

**STATE OF HAWAI'I**  
Enhanced 911 Board

E911 Communications/Technical/Finance Committee Meeting  
Tuesday, October 9, 2012  
McCoy Pavilion, Ala Moana Beach Park  
10 am to 12 noon

Agenda

- I. Call to Order, Public Notice, Quorum
- II. Public testimony on all agenda items
- III. Introductions
- IV. Review and Approval of Last Meeting's Minutes
- V. Presentation by American Savings & Loan Proposal for 9-1-1 Fund
- VI. Presentation of Independent Audit Report
- VII. Items for Discussion, Consideration and Action:
  - a. Communications Committee
    - i. Press Releases
    - ii. Logo/Slogan Contest Update
    - iii. 2013 Legislative agenda discussion
      1. Prepaid Mobile Phone surcharge/MA Model legislation.
      2. Others.
    - iv. APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired update.
    - v. Review of Letter to HawTelcom regarding representation of the Board on HawTelcom advisory committee regarding E911 issues.
    - vi. Others
  - b. Technical Committee
    - i. Update on status of PSAP projects with funds pending expenditure.
      1. HFD - Fire/EMS CAD update.
      2. Kauai CAD update
      3. Others

- ii. Request for PSAP updates for Enhanced 911 Timeline continuum.
- iii. Requests for FY2013 funding approval:
  - 1. Oahu Tower Renaming Project- HPD has requested AT&T to live call test every sector/carrier/technology of our network on Oahu. AT&T requests reimbursement in the amount of \$23,320
- iv. Technology Investigation Task Force Update.
- v. PSAP Round Table on NG911 Implementation.
- vi. Presentation services Akimeka, LLC provides for PSAPs.
- vii. AT&T 3G Microcell- AT&T's launching a new technology for its wireless customers.

C. Finance Committee

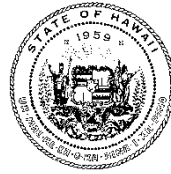
- i. Review of Monthly Cash Flow Financial Report
- ii. Requests for approval for funding of Conference attendance subject to final approval by the Board.
  - 1. Oahu Tower Renaming Project- HPD has requested AT&T to live call test every sector/carrier/technology of our network on Oahu. - \$23,320.
  - 2. Maui PD
    - a. CAD Equipment Upgrade - \$229,050
    - b. Virtual Management System - \$798,308
- iii. Discussion of bank proposals for E911 Fund Bank account, subject to Board approval.
- iv. Appointment of Deputy Chief Dave Kajihiro to the Finance Committee.

VIII. Announcements

- a. Next meeting date: Monday, November 5, 2012(tentative), McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- b. Others

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

X. Adjournment



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Meeting Minutes

**Communications Committee members present:** Morris Tamanaha, Clayton Tom, Victor Ramos, and Thalia Burns.

**Communications Committee members absent:** Gordon Bruce, Paul Ferreira, and Jayne Nantkes.

**Technical Committee members present:** Victor Ramos (Chair), Clayton Tom, Clement Chan, Tony Ramirez, Kenison Tejada, Kiman Wong, Aaron Correia, Steve Schutte, James LaClair, Morris Tamanaha and Brandon Raines.

**Technical Committee members absent:** None

**Finance Committee members present:** Kiman Wong (Chair), Mark Begley, Roy Irei, and S. Kaleo Perez.

**Finance Committee members absent:** Paul Ferreira, Gordon Bruce, and Bart Huber.

**Staff members present:** Thera Bradshaw and Courtney Tagupa.

**Guests:** Mary Boyd (Intrado), Terrence Kong (HPD), Dwayne Takeno (PFK Pacific Hawaii, LLP), Davlynn Racadio (MPD), Bonnie Fpatu (HPD), Julie Heimkes (Motorola), Patrick Chau (HPD), Paul D. Calvey (HPD) and Patricia Thomas (American Savings Bank).

- I. Call to Order, Public Notice, Quorum
  - a. The meeting was called to order at 10:05am.
- II. Public testimony on all agenda items
  - a. There was a request for public testimony but none was requested.
- III. Introductions
  - a. Introductions were made of all in attendance.
- IV. Review and Approval of Last Meeting's Minutes
  - a. Mr. Jim LaClair motioned to approve the minutes of the September meeting.  
The motion was seconded and approved unanimously by voice vote without further discussion.
- V. Presentation by American Savings Bank Proposal for the 9-1-1 Fund

- a. Ms. Patricia Thomas presented the proposal from American Savings for the E911 Fund.
  - i. ASB has the capability to properly collateralize the account to insure against loss of funds.
  - ii. ASB is proposing a banking plan which will consist of:
    - 1. Transactional account which consists of fees charged for services provided.
    - 2. Investment of funds to maximize interest earned.
  - iii. Collateralization
    - 1. The funds are swept each night into a collateralized sweep.
    - 2. The funds are maintained by the Federal Home Loan Bank.
    - 3. Principal is guaranteed.
    - 4. The protection is over and above the FDIC limit.
    - 5. Interest is earned in the collateralization account.
    - 6. Interest is based on an ASB bank managed rate.
- b. Why move the account?
  - i. The decision to move to a new bank should consider the following:
    - 1. Are you happy with the service of your current account?
    - 2. Is the strength of the bank solid?
    - 3. Are FDIC fees being charged?
    - 4. Will there be a transitional plan?
- c. Action item:
  - i. ASB will be providing references to the committee.

## VI. Presentation of Independent Audit Report

- a. PKF has been in operation for two years after taking over the operations of Grant Thornton in Honolulu. PKF specializes in tax, audit and advisory services
- b. Audit Report Results:
  - i. The final report received an unqualified opinion which is the highest opinion available.
  - ii. The disclosures and accounting policies are in accordance with generally acceptable accounting principles (GAAP)
  - iii. There were two misstatements noted on the report which are required to be disclosed to the committee and board:

1. One was a noncash correction of \$30,000 made to the financial statements to correctly reflect the Accounts Receivable account.
2. The other was a net \$424 noncash transaction that was recommended by the auditors but was considered immaterial by management to warrant an adjustment to the financial statements.

VII. Items for Discussion, Consideration and Action:

a. Communications Committee

i. Press Releases

1. None at this time.

ii. Logo/Slogan Contest Update

1. The flyers for the schools have been delivered to the DOE for delivery to the participating schools.
2. Steven Schutte has agreed to be the spokesperson for the Contest.
3. Intrado printed all the posters for the school at a cost of \$6600. They were acknowledged for their graphics design on the posters and flyers along with printing the materials for the 280 schools.

iii. 2013 Legislative agenda discussion

1. There are 29 states that have enacted prepaid wireless.
2. There are approximately 4 more states that are considering prepaid wireless legislation.
3. If we go with the Massachusetts legislation the retail association will support the Hawaii legislation.
4. The governor's office has a placeholder for the legislation but we will have to write the legislative language for prepaid should we decide to proceed this year.
5. CTIA has been contacted to determine how we can obtain their support.
6. One concern is that we do not have a plan for the increased revenue from prepaid which may encourage raiding. The State Tax Department revenue committee has issued a report contemplating a raise in the wireless 9-1-1 surcharge.

7. The AG's has offered very strong testimony against any action to use the 9-1-1 surcharge for any other purpose than 9-1-1.
  8. Mr. Roy Irei has accepted the action item to obtain more information regarding the increase in the E911 surcharge and will distribute the report referenced.
- iv. APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired update.
    1. We are over \$48K in sponsorships and are continuing to grow.
    2. The room block at the lower rate negotiated is full therefore the room rates have increased for some of our participants that registered when the block was full. This may result in additional funding request although we are working closely with the Marriott to increase the room block number to remain at the lower rate negotiated.
  - v. Review of Letter to HawTelcom regarding representation of the Board on HawTelcom advisory committee regarding E911 issues.
    1. This matter is deferred until next month.
  - vi. Others-none at this time.
- b. Technical Committee
- i. Update on status of PSAP projects with funds pending expenditure.
    1. HFD - Fire/EMS CAD update.
      - a. HFD are in the process of conference calling with TriTech.
      - b. The first face-to-face meeting with TriTech will take place in December 2012.
    2. Kauai CAD update
      - a. The overall implementation is progressing well.
      - b. Continuing to work with HawTel regarding NG911.
    3. Others
      - a. HPD CAD Upgrade
        - i. Pending the announcement from HawTel, the project may require an extension which may require a request for additional funding.
      - b. RDC renovation
        - i. It is ongoing with an anticipated two month timeframe.
        - ii. There are some connectivity issues.

- iii. Data drop is not operating properly.
      - iv. Issues with air-conditioning and clean power remains unresolved.
    - ii. Request for PSAP updates for Enhanced 911 Timeline continuum.
      - 1. There were no updates at this time.
    - iii. Requests for FY2013 funding approval:
      - 1. Oahu Tower Renaming Project- HPD has requested AT&T to live call test every sector/carrier/technology of our network on Oahu. AT&T requests reimbursement in the amount of \$23,320
        - a. HPD requested AT&T all the wireless towers.
        - b. HPD will like to test all towers and sites.
        - c. Because of resource limitations at AT&T is requesting funding to complete the process in a timely basis utilizing a contractor.
      - 2. Clayton Tom motioned to approve funding for the Oahu Tower Renaming Project subject to the approval of the Finance Committee and final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.
    - iv. Technology Investigation Task Force Update.
      - 1. This matter is deferred until next month's meeting.
    - v. PSAP Round Table on NG911 Implementation.
      - 1. There were conference calls on information regarding experiences of the PSAPS and the NG9-1-1 implementation.
    - vi. Presentation of services Akimeka, LLC provides for PSAPs.
      - 1. Mr. Tony Ramirez presented a summary of the services performed by Akimeka, LLC for the PSAPs.
      - 2. The Power Point presentation will be emailed to the committee members.
    - vii. AT&T 3G Microcell- AT&T's launching a new technology for its wireless customers.
      - 1. Mr. Jeff Reiwer presented the new technology on behalf of AT&T.
- c. Finance Committee
  - i. Review of Monthly Cash Flow Financial Report

1. Monthly Revenue - \$752,903.
  2. Monthly Disbursements - \$136,182.
  3. Bank Balance - \$11,463,792.
  4. Adjustment to FY2011 Encumbrance - \$1,087,107.
- ii. Requests for approval for funding subject to final approval by the Board.
1. Oahu Tower Renaming Project- HPD has requested AT&T to live call test every sector/carrier/technology of our network on Oahu. - \$23,320.
    - a. Mr. Roy Irei motioned to approve the request for funding of the Oahu Tower Renaming Project subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.
  2. Maui PD
    - a. CAD Equipment Upgrade - \$229,050.
    - b. Virtual Management System - \$798,308
    - c. There was a motion to approve items a & b subject to the final approval by the Board. The motion was seconded and approved by voice vote without discussion.
- iii. Discussion of bank proposals for E911 Fund Bank account, subject to Board approval.
1. This matter is deferred for further due diligence.
- iv. Appointment of Deputy Chief Dave Kajihira to the Finance Committee.
1. Deputy Chief Dave Kajihira has been appointed by the Finance Chair subject to the approval of the Board.

## VIII. Announcements

- a. Next meeting date: Monday, November 5, 2012 McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- b. Others
- c. Hawaii Telcom made the announcement of their partnership with Intrado to provide next generation 9-1-1 services for the State of Hawaii PSAPs. The



partnership was described as an integrated partnership particularly with the day-to-day operations.

d. Intrado commented by saying that a press release is forthcoming and a webinar planned for next week with the PSAPS followed by a briefing with PSAP leadership.

