TOTAL			SERVICE REQUEST CATEGORIES							
				911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
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	53	46	7	4	3	49	43	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

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Hawai`i County in August 2011.

The database synchronization effort included comparing Hawai`i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 4,322 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on August 12, 2011 for Hawai`i County are reported below.

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

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

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

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 February 11, 2011 9-1-1 MSAG Dated 02-01-11		As of May 31, 2011 9-1-1 MSAG Dated 05-01-11		As of August 12, 2011 9-1-1 MSAG Dated 08-01-11	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,346		4,624		4,343		4,322	
Less: 9-1-1 MSAG Exception Records	(1)			9	0.2%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,346		4,615		4,337		4,316	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		269	3.7%	2,133	46.2%	2,464	56.8%	2,850	66.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			1,689	36.6%	1,222	28.2%	844	19.6%
9-1-1 MSAG -- GIS No Match - Major Correction Required	(3)			0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			793	17.2%	651	15.0%	622	14.4%
Total 9-1-1 MSAG Records No Match		7,077	96.3%	2,482	53.8%	1,873	43.2%	1,466	34.0%

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) A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.

(4) 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.

Hawaii County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

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

Audit Summary Results – August 1, 2011 vs. May 1, 2011 MSAG
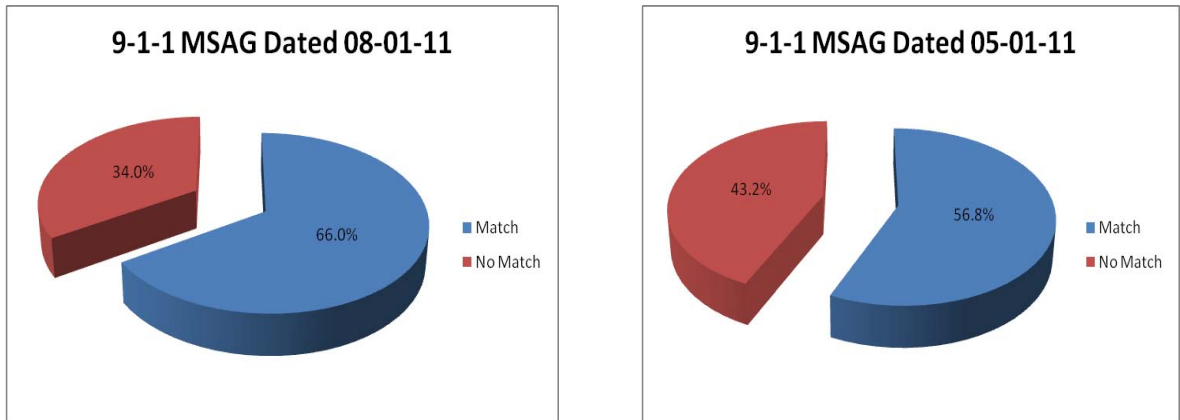
Hawai`i County's level of accuracy or 9-1-1 Match percentage improved from 56.8% as of May 1, 2011 to 66.0% as of August 1, 2011 -- which represents a 9.2 percentage point improvement and/or 15.7% improvement in address accuracy.

❖ The total number of 701/709 MSAG Error Reports as of August 31, 2011 is at 72 – an increase of 20.0% from May 31, 2011 (from 60 to 72).

  Eight (8) records are due to communities recognizing Mamalahoa Highway and Belt Road differently when in actuality these streets are the same. Twenty-five (25) records were assigned no house number which made the record invalid.

  Address validation requests for customer telephone numbers (TN) were sent to the respective service provider. The respective service provider provided a tax map key (TMK) number for the ALI record. Akimeka researched multiple databases; however, a valid address was not attached to the TMK assignment. An invalid address will result in a No Record Found (NRF) condition during an actual 9-1-1 call.

❖ The total number of address ranges ending with either 999998 or 999999 further decreased by 33.0% from May 1, 2011 (from 1,119 to 750). Approximately 369 MSAG street ranges were validated assigned a new "Low" and "High" number range and sent to 9-1-1 Net.

❖ The total number of blank-to-blank address ranges decreased by 7.3% from May 1, 2011 (from 82 to 76). Address information for customers residing within six (6) blank-to-blank MSAG records were verified allowing Akimeka to provide and submit a valid address range.

❖ 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.

