

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

E911 Communications/Technical/Finance Committee Meeting  
Monday, November 5, 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. Items for Discussion, Consideration and Action:
  - a. Communications Committee
    - i. Press Releases
    - ii. Logo/Slogan Contest Update
    - iii. 2013 Legislative agenda discussion
    - iv. Report on APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired.
    - v. Review of Letter to HawTelcom regarding representation of the Board on HawTelcom advisory committee regarding E911 issues.
    - vi. Review of State of Hawaii Social Media Policy.
    - vii. 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. Technology Investigation Task Force Update.
    - iv. Investigative Regulatory Committee Update

- v. PSAP Round Table on NG911 Implementation.
- vi. Review of letter from the Board requesting representation from the PUC on the Investigative Regulatory Committee.
- vii. Discussion of FCC action for PSAP Do Not Call List

C. Finance Committee

- i. Review of Monthly Cash Flow Financial Report.
- ii. Appointment of Morris Tamanaha and Lisa Hiraoka to the Finance Committee.
- iii. Review of new policy on Encumbrances and disbursements.
- iv. Requests for approval for additional funding of Conference attendance subject to final approval by the Board.
  - 1. TriTech Conference (Kauai PSAP) additional funding.
  - 2. Actual/additional funding for Access911Hawaii Forum.
- v. Discussion of bank proposals for E911 Fund Bank account, subject to Board approval.
- vi. Request funding for legal services for Investigative Regulatory Committee.

VI. Announcements

- a. Next meeting date: Tuesday, December 11, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

b. Others

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

VIII. Adjournment



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Meeting Minutes

**Communications Committee members present:** Gordon Bruce (Chair), Paul Ferreira, Morris Tamanaha, Jayne Nantkes, Thalia Burns, Clayton Tom, Paul Ferreira and Victor Ramos.

**Communications Committee members absent:** None

**Technical Committee members present:** Victor Ramos (Chair), Clayton Tom, Tony Ramirez, Aaron Correia, Morris Tamanaha, Kenison Tejada, Steve Schutte and Kiman Wong,

**Technical Committee members absent:** James LaClair, Clement Chan and Brandon Raines.

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

**Finance Committee members absent:** Bart Huber and Dave Kajihiro

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

**Guests:** Jeff Riewer (AT&T), D. Perkins (Ocean Safety), Davlynn Racadio (MPD), Peter Fritz (Self), Mary Boyd (Intrado) and Sharon Garcia (HPD).

- I. Call to Order, Public Notice, Quorum
  - a. The meeting was called to order at 10:00 am.
- II. Public testimony on all agenda items
  - a. A request was made by the Board Chair to recognize any who wished to give testimony on any of the agenda items.
  - b. There were no individuals who came forward.
- III. Introductions
  - a. Introductions were made of individuals present.
- IV. Review and Approval of Last Meeting's Minutes
  - a. Mr. Paul Ferreira motioned to approve the meeting minutes. The motion was seconded and unanimously approved by voice vote without discussion.
- V. Items for Discussion, Consideration and Action:
  - a. Communications Committee
    - i. Press Releases
      1. Nothing to report.
    - ii. Logo/Slogan Contest Update

1. The DOE has distributed the information to all the public and charter schools.
  2. The contest is competing with other contest sponsors such as Alaska airlines.
  3. A request for feedback of contest information distributed to the schools from individuals who have children or relatives attending the public schools to assure proper distribution of contest information.
  4. There will be a media campaign to further publicize the contest statewide.
  5. The Executive Director recommended extending the contest deadline to February 1 and this was approved. Thera Bradshaw will prepare the letter to the schools acknowledging the deadline extension.
- iii. 2013 Legislative agenda discussion
1. CTIA has been contacted by the Executive Director regarding prepaid legislation. CTIA's membership has supported other states on prepaid wireless where the administrative fee collected can offset administrative expenses of the retail establishment selling prepaid.
  2. Dan Youmans (AT&T) volunteered to arrange a conference call of us with industry leadership from T-Mobile, Verizon, AT&T and CTIA.
  3. 29 states have implemented prepaid wireless and most are at the point of sale.
  4. The Executive Director recommends that we work throughout 2013 to assure broad base support for legislation before introducing a prepaid bill in 2014.
- iv. Report on APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired.
1. Thalia Burns shared her positive experience with the only blind person in attendance at the Forum.
  2. The Forum was considered a success due to the contributions of the Chapter leadership, volunteers, Board members, and Sponsors and dynamic speakers.

3. The FCC will be holding their hearing on texting at the end of November.
  4. Cheryl King of the FCC made excellent contacts within the Hawaii disabled community during the Forum.
  5. A dinner was held the night before the Forum as an opportunity for all the participants to meet in advance of the forum.
  6. Next Steps
    - a. Obtain funding support for NG9-1-1 from Senator Inouye and our congressional delegation per his request.
    - b. Support the FCC in their efforts for texting.
    - c. Establish our Hawaii delegation to attend the 911 Goes to Washington Conference in 2013 and meet with our congressional delegates who are now members of the NG9-1-1 Caucus.
    - d. Support the efforts of the Board on NG911 Planning.
  - v. Review of Letter to HawTelcom regarding representation of the Board on HawTelcom advisory committee regarding E911 issues.
    1. This item is deferred.
  - vi. Review of State of Hawaii Social Media Policy.
    1. The policy was distributed to the Board & Committee members for review and comment.
    2. It was requested that this item be included in next month's agenda for discussion of any issues regarding the policy.
  - vii. Others
    1. There was a request by the Board Chair to include Marshall Kanehailua and Steven Schutte for consideration for appointment to the Committee.
- b. Technical Committee
- i. Update on status of PSAP projects with funds pending expenditure.
    1. HFD - Fire/EMS CAD update.
      - a. Conference calls with Tritech will evolve to face-face talks.
    2. Kauai CAD update-