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

X. Adjournment - There was a motion to adjourn and the meeting was adjourned at 12:10 pm.

Approved 11/5/2012

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 30 September 2012**

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>		<b>Ending</b>
	<b>Inception-to-Date</b>		<b>Inception-to-Date</b>
<b>ITEM</b>	<b>Cash Flow</b>	<b>Current</b>	<b>Cash Flow</b>
	<b>Balance</b>	<b>Month</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 61,791,682.38	752,245.59	\$ 62,543,927.97
Other Income	11,555.22		11,555.22
Interest Income	1,828,285.74	657.53	1,828,943.27
<i>Prior Period Interest Income Adjustment</i>	(257,236.01)		(257,236.01)
Net Interest Income	1,571,049.73	657.53	1,571,707.26
<b>Subtotal Cash Inflow</b>	<b>\$ 63,374,287.33</b>	<b>\$ 752,903.12</b>	<b>\$ 64,127,190.45</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	(29,176,567.08)	(107,036.33)	(29,283,603.41)
Board Member Travel Expense	(116,686.34)		(116,686.34)
DB&F Revenue Assessments	(2,822,022.61)		(2,822,022.61)
DB&F Administrative Expense Assess.	(793,696.42)		(793,696.42)
WSP Reimbursement	(973,869.70)		(973,869.70)
Consultant-Intrado, Inc.	(439,260.41)		(439,260.41)
Consultant-Exec Director	(2,157,000.20)	(27,083.33)	(2,184,083.53)
Audit Expense	(42,211.88)		(42,211.88)
Other Board Related Expenses	(5,900.57)	(2,063.23)	(7,963.80)
<b>Subtotal Cash Outflow</b>	<b>\$ (52,527,215.21)</b>	<b>\$ (136,182.89)</b>	<b>\$ (52,663,398.10)</b>
Bank Balance	\$ 10,847,072.11	\$ 616,720.23	\$ 11,463,792.35
Encumbrances FY 2011	\$ (1,724,508.75)		(1,724,508.75)
Encumbrances FY 2012	\$ (3,369,269.31)	1,087,107.05	\$ (2,282,162.26)
Unencumbered Cash	\$ 5,753,294.05	\$ 1,703,827.28	\$ 7,457,121.34

**HAWAII ENHANCED 911 BOARD  
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	Maui PSAP	Oahu PSAP	Operations	TOTAL
<b>MONTH OF SEPTEMBER 2012</b>	Sep 12	Sep 12	Sep 12	Sep 12
<b>Total RECEIPTS</b>	-	-	752,903	752,903
<b>DISBURSEMENTS</b>				
Total 6200 CONFERENCES	-	2,974	2,063	5,037
6400 RECURRING EXPENSES				
Total 6401 ADMINISTRATION	-	-	27,626	27,626
6403 Other RECURRING				
Total 6403 Other RECURRING	23,258	80,262	-	103,520
Total 6400 RECURRING EXPENSES	23,258	80,262	27,626	131,145
<b>Total DISBURSEMENTS</b>	23,258	83,236	29,689	136,183

**HAWAII ENHANCED 911 BOARD  
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	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMINI	TOTAL			
<b>FY 2013 1ST QUARTER</b>	1ST QTR	1ST QTR	1ST QTR	1ST QTR	1ST QTR	1ST QTR	ANNUAL Budget	\$ Over/(UNDER) Budget	
<b>Total RECEIPTS</b>	-	-	-	-	2,263,343	2,263,343	8,880,000	(6,616,657)	25.5%
<b>DISBURSEMENTS:</b>									
Total 6200 CONFERENCES	11	-	(62)	2,842	2,063	4,854	75,000	(70,146)	
Total 6303 Computers	-	-	-	-	-	-	150,000	(150,000)	
Total 6306 Training	-	-	-	-	-	-	59,000	(59,000)	
Total 6300 Non-RECURRING	-	-	-	-	-	-	291,000	(291,000)	
<b>6400 RECURRING EXPENSES</b>									
Total 6401 ADMINISTRATION	-	-	-	-	90,998	90,998	1,271,086	(1,180,088)	
Total 6402 MAINTENANCE	-	0	0	-	-	0	3,784,235	(3,784,235)	
Total 6403 Other RECURRING	-	-	46,591	246,132	-	292,723	1,778,981	(1,486,258)	
Total 6400 RECURRING EXPENSES	-	0	46,591	246,132	90,998	383,721	6,834,302	(6,450,581)	
<b>Total DISBURSEMENT</b>	11	0	46,529	248,974	93,061	388,576	7,200,302	(6,811,726)	5.4%

**HAWAII ENHANCED 911 BOARD  
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<b>FY 2012 Encumbrances</b>				
<b>Description</b>	<b>Oahu</b>	<b>Maui</b>	<b>Hawaii</b>	<b>Total</b>
<i>Conferences:</i>				
NENA				
VisionAir				-
<b>Com/Board Travel</b>				-
<b>MSAG Services</b>				-
<b>HawTel Services</b>				-
<b>WSP Cost Recov</b>				-
<b>CAD Upgrades:</b>				-
Maui PD				-
EMS/FIRE	991,085.48			991,085.48
HPD	785,750.00			785,750.00
<b>Compter Eq.</b>				-
VMS				-
PowerPhone				-
<b>Imagery Services</b>		426,472.08		426,472.08
<b>CAD Maintenance</b>		78,854.70		78,854.70
<b>GPS Maintenance</b>				-
<b>Assessments:</b>				-
Revenue				-
Administrative				-
				-
<b>Totals</b>	<b>1,776,835.48</b>	<b>505,326.78</b>	<b>-</b>	<b>2,282,162.26</b>

**HAWAII ENHANCED 911 BOARD**  
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FY 2013 1ST QUARTER	Oahu PSAP		
	1ST QTR	ANNUAL Budget	\$ Over/(UNDER) Budget
<b>DISBURSEMENTS:</b>			
6200 CONFERENCES			
6141 Access9-1-1Forum	-		
6204 APCO Conference	2,974	15,582	(12,608)
6214 Nena Conference	(132)		(132)
6200 CONFERENCES - Other	-		
<b>Total 6200 CONFERENCES</b>	<b>2,842</b>	<b>15,582</b>	<b>(12,740)</b>
<b>Total 6303 Computers</b>	<b>-</b>	<b>150,000</b>	<b>(150,000)</b>
<b>Total 6306 Training</b>	<b>-</b>	<b>20,000</b>	<b>(20,000)</b>
<b>Total 6300 Non-RECURRING</b>	<b>-</b>	<b>170,000</b>	<b>(170,000)</b>
6400 RECURRING EXPENSES			
<b>Total 6401 ADMINISTRATION</b>	<b>-</b>		
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	310,000	(310,000)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-	65,000	(65,000)
6402.07 0011 9-1-1MSAG Maint.	-	524,380	(524,380)
6402.08 CAD Maintenance	-	400,000	(400,000)
6402.10 GPS Maint.	-	40,800	(40,800)
6402.12 PowerPhone	-		
<b>Total 6402 MAINTENANCE</b>	<b>-</b>	<b>1,340,180</b>	<b>(1,340,180)</b>
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	5,514		5,514
6403.0109 Telcom Trunk	236,001	918,893	(682,892)
6403.0110 Ocean Safety CML	4,618	25,200	(20,582)
6403.0111 WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>	<b>246,132</b>	<b>944,093</b>	<b>(697,961)</b>
6403.02 EMS Tower Lease	-	7,844	(7,844)
<b>Total 6403 Other RECURRING</b>	<b>246,132</b>	<b>951,937</b>	<b>(705,805)</b>
<b>Total 6400 RECURRING EXPENSES</b>	<b>246,132</b>	<b>2,292,117</b>	<b>(2,045,985)</b>
<b>Total DISBURSEMENT</b>	<b>248,974</b>	<b>2,477,699</b>	<b>(2,228,725)</b>

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<b>FY 2013 1ST QUARTER</b>	<b>Maui PSAP</b>		
	<b>1ST QTR</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	-		
6204 APCO Conference	-	5,600	(5,600)
6214 Nena Conference	(62)		(62)
6200 CONFERENCES - Other	-		
<b>Total 6200 CONFERENCES</b>	(62)	5,600	(5,662)
<b>Total 6303 Computers</b>	-		
<b>Total 6306 Training</b>	-	39,000	(39,000)
<b>Total 6300 Non-RECURRING</b>	-	121,000	(121,000)
<b>6400 RECURRING EXPENSES</b>			
<b>Total 6401 ADMINISTRATION</b>	-		
<b>6402 MAINTENANCE</b>			
6402.02 Imagery Lic Agree	-	372,375	(372,375)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	0	451,643	(451,643)
6402.08 CAD Maintenance	-	161,555	(161,555)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-	5,257	(5,257)
<b>Total 6402 MAINTENANCE</b>	0	990,830	(990,830)
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	175		175
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	46,416	278,495	(232,079)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>	46,591	278,495	(231,904)
6403.02 EMS Tower Lease	-		
<b>Total 6403 Other RECURRING</b>	46,591	278,495	(231,904)
<b>Total 6400 RECURRING EXPENSES</b>	46,591	1,269,325	(1,222,734)
<b>Total DISBURSEMENT</b>	46,529	1,395,925	(1,349,396)

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FY 2013 1ST QUARTER	Hawaii PSAP		
	1ST QTR	ANNUAL Budget	\$ Over/(UNDER) Budget
<b>DISBURSEMENTS:</b>			
6200 CONFERENCES			
6141 Access9-1-1Forum	-		
6204 APCO Conference	-	5,772	(5,772)
6214 Nena Conference	11		
6200 CONFERENCES - Other	-		
<b>Total 6200 CONFERENCES</b>	11	5,772	(5,761)
Total 6303 Computers	-		
Total 6306 Training	-		
<b>Total 6300 Non-RECURRING</b>	-		
6400 RECURRING EXPENSES			
Total 6401 ADMINISTRATION	-		
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	360,325	(360,325)
6402.03 Equipment SW Maint	-	40,000	(40,000)
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	-	465,097	(465,097)
6402.08 CAD Maintenance	-	67,273	(67,273)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
<b>Total 6402 MAINTENANCE</b>	-	932,695	(932,695)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	-	306,344	(306,344)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>	-	306,344	(306,344)
6403.02 EMS Tower Lease	-		
<b>Total 6403 Other RECURRING</b>	-	306,344	(306,344)
<b>Total 6400 RECURRING EXPENSES</b>	-	1,239,039	(1,239,039)
<b>Total DISBURSEMENT</b>	11	1,244,811	(1,244,800)



**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
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<b>FY 2013 1ST QUARTER</b>		<b>Kauai PSAP</b>		
		<b>1ST QTR</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>DISBURSEMENTS:</b>				
Total 6200 CONFERENCES		-		
Total 6303 Computers		-		
Total 6306 Training		-		
Total 6300 Non-RECURRING		-		
<b>6400 RECURRING EXPENSES</b>				
Total 6401 ADMINISTRATION		-		
Total 6402 MAINTENANCE		0	520,530	(520,530)
6403.02 EMS Tower Lease		-		
Total 6403 Other RECURRING		-	242,205	(242,205)
Total 6400 RECURRING EXPENSES		0	762,735	(762,735)
<b>Total DISBURSEMENT</b>		<b>0</b>	<b>762,735</b>	<b>(762,735)</b>

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 30 September 2012**

FY 2013 1ST QUARTER	ADMIN		
	1ST QTR	ANNUAL Budget	\$ Over/(UNDER) Budget
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	211		211
6204 APCO Conference	1,852		1,852
6214 Nena Conference	-		
6200 CONFERENCES - Other	-	48,046	(48,046)
<b>Total 6200 CONFERENCES</b>	2,063	48,046	(45,983)
Total 6303 Computers	-		
Total 6306 Training	-		
<b>Total 6300 Non-RECURRING</b>	-		
<b>6400 RECURRING EXPENSES</b>			
<b>6401 ADMINISTRATION</b>			
6401.01 Exec Dir. Services	81,250	333,125	(251,875)
6401.02 ElectronSignatur	-	200	(200)
6401.03 911 Board Expansion	-	75,000	(75,000)
6401.05 Audit Expense	5,625	11,250	(5,625)
6401.06 Bank Charge	103		103
6401.07 Meeting Venue	-	1,000	(1,000)
6401.08 Board Member Travel	3,201	27,000	(23,799)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	-	207,250	(207,250)
6401.0102 DB&F Rev Assessment	-	444,000	(444,000)
<b>Total 6401.09 DB&amp;F Assessments</b>	-	651,250	(651,250)
6401.10 E911 Logo Contest	-	11,911	(11,911)
6401.11 Miscellaneous Expense	0		0
6401.12 NASNA Dues	-	100	(100)
6401.13 Parking Permits	-	250	(250)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	819		819
6401.15 WSP Cost Recovery - Other	-	160,000	(160,000)
<b>Total 6401.15 WSP Cost Recovery</b>	819	160,000	(159,181)
<b>Total 6401 ADMINISTRATION</b>	90,998	1,271,086	(1,180,088)
<b>Total 6402 MAINTENANCE</b>	-		
<b>Total 6403 Other RECURRING</b>	-		
<b>Total 6400 RECURRING EXPENSES</b>	90,998	1,271,086	(1,180,088)
<b>Total DISBURSEMENT</b>	93,061	1,319,132	(1,226,071)