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – August 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,444	1,048	30.5%	2,391	69.5%

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									
November									
October									
September									
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	**24,849**	**8,592**	**34.6%**	**16,237**	**65.4%**	**20**	**0.1%**	**5,178**	**20.8%**
AVG PER MO	**3,106**	**1,074**		**2,030**		**3**		**647**	

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

Notes:

(1)   Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)

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

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

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations (continued)

Wireless Test – August 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/23/11	AT&T Mobility	2	6	Kauai PSAP/ Akimeka	Pass
08/30/11	Sprint	1	1	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – August 2011

08/01/11 -- Pending   Akimeka personnel completed the Kauai County -- AT&T Mobility Annual Audit. Fifty-one (51) updates/corrections were needed based on the audit review and was returned to AT&T Mobility/Intrado. A response is still pending. Unfortunately, the Intrado Analyst who does the updates will be out of the office until September 6, 2011.

08/01/11 -- Pending   Akimeka personnel requested Call Routing Sheets (CRSs) from Sprint on July 27, 2011 for the Annual Audit. Sprint returned the CRSs to Akimeka on July 28, 2011. Akimeka is currently conducting the annual audit review and validation.

08/01/11 -- Pending   Akimeka personnel requested Call Routing Sheets (CRSs) from Nextel on July 27, 2011 for the Annual Audit. Nextel returned the CRSs to Akimeka on July 29, 2011. Akimeka is currently conducting the annual audit review and validation.

08/01/11 -- Pending   T-Mobile returned the requested Call Routing Sheets (CRSs) to Akimeka on July 29, 2011 for the Annual Audit. Akimeka is currently conducting the annual audit review and validation.

08/02/11   On behalf of the Kauai County PSAP, Akimeka contacted Hawaiian Telcom, Inc. (HTI) regarding truncated (missing) digit on a No Record Found (NRF) condition. HTI reported that since the removal of the SEALI equipment, the telephone number is truncated at the last digit and Plant CML is aware of the trouble.

08/04/11   Akimeka completed the Verizon Wireless Annual Audit. Verizon Wireless confirmed that the one (1) error identified via the audit was corrected.

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – August 2011 (continued)

08/08/11   Akimeka personnel met with Kauai County Police, Fire and EMS to establish Internal Response Areas (IRAs) in order for Akimeka to create the IRAs in GIS in support of Kauai County's VisionAir CAD project.

08/08/11   Akimeka personnel reset the Picture Quality on the HD visual monitors in the Kauai Dispatch Center.

08/17/11   Akimeka personnel assisted the Kauai County PSAP in reviewing the long distance billing for the outdial trunks.

VisionAir CAD Project

On August 3, 2011, Akimeka delivered a copy of Kauai County's Master Street Address Guide (MSAG) and a complete Kauai County 9-1-1 Geographic Information System (GIS) data library to the Next Generation ready CAD system provider, VisionAir, and GeoComm.

On August 17, 2011, GeoComm returned the results of their analysis as follows:

Comparison Analysis	% Accuracy
Site/Structure Layer (AddressPoints.shp) vs. Roads Layer (StreetCenterlines.shp)	**97.12%**
MSAG vs. Site/Structure Layer (AddressPoints.shp)	**97.52%**
MSAG vs. Roads Layer (StreetCenterlines.shp)	**96.63% (*)**

(*) GeoComm reported 92.50% accuracy however did not adjust for the fifity (50) Emergency Callbox MSAG records. The remaining forty-one (41) MSAG records are pending adjustment in 9-1-1Net to ensure no ALI record fallouts occur in the ALI database.

GeoComm's (3rd party independent review) reported results validate the Database Synchronization audit results reported by Akimeka at a **96.7%** accuracy level (based on the July 1, 2011 MSAG).

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 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 (7/31/11) – No further updates.

Update (8/31/11) – No further updates.

- ## PSAP Operations (continued)

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

Updates as of August 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 (5/31/11) – In progress.

Update (6/30/11) – In progress.

Update (7/31/11) – In progress.

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

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- **MSAG**

Current Month – August 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	349	349	340	2	4	2	1	10,283	0	27	27
		Revised categories and report format changes effective April 2009.									

During the month of August 2011, 349 9-1-1Net requests were completed relating to the MSAG database, with 10,283 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

On August 11, 2011, from 12:00 p.m. HST until 5:00 p.m. HST, Intrado's 911Net was down. No records could be processed or verified during this time.