- a. Data collection meeting with Intrado to access Kauai's 911 priorities.
3. Others
  - ii. Request for PSAP updates for Enhanced 911 Timeline continuum.
    1. No updates at this time.
  - iii. Technology Investigation Task Force Update.
    1. This matter has been addressed regarding representation on the HawTel Committee. This matter should be taken off the committee agenda.
  - iv. Investigative Regulatory Committee Update
    1. The IRC will be discussing the matter of funding for legal representation at today's meeting.
  - v. PSAP Round Table on NG911 Implementation.
    1. Mr. Roy Irei recommended forming an Investigative Committee on NG911 Planning.
    2. The first meeting will be scheduled for December 11.
    3. Intrado, HawTel, Enhanced 9-1-1 Board staff, and all PSAPs should be in attendance.
    4. Possible topics for discussion include:
      - a. ANI and ALI, mapping, etc.
      - b. Limitations of Format 6
      - c. Funding, Legislation and Operations.
    5. Tony Ramirez motioned that an Investigative Committee for the NG911 be formed and meet next month to look at implementation for the NG9-1-1 in the State of Hawaii. The motion was seconded and approved unanimously by voice vote without discussion.
  - vi. Review of letter from the Board requesting representation from the PUC on the Investigative Regulatory Committee.
    1. The letter was completed and reviewed with the committee by Thera Bradshaw.
    2. The letter will be signed by the Board Chair and Executive Director then sent to the PUC.
  - vii. Discussion of FCC action for PSAP Do Not Call List
    1. The FCC voted to prohibit auto dialing.
    2. The penalties for any infraction are quite severe.

3. The PSAPs should be informed regarding this issue.
  4. Thera Bradshaw read the recommended letter of support from Hawaii for texting from the Board Chair. The letter will be made part of the minutes. (attachment I)
- viii. The Committee Chair requested that Marshall Kanehailua be considered for appointment to the Technical Committee on next month's agenda.

c. Finance Committee

- i. Review of Monthly Cash Flow Financial Report.
  1. The Finance Chair acknowledged the following activity during the month of October 2012.
    - a. Cash Receipts for the month- \$755,249.
    - b. Cash Disbursements for the month - \$1,462,505.
    - c. The bank balance at the end of the month - \$10,756,537.
    - d. The unencumbered cash balance- \$7,850,849.
- ii. Appointment of Morris Tamanaha and Lisa Hiraoka to the Finance Committee.
  1. Mr. Morris Tamanaha withdrew from consideration appointment to the Finance Committee so there were no conflicts with his appointments on other board committees.
  2. Roy Irei recommended Lisa Hiraoka for membership to the Finance Committee. The motioned was seconded and approved unanimously by voice vote without discussion.
- iii. Review of new policy on Encumbrances and disbursements.
  1. Courtney Tagupa reviewed the following items with the Committee:
    - a. Encumbrance definition and purpose.
    - b. Requirements for a valid encumbrance.
    - c. Review of the Board disbursement policy.
- iv. Requests for approval for additional funding of Conference attendance subject to final approval by the Board.
  1. TriTech Conference (Kauai PSAP) additional funding.
    - a. There was motion to approve additional funding not to exceed \$9,000 subject to final approval by the Board.

The motion was seconded and approved by voice vote without discussion with S. Kaleo Perez abstaining.

2. Actual/additional funding for Access911Hawaii Forum.

a. The request for additional funding has been withdrawn.

v. Discussion of bank proposals for E911 Fund Bank account, subject to Board approval.

1. This matter is deferred until next month.

2. Addition due diligence includes:

a. References

b. Disclosure of total assets and deposits.

vi. Request funding for legal services for Investigative Regulatory Committee.

1. This item is deferred until next month until the IRC can review the funding and obtaining legal services with Pat Ohara.

VI. Announcements

a. Next meeting date: Tuesday, December 11, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

b. Others

i. The NG911 Planning meeting will be scheduled next month after the joint committee meetings.

ii. Kenison Tejada requested that an agenda item be added to the Technical Committee to provide a project update on the Mapping efforts statewide.

iii. Roy Irei, Steven Schutte, and Kiman Wong were honored at a commissioning ceremony for the new board members.

iv. Akimeka has a tool that will be able to pinpoint the addresses that do not exist on county streets. For the November monthly status reports for the neighbor items, Akimeka will disclose the discrepancies and pinpoint how many ALI records that have a house number that doesn't exist within the PSAP county addressing authority.

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

a. Mr. Peter Fritz voiced his concern regarding the lack of contact information regarding meeting accommodations for people with disabilities.

VIII. Adjournment



**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 October 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	\$ 62,543,927.97	754,678.56	\$ 63,298,606.53
Other Income	11,555.22		11,555.22
Interest Income	1,828,943.27	570.28	1,829,513.55
<i>Prior Period Interest Income Adjustment</i>	(257,236.01)		(257,236.01)
Net Interest Income	1,571,707.26	570.28	1,572,277.54
<b>Subtotal Cash Inflow</b>	<b>\$ 64,127,190.45</b>	<b>\$ 755,248.84</b>	<b>\$ 64,882,439.29</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	(29,283,603.41)	(1,426,614.51)	(30,710,217.92)
Board Member Travel Expense	(116,686.34)	(3,181.77)	(119,868.11)
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	(2,184,083.53)	(27,083.33)	(2,211,166.86)
Audit Expense	(42,211.88)	(5,625.00)	(47,836.88)
Other Board Related Expenses	(7,963.80)		(7,963.80)
<b>Subtotal Cash Outflow</b>	<b>\$ (52,663,398.10)</b>	<b>\$ (1,462,504.61)</b>	<b>\$ (54,125,902.71)</b>
Bank Balance	\$ 11,463,792.35	\$ (707,255.77)	\$ 10,756,536.58
Encumbrances FY 2011 (Kauai CAD)	\$ (1,724,508.75)	1,100,984.05	(623,524.70)
Encumbrances FY 2012	\$ (2,282,162.26)		\$ (2,282,162.26)
Unencumbered Cash	\$ 7,457,121.34	\$ 393,728.28	\$ 7,850,849.62