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

- PSAP Operations

### 9-1-1 Call Volume – September 2012

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	82,621	23,961	29.0%	58,653	71.0%

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

### 9-1-1 Call Volume – Calendar Year 2012

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September	82,621	23,961	29.0%	58,653	71.0%	7	0.0%	7,435	9.0%
August	86,496	24,920	28.8%	61,559	71.2%	17	0.0%	7,150	8.3%
July	84,574	24,791	29.3%	59,775	70.7%	8	0.0%	7,686	9.1%
June	80,608	24,047	29.8%	56,552	70.2%	9	0.0%	7,227	9.0%
May	84,865	25,020	29.5%	59,832	70.5%	13	0.0%	7,380	8.7%
April	80,313	23,708	29.5%	56,597	70.5%	8	0.0%	7,449	9.3%
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
<b>TOTAL YTD</b>	<b>744,193</b>	<b>220,008</b>	<b>29.6%</b>	<b>524,088</b>	<b>70.4%</b>	<b>97</b>	<b>0.0%</b>	<b>66,293</b>	<b>8.9%</b>
<b>AVG PER MO</b>	<b>82,688</b>	<b>24,445</b>		<b>58,232</b>		<b>11</b>		<b>7,366</b>	

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

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									Abandoned	
		Wireline			Wireless			Admin		# of Calls		
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls		# of Calls	% Abandoned to Total
December												
November												
October												
September (***)	34,264	9,355	27.4%	39.0%	24,820	72.6%	42.3%	89	0.3%	1,025	3.0%	
August	42,255	11,826	28.1%	47.5%	30,305	71.9%	49.2%	124	0.3%	1,421	3.4%	
July	40,621	11,396	28.1%	46.0%	29,123	71.9%	48.7%	102	0.3%	1,262	3.1%	
June	38,716	10,902	28.3%	45.3%	27,679	71.7%	48.9%	135	0.3%	1,015	2.6%	
May	41,206	11,408	27.8%	45.6%	29,679	72.2%	49.6%	119	0.3%	983	2.4%	
April	37,868	10,664	28.3%	45.0%	27,070	71.7%	47.8%	134	0.4%	976	2.6%	
March (**)	37,668	10,464	27.9%	41.7%	27,101	72.1%	45.7%	103	0.3%	1,192	3.2%	
February (*)	32,309	9,312	28.9%	39.7%	22,912	71.1%	42.9%	85	0.3%	743	2.3%	
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%	
<b>TOTAL YTD</b>	<b>345,433</b>	<b>96,966</b>	<b>28.2%</b>	<b>44.1%</b>	<b>247,495</b>	<b>71.8%</b>	<b>47.2%</b>	<b>972</b>	<b>0.3%</b>	<b>9,712</b>	<b>2.8%</b>	
<b>AVG PER MO</b>	<b>38,381</b>	<b>10,774</b>			<b>27,499</b>			<b>108</b>		<b>1,079</b>		

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

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

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

(\*\*\*) No statistics were captured from September 24 – 27, 2012 while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									Abandoned	
		Wireline			Wireless			Admin		# of Calls		
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls		# of Calls	% Abandoned to Total
December												
November												
October												
September	14,946	5,496	36.9%	22.9%	9,387	63.1%	16.0%	63	0.4%	904	6.0%	
August	15,096	5,309	35.4%	21.3%	9,674	64.6%	15.7%	113	0.7%	631	4.2%	
July	14,816	5,301	36.1%	21.4%	9,393	63.9%	15.7%	122	0.8%	560	3.8%	
June	14,412	5,106	35.6%	21.2%	9,218	64.4%	16.3%	88	0.6%	641	4.4%	
May	15,111	5,304	35.4%	21.2%	9,698	64.6%	16.2%	109	0.7%	655	4.3%	
April	14,643	5,147	35.4%	21.7%	9,391	64.6%	16.6%	105	0.7%	607	4.1%	
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%	
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%	
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%	
<b>TOTAL YTD</b>	<b>134,312</b>	<b>47,546</b>	<b>35.6%</b>	<b>21.6%</b>	<b>85,884</b>	<b>64.4%</b>	<b>16.4%</b>	<b>882</b>	<b>0.7%</b>	<b>6,373</b>	<b>4.7%</b>	
<b>AVG PER MO</b>	<b>14,924</b>	<b>5,283</b>			<b>9,543</b>			<b>98</b>		<b>708</b>		

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

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September (***)	8,315	2,359	28.4%	9.8%	5,949	71.6%	10.1%	7	0.1%	6,180	74.3%
August	11,301	2,981	26.4%	12.0%	8,311	73.6%	13.5%	9	0.1%	7,864	69.6%
July	10,093	3,110	30.8%	12.5%	6,976	69.2%	11.7%	7	0.1%	7,939	78.7%
June	9,363	3,001	32.1%	12.5%	6,356	67.9%	11.2%	6	0.1%	7,396	79.0%
May	9,782	3,172	32.4%	12.7%	6,610	67.6%	11.0%	0	0.0%	7,901	80.8%
April	9,511	3,055	32.1%	12.9%	6,454	67.9%	11.4%	2	0.0%	7,932	83.4%
March (**)	8,768	2,951	33.7%	11.8%	5,815	66.3%	9.8%	2	0.0%	7,517	85.7%
February (*)	7,681	2,567	33.4%	10.9%	5,109	66.6%	9.6%	5	0.1%	6,237	81.2%
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
<b>TOTAL YTD</b>	<b>84,310</b>	<b>26,364</b>	<b>31.3%</b>	<b>12.0%</b>	<b>57,905</b>	<b>68.7%</b>	<b>11.0%</b>	<b>41</b>	<b>0.0%</b>	<b>66,827</b>	<b>79.3%</b>
<b>AVG PER MO</b>	<b>9,368</b>	<b>2,929</b>			<b>6,434</b>			<b>5</b>		<b>7,425</b>	

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

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

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

(\*\*\*) No statistics were captured from September 24 – 27, 2012 while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September	4,823	1,953	42.8%	8.2%	2,611	57.2%	4.5%	259	5.4%	1,477	30.6%
August	5,563	2,068	39.9%	8.3%	3,112	60.1%	5.1%	383	6.9%	1,458	26.2%
July	5,416	2,037	40.2%	8.2%	3,029	59.8%	5.1%	350	6.5%	1,427	26.3%
June	5,755	2,112	38.5%	8.8%	3,379	61.5%	6.0%	264	4.6%	1,430	24.8%
May	5,734	2,207	41.5%	8.8%	3,110	58.5%	5.2%	417	7.3%	1,429	24.9%
April	4,595	1,896	45.2%	8.0%	2,298	54.8%	4.1%	401	8.7%	1,375	29.9%
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
<b>TOTAL YTD</b>	<b>47,239</b>	<b>18,680</b>	<b>42.3%</b>	<b>8.5%</b>	<b>25,438</b>	<b>57.7%</b>	<b>4.9%</b>	<b>3,121</b>	<b>6.6%</b>	<b>12,580</b>	<b>26.6%</b>
<b>AVG PER MO</b>	<b>5,249</b>	<b>2,076</b>			<b>2,826</b>			<b>347</b>			

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

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September	6,872	2,759	41.4%	11.5%	3,906	58.6%	6.7%	207	3.0%	125	1.8%
August	7,042	2,765	40.6%	11.1%	4,046	59.4%	6.6%	231	3.3%	168	2.4%
July	6,846	2,782	41.9%	11.2%	3,860	58.1%	6.5%	204	3.0%	133	1.9%
June	6,496	2,696	42.8%	11.2%	3,599	57.2%	6.4%	201	3.1%	113	1.7%
May	7,211	3,036	42.9%	12.1%	4,033	57.1%	6.7%	142	2.0%	120	1.7%
April	6,985	2,852	41.9%	12.0%	3,958	58.1%	7.0%	175	2.5%	117	1.7%
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
<b>TOTAL YTD</b>	<b>62,604</b>	<b>25,935</b>	<b>42.6%</b>	<b>11.8%</b>	<b>35,014</b>	<b>57.4%</b>	<b>59.9%</b>	<b>1,655</b>	<b>2.6%</b>	<b>1,132</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>6,956</b>	<b>2,882</b>			<b>3,890</b>			<b>184</b>		<b>126</b>	
<b>Note:</b>		Total Calls include Administrative calls that are not direct 911 calls.									

**Notes:**

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

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
		January	February (*)	March (**)	April	May	June
<b>2012</b>	<b>TOTAL YTD</b>	6,099	10,546	9,830	6,711	5,821	5,866
	<b>70,295</b>						
	<b>AVG PER MO</b>	July	August	Sept (***)	October	November	December
	<b>10,042</b>	6,782	5,239	13,401			

(\*) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from February 27 – 29, 2012 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

(\*\*) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 1 – 2, 2012 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

(\*\*\*) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from September 24 – 27, 2012 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

### Wireless Test – September 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/10/12	AT&T Mobility	4	12	Oahu PSAP/ Akimeka	Pass
09/21/12	AT&T Mobility	1	2	Oahu PSAP/ Akimeka	Pass

### Current Month PSAP Operations Activities – September 2012

- Weekly (Every Thursday)      The Oahu Civilian PSAP, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the September 6, 2012 and September 13, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
- 09/12/12      Richard Bailey and Vincent Monaco of Mobi PCS were escorted on a tour of the Oahu Primary PSAP. They were invited into the PSAP to monitor incoming Mobi PCS wireless calls with an audio delay issue. The screeners agreed to forward screenprints of a call with an audio delay issue to Mobi PCS. Fourteen (14) screeprint examples have been referred to Mobi PCS for review.



## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

- **PSAP Operations (continued)**

### Wireless Tower Re-Naming Project

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

A conference call between GeoComm and Akimeka was scheduled for September 5, 2012 to review and discuss the control configuration. Unfortunately the conference call was cancelled by GeoComm due to a family illness.

Akimeka received an email from GeoComm with recommended changes to be made on the ALI data stream. Akimeka and GeoComm are currently gathering and discussing other options to display the data.

- **MSAG**

### Current Month – September 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
OAHU CIVILIAN	270	229	192	2	5	10	20	5,938	41	0	0	0

Revised categories and report format changes effective May 2012.

During the month of September 2012, 229 9-1-1Net requests were completed relating to the MSAG database, with 5,938 customer ANI/ALI records updated as a direct result. Forty-one (41) TN CRs and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

***There are no records in Suspended status as of September 30, 2012.***

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

OAHU CIVILIAN		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS						ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September	270	229	192	2	5	10	20	5,938	41	0	0	0
August	269	257	203	12	13	10	19	18,866	12	0	0	0
July	88	81	40	3	4	15	19	3,658	7	0	0	0
June	52	52	31	18	0	0	3	1,553	0	0	0	0
May (*)	180	180	0	179	0	1	0	0	0	0	0	0
April (*)	0	0	0	0	0	0	0	0		0	0	0
March	300	300	0	300	0	0	0	0		0	0	0
February	241	241	2	237	0	2	0	0		0	0	0
January	69	69	0	69	0	0	0	0		0	0	0
<b>TOTAL YTD</b>	<b>1,469</b>	<b>1,409</b>	<b>468</b>	<b>820</b>	<b>22</b>	<b>38</b>	<b>61</b>	<b>30,015</b>	<b>60</b>	<b>0</b>		
<b>AVG PER MO</b>	<b>184</b>	<b>176</b>	<b>59</b>	<b>103</b>	<b>3</b>	<b>5</b>	<b>8</b>	<b>3,752</b>	<b>12</b>	<b>0</b>		

(\*) Applies to Change Request Category Only

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

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **MSAG (continued)**

### **MSAG Communities Project**

#### MSAG Community and Street Segment Sweep – Phased Approach

Akimeka met with HPD PMT on August 30, 2012 to present its “Phased Approach” plan to tackle all of the needed corrections in the existing MSAG Communities and the work effort involved to create and implement the new MSAG Communities. Following the meeting, HPD PMT requested a briefing be provided by Akimeka to HFD, EMS, and Ocean Safety.