There are twenty-seven (27) records in Suspended status as of August 31, 2011, affecting 27 telephone numbers (TNs).

- Nine (9) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective 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.

- 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.

- Twelve (12) 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 Wireless E9-1-1 Status Report
August 1, 2011 – August 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											
November											
October											
September											
August	349	349	340	2	4	2	1	10,283	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	642	638	535	28	23	19	33	16,810	4		
AVG PER MO	80	80	67	4	3	2	4	2,101	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.

Emergency Service Number (ESN) 499 Clean-up Project

In conjunction with the Database Synchronization effort for Kauai County, Akimeka reviewed Kauai County MSAG records that were assigned a "catch-all" ESN of 499. The purpose of the effort is to reassign all current ESN 499 MSAG records to a valid Kauai County ESN and ensure a valid MSAG address is assigned.

This clean-up effort will require the cooperation and assistance of Hawaiian Telcom, Inc. (HTI). A request was sent on July 26, 2011, to HTI by Akimeka on behalf of the Kauai County PSAP.

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## MSAG (continued)

Emergency Service Number (ESN) 499 Clean-up Project (continued)

Below is the status update as of August 31, 2011:

Invalid ANI/ALI Records Requiring Corrective Action	# of Invalid Records	# of Records Corrected	% Complete
Missing Digit(s) in Address Point	1,752	0	0.0%
Assigned to Fictitious Street Ranges and Customers	515	0	0.0%
Blank-to-Blank Ranges Without an Assigned Customer or Address	429	0	0.0%
Valid Address Point but Attached to the Wrong Address Range, Street, Customer or Combination Thereof	347	0	0.0%
TOTAL	**3,043**	**0**	**0.0%**

There have been no updates to date pending a response from Hawaiian Telcom, Inc. (HTI).

- ## Mapping Layers Updated/Loaded Into GIS – August 2011

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

KAUAI			
Type of Layer	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	08/26/11 -- 08/31/11		Edited and added addresses per emails from Kauai County Addressing Authority
		08/25/11	
Common Place Name			
Emergency Callboxes			

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

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  (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)			
Fire Beats	08/29/11		Corrected spelling for Kapaa Fire Station
		08/25/11	
Fire Districts			
			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
Fire Stations		08/25/11	
	08/02/11		
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Beats			
			Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic 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.
Medic Stations		08/25/11	
Milepost Markers		08/25/11	
	08/02/11		
Points of Interest	08/02/11		Edited Condominiums, Libraries, Visitor Attractions, and Shopping Centers
Police Beats		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.

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

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  (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)			
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
Police Stations		08/25/11	
	08/02/11		
Schools		08/25/11	
	08/02/11		
Street Centerlines	08/30/11		Street centerlines were split at intersections
	08/29/11		Extended the street range for Kapaka Street, Princeville
Trails			
	08/02/11		
WSP Cell Towers	08/31/11		AT&T Mobility Annual Audit
		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
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
Gas Stations		08/25/11	
	08/02/11		
Food & Beverage		08/25/11	
	08/02/11 -- 08/03/11		Edited existing point features that had no geometry
			Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals		08/25/11	

(*) *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.*

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  ### (continued)

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Lodging		**08/25/11**	
	08/02/11		
			Renamed "Hotel" layer to "Lodging" layer
Medical Facilities		**08/25/11**	
	08/02/11		
Parcels			
Parks	08/02/11		
			Renamed from "National and State Parks". Kauai does not have any National Parks.
Parks Polygon			
Post Offices	08/02/11		
Subdivisions		**08/25/11**	
	08/02/11		
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports		**07/29/11**	
Bridges		**08/25/11**	
	08/02/11		
Coastline			
Coastal Names			
Communications		**08/25/11**	
	08/02/11		
			Renamed "Radio Towers" layer to "Communications" layer
Emergency Shelters		**08/25/11**	
	08/02/11		
Hydrology Layers			
- Dams		**08/25/11**	
	08/02/11		
- Ponds			
- Streams (Includes Rivers)		**08/25/11**	
	08/02/11		
- Waterfalls			

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

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  ### (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			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Tsunami Evacuation Zones	08/02/11		
United States National Grid			
SPECIAL REQUESTS			

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

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

Current Month GIS Activities – August 2011

08/12/11   Akimeka delivered the Kauai Hill Shade layer as requested by Geocomm via Akimeka's ftp site.