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<b>FY2013 MONTH OF OCTOBER 2012</b>	<b>Hawaii PSAP</b>	<b>Kauai PSAP</b>	<b>Maui PSAP</b>	<b>Oahu PSAP</b>	<b>ADMIN</b>	<b>TOTAL</b>
Total RECEIPTS	-	-	-	-	755,249	755,249
<b>TOTAL DISBURSEMENTS:</b>						
Total 6200 CONFERENCES	6,571	-	4,699	5,559	2,508	19,336
6300 Non-RECURRING						
Total 6303 Computers	-	-	(47,896)	-	-	(47,896)
Total 6300 Non-RECURRING	-	-	(47,896)	-	-	(47,896)
6400 RECURRING EXPENSES						
Total 6401 ADMINISTRATION	-	-	-	-	36,085	36,085
Total 6402 MAINTENANCE	116,274	81,477	-	-	-	197,751
6403 Other RECURRING						
Total 6403.01 Telcom Charges	51,057	-	23,249	-	81,938	156,244
Total 6403 Other RECURRING	51,057	-	23,249	-	81,938	156,244
Total 6400 RECURRING EXPENSES	167,332	81,477	23,249	-	118,023	390,080
<b>TOTAL DISBURSEMENTS:</b>	<b>173,902</b>	<b>81,477</b>	<b>(19,948)</b>	<b>5,559</b>	<b>120,531</b>	<b>361,521</b>
<b>NET RECEIPTS/(DISBURSEMENTS)</b>	<b>(173,902)</b>	<b>(81,477)</b>	<b>19,948</b>	<b>(5,559)</b>	<b>634,718</b>	<b>393,728</b>

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

FY2013 OCTOBER 2012 YEAR-TO-DATE	TOTAL			
	4 MOS.	ANNUAL BUDGET	\$ Over/(Under) Budget	
<b>TOTAL RECEIPTS</b>	3,018,592	8,880,000	(5,861,408)	<b>34.0%</b>
<b>DISBURSEMENTS:</b>				
<b>Total 6200 CONFERENCES</b>	24,190	75,000	(50,810)	
<b>Total 6300 Non-RECURRING</b>	(47,896)	1,318,358	(1,366,254)	
<b>6400 RECURRING EXPENSES</b>				
<b>Total 6401 ADMINISTRATION</b>	127,083	1,294,406	(1,167,323)	
<b>Total 6402 MAINTENANCE</b>	197,751	3,784,235	(3,586,484)	
<b>Total 6403 Other RECURRING</b>	448,967	1,778,981	(1,330,014)	
<b>Total 6400 RECURRING EXPENSES</b>	773,802	6,857,622	(6,083,820)	
<b>TOTAL DISBURSEMENTS</b>	750,096	8,250,980	(7,500,884)	<b>9.1%</b>

**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				-
Com/Board Travel				-
MSAG Services				-
HawTel Services				-
WSP Cost Recov				-
CAD Upgrades:				-
Maui PD				-
EMS/FIRE	991,085.48			991,085.48
HPD	785,750.00			785,750.00
Compter Eq.				-
VMS				-
PowerPhone				-
Imagery Services		426,472.08		426,472.08
CAD Maintenance		78,854.70		78,854.70
GPS Maintenance				-
Assessments:				-
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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FY2013 OCTOBER 2012 YEAR-TO-DATE	Hawaii PSAP		
	4 MOS.	ANNUAL BUDGET	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	-	2,715	(2,715)
6204 APCO Conference	6,571	5,742	829
6214 Nena Conference	11		11
6222 TriTech CAD Users	-		
<b>Total 6200 CONFERENCES</b>	6,582	8,457	(1,875)
<b>6300 Non-RECURRING</b>			
<b>Total 6300 Non-RECURRING</b>	-		
<b>6400 RECURRING EXPENSES</b>			
<b>Total 6401 ADMINISTRATION</b>	-		
<b>6402 MAINTENANCE</b>			
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.	116,274	465,097	(348,823)
6402.08 CAD Maintenance	-	67,273	(67,273)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
<b>Total 6402 MAINTENANCE</b>	116,274	932,695	(816,421)
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	51,057	306,344	(255,287)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>	51,057	306,344	(255,287)
6403.02 EMS Tower Lease	-		
<b>Total 6403 Other RECURRING</b>	51,057	306,344	(255,287)
<b>Total 6400 RECURRING EXPENSES</b>	167,332	1,239,039	(1,071,707)
<b>TOTAL DISBURSEMENTS</b>	173,914	1,247,496	(1,073,582)