The briefing session was scheduled and held on September 14, 2012 as coordinated by HPD PMT and Akimeka:

1. Provided an E9-1-1 Overview to ensure a common understanding of all the E9-1-1 databases and systems that affect the PSAP.
2. Covered the current database synchronization which involves synchronizing existing MSAG and GIS records which merely matches records that are currently in existence.
3. Presented an overview of the MSAG Community and Street Segment Sweep Phased Project Plan and specifically reviewed the Phase I, Phase II, and Phase III effort.
  - a. Akimeka emphasized that the MSAG Community and Street Segment Sweep is the “To Be” effort to align street segments in the new MSAG Community structure.

As a result of the briefing session, the following were agreed to:

1. HPD PMT, HFD and EMS agreed to utilize a single source for the GIS Street Centerlines. Akimeka will be responsible to update and maintain the GIS Master Street Centerlines as the single source. This will ensure all PSAPs are working from the same consistent data. Independent data updates to a PSAP should not be allowed. This will result in creating database synchronization “No Match” conditions. The agreed upon process should be enforced and followed.
2. HPD PMT, HFD, and EMS agreed to collaborate on the use of aliases to maintain some level of consistency.
3. HFD and EMS agreed that all requests for Akimeka resources will be coordinated via the HPD PMT.
4. HPD PMT agreed to contact Jim Hayden from DPP to coordinate with Akimeka in order to meet with EMS and HFD for a GIS data load to their respective CAD.
5. HPD, EMS, and HFD agreed to develop a working group to collaborate on the classes and subclasses Akimeka has created in the Common Place layer. It was also agreed that decisions for these categories will be made at the high level where each PSAP can benefit from the additional information in the Common Place layer.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **MSAG (continued)**

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

Another briefing session was requested by HPD PMT for HPD leadership and those involved with E9-1-1 processing and operations. The meeting was scheduled and held as coordinated by HPD PMT on September 19, 2012 and Akimeka:

1. Provided an Executive version of the E9-1-1 Overview
2. Provided a status update of the current Akimeka contract deliverables which included the following areas: Database Synchronization, Verbal Agreements Beyond the Akimeka Contract, MSAG, GIS Mapping Activities, Wireless Cell Sites/Sectors Performance, and Program Management/Administrative.
3. Presented its **“Phased Approach”** plan to tackle all of the needed corrections in the existing MSAG Communities and the work effort involved to create and implement the new MSAG Communities.

It was agreed that:

1. Akimeka will provide a brief GIS guidance session to HPD AVS personnel on properly locating the “Comments” field and scrolling through the GIS data. This was completed following the meeting on September 19, 2012. The “Comments” field was present as expected and Akimeka confirmed that HPD AVS had the correct data layer provided by Akimeka for their review and processing.
2. Akimeka will provide similar presentations if requested. Assistant Chief Huber will be coordinating this with Tony Ramirez, Akimeka Program Manager.

Note: On September 25, 2012, Mr. Tony Ramirez, Akimeka Program Manager, received a request from the State of Hawai'i E9-1-1 Technical Committee chair to provide the E9-1-1 Overview briefing at the next State of Hawai'i E9-1-1 Technical Committee meeting on October 9, 2012. The request was accepted and the 15 - 20 minute presentation will be provided as committed to.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG (continued)**

MSAG Community and Street Segment Sweep – Phase II Status

As previously agreed, a coordinated effort is needed between the Oahu Civilian and Military PSAPs to effectively implement the required MSAG record changes and to avoid duplicate records.

A meeting was scheduled and held on September 21, 2012 with the Military, HPD PMT, and Akimeka. The purpose of the meeting was to discuss the jurisdictional issues between the Oahu Civilian and Military MSAG database and request temporary permission and access to the Military MSAG for Akimeka to perform the MSAG ESN and Community record corrections needed.

1. Akimeka provided a brief overview of the MSAG Community and Street Segment Sweep Project Plan and focused primarily on Phase II which addresses inter-operability and jurisdictional routing issues.
2. It was agreed between the Oahu Civilian Primary PSAP and the Military PSAP that it would be in both of their best interests to grant temporary access to Akimeka to clean up the databases and transfer records to the respective MSAG for jurisdictional ESN routing and community updates.
3. HPD PMT agreed to send a letter to the Military PSAP to request temporary MSAG access for Akimeka.
4. Akimeka agreed to develop a document with the necessary procedures for correcting the databases and how the Oahu Civilian Primary PSAP and Military PSAP will be notified of the changes.

MSAG Community and Street Segment Sweep – Phase III Status

HPD PMT approved the MSAG Communities identified in Phase III. Below is the latest status of the Phase III work effort as of **September 30, 2012**:

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo (Accounts for Bellows)			COMPLETED -- 07/11/12		08/06/12	09/07/12
Kailua (Accounts for MCBH and Kaneohe)		08/03/12	Completed on 08/29/12; Pending TN CR	Pending the processing of one (1) TN CRs by the service provider	09/07/12	
Kaneohe (Accounts for Kahaluu -- New MSAG Community)		09/14/12	COMPLETED -- 09/27/12			
Kaaawa	08/01/12	08/03/12	Completed on 08/29/12; Pending TN CR	Pending the processing of six (6) TN CRs by the service providers		
Haleiwa (Accounts for Sunset -- New MSAG Community)	08/14/12	08/23/12	Completed on 08/29/12; Pending 9-1-1Net	Encountered unanticipated border issues. Pending the processing of one (1) MSAG Split transaction.		

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG (continued)**

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

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waialua (Accounts for Mokuleia -- New MSAG Community)	08/15/12	08/24/12	Completed on 08/29/12; Pending 9-1-1Net	Encountered unanticipated border issues. Pending the processing of one (1) MSAG Range edit transaction.	09/07/12	
Kunia	08/15/12	08/17/12	Completed on 08/29/12; Pending 9-1-1Net	Pending the processing of one (1) MSAG Range edit transaction		
Iroquois	09/10/12	09/17/12	Completed on 09/14/12; Pending 9-1-1Net	Pending the processing of seven (7) MSAG transactions; one (1) TN CR by the service providers	09/21/12	09/28/12
Kalaeloa	09/11/12	09/21/12	Completed on 09/14/12; Pending 9-1-1Net	Pending the processing of forty-one (41) MSAG transactions; ten (10) TN CRs by the service provider		
McGrew Pt	09/14/12	09/27/12	COMPLETED -- 9/27/12			
Hale Moku	09/14/12	09/27/12	Completed on 09/26/12; Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Halekulani	09/14/12	09/27/12	Completed on 09/26/12; Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Moanalua	09/17/12	09/27/12	Completed on 09/28/12; Pending 9-1-1Net	Pending the processing of six (6) MSAG transactions		
Moanalua T	09/17/12	09/27/12	Completed on 09/26/12; Pending 9-1-1Net	Pending the processing of three (3) MSAG transactions		
Moanalua V	09/18/12	09/27/12	Completed on 09/26/12; Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Catlin Pk	09/18/12	09/27/12	Completed on 09/26/12; Pending 9-1-1Net	Pending the processing of two (2) MSAG transactions		
Halsey T	09/18/12	09/27/12	Completed on 09/25/12; Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Miller Pk	09/19/12	09/27/12	In Progress			
Radford T	09/19/12	09/27/12	In Progress			
Mapunapuna	09/20/12	09/27/12	In Progress			
Mililani	08/27/12	10/10/12	In Progress			
Wahiawa	10/03/12	10/23/12	In Progress			

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

- MSAG (continued)**

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

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12				
Kalaeloa (Accounts for NAS Barber's Point)	11/13/12	11/15/12				
Waipahu	11/14/12	12/12/12				
Ewa Beach	12/10/12	01/14/13				
Pearl City	01/07/13	01/25/13				
PC PEN (Pearl City Peninsula)	01/14/13	01/28/13				
Aiea	01/17/13	02/15/13				

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

- Geographic Information System (GIS)**

### Mapping Layers Updated – September 2012

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Address Points			
Common Place Name	09/28/12		Added XY coordinates to some Common Place Names
	09/14/12 -- 09/17/12		Corrected names and addresses per Honolulu error reports.
	09/10/12		Corrected names and addresses per Honolulu error reports. Added new records in the Kalaeloa Development area.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

- **Geographic Information System (GIS)**

**Mapping Layers Updated – September 2012 (continued)**

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Fire Districts			
Points of Interest			
Street Centerlines	09/28/12		Corrected Street Class codes for private drives to correspond with the speed limit
	09/28/12		Corrected thirty-nine (39) overlapping address ranges and verified thirty-four (34) overlap errors as valid overlaps because they are self intersecting loops
	09/27/12		Corrected thirty-three (33) overlapping address ranges identified by the Street Check Utility.  <u>Note:</u> Identified a significant number of valid overlapping street segments which were identified by the utility as an error. These are valid because they are self intersecting loops. The "Comments" field was updated to reflect if valid and the address error override will be used to correct misidentified errors.
	09/26/12		Added three (3) new fields to the attributes in order to replace the current "Comments" field as previously proposed by Akimeka during the June 28, 2012 meeting and declined by HPD AVS. The new fields include: "Comments", "Editor", and "Date". The previous "Comments" field contained all three in one field and at times was exceeding the character limitation. This change was agreed to during the September 25, 2012 meeting.
	09/26/12		Edited street address ranges on PPVs
	09/25/12		Performed verifications on Anderson Ave, Arizona Rd, and Ibis Ave as part of the Phase III effort
	09/25/12		Edited MSAG Community Names in the Airport community
	09/24/12		Corrected streets to new MSAG Community Names in Halsey T and Miller PK as part of the Phase III effort



## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

- Geographic Information System (GIS)**

**Mapping Layers Updated – September 2012 (continued)**

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>Street Centerlines (continued)</b>	09/24/12		Corrected street segments with duplicate IDs so that the TriTech CAD can use the ExternalID field as the "KEY" in Destination Columns and run the Update Difference Table. All duplicate segments were changed to begin with 500,000 in order to leave space for future development and updates by DPP GIS. Segments that begin with 200,000 are Military streets.
	09/20/12		Corrected Community Names in Halekulani, Moanalua, Moanalua T, and Catlin PK as part of the Phase III effort
	09/17/12		Populated SPEED and ONE WAY codes for routing purposes.
	09/11/12 -- 09/17/12		Corrected Community Names in Iroquois, Kalaeloa, Kapolei, and Hale Moku. Corrected ranges in Kalaeloa and Kapolei. This is all a part of the Phase III effort.
	09/10/12		Corrected Community Names from Puuloa to Iroquois to reflect new MSAG Communities as part of the Phase III effort
	09/07/12		Fixed gaps in ranges on Kam Hwy and Kaneohe Bay Drive. Updated thirteen (13) ranges in Mililani. Corrected Community Names as part of the Phase III effort.
	09/05/12		Populated routing data for AVL
	09/04/12 -- 09/05/12		Identified and merged 197 ingress and egress street segments from HFD and EMS Street Centerlines layers to carry over to the Master Street Centerlines and snapped segments to intersections
	09/04/12		Continued to build the Master Street Centerline layer. Added fields for TriTech CAD requirements for both HFD and EMS.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

- Geographic Information System (GIS)**

### Mapping Layers Updated – September 2012 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>WSP Cell Towers</b>	09/26/12 -- 09/28/12		Per AT&T Mobility CRS
	09/18/12 -- 09/19/12		Added PSAP routing destinations on all Sprint sites
	09/18/12 -- 09/19/12		Per T-Mobile CRS
	09/17/12		Updated Communities for all Sprint sites
	09/14/12 -- 09/17/12		Updated Communities and PSAP routing destinations for all Nextel sites
	09/14/12		Per Mobi PCS CRS
	09/12/12		Added sites for Nextel
	09/10/12		Addes sites for Sprint
	09/06/12		Added valid MSAG addresses to the Mobi PCS sites

### Current Month GIS Activities – September 2012

- 09/05/12 Akimeka created a spreadsheet with attribute descriptions for each PSAP's Street Centerlines layer.
- 09/06/12 Akimeka developed a new process for exporting Street Centerline data from the Master Street Centerlines and was successfully tested.
- 09/17/12 Akimeka worked on the Oahu Civilian and Military MSAG Transfer spreadsheet that identifies the MSAG records in the Military MSAG that need to be corrected to the new MSAG Community Names and ESN for routing.
- 09/20/12 Akimeka reviewed the TriTech Map Analysis on the HFD and EMS Street Centerlines using the more current TriTech GIS Overview and VisiCAD Mapping Requirements document.
- 09/24/12 -- 09/25/12 Akimeka provided the HFD CAD Administrator with an updated Street Centerlines layer with corrected street segment ID to re-run the upload process. On September 25, 2012, Akimeka was notified that the HFD CAD Administrator successfully uploaded the Street Centerlines layer to their Test Server in order to test and verify prior to pushing the data to their production CAD.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

### **Current Month GIS Activities – September 2012 (continued)**

09/25/12 Akimeka met with HPD and DPP to discuss the process for receiving updated GIS data from DPP and the process for providing DPP with Akimeka corrected data. Akimeka also provided an update on Akimeka's project status and contract deliverables. Major Correia agreed that the ingress and egress street segments should be included in the single source Master GIS Street Centerlines layer. This is contract deliverable that has been met by Akimeka.