08/31/11   Akimeka GIS personnel created a point file from the Street Centerlines layer in order to get X/Y coordinates for the start and end of each street centerline segment. This was a request from and is a requirement for Deccan International's automated move-up software in support of Kauai County's new CAD system.

Kauai County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Service Requests Transactions

Open Service Requests – August 2011 (July 28, 2011 – August 29, 2011)

#	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

2011	KAUAI			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	0	0	0	0	0	0	0	0	0	0	0
July	0	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	**1**	**1**	**0**	**0**	**0**	**1**	**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 Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations

9-1-1 Call Volume – August 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,436	2,895	34.3%	5,541	65.7%
MOLOKAI	284	147	51.8%	137	48.2%

(*) 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									
November									
October									
September									
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	**63,562**	**21,584**	**34.0%**	**41,928**	**66.0%**	**50**	**0.1%**	**10,673**	**16.8%**
AVG PER MO	**7,945**	**2,698**		**5,241**		**6**		**1,334**	

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August	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	**2,259**	**1,346**	**59.6%**	**912**	**40.4%**	**1**	**0.0%**	**321**	**14.2%**
AVG PER MO	**282**	**168**		**114**		**0**		**40**	

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

Notes:

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

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

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

Wireless Test – August 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/04/11	Nextel	Maui	1	1	Maui PSAP/ Akimeka	Pass
		Network Connectivity (5 Tests)				
08/22/11	AT&T Mobility	Maui	4	13	Maui PSAP/ Akimeka	Pass
08/22/11	AT&T Mobility	Maui	1	5	Maui PSAP/ Akimeka	Fail

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – August 2011

08/01/11 -- Pending	Akimeka personnel completed the Maui County -- AT&T Mobility Annual Audit. Six (6) updates/corrections were needed based on the audit review and was returned to AT&T Mobility/Intrado. A response is still pending. Unfortunately, the Intrado Analyst who does the updates will be out of the office until September 6, 2011.
08/01/11 -- Pending	Akimeka personnel requested Call Routing Sheets (CRSs) from Nextel on July 27, 2011 for the Annual Audit. Nextel returned the CRSs to Akimeka on August 1, 2011. Akimeka is currently conducting the annual audit review and validation.
08/01/11 -- Pending	Akimeka personnel requested Call Routing Sheets (CRSs) from Sprint on July 27, 2011 for the Annual Audit. Sprint returned the CRSs to Akimeka on August 1, 2011. Akimeka is currently conducting the annual audit review and validation.
08/01/11 -- Pending	T-Mobile returned the requested Call Routing Sheets (CRSs) to Akimeka on July 29, 2011 for the Annual Audit. Akimeka is currently conducting the annual audit review and validation.
08/01/11	Akimeka personnel provided additional addresses and telephone numbers for the emergency callboxes on Maui to Tom Heinrich of Global Systems.
08/02/11	On behalf of the Maui County PSAP, Akimeka contacted Hawaiian Telcom, Inc. (HTI) regarding truncated (missing) digit on a No Record Found condition. HTI reported that since the removal of the SEALI equipment, the telephone number is truncated at the last digit and Plant CML is aware of the trouble.
08/04/11	Akimeka completed the Verizon Wireless Annual Audit. Verizon Wireless confirmed that the one (1) error identified via the audit was corrected.
08/24/11	On behalf of the Maui PSAP, Akimeka personnel reviewed testing procedures with AT&T Mobility due to towers not being ready on a requested test date.
08/30/11 -- 08/31/11	Akimeka personnel responded to the Maui Dispatch Center to assist with trouble shooting and repair of their 9-1-1 recording system.

The trouble was reported to Akimeka by the Maui Dispatch Supervisor who was assigned to reproduce a 9-1-1 call. The position where the 9-1-1 call was received was not recording any 9-1-1 calls for several months. Akimeka verified that the audio feed was present at Hawaiian Telcom, Inc's (HTI's) punch blocks using tone generators. Tests were performed on the Recording Systems punch blocks and wiring harness that is connected directly into the recorder. It was assumed that the audio signal was lost withing the cable that feeds the recorder. The wiring for the silent channel was re-punched to a spare position on the punch block. The recording system's staff, reconfigured the software to the original channel position name. All audio tests were successful and the recording system was restored. |

- **PSAP Operations** (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 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 (7/31/11) – No further updates.