**HAWAII ENHANCED 911 BOARD  
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FY2013 OCTOBER 2012 YEAR-TO-DATE	Kauai PSAP		
	4 MOS.	ANNUAL BUDGET	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	-	1,555	(1,555)
6204 APCO Conference	-		
6214 Nena Conference	-		
6222 TriTech CAD Users	-	7,635	(7,635)
<b>Total 6200 CONFERENCES</b>	-	9,190	(9,190)
<b>6300 Non-RECURRING</b>			
<b>Total 6300 Non-RECURRING</b>	-		
<b>6400 RECURRING EXPENSES</b>			
<b>Total 6401 ADMINISTRATION</b>	-		
<b>6402 MAINTENANCE</b>			
6402.02 Imagery Lic Agree	-	194,623	(194,623)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	81,477	325,907	(244,430)
6402.08 CAD Maintenance	-		
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
<b>Total 6402 MAINTENANCE</b>	81,477	520,530	(439,053)
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-	128,305	(128,305)
6403.0102 Long Distance	-		
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	-	111,400	(111,400)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-	2,500	(2,500)
<b>Total 6403.01 Telcom Charges</b>	-	242,205	(242,205)
6403.02 EMS Tower Lease	-		
<b>Total 6403 Other RECURRING</b>	-	242,205	(242,205)
<b>Total 6400 RECURRING EXPENSES</b>	81,477	762,735	(681,258)
<b>TOTAL DISBURSEMENTS</b>	81,477	771,925	(690,448)

**HAWAII ENHANCED 911 BOARD**  
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FY2013 OCTOBER 2012 YEAR-TO-DATE	Oahu PSAP		
	4 MOS.	ANNUAL BUDGET	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	-	4,750	(4,750)
6204 APCO Conference	8,533	27,810	(19,277)
6214 Nena Conference	(132)		(132)
6222 TriTech CAD Users	-		
<b>Total 6200 CONFERENCES</b>	8,401	32,560	(24,159)
<b>6300 Non-RECURRING</b>			
<b>Total 6300 Non-RECURRING</b>	-	170,000	(170,000)
<b>6400 RECURRING EXPENSES</b>			
<b>Total 6401 ADMINISTRATION</b>	-		
<b>6402 MAINTENANCE</b>			
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>	-	1,340,180	(1,340,180)
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	5,527		5,527
6403.0109 Telcom Trunk	314,907	918,893	(603,986)
6403.0110 Ocean Safety CML	7,636	25,200	(17,564)
6403.0111 WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>	328,070	944,093	(616,023)
6403.02 EMS Tower Lease	-	7,844	(7,844)
<b>Total 6403 Other RECURRING</b>	328,070	951,937	(623,867)
<b>Total 6400 RECURRING EXPENSES</b>	328,070	2,292,117	(1,964,047)
<b>TOTAL DISBURSEMENTS</b>	336,471	2,494,677	(2,158,206)

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

FY2013 OCTOBER 2012 YEAR-TO-DATE	ADMIN		
	4 MOS.	ANNUAL BUDGET	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	3,018,592	8,880,000	(5,861,408)
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	2,719	14,415	(11,696)
6204 APCO Conference	1,852	1,852	-
6214 Nena Conference	-		
6222 TriTech CAD Users	-		
<b>Total 6200 CONFERENCES</b>	4,571	16,267	(11,696)
<b>6300 Non-RECURRING</b>			
<b>Total 6300 Non-RECURRING</b>	-		
<b>6400 RECURRING EXPENSES</b>			
<b>6401 ADMINISTRATION</b>			
6401.01 Exec Dir. Services	108,333	333,125	(224,792)
6401.02 ElectronSignatur	-	200	(200)
6401.03 911 Board Expansion	-	75,000	(75,000)
6401.05 Audit Expense	11,250	11,250	-
6401.06 Bank Charge	103		103
6401.07 Meeting Venue	-	1,000	(1,000)
6401.08 Board Member Travel	6,578	27,000	(20,422)
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		
6401.12 NASNA Dues	-	100	(100)
6401.13 Parking Permits	-	250	(250)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	819	160,000	(159,181)
6401.0102 AT&T	-	23,320	(23,320)
<b>Total 6401.15 WSP Cost Recovery</b>	819	183,320	(182,501)
<b>Total 6401 ADMINISTRATION</b>	127,083	1,294,406	(1,167,323)
<b>Total 6402 MAINTENANCE</b>	-		
<b>Total 6403 Other RECURRING</b>	-		-
<b>Total 6400 RECURRING EXPENSES</b>	127,083	1,294,406	(1,167,323)
<b>TOTAL DISBURSEMENTS</b>	131,654	1,310,673	(1,179,019)



## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

- PSAP Operations**

### 9-1-1 Call Volume – October 2012

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

PSAP	Total	Wireline	%	Wireless	%
<b>OAHU CIVILIAN (*)</b>	85,546	24,513	28.7%	61,014	71.3%

(\*) 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							
		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	85,546	24,513	28.7%	61,014	71.3%	19	0.0%	7,713	9.0%
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>829,739</b>	<b>244,521</b>	<b>29.5%</b>	<b>585,102</b>	<b>70.5%</b>	<b>116</b>	<b>0.0%</b>	<b>74,006</b>	<b>8.9%</b>
<b>AVG PER MO</b>	<b>82,974</b>	<b>24,452</b>		<b>58,510</b>		<b>12</b>		<b>7,401</b>	

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

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

● **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		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	40,297	11,044	27.5%	45.1%	29,111	72.5%	47.7%	142	0.4%	0	0.0%
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>385,730</b>	<b>108,010</b>	<b>28.1%</b>	<b>44.2%</b>	<b>276,606</b>	<b>71.9%</b>	<b>47.3%</b>	<b>1,114</b>	<b>0.3%</b>	<b>9,712</b>	<b>2.5%</b>
<b>AVG PER MO</b>	<b>38,573</b>	<b>10,801</b>			<b>27,661</b>			<b>111</b>		<b>971</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)									
		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	15,479	5,540	36.1%	22.6%	9,817	63.9%	16.1%	122	0.8%	601	3.9%
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>149,791</b>	<b>53,086</b>	<b>35.7%</b>	<b>21.7%</b>	<b>95,701</b>	<b>64.3%</b>	<b>16.4%</b>	<b>1,004</b>	<b>0.7%</b>	<b>6,974</b>	<b>4.7%</b>
<b>AVG PER MO</b>	<b>14,979</b>	<b>5,309</b>			<b>9,570</b>			<b>100</b>		<b>697</b>	