### **GIS Data Update Process to PSAP CAD System**

#### E9-1-1 CAD GIS Update Procedure Document

On Friday, September 21, 2012, HPD Communications Commander, Captain Terrence Kong, requested Akimeka's assistance to prepare a draft PSAP CAD GIS Data Upload Procedure document by Wednesday September 26, 2012 for his review and comment.

1. A draft Enhanced 9-1-1 (E9-1-1) Computer Aided Dispatch (CAD) Geographic Information System (GIS) Update Procedures document was submitted to Captain Kong and the HPD PMT to review and comments as committed on September 26, 2012.
2. Akimeka exercised due diligence to ensure compliance with existing Federal, State, and Local government policies utilizing well established national standards for data accuracy.
3. The draft procedure covered the GIS Service Provider and PSAP's (Primary and Secondary) roles and responsibilities in the PSAP 9-1-1 CAD GIS upload process. The procedure also takes into account the E9-1-1 database and GIS synchronization responsibilities to provide a common view picture on the CAD systems to all the PSAPs. The CAD GIS is utilized only to **validate** a 9-1-1 caller's address and location.
4. No feedback or inputs have been received by Akimeka to date.

#### GIS Data Updates to the TriTech CAD System – HFD

On Friday, September 21, 2012, Akimeka met with HPD PMT, HFD and DPP personnel to discuss the necessary steps to load GIS data updates to HFD's TriTech CAD system. The current process for loading of the GIS data updates was briefly discussed. A couple of options were discussed as to how the exchange of GIS data between Akimeka and DPP could occur as follows:

1. Use an ftp site to load data into a folder
2. Allow access to Akimeka to one of DPP's servers.

Akimeka shared that they will be capable of providing updated GIS data to HFD on a two-week schedule which is necessary to ensure the PSAP has the most current and up-to-date GIS data available to verify the 9-1-1 caller's location and make informed routing decisions.

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

### **GIS Data Update Process to PSAP CAD System (continued)**

#### GIS Data Updates to the TriTech CAD System – HFD (continued)

It was agreed that:

1. Akimeka will work with HFD to provide the updated GIS data that has been synchronized with the MSAG on a two-week schedule.
2. Jim Hayden, DPP, will discuss with Ken Schmidt the possibility of getting Akimeka on the distribution list for updates and access to a server in order to provide data to Akimeka and received updated 9-1-1 data from Akimeka.

Following the above meeting, Akimeka met with Jon Sakamoto to discuss in detail the GIS data upload process for the HFD TriTech CAD. It was agreed that:

1. Akimeka will review the GIS data provided to HFD in order to identify and correct any additional duplicate segment IDs. Once Akimeka corrects the duplicate segment IDs, Akimeka will re-submit the GIS data via Akimeka's ftp site.
2. Akimeka will provide Jon Sakamoto with the instructions for accessing Akimeka's ftp site for the data transfer process to/from Akimeka and HFD.

### **Motorola PremierOne GIS Data Requirements**

On Wednesday, September 26, 2012, Akimeka participated in a conference call with HPD and Motorola to discuss GIS requirements for the October 10 – 12, 2012 on-site Motorola PremierOne GIS training and configuration scheduled at HPD. Motorola requested Akimeka's assistance in providing the most recent and up-to-date GIS data available. The requested GIS layers included:

- ✓ Street Centerlines layer
- ✓ Address Points layer
- ✓ Common Place layer

Motorola requested that these GIS layers must meet all of the geofile build requirements for the Motorola PremierOne CAD system and all of these layers need to have matching "CITY" attributes.

Akimeka requested a timeline for when the live cut-over date is, keeping in mind that the changes to the "CITY" attributes in these layers do not mean the MSAG has the respective community associated. Motorola Project Manager, Kim Crosser, relayed that Motorola will not be going "live" with the system any earlier than June 2013. As such, Akimeka agreed that they will be able to provide the new community names in the "CITY" attributes. The MSAG Community and Street Segment Sweep phased approach is projected to be completed prior to Motorola going "live".

## Oahu Civilian E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

**Motorola PremierOne GIS Data Requirements (continued)**

It was agreed that:

1. Akimeka will provide a geodatabase in 9.3 format including the updated Street Centerlines, Address Points, and Common Place layers with the new MSAG Communities in the "CITY" attributes.
2. Akimeka will submit the most current data available to HPD no later than October 9, 2012 for Motorola's testing and to ITD to load the designated test system.

Subsequent to the meeting, Akimeka has been scheduled to be on-site at HPD on Tuesday, October 9, 2012, to provide the geodatabase to Paula Acosta from Motorola in order to load to the test system set up.

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

- PSAP Operations**

### 9-1-1 Call Volume – September 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,175	2,652	32.4%	5,523	67.6%
MOLOKAI	272	145	53.3%	127	46.7%

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

### 9-1-1 Call Volume – Calendar Year 2012

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September	8,175	2,652	32.4%	5,523	67.6%	0	0.0%	1,388	17.0%
August	8,136	2,693	33.1%	5,441	66.9%	2	0.0%	1,229	15.1%
July	8,894	2,773	31.2%	6,119	68.8%	2	0.0%	1,383	15.5%
June	8,015	2,655	33.1%	5,360	66.9%	0	0.0%	1,280	16.0%
May	8,762	2,880	32.9%	5,882	67.1%	0	0.0%	1,857	21.2%
April	8,322	2,751	33.1%	5,571	66.9%	0	0.0%	1,336	16.1%
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
<b>TOTAL YTD</b>	<b>74,813</b>	<b>24,442</b>	<b>32.7%</b>	<b>50,367</b>	<b>67.3%</b>	<b>4</b>	<b>0.0%</b>	<b>12,370</b>	<b>16.5%</b>
<b>AVG PER MO</b>	<b>8,313</b>	<b>2,716</b>		<b>5,596</b>		<b>0</b>		<b>1,374</b>	

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

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September	280	155	55.4%	125	44.6%	0	0.0%	46	16.4%
August	272	145	53.3%	127	46.7%	0	0.0%	32	11.8%
July	324	182	56.2%	142	43.8%	0	0.0%	54	16.7%
June	268	151	56.3%	117	43.7%	0	0.0%	41	15.3%
May	291	190	65.3%	101	34.7%	0	0.0%	40	13.7%
April	201	118	58.7%	83	41.3%	0	0.0%	30	14.9%
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
<b>TOTAL YTD</b>	<b>2,597</b>	<b>1,507</b>	<b>58.0%</b>	<b>1,090</b>	<b>42.0%</b>	<b>0</b>	<b>0.0%</b>	<b>387</b>	<b>14.9%</b>
<b>AVG PER MO</b>	<b>289</b>	<b>167</b>		<b>121</b>		<b>0</b>		<b>43</b>	

**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 – September 2012**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/13/12	AT&T Mobility	Maui	2	12	Maui PSAP/ Akimeka	Pass

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – September 2012

Weekly (Every Thursday)	Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the September 6, 2012 and September 13, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
09/05/12	HTI reported that feedback had been received from Cedric Apaka of Verizon Wireless concerning the off island calls routing to the Maui and Hawaii PSAPs which are being disconnected during the transfer. The call setup may be marginal in some areas and a reason for a higher percentage of calls overall being picked up by off island cell sites. According to HTI, this is especially true if the customer had not turned on the roaming feature of their handset, which would keep it in the coverage only available by the Verizon network.
09/08/12	Another disconnected 9-1-1 call incident was reported. The 9-1-1 call was from a Verizon customer in Kanaio. The 9-1-1 call was disconnected during the transfer from the Hawaii County Fire Dispatch. The Hawaii County Fire Dispatcher stayed on the line and was able to pass additional information to Maui Dispatch so the 9-1-1 caller could be called back. The incident was reported to both HTI and Verizon Wireless for review and investigation.
09/10/12	Cedric Apaka of Verizon Wireless attempted a test call from the Big Beach area on Maui to test if the call would route from a Big Island tower so he could re-create the "disconnect" problem between the Islands. Cedric was unable to re-create the call between the islands of Maui and Hawaii due to the equipment on hand. Arrangements will be made for additional testing and monitoring.
09/12/12	Akimeka was unable to establish remote connection to the Maui PowerMap server. As such, Akimeka re-booted the GIS server connection and all dispatch positions were re-established.



## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

*Updates as of September 30, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 9/30/12)** – No further updates.

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG**

**Current Month – September 2012**

2012		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
MAUI COUNTY	68	53	19	1	6	25	2	284	14	1	0	0	

Revised categories and report format changes effective May 2012.

During the month of September 2012, 53 9-1-1Net requests were completed relating to the Maui County MSAG database, with 284 customer ANI/ALI records updated as a direct result. Fourteen (14) TN CR and one (1) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are no records in Suspended status as of September 30, 2012.***

**Year-to-Date (YTD) – 2012**

MAUI COUNTY		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September	68	53	19	1	6	25	2	284	14	1	0	0	
August	198	107	52	10	20	19	6	2,994	91	0	13	13	
July	306	93	41	9	11	16	16	814	213	0	13	13	
June	684	144	89	12	4	29	10	1,817	539	1	9	9	
May	1,043	992	902	20	29	14	27	26,718	50	1	7	7	
April	695	495	434	16	15	24	6	12,707		200	7	7	
March	359	342	320	7	1	11	3	8,948		17	10	10	
February	160	160	137	3	4	6	10	2,834		0	10	10	
January	131	131	108	1	3	19	0	4,007		0	10	10	
<b>TOTAL YTD</b>	<b>3,644</b>	<b>2,517</b>	<b>2,102</b>	<b>79</b>	<b>93</b>	<b>163</b>	<b>80</b>	<b>61,123</b>	<b>907</b>	<b>220</b>			
<b>AVG PER MO</b>	<b>405</b>	<b>280</b>	<b>234</b>	<b>9</b>	<b>10</b>	<b>18</b>	<b>9</b>	<b>6,791</b>	<b>181</b>	<b>24</b>			

(\*) Applies to Change Request Category Only

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

- Mapping Layers Updated/Loaded Into GIS – September 2012

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Address Points	Maui	09/28/12		Added forty-six (46) addresses from the KIVA addressing layer. This is an ongoing project.
	Maui/Molokai		09/26/12	
	Molokai	09/26/12		Added three (3) addresses from the KIVA addressing layer. This is an ongoing project.
	Maui	09/25/12		Added three (3) Points of Interest addresses at the request of Maui Dispatch. Also corrected a Common Name as reported on SR# 551.
	Molokai	09/20/12		Added one (1) address from DSA Address layer. This is an ongoing project.
	Maui	09/14/12 -- 09/26/12		Added ten (10) addresses received from DSA and sixty-eight (68) addresses from the DSA Address layer. This is an ongoing project.
	Maui/Molokai		09/13/12	
	Maui	09/12/12		Added four (4) addresses received from DSA and twelve (12) addresses from the DSA Address layer. This is an ongoing project.  Also, changed nine (9) Common Names as requested by Maui Dispatch.
	Molokai	09/11/12		
	Maui	09/10/12 -- 09/11/12		Added an alias Common Name for the Kihei Police and Lahaina Police as requested by Maui Dispatch
	Maui	09/07/12		Added three (3) addresses received from DSA
Maui	09/05/12		Added Common Name as requested by Maui Dispatch	
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads	Maui		09/13/12	
	Maui/Molokai	09/13/12		Added highway number information
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				

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

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations	Maui/Molokai		09/13/12	
Milepost Markers	Maui/Molokai		09/13/12	
Points of Interest	Maui/Molokai		09/26/12	
	Maui	09/25/12		Corrected one (1) restaurant name, modified a restaurant name to include the location, and added a restaurant
	Maui	09/14/12		Corrected and validated data
Police Beats				
Police Districts				
Police Response Areas				
Police Stations	Maui	09/27/12		
Schools	Molokai	09/27/12		Removed special character from school name
Street Centerlines	Molokai	09/26/12		Extended range to fit new address points
	Maui/Molokai		09/13/12	
	Maui	09/07/12 – 09/11/12		Corrected ranges
	Molokai	09/07/12		Corrected a street range
	Maui	09/06/12		Corrected street name from E Waiko Rd to Maui Baseyard Rd
	Maui	09/05/12		Extended and corrected street ranges according to Address Points
Trails				
WSP Cell Towers	Maui/Molokai		09/13/12	
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Churches				
Gas Stations	Maui/Molokai		09/13/12	
Food & Beverage	Maui/Molokai		09/26/12	
	Maui	09/25/12		Corrected one (1) restaurant name, modified a restaurant name to include the location, and added a restaurant
	Maui	09/14/12		Corrected and validated data
Hospitals	Maui/Molokai		09/13/12	
Lodging	Molokai	09/27/12		Filled out street number for one (1) hotel
	Maui/Molokai		09/13/12	
Medical Facilities				
Parcels				
Parks (Includes National Parks)	Maui	09/27/12		Filled out County and State data
Park 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.