Update (8/31/11) – No further updates.

Maui County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 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 (5/31/11) – In progress.

Update (6/30/11) – In progress.

Update (7/31/11) – In progress.

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

- ## MSAG

Current Month – August 2011

2011 PSAP	TOTAL	9-1-1NET REQUESTS Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b) # of Transactions	TNs Affected
MAUI COUNTY	414	413	346	7	14	10	36	14,651	1	14	14

Revised categories and report format changes effective April 2009.

During the month of August 2011, 413 9-1-1Net requests were completed relating to the Maui County MSAG database, with 14,651 customer ANI/ALI records updated as a direct result. One (1) ALI discrepancy report was 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.

On August 11, 2011, from 12:00 p.m. HST until 5:00 p.m. HST, Intrado's 911Net was down. No records could be processed or verified during this time.

There are fourteen (14) records in Suspended status as of August 31, 2011, affecting fourteen (14) telephone numbers (TNs).

– Fourteen (14) 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 2011	TOTAL	9-1-1NET REQUESTS Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b) # of Transactions	TNs Affected
December											
November											
October											
September											
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	3,425	3,377	1,646	1,366	114	102	149	58,238	48		
AVG PER MO	428	422	206	171	14	13	19	7,280	6		

(*) 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.

- ## MSAG (continued)

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

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	300	**6%**
Lanai	112	Not Started	**0%**
Molokai	500	420	**84%**

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

This is an ongoing project that will cover all communities.

- ## Mapping Layers Updated/Loaded Into GIS – August 2011

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	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
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Emergency Callboxes				

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

Maui County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011

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 Beats				Renamed from "Fire Beat Boundaries". Includes Fire Zones.
Fire Districts				Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas				Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Includes Fire Sub-zones.
Fire Stations				
Major Roads				
Medic Beats	Maui		08/30/11	
	Maui	08/09/11		For Intergraph CAD
				Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic Districts				Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas				Renamed from "Medic ESZ"
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beat Boundaries				Renamed from "Police Beat Boundaries"
Police Districts				Renamed from "Police Dispatch Group (Districts)"
Police Response Areas				Renamed "Police ESZ" layer to "Police Response Areas" layer. Includes Police Reporting Areas.
Police Stations				
Schools				
Street Centerlines	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
Trails				
WSP Cell Towers	Maui		08/30/11	
	Maui	08/16/11		AT&T Mobility

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

Maui County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Mapping Layers Updated/Loaded Into GIS – August 2011
  (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)				
Churches			08/30/11	
Gas Stations				
Food & Beverage				Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals				
Lodging				Renamed "Hotel" layer to "Lodging" layer
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
				Renamed from "National and State Parks"
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Shelters				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				Renamed and includes Radius - Two Mile and Radius - Three Mile
Tsunami Evacuation Zones				
United States National Grid				

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

Maui County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

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

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				Renamed from "Cane Fields" layer
Tow Jurisdictions				

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

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

Current Month GIS Activities – August 2011

08/09/11 -- 08/11/11
Akimeka personnel prepared data and map for the Intergraph CAD map push. Data included Address Points, Street Centerlines and Medic ESZs. Intergraph CAD map push was completed on August 11, 2011.

08/22/11
Akimeka coordinated the implementation of the 100% delivery to the Maui County PSAP of the Pictometry Imagery. During the implementation process, it was discovered that some of the Positron machines lost connectivity to the GIS Server due to an "IP Conflict". After conducting numerous tests, Akimeka discovered that the Positron switch needed to be replaced. Maui IT supplied Akimeka with a new switch, which was replaced and all "IP Conflicts" were resolved.

08/23/11 -- 08/24/11
Akimeka personnel attended Pictometry's User Training and Administrative and Advanced Training.

Note: No updates to the Positron Map were pushed to the Molokai GIS Server since all of the changes were Intergraph CAD related.

Maui County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Service Requests Transactions

Open Service Requests – August 2011 (July 28, 2011 – August 29, 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											
November											
October											
September											
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	10	10	0	2	2	7	7	0	0	1	1

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

Maui County Wireless E9-1-1 Status Report
August 1, 2011 – August 31, 2011

- ## Service Requests Transactions (continued)

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

2011	MOLOKAI PSAP TOTAL			SERVICE REQUEST CATEGORIES							
				911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
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

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