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

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

● **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October	9,860	2,810	28.5%	11.5%	7,047	71.5%	11.5%	3	0.0%	7,558	76.7%
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>94,170</b>	<b>29,174</b>	<b>31.0%</b>	<b>11.9%</b>	<b>64,952</b>	<b>69.0%</b>	<b>11.1%</b>	<b>44</b>	<b>0.0%</b>	<b>74,385</b>	<b>79.0%</b>
<b>AVG PER MO</b>	<b>9,417</b>	<b>2,917</b>			<b>6,495</b>			<b>4</b>		<b>7,439</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	5,018	1,983	43.0%	8.1%	2,625	57.0%	4.3%	410	8.2%	1,507	30.0%
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>52,257</b>	<b>20,663</b>	<b>42.4%</b>	<b>8.5%</b>	<b>28,063</b>	<b>57.6%</b>	<b>4.8%</b>	<b>3,531</b>	<b>6.8%</b>	<b>14,087</b>	<b>27.0%</b>
<b>AVG PER MO</b>	<b>5,226</b>	<b>2,066</b>			<b>2,806</b>			<b>353</b>		<b>1,409</b>	

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

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October	7,235	2,772	39.4%	11.3%	4,271	60.6%	7.0%	192	2.7%	145	2.0%
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>69,839</b>	<b>28,707</b>	<b>42.2%</b>	<b>11.7%</b>	<b>39,285</b>	<b>57.8%</b>	<b>67.3%</b>	<b>1,847</b>	<b>2.6%</b>	<b>1,277</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>6,984</b>	<b>2,871</b>			<b>3,929</b>			<b>185</b>		<b>128</b>	

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

**Notes:**

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

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

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

OAHU CIVILIAN		<b>MISCELLANEOUS CALLS</b> (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)					
<b>2012</b>	<b>TOTAL YTD</b>	January	February (*)	March (**)	April	May	June
	77,952	6,099	10,546	9,830	6,711	5,821	5,866
	<b>AVG PER MO</b>	July	August	Sept (***)	October	November	December
	7,795	6,782	5,239	13,401	7,657		

(\*) 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 October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

### Wireless Test – October 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
10/18/12	AT&T Mobility	1	1	Oahu PSAP/ Akimeka	Pass

### Current Month PSAP Operations Activities – October 2012

- Weekly (Every Thursday)      The Oahu Civilian PSAP, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the October 11, 2012 and October 18, 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.
- 10/10/12      The State of Hawai'i PSAPs gathered on a conference call to establish a round table forum for State of Hawai'i PSAPs to discuss any issues and new upcoming projects that may affect them individually (as a County) or collectively (as a State) from an operational perspective.
- There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.
- Everyone who participated felt that this was worthwhile and it was agreed to hold the PSAP Roundtable Forum meetings on the third Wednesday of every month from 1:30 p.m. to 3:00 p.m.
- 10/12/12      The State of Hawai'i PSAPs participated in a conference call with AT&T Mobility to discuss their new AT&T Microcell project. It is a new service that allows an AT&T customer to place a miniature cell site in their home to improve indoor coverage.
- The Class of Service (COS) may convey as a Wireless Phase II (WPH II) call, however, the actual address is the customer's MSAG validated home address and not a tower address.
- AT&T Mobility requested dates to conduct connectivity testing with each of the PSAPs. A schedule was issued accordingly.
- A follow up conference call will be held on November 2, 2012 to review a presentation that was given to the State of Hawai'i E911 Board.

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – October 2012 (continued)

10/23/12 The Hawai'i NENA/APCO Joint Pacific Chapter hosted an "Access 9-1-1 Hawaii Forum" at the Waikiki Beach Marriott Resort and Spa on October 23, 2012. This forum focused on the needs for access to 9-1-1 from callers with special needs. There were three (3) panels discussing everything from the deployment of text messaging, technological advancements, and future needs.

Leadership from each of the State of Hawai'i PSAPs attended and demonstrated their support of this event.

### 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.

City & County of Honolulu DIT, who updates the GeoComm system, has the ability to configure the Call Information Pane only and not the Call information Grid area where the Tower Address information is preferred to be located. Further discussions with GeoComm and HPD are needed.

- **MSAG**

### Current Month – October 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	296	284	191	5	11	32	45	21,360	12	0	0	0

Revised categories and report format changes effective May 2012.

During the month of October 2012, 284 9-1-1Net requests were completed relating to the MSAG database, with 21,360 customer ANI/ALI records updated as a direct result. Twelve (12) 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 October 31, 2012.***

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 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	296	284	191	5	11	32	45	21,360	12	0	0	0	
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>1,765</b>	<b>1,693</b>	<b>659</b>	<b>825</b>	<b>33</b>	<b>70</b>	<b>106</b>	<b>51,375</b>	<b>72</b>	<b>0</b>			
<b>AVG PER MO</b>	<b>196</b>	<b>188</b>	<b>73</b>	<b>92</b>	<b>4</b>	<b>8</b>	<b>12</b>	<b>5,708</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 October 1, 2012 – October 31, 2012

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- **MSAG (continued)**

### **MSAG Communities Project**

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

As requested, Mr. Tony Ramirez, Akimeka Program Manager, provided the E9-1-1 Overview briefing at the October 9, 2012 State of Hawai'i E9-1-1 Technical Committee meeting. Everyone in attendance commented that this briefing was informative and helpful.