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

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

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

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>SPECIAL REQUESTS</b>				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

### Current Month GIS Activities – September 2012

09/26/12 -- Akimeka prepared and conducted an Intergraph CAD Map push with the following  
09/27/12 updated data: Address Points, Common Name Lookup Table, and Street Centerlines.

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

### • Service Requests Transactions

#### Open Service Requests – September 2012 (August 30, 2012 – September 26, 2012)

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 – 2012

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	4	5	0	3	4	1	1	0	0	0	0
August	1	2	1	1	2	0	0	0	0	0	0
July	2	0	2	2	0	0	0	0	0	0	0
June	1	3	0	1	1	0	1	0	0	0	1
May	4	5	2	2	3	0	1	0	0	2	1
April	3	4	3	0	0	2	2	0	0	1	2
March	6	4	4	1	1	4	3	0	0	1	0
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>24</b>	<b>24</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>

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

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

- **Service Requests Transactions (continued)**

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0

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

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



## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,657** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 5, 2012 for Maui County are reported below.

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

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

### Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 16, 2012		As of June 5, 2012		As of September 5, 2012	
		9-1-1 MSAG Dated 03-01-12		9-1-1 MSAG Dated 06-01-11		9-1-1 MSAG Dated 9-01-12	
		# of Records	%	# of Records	%	# of Records	%
<b>Total 9-1-1 MSAG Records Reviewed</b>		2,744		2,701		2,657	
Less: 9-1-1 MSAG Exception Records	(1)	60	2.2%	60	2.2%	60	2.3%
<b>Net 9-1-1 MSAG Records Eligible for Comparison</b>		<b>2,684</b>		<b>2,641</b>		<b>2,597</b>	
<b>Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)</b>		<b>2,435</b>	<b>90.7%</b>	<b>2,410</b>	<b>91.3%</b>	<b>2,571</b>	<b>99.0%</b>
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	164	6.1%	158	6.0%	17	0.7%
9-1-1 MSAG Record With No GIS Record	(3)	85	3.2%	73	2.8%	9	0.3%
<b>Total 9-1-1 MSAG Records No Match</b>		<b>249</b>	<b>9.3%</b>	<b>231</b>	<b>8.7%</b>	<b>26</b>	<b>1.0%</b>

**Objective: NENA Recommended Match Rate = 98%**

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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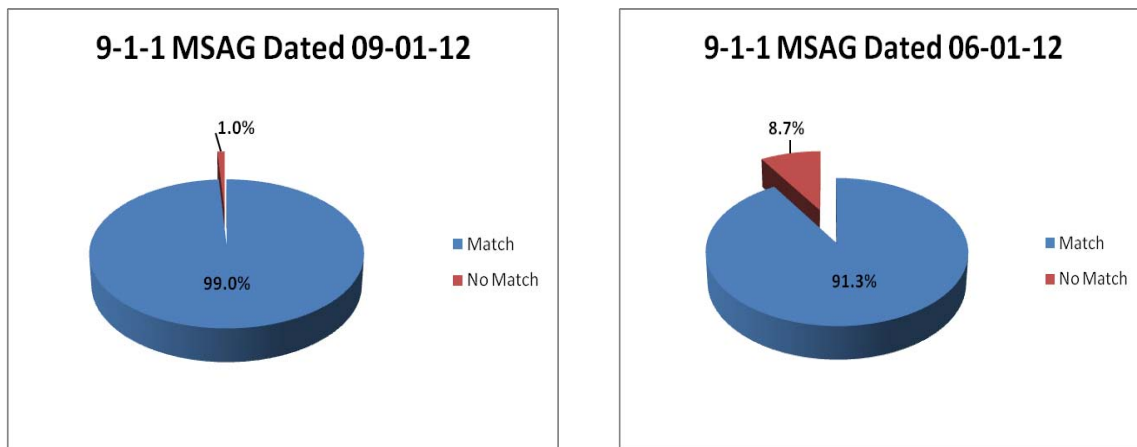
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2012 (continued)

**Notes:**

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

### Audit Summary Results – September 1, 2012 vs. June 1, 2012 MSAG



**Maui County's level of accuracy or 9-1-1 Match percentage improved from 91.3% as of June 1, 2012 to 99.0% as of September 1, 2012**

## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **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 – September 1, 2012 vs. June 1, 2012 MSAG (continued)

- ❖ “MSAG - GIS Minor Corrections” were reduced by 89.2% (158 to 17) from June 2012 to September 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- ❖ “MSAG Record With No GIS Record” was reduced by 87.7% (73 to 9) from June 2012 to September 2012 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- ❖ “GIS Record With No MSAG Record” was reduced by 92.2% (64 to 5) from June 2012 to September 2012. MSAG records were either inserted or adjusted according to Maui County GIS databases.
- ❖ “GIS Record With Minor Corrections” were reduced by 87.8% (148 to 18) from June 2012 to September 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ Street segment GIS record errors were reduced by 98.0% (496 to 10) from June 2012 to September 2012 respectively. During the synchronization process, Akimeka identified GIS street segments in the Street Centerlines layer which do not have a County valid street name or range assigned. These street segments are included in the GIS map as part of a visual aid for the dispatchers. The street segments are also geocoded within the CAD system in order to identify intersections and cross street information that may assist the dispatchers in identifying and responding to a 9-1-1 caller’s location.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.

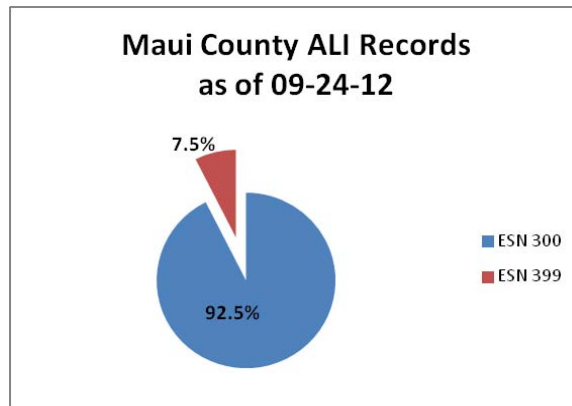
## Maui County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

### Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of September 24, 2012, **6,242** ESN 399 records, representing **7.5%** of Maui County’s total ALI records, require research and corrective action, if needed. This is an improvement from 11.4% as of May 16, 2012 to 7.5% as of September 24, 2012.



These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.

The ALI discrepancy reports are primarily due to telephone numbers (TNs) with missing digit(s) in the address point, assigned to blank-to-blank ranges without an assigned customer or address, and attached to the wrong address point, street, customer or combination thereof.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 399 MSAG records and associated ALI records to a valid Maui County ESN and valid MSAG address.

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – September 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,027	3,257	32.6%	6,731	67.4%

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

#### 9-1-1 Call Volume – Calendar Year 2012

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September	10,027	3,257	32.6%	6,731	67.4%	39	0.4%	N/A	N/A	N/A	N/A
August	10,976	3,593	32.9%	7,338	67.1%	45	0.4%	N/A	N/A	N/A	N/A
July	10,876	3,618	33.4%	7,224	66.6%	34	0.3%	N/A	N/A	N/A	N/A
June	10,360	3,524	34.2%	6,775	65.8%	61	0.6%	N/A	N/A	N/A	N/A
May	10,403	3,659	35.3%	6,705	64.7%	39	0.4%	N/A	N/A	N/A	N/A
April	10,327	3,412	33.2%	6,874	66.8%	41	0.4%	N/A	N/A	N/A	N/A
March (*)	10,651	3,563	33.6%	7,050	66.4%	38	0.4%	N/A	N/A	N/A	N/A
February (*)	7,863	2,688	34.3%	5,143	65.7%	32	0.4%	N/A	N/A	N/A	N/A
January	10,875	3,690	33.9%	7,185	66.1%			0	0.0%	1,105	10.2%
<b>TOTAL YTD</b>	<b>92,358</b>	<b>31,004</b>	<b>33.7%</b>	<b>61,025</b>	<b>66.3%</b>	<b>329</b>	<b>0.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>AVG PER MO</b>	<b>10,262</b>	<b>3,445</b>		<b>6,781</b>		<b>41</b>		<b>N/A</b>		<b>N/A</b>	

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

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

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

### • PSAP Operations

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

HAWAII		TRANSFERRED TO FIRE												
		Wireline/VoIP			Wireless			Unknown		Admin		Abandoned		
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total	
December														
November														
October														
September	2,069	876	43.2%	26.9%	1,150	56.8%	17.1%	43	2.1%	N/A	N/A	N/A	N/A	
August	2,109	935	45.0%	26.0%	1,145	55.0%	15.6%	29	1.4%	N/A	N/A	N/A	N/A	
July	2,243	877	39.7%	24.2%	1,334	60.3%	18.5%	32	1.4%	N/A	N/A	N/A	N/A	
June	2,028	876	43.9%	24.9%	1,118	56.1%	16.5%	34	1.7%	N/A	N/A	N/A	N/A	
May	3,111	1,498	49.0%	40.9%	1,557	51.0%	23.2%	56	1.8%	N/A	N/A	N/A	N/A	
April	2,886	1,200	42.1%	35.2%	1,647	57.9%	24.0%	39	1.4%	N/A	N/A	N/A	N/A	
March (*)	2,121	904	43.0%	25.4%	1,199	57.0%	17.0%	18	0.8%	N/A	N/A	N/A	N/A	
February (*)	1,818	N/A									N/A	N/A	N/A	N/A
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%			0	0.0%	52	2.4%	
<b>TOTAL YTD</b>	<b>20,542</b>	<b>8,114</b>	<b>43.9%</b>	<b>26.2%</b>	<b>10,359</b>	<b>56.1%</b>	<b>17.0%</b>	<b>251</b>	<b>1.2%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	
<b>AVG PER MO</b>	<b>2,282</b>	<b>1,014</b>			<b>1,295</b>			<b>36</b>		<b>N/A</b>		<b>N/A</b>		

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

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

**Notes:**

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

#### Wireless Test – September 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/19/12	Mobi PCS	1	3	Hawai'i PSAP/ Akimeka	Pass

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- PSAP Operations**

### Current Month PSAP Operations Activities – September 2012

Weekly (Every Thursday) The State of Hawai`i PSAPs and Akimeka participated in the weekly conference calls (except the September 6, 2012 and September 13, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai`i. There has been no significant progress or improvement to date. Hawai`i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.

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

Due to the numerous outstanding issues, the County of Hawai`i Public Safety Answering Points (PSAPs) – Police and Fire – have not formally accepted the Hawaiian Telcom, Inc.(HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system as of September 30, 2012, which is approximately eight (8) months since the February 8, 2012 cutover.

Unfortunately, the County of Hawai`i PSAPs continues to experience and report trouble. There were eight (8) trouble reports in the month of September 2012. As of September 30, 2012, a total of **375** trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports								Total Trouble Reports to Date
	February 2012	March 2012	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	
Audio Issues	113	22	9	18	1	3	5	0	171
No ANI/ALI Transferring to the CAD	12	14	9	3	4	1	4	0	47
Feature Not Working and Screen Problems	11	9	8	4	0	0	6	1	39
Ringback Issues -- Inability to Callback 9-1-1 Callers	4	3	4	0	0	0	0	0	11
Transfer Issues to Secondary PSAP (Fire)	4	2	3	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP					2	0	3	1	6
Call History Not Complete or Available	2	3	0	0	0	0	0	1	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	10	16	7	23	8	8	9	5	86
<b>Total Trouble Reports</b>	<b>156</b>	<b>69</b>	<b>40</b>	<b>48</b>	<b>15</b>	<b>12</b>	<b>27</b>	<b>8</b>	<b>375</b>

Of the 375 reported troubles, feedback and/or resolution has been received on 125 (33.3%) of the trouble reports.

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Thursday) conference calls with the State of Hawai`i PSAPs to review the Solacom conversion in the State of Hawai`i. The September 6, 2012 and September 13, 2012 conference calls were cancelled.

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

Unfortunately, there has been no significant progress made to date.

Feedback and updates provided by HTI as of September 30, 2012 are as follows:

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

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

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

Hawaiian Telcom continues to work with all of the CLEC's for a statewide approach to resolve the issue of not delivering the ANI/ALI information on overflow MF trunks. Updates will continue to be provided weekly to the PSAPs.

2. Inability to Ringback 9-1-1 Callers – There has been no further occurrences reported as of September 30, 2012.
3. No ANI/ALI Information Transferring to the CAD – This issue remains unresolved and is still under investigation by Solacom. The Hawai'i County PSAP reported that the only occurrence has been on the Hilo Solacom position and will be reported to Intergraph.

Scott Uehara of the County of Hawai'i Police IT Department initiated a trouble ticket with Intergraph (Intergraph SR: 1-395752809) on July 19, 2012 and continues to work with Intergraph to resolve the issue.

There have been no updates on this issue to date.



## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

4. Greater Percentage of Wireless Phase I (WPH I) Calls – This issue has not been resolved.

Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II (WPH II) calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II (WPH II) calls to Wireless Phase I (WPH I) calls. As a result, there are more inquiries by the dispatcher for location information and/or more re-bid requests being required as compared to pre-conversion.)

On July 19, 2012, the Hawai'i County Police PSAP requested that the delay be set at five (5) seconds since this produced the highest results of WPH II initial call delivery at 35.7%.

Second Delay	Calls Land as WPH II Upon Initial Delivery	All Calls Have WPH II Data Upon Call Termination
6	35.6%	50.1%
5	35.7%	48.1%
4	32.3%	44.5%
3	34.4%	43.4%
2	28.1%	43.4%

On August 27, 2012, HTI provided their study of a thirty (30) day period after the 5 second delay was introduced. The overall study results are as follows:

E9-1-1 Call	WPH II	WPH I
Initial Delivery	32.3%	67.7%
End of Call (Re-bid)	45.7%	54.3%

HTI's study clearly confirms that WPH II performance results on the initial call delivery have been negatively impacted. This has a direct impact on PSAP operations.

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

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

5. Inability to Transfer Calls to the Secondary PSAP – There has been no further occurrences reported as of September 30, 2012.
6. No 9-1-1 Recording – This issue has not been resolved.

HTI is still working with Solacom to provide an “All Operators Are Busy” recording for the Hawai`i County Police queue. Hawai`i County Fire closed this issue, however; Hawai`i County Police requested that this issue remain open.

As of July 25, 2012, it was reported to the County of Hawai`i Police PSAP that HTI initiated a change request to Solacom to provide queue recordings in a future enhancement which was marked as a high priority by the PSAP. HTI will provide updates and a timeline when available.

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

A meeting date has not been scheduled by HTI as of September 30, 2012.

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

Originally, calls transferred to the secondary PSAP (Fire) from the primary PSAP (Police) would not retain history on the primary PSAP positions. HTI installed a software maintenance upgrade on May 9, 2012 to correct this problem. During testing, it was discovered that the record only becomes available when the caller disconnects from the final destination. Follow up action is needed by HTI to resolve this issue since the call transfer record is needed when the call is transferred. The Hawai`i County PSAPs (Police and Fire) also requested that they be provided the ability to print screen in order to document the call history and call transfer.

As of July 25, 2012, it was reported to the County of Hawai`i Police PSAP that HTI initiated a change request to Solacom to resolve this issue in a future enhancement and was marked as a high priority by the PSAP. HTI will provide updates and a timeline when available.

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

A meeting date has not been scheduled by HTI as of September 30, 2012.

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

7. Call History (continued)

On September 24, 2012, the County of Hawai'i Police PSAP experienced trouble with missing call information in the call history and reported the incident to HTI. The trouble was occurring on the Supervisor and Call Taker positions. Call history was missing from May 9, 2012 through September 29, 2012, which is normally stored in an internal system folder. This incident is being monitored by HTI and the PSAP.

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

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

No further occurrences were reported in July 2012.

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

On September 5, 2012, HTI reported that feedback had been received from Cedric Apaka of Verizon Wireless concerning the off island calls routing to the Maui and Hawaii PSAPs which are being disconnected during the transfer. The call setup may be marginal in some areas and a reason for a higher percentage of calls overall being picked up by off island cell sites. According to HTI, this is especially true if the customer had not turned on the roaming feature of their handset, which would keep it in the coverage only available by the Verizon network.

On September 8, 2012, another disconnected 9-1-1 call incident was reported. The 9-1-1 call was from a Verizon customer in Kanaio. The 9-1-1 call was disconnected during the transfer from the County of Hawai'i Fire Dispatch. The County of Hawai'i Fire Dispatcher remained on the line and was able to pass additional information to Maui Dispatch so the 9-1-1 caller could be called back. The incident was reported to both HTI and Verizon Wireless for review and investigation.

On September 12, 2012, Cedric Apaka of Verizon Wireless attempted a test call from the Big Beach area on Maui to test if the call would route from a Big Island tower so he could re-create the "disconnect" problem between the Islands. Mr. Apaka was unable to re-create the call between the islands of Maui and Hawai'i due to the equipment on hand. Arrangements will be made for additional testing and monitoring.

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

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

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

No further occurrences have been reported as of September 30, 2012.

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

With the Plant/CML platform, when a previous call was “recalled” from the system, the call information such as name, telephone number and address would re-populate in the Intergraph CAD system.

As of July 25, 2012, it was reported to the County of Hawai`i Police PSAP that HTI initiated a change request to Solacom to resolve this issue. It was reported that this functionality will be added and included into the Solacom Release 11 scheduled for October 2, 2012.

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

A meeting date has not been scheduled by HTI as of September 30, 2012.

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

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

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

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

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

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

No further occurrences have been reported as of September 30, 2012.

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

Unfortunately, additional occurrences surfaced on September 25, September 28 and September 29, 2012 which were reported to HTI and Solacom. An upgrade was initially scheduled for October 1, 2012 to resolve the issue, however, due to frequency of the incidents, Sergeant Ing authorized an earlier installation of the upgrade. HTI and Solacom successfully installed the upgrade on September 30, 2012. There have been no further incidents reported however the situation will continue to be monitored.

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

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

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

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

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

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

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

A meeting date has not been scheduled by HTI as of September 30, 2012.

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

#### 14. Scheduled Maintenance

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

The upgrade was successfully completed and the correct call status now appears in the tenant status window.

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

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

### **Open Issues (To be Monitored and Tracked by Akimeka)**

#### ***Updates as of September 30, 2012 are noted below:***

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

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

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

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

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

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

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

**Update (1/31/12 – 9/30/12)** – No further updates.

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG**

**Current Month – September 2012**

2012		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			# of Transactions	TNs Affected
		PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)		
HAWAII	791	754	673	15	16	19	31	24,836	35	2	1	1	

Revised categories and report format changes effective May 2012.

During the month of September 2012, 754 9-1-1Net requests were completed relating to the MSAG database, with 24,836 customer ANI/ALI records updated as a direct result. Thirty-five (35) TN CR and two (2) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

***There is one (1) records in Suspended status as of September 30, 2012 affecting one (1) telephone number (TN). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

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

There are currently 818 MSAG transactions that were submitted by Akimeka however are in "Referred" status with Intrado as of September 30, 2012. Of the 818 MSAG transactions waiting to be processed, 814 MSAG transactions are ESN Project transactions and 4 are routine MSAG maintenance transactions.



## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

HAWAII COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)
December												
November												
October												
September	791	754	673	15	16	19	31	24,836	35	2	1	1
August	789	780	736	2	22	12	8	12,107	4	5	3	3
July	730	509	392	12	17	17	71	6,517	221	3	5	5
June	453	408	259	34	30	33	52	2,899	39	6	5	5
May	428	259	179	7	21	16	36	5,530	158	11	8	8
April	444	361	225	17	36	23	60	7,591		83	8	8
March	348	72	33	6	2	27	4	292		276	11	25
February	337	226	142	7	17	49	11	8,574		111	21	37
January	203	60	32	0	3	23	2	298		143	40	75
<b>TOTAL YTD</b>	<b>4,523</b>	<b>3,429</b>	<b>2,671</b>	<b>100</b>	<b>164</b>	<b>219</b>	<b>275</b>	<b>68,644</b>	<b>457</b>	<b>640</b>		
<b>AVG PER MO</b>	<b>503</b>	<b>381</b>	<b>297</b>	<b>11</b>	<b>18</b>	<b>24</b>	<b>31</b>	<b>7,627</b>	<b>91</b>	<b>71</b>		

(\*) Applies to Change Request Category Only

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- MSAG (continued)**

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

County	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Hawaii	4,500	1,481	32.9%

There are 814 ESN MSAG transactions that were processed by Akimeka however, are in "Referred" status with Intrado. Once these MSAG transactions are processed by Intrado, the "% Complete" will be at **51.1%**.

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

*This is an ongoing project that will cover all communities.*

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Address Points	09/27/12		Edited address names
	09/26/12		Changed thirty-three (33) addresses from Kekoa Camp Rd to Kekoa Camp Loop
		<b>09/25/12</b>	
	09/17/12 -- 09/19/12		Added Common Names for Police Stations, Post Offices, Schools, and Waste Water Plants
		<b>09/11/12</b>	
	09/10/12		Added new Mile Markers
	09/04/12		Added Common Names for Lodging

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

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Emergency Callboxes	09/26/12		Updated locations of five (5) callboxes along Saddle Road using GPS points
Fire Beats (Includes Medic Beats)	09/20/12		Updated and corrected data
Fire Districts (Includes Medic Districts)	09/20/12		Updated and corrected data
Fire Response Areas			
Fire Stations			
Major Roads		09/25/12	
	09/13/12		Added highway number information
		09/11/12	
	09/05/12		Updated and corrected data
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)		09/11/12	
	09/10/12		Edited community boundary
Medic Response Areas	N/A for Hawaii County		
Medic Stations	09/07/12		Updated and corrected data
Milepost Markers	09/26/12		Updated locations of existing and added new milepost markers between miles 35 and 42 along Saddle Road using GPS points
		09/11/12	
	09/10/12		Updated and corrected data

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

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Points of Interest	09/18/12 -- 09/20/12		Added Post Offices, Schools, Subdivisions, Waste Water Plants, and Waterfalls
	09/17/12		Added eight (8) Police Stations. Updated and corrected data.
		<b>09/11/12</b>	
	09/04/12 -- 09/13/12		Added two (2) hotels and added one (1) park. Edited Medic Stations.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations	09/17/12		Updated and corrected data
Schools	09/19/12		Updated and corrected data
Street Centerlines	09/26/12		Updated location of Ane Keohokalole Hwy in Kailua Kona using GPS points
		<b>09/25/12</b>	
Trails			
WSP Cell Towers	09/27/12 -- 09/28/12		Per AT&T Mobility CRS
		<b>09/25/12</b>	
	09/20/12		Per VZW CRS
		<b>09/11/12</b>	
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches			
Gas Stations		<b>09/11/12</b>	
Food & Beverage			
Hospitals		<b>09/11/12</b>	
Lodging		<b>09/11/12</b>	
	09/04/12		Updated and corrected data
Medical Facilities		<b>09/11/12</b>	
	09/06/12		Updated and corrected data

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

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Parcels		09/25/12	
	09/13/12		Updated and corrected data
Parks (Includes National Parks)	09/17/12		Updated and corrected data
	09/11/12		Updated and corrected data
Parks Polygon			
Post Offices	09/18/12		Updated and corrected data
Subdivisions	09/19/12		Updated and corrected data
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings		09/11/12	
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls	09/20/12		Updated and corrected data

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

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Ocean Rescue Boundaries		09/25/12	
	09/12/12		Updated and corrected data
Ocean Safety (Includes Lifeguard Stands)			
	09/12/12		Updated and corrected data
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
United States National Grid (50K)			
United States National Grid			
Volcano Hazard Zones			
Waste Water Plants			
	09/19/12		Updated and corrected data
Wharfs			
<b>SPECIAL REQUESTS</b>			
Correctional Facilities			

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

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

## Hawai`i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

### Current Month GIS Activities – September 2012

09/24/12 -- Akimeka personnel performed field verifications for addresses along Puako Beach  
 09/25/12 Drive and GPS'd Emergency Callboxes and Milepost Markers along Saddle Road.

### Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawai`i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers. In the month of May 2012, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on September 14, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		7
# of Street Segments Removed		0
# of New Addresses Added	83	
# of Addresses Removed	15	
# of Street Segment Range Changes		34
# of Street Segment Name Changes		6
# of Street Name Changes	20	
# of Street Number Changes	15	

Note: Some Address Points have its street name and street number changed at the same time. These are counted as separate actions since these changes are needed to make the layers "9-1-1 capable" for dispatch and response.

## Hawai'i County E9-1-1 Status Report September 1, 2012 – September 30, 2012

- **Service Requests Transactions**

### Open Service Requests – September 2012 (August 30, 2012 – September 26, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).  Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process will begin 10/01/12.

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

### Year-to-Date (YTD) Summary – 2012

HAWAII				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	2	3	1	0	0	2	3	0	0	0	0
August	4	6	2	0	0	4	6	0	0	0	0
July	4	4	4	0	0	4	4	0	0	0	0
June	2	20	4	0	0	2	20	0	0	0	0
May	16	9	22	0	0	16	9	0	0	0	0
April	4	2	15	0	1	4	1	0	0	0	0
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
<b>TOTAL</b>	<b>51</b>	<b>66</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>60</b>	<b>59</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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



## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – September 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,043	905	29.7%	2,138	70.3%

#### 9-1-1 Call Volume – Calendar Year 2012

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September	3,043	905	29.7%	2,138	70.3%	0	0.0%	612	20.1%
August	3,345	1,001	30.0%	2,335	70.0%	9	0.3%	727	21.7%
July	3,281	989	30.1%	2,292	69.9%	0	0.0%	663	20.2%
June	3,211	1,069	33.3%	2,142	66.7%	0	0.0%	654	20.4%
May	3,029	1,012	33.7%	1,992	66.3%	25	0.8%	639	21.1%
April	3,097	968	31.3%	2,129	68.7%	0	0.0%	703	22.7%
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
<b>TOTAL YTD</b>	<b>28,450</b>	<b>9,026</b>	<b>31.8%</b>	<b>19,384</b>	<b>68.2%</b>	<b>40</b>	<b>0.1%</b>	<b>5,998</b>	<b>21.1%</b>
<b>AVG PER MO</b>	<b>3,161</b>	<b>1,003</b>		<b>2,154</b>		<b>4</b>		<b>666</b>	

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

**Notes:**

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

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

### Wireless Test – September 2012

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

### Current Month PSAP Operations Activities – September 2012

Weekly (Every Thursday)      Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the September 6, 2012 and September 13, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or improvement to date. Hawai'i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.

09/05/12 – 09/30/12      On August 8, 2012, Hawaiian Telcom, Inc. (HTI) reported that they will require additional time to review and finalize the Trouble Reporting Procedures for Planned and Unplanned Outages document. HTI will need to engage their Regulatory folks to address Kauai County's questions and suggestions. HTI committed to providing a final draft document to Kauai County for review the week of September 5, 2012.

Kauai County did not receive any updated document to review as committed by HTI for the week of September 5, 2012.

09/19/12 -- 09/20/12      Kathleen Langtad, Dispatch Supervisor, requested Akimeka's assistance to open a trouble ticket regarding incorrect ELT information on a 9-1-1 call. The trouble was reported and isolated to an incorrect ELT code in the Intrado database. Hawaiian Telcom and Intrado corrected the information and updated the database. Following a successful test on September 20, 2012, the trouble ticket was closed.

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

### VisionAIR/911 Inc. Integrated CAD Replacement Project

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

Highlights of the September 5, 2012 follow up conference call are as follows:

1. Network Connectivity and Compatibility Issues

The following action items were not discussed on the conference call and are still outstanding. HTI has not provided a response to Kauai County's questions and concerns.

- a. Kauai County again asked if Solacom has any experience with other third party vendors for a native SIP solution. If yes, why isn't this solution available to Hawaii.
- b. Kauai County and Akimeka also asked HTI to clarify "i3 compliant" vs. "ratified". There should be a common understanding of what is intended by the terminology being used by HTI.

Kauai County stated that they are still in the process of reviewing Hawaiian Telcom's December 2011 Statement of Work (SOW) however, re-iterated that they are still unsatisfied with the non-native SIP interface being proposed by HTI. This prevents Kauai County from realizing NG9-1-1 features and benefits.

2. ALI Database Access

Kauai County reported that at their request, Akimeka has been working with the ALI data provided by HTI and identifying address issues to be corrected. Kauai County appreciates that HTI provided the data however, would like to re-visit the possibility of getting a more complete set of data including associated telephone number (TN) or some other unique identifier or tag in order to facilitate the review and validation process. Not having the means to tag the address limits Kauai County and/or Akimeka's ability to validate and follow-up on reported issues.

3. County of Hawaii Solacom Conversion Status

Brandon Raines reported that at the August 2012 State of Hawaii E9-1-1 Committee Meetings, HTI recognized the PSAPs dissatisfaction with the Solacom implementation and solution. Additionally, HTI stated that this situation/issue has been escalated to the highest levels within HTI for review and direction as to the next steps.

Ben Morgan reported that there were five (5) Change Requests for features that were working as designed but not as expected by the County of Hawaii PSAP. In all cases, the changes were to restore functionality that available on the Plant/CML platform and as such deemed as required by the County of Hawaii would accept the Solacom installed platform. HTI was hopeful that they would be able to address most of the items in the October/November 2012 timeframe; however some would carry over into 2013.

Kauai County requested written details of the Change Requests which were subsequently provided by HTI.

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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- **PSAP Operations (continued)**

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

4. County of Hawaii Solacom Conversion Status (continued)

Ben Morgan also reported that the issue with the percent of Wireless Phase II (WPH II) calls is still being monitored. The situation with some wireless 9-1-1 calls being dropped when transferred between the Maui PSAP and the County of Hawaii PSAP may be due to coverage issues. As such, HTI is working with the wireless carriers to assess and resolve. There are also a number of call specific issues that are being tracked and monitored.

5. Hawaiian Telcom Personnel Changes

Ben Morgan reported that Bobby Uyehara was no longer with HTI. Ben also announced that Jane Kikawa will be leaving HTI effective September 14, 2012. Jane Kikawa's replacement should be on board and resume the conference calls by October 1, 2012. In the interim, Ben Morgan will be Kauai County's main contact person until the transition is completed internally.

The September 19, 2012 conference call was not held due to other scheduled meetings taking precedence.

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

***Updates as of September 30, 2012 are noted below:***

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

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

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

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

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

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

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

**Update (1/31/12 – 9/30/12)** – No further updates.

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG**

**Current Month – September 2012**

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
KAUAI	78	19	0	0	3	16	0	0	59	0	5	5

Revised categories and report format changes effective May 2012.

During the month of September 2012, nineteen (19) 9-1-1Net requests were completed relating to the MSAG database, with no customer ANI/ALI records updated as a direct result. Fifty-nine (59) TN CRs were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are five (5) records in Suspended status as of September 30, 2012 affecting five (5) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

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

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

KAUAI		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September	78	19	0	0	3	16	0	0	59	0	5	5	
August	71	2	0	0	0	2	0	0	69	0	27	27	
July	25	2	1	0	1	0	0	7	23	0	25	25	
June	27	9	5	0	0	4	0	118	18	0	22	22	
May	26	26	21	0	1	3	1	1,696	0	2	22	22	
April	30	27	14	1	1	11	0	758		3	23	23	
March	23	21	10	0	2	8	1	115		2	18	18	
February	17	14	10	0	0	3	1	214		3	33	36	
January	23	18	5	5	3	5	0	53		5	33	36	
<b>TOTAL YTD</b>	<b>320</b>	<b>138</b>	<b>66</b>	<b>6</b>	<b>11</b>	<b>52</b>	<b>3</b>	<b>2,961</b>	<b>169</b>	<b>15</b>			
<b>AVG PER MO</b>	<b>36</b>	<b>15</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>0</b>	<b>329</b>	<b>34</b>	<b>2</b>			

(\* Applies to Change Request Category Only)

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

- Mapping Layers Updated/Loaded Into GIS – September 2012

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Address Points		<b>09/27/12</b>	
	09/25/12		Corrected hotel name as a Common Name
	09/19/12		Added Common Names for Schools and Waste Water Plants
	09/19/12		Removed nine (9) address points and corrected one (1) address point per Kauai's Addressing Authority
	09/18/12		Added Common Names for Post Offices
		<b>09/13/12</b>	
	09/07/12		Added one (1) address point
Emergency Callboxes			
Fire Beats	09/20/12		Updated and corrected data
Fire Districts	09/20/12		Updated and corrected data
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads		<b>09/27/12</b>	
	09/13/12		
	09/05/12		Added highway number information
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations		<b>09/13/12</b>	
	09/07/12		Updated and corrected data
Milepost Markers		<b>09/13/12</b>	
	09/10/12		Updated and corrected data
Points of Interest	09/26/12		Corrected hotel name
	09/25/12		Removed duplicate hotel and corrected hotel name
	09/18/12 -- 09/20/12		Added Post Offices, Schools, Subdivisions, Waste Water Plants, and Waterfalls
	09/17/12		Added Police Stations and one (1) Park. Updated and corrected data.
		<b>09/13/12</b>	
	09/07/12		Added Medic Stations
	09/04/12		Added one (1) hotel

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

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations	09/17/12		Updated and corrected data
Schools	09/19/12		Updated and corrected data
Street Centerlines		<b>09/13/12</b>	
	09/07/12		Added a new street and range
Trails			
WSP Cell Sectors (Polygon)	09/28/12		Per AT&T Mobility CRS
WSP Cell Towers (Points)	09/28/12		Per AT&T Mobility CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches			
Gas Stations		<b>09/27/12</b>	
	09/14/12		Updated and corrected data
		<b>09/13/12</b>	
Food & Beverage		<b>09/13/12</b>	
Hospitals		<b>09/13/12</b>	
Lodging		<b>09/27/12</b>	
	09/26/12		Corrected hotel name
	09/25/12		Removed duplicate hotel and corrected hotel name
		<b>09/13/12</b>	
	09/04/12		Updated and corrected data
Medical Facilities		<b>09/13/12</b>	
	09/06/12		Updated and corrected data
Parcels		<b>09/27/12</b>	
	09/13/12		Updated and corrected data

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



## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Parks	09/13/12		Updated and corrected data
Parks Polygon			
Post Offices	09/18/12		Updated and corrected data
Subdivisions	09/18/12		Updated and corrected data
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls	09/20/12		Updated and corrected data
Ocean Rescue Boundaries	09/12/12	<b>09/13/12</b>	Updated and corrected data
Ocean Safety (Includes Lifeguard Stands)	09/12/12		Updated and corrected data

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

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants	09/19/12		Updated and corrected data
<b>SPECIAL REQUESTS</b>			
KCC Building Outline			
KCC Callboxes			

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

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

### Current Month GIS Activities – September 2012

09/26/12 Akimeka prepared and copied the following layers onto Kauai's GeoComm computer for updates: Address Points, Gas Stations, Lodging, Major Roads, and Parcels.

## Kauai County E9-1-1 Status Report September 1, 2012 – September 30, 2012

### • Service Requests Transactions

#### Open Service Requests – September 2012 (August 30, 2012 – September 26, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

### Year-to-Date (YTD) Summary – 2012

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

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

	Category	Description
<b>Definitions:</b>	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