#### MSAG Community and Street Segment Sweep – Phase II Status

As previously agreed, HPD, Captain Terrence Kong, sent a letter dated October 5, 2012 to Mr. Joseph Tam Loo, Operations Manager of the CNRH Regional Dispatch Center, requesting temporary access for Akimeka to assist with the coordinating of ESN and MSAG changes required to correct jurisdictional routing issues.

As requested, Mr. Tam Loo sent an email to Hawaiian Telcom, Inc. (HTI) on October 16, 2012 requesting access to the Oahu Military (OMIL) MSAG for Akimeka to edit ESNs 160 – 169 and the MSAG Community field. This should also include Read/Write (edit) access to TN CRs.

Akimeka was informed that access to the OMIL MSAG was authorized on October 19, 2012.

Akimeka is in the process of setting up its systems to track the 9-1-1Net transactions and developing a planned approach to the correction process. Akimeka will also need approval from Mr. Tam Loo on the planned transaction request prior to performing any transactions.

#### 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 **October 31, 2012**.

Akimeka completed several MSAG Communities in the month of October 2012 as follows:

Kailua	Kunia	Miller Pk
Kaawa	Iroquois	Radford T
Haleiwa	Hokulani	Mapunapuna
Waialua	Moanalua V	Mililani

As such, Akimeka plans to complete Phase III as targeted.

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 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
Waimanalo (Accounts for Bellows)			COMPLETED – 07/11/12		08/06/12	09/07/12
Kailua (Accounts for MCBH and Kaneohe)		08/03/12	COMPLETED – 10/1/12		09/07/12	Not loaded by AVS
Kaneohe (Accounts for Kahaluu -- New MSAG Community)		09/14/12	COMPLETED – 10/30/12			
Kaaawa	08/01/12	08/03/12	COMPLETED – 10/26/12			
Haleiwa (Accounts for Sunset -- New MSAG Community)	08/14/12	08/23/12	COMPLETED – 10/12/12			
Waialua (Accounts for Mokuleia -- New MSAG Community)	08/15/12	08/24/12	COMPLETED – 10/16/12			
Kunia	08/15/12	08/17/12	COMPLETED – 10/15/12			
Iroquois	09/10/12	09/17/12	COMPLETED – 10/25/12		09/21/12	09/28/12
Kalaeloa	09/11/12	09/21/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transaction		
McGrew Pt	09/14/12	09/27/12	COMPLETED – 10/30/12			
Hale Moku	09/14/12	09/27/12	Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Hokulani	09/14/12	09/27/12	COMPLETED – 10/25/12			
Moanalua	09/17/12	09/27/12	Pending 9-1-1Net	Pending the processing of one (1) MSAG transactions		

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 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
Moanalua T	09/17/12	09/27/12	Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction	10/05/12	Not loaded by AVS
Moanalua V	09/18/12	09/27/12	COMPLETED – 10/30/12			
Catlin Pk	09/18/12	09/27/12	Pending 9-1-1Net	Pending the processing of one (1) MSAG transactions		
Halsey T	09/18/12	09/27/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transaction		
Miller Pk	09/19/12	09/27/12	COMPLETED – 10/26/12			
Radford T	09/19/12	09/27/12	COMPLETED – 10/12/12			
Mapunapuna	09/20/12	09/27/12	COMPLETED – 10/30/12			
Mililani	08/27/12	10/10/12	COMPLETED – 10/17/12		10/19/12	Not loaded by AVS
Wahiawa	10/03/12	10/23/12	Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12	In Progress			
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.

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

- **Geographic Information System (GIS)**

### Mapping Layers Updated – October 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	10/18/12		Reviewed Kukuna at Mehana development in order to add new address points. The site plan is showing potential streets and address points which has not been confirmed as yet.
	10/17/12		Reviewed new development in Ewa by Gentry Area 40 for implementation into the layer
	10/15/12		Made corrections to schema for Address Points. Added STATE field to attributes and removed LOCATIONID (GUID)
	10/02/12 -- 10/04/12		Corrected street names
Common Place Name	10/18/12		Made corrections to locations in the Airport and Mapunapuna communities
	10/17/12		Corrected Community Names to correspond with changes made to the Street Centerlines layer
	10/15/12		Made corrections to schema for the Motorola PremierOne CAD system and added a STATE field to the attributes
	10/11/12		Reviewed Community Names and made corrections to correspond with updates to the MSAG Communities Phase III effort
Fire Districts			
Points of Interest			
Street Centerlines	10/30/12		Spatially corrected Arizona Rd in Radford T, Halsey T, and Catlin Pk
	10/29/12		Split Fort Barrette Rd at Police Beat and MSAG Community boundary and re-numbered Akimeka ID starting at 500000
			Removed duplicate ExternalStreetIDs from the attributes and corrected the Feature Type Codes for Kunia Rd

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

- Geographic Information System (GIS)**

**Mapping Layers Updated – October 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>	10/24/12		Spatially corrected Radford Dr to center of the road and aligned with the MSAG Community and Police Sub Beat Boundary	
			Added ranges to blank-to-blank street segments in the Kalaeloa Community	
			Split McGrew Loop at MSAG Community boundary	
			Corrected ranges on Smith Cir	
			Made splits on Radford Dr at the Police Beat Boundary	
		10/22/12		Corrected Renton Rd Rd and gaps on Aolele St and Koapaka St
		10/18/12 -- 10/19/12		Corrected gaps in the Mapunapuna and Waipahu community
	10/16/12			Added new developments in the Street Centerlines
				Made corrections to ranges and MSAG Community Names in Hale Moku and Hokulani area
				Split Geiger Rd at Police Beat Boundary
	10/15/12			Added street segments and ranges for Little Dr in Wahiawa
				Made corrections to 26,830 ONE WAY attributes for the Motorola PremierOne system
				Split street segment at police boundary for Kaukonahua Rd between Wahiawa and Waialua. Corrected Akimeka ID numbers starting at 500000.
				Corrected ranges for Kalie PI
				Corrected twenty-one (21) gaps on Kilani Ave in Wahiawa
	10/11/12			Made corrections to MSAG Community Names in Wahiawa
			Updated MSAG Community attributes in Mililani and Wahiawa	
			Calculated TIMESECS for EMS street segments	
			Calculated COST attributes for Motorola PremierOne	

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

- Geographic Information System (GIS)**

**Mapping Layers Updated – October 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>	10/10/12		Re-formatted schema for HPD's Motorola PremierOne streets based on requirements not previously submitted and requested by Motorola to Akimeka
			Made updates to MSAG Community Names in Mililani and Wahiawa
	10/09/12		Investigated ANI/ALI discrepancy from HFD about Gillespie Ln. Worked with MSAG Coordinator and verified that a change was warranted. Made GIS correction and notified HFD that the correction will be reflected in the next upload.
	10/04/12		Populated address error override for valid overlaps identified during QA/QC process
			Added Fire Battalions to Street attributes for new segments
			Ran QA/QC checks on Street attributes to identify any further gaps, overlaps, parity and flip errors
			Corrected remaining overlaps in street segment ranges.
	10/03/12		Corrected overlaps and identified valid overlaps. Made corrections to MSAG Communities on PPVs.
	10/02/12		Continued correcting gaps and overlaps and correcting MSAG Community for Motorola PremierOne streets
	10/01/12		Made segment cuts at Police Beat and new MSAG Community boundaries
			Added twenty-seven (27) new segments based on the street update from DPP
			Corrected overlaps and identified 132 valid overlaps -- self-intersecting loops
			Modified MSAG Community in Radford T and made correction to left and right community for Hokulani
		Updated Motorola PremierOne CAD streets to include new MSAG communities for testing on October 10 -13, 2012.	

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

- Geographic Information System (GIS)**

**Mapping Layers Updated – October 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>	10/29/12		Per VZW CRS
			Per AT&T Mobility CRS
	10/22/12 -- 10/26/12		Added MSAG validated addresses for all AT&T sites. This is an ongoing project.
	10/15/12		Per VZW CRS
			Per AT&T Mobility CRS
	10/12/12		Added PSAP routing destinations for AT&T sites. This is an ongoing project.
	10/11/12		Per Sprint CRS
	10/10/12		Verified and added communities for all AT&T sites
	10/05/12		Per AT&T Mobility CRS
10/02/12 -- 10/03/12		Per VZW CRS	
	10/01/12		Per T-Mobile CRS
<b>SPECIAL REQUESTS</b>			
<b>Tow Jurisdictions</b>	10/16/12		Created at the request of HPD due to changes with coverage

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

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### • Geographic Information System (GIS)

#### Current Month GIS Activities – October 2012

- 10/05/12 Akimeka delivered Street Centerlines and Common Place data to HPD and Street Centerlines data to HFD via Akimeka's ftp site.
- 10/12/12 Akimeka delivered the WSP Cell Sector layer to Sheldon Kono of DIT to upload into the GeoComm system at HPD via Akimeka's ftp site.
- 10/12/12 Akimeka updated 21,034 CITY attributes manually for Net\_Junctions in HPD's Aloha geodatabase.
- 10/15/12 Akimeka sent the completed Net\_Junctions to HPD to process and upload to the PCAD.
- 10/17/12 Akimeka initially validated AT&T Mobility's Master CRS on October 4, 2012. However, Akimeka had to re-validate the Master CRS since AT&T Mobility had duplicate sectors on the CRS. The duplicates were verified and returned to AT&T Mobility for processing and loading.
- 10/19/12 Akimeka delivered Street Centerlines and Common Place data to HPD and HFD via Akimeka's ftp site.

#### **GIS Data Requirements for TriTech CAD Systems**

##### TriTech CAD System Conference Call – October 5, 2012

On October 5, 2012, Akimeka and TriTech discussed the project with the Honolulu Fire Department (HFD) and Emergency Medical Services (EMS) CAD system upgrade and the current status of the GIS data via conference call. Prior to the meeting, TriTech performed a map analysis to compare the differences between the GIS data in the HFD CAD system and EMS CAD system not knowing that Akimeka is the GIS service contractor maintaining and correcting errors with the data.

The purpose of the meeting was to discuss TriTech's findings from their independent analysis and discuss what type of edits Akimeka is performing on the GIS data. A concern by TriTech was that the External Street ID numbers cannot change. Akimeka confirmed that they would not change any External Street IDs. If Akimeka needed to perform any edits to street segments that would require a changing the ID numbers, Akimeka will retire the ID number and replace it with a new Akimeka ID number starting at 500,000, which does not conflict with City and County ID numbers or Military ID numbers.

Address Points were briefly discussed during the meeting and the requirements needed for the TriTech upgrade. Since the CAD systems have not used Address Points in the past, the additional information in the form of a new GIS layer will enhance the performance of the CAD systems and result in faster response times. Akimeka asked if the TriTech CAD system will accept Common Place layers to show the names of businesses. Akimeka understands that the current CAD system relies on "Premise" information which has incorrectly been used to add common places locations and businesses. The "Premises" was initially intended to be used to provide warnings and to give information about a location, not necessarily a specific business name. TriTech advised that Akimeka will be able to put location names such as common place names or businesses in a "LOCATION\_NAME" field.



## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

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- **Geographic Information System (GIS)**

### **GIS Data Requirements for TriTech CAD Systems (continued)**

#### TriTech CAD System Conference Call – October 5, 2012 (continued)

Akimeka also asked TriTech about the “CITY” fields used to populate the MSAG Community names in the Street Centerline layer. The TriTech CAD uses a numerical code that refers to the name of a Community. Since Akimeka is performing edits to the Streets Centerline’s Community Names island wide, Akimeka was wondering if these codes could be changed. TriTech confirmed that this could be done and in addition to these codes being updated with the new Community Names, an extended street attribute field could be used to store the Community Names as text as well.

It was agreed that:

1. Akimeka will provide TriTech access to Akimeka’s ftp site in order to download Akimeka’s Street Centerline data to perform another analysis to see how the data would work with the TriTech CAD system.
2. A follow-up conference call will be scheduled after TriTech’s GIS Professionals have the opportunity to review the GIS data provided by Akimeka.

#### TriTech CAD System Follow-up Conference Call – October 25, 2012

On October 25, 2012, Akimeka participated in a follow-up conference call with TriTech and HFD to discuss TriTech’s findings of Akimeka’s GIS Street Centerline data. The TriTech GIS Analyst, Nick Muscolino, reviewed the data and his findings were that “as expected the data was very solid.” Nick agreed to send Akimeka a list of what was found in the GIS data. Some of the findings were a few duplicate ID numbers that should be corrected but very minor, lots of blank to blank address ranges which are primarily freeways and cane roads, and no name roads such as private drives (ingress/egress) or farm roads.

TriTech asked Akimeka when the project is expected to be completed in regards to correcting the GIS data discrepancies. Akimeka replied that correcting the GIS data will always be an ongoing effort since GIS data will always require updates. This is especially critical at this point since the City & County of Honolulu GIS data was not being maintained for the use in 9-1-1 CAD systems.

Jon Sakamoto, HFD CAD Administrator, asked TriTech if they noticed anything “unusual” with the GIS data since he was unable to display drive time on the TriTech CAD system. TriTech’s response was that there were no issues discovered with the GIS data in regards to any routing and times associated. Akimeka confirmed with TriTech that this was not a discrepancy with the GIS data since all attributes required to populate driving times (segment length and speed limit) are in the Street Centerline layer. TriTech confirmed that this was a configuration issue, not the GIS data, and TriTech will work with Jon Sakamoto to resolve their issue.

It was agreed that:

1. TriTech will submit their GIS data findings from their map analysis to Akimeka for review.
2. No follow-up meeting is needed and the TriTech Project Manager will keep HFD informed of the project time line to relay to Akimeka.

## Oahu Civilian E9-1-1 Status Report

### October 1, 2012 – October 31, 2012

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

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

On October 9, 2012, Akimeka provided Motorola with Akimeka's most recent edits (updated 9.3 PremierOne Geodatabase containing Akimeka's latest updates to the Street Centerline, Common Places, and Address Points ) in accordance with the geofile build requirements provided by Motorola for the Motorola PremierOne CAD system.

Akimeka was on-site at HPD on October 9, 2012 to work directly with Motorola to load the geodatabase to the test system set up. The upload transfer was completed however; data conversion issues with ArcGIS 10.0 (Akimeka version) and ArcGIS 9.3.1 (Motorola version) were observed.

1. When attempting to view the attribute tables for ADDRESS\_POINTS, COMMON\_PLACES and STREET\_CENTERLINES in ArcGIS 9.3.1, an error message was produced and the attribute table was not accessible.
2. Akimeka adjusted the DATE field type in the feature class properties in each of the above feature classes. The feature classes were re-created, imported, and loaded with the new edit from each old feature class respectively.

As such, the data conversion issues were resolved.

After review of all tabular data in the feature classes provided, edits were discussed, and follow up action agreed upon:

1. Akimeka will remove SUBHOUSE attributes from the LOCATIONLA field in the ADDRESS\_POINTS feature class. The PremierOne CAD will not accept address unit numbers in the concatenated address field.
2. Akimeka will remove the LOCATIONID field in the ADDRESS\_POINTS feature class because it is no longer a PremierOne CAD requirement.
3. Akimeka will add and populate a ZIPCODE field for the COMMON\_PLACE feature class.
4. Akimeka will add and populate a STATE field for all feature classes in the geodatabase.
5. Akimeka will edit the ONE\_WAY field in the STREET\_CENTERLINE feature class to remain consistent with Motorola's naming convention. Akimeka will follow-up with Paula Acosta, Motorola, for documentation on the correct road classification names i.e. TF, FT, NT, or 'blank'.
6. Akimeka will consolidate the COST field in the STREET\_CENTERLINE feature class, which specifies the cost of traversing the street segment into one field. Akimeka will calculate and populate the average travel time or distance with the following equation given by Paula Acosta, Motorola: Cost in Minutes:  $([\text{Length of Segment}] * 0.0114) / [\text{Speed}]$  or Cost in Seconds:  $([\text{Length of Segment}] * 0.682) / [\text{Speed}]$ . The calculation requires the length of the segment to be in feet and the speed to be in miles per house.
7. Any data or documents will be posted to the Akimeka ftp site.

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

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

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

Subsequent to the meeting, during the testing of the PremierOne CAD system, using Akimeka's GIS data, Paula Acosta from Motorola, reported to HPD PMT that the quality of the GIS data provided by Akimeka was very good. Paula Acosta also reported that she thought the Class and Subclass system proposed by Akimeka and placed in the attributes of the Common Place layer is a very good idea and provides additional information to a dispatcher.

### **North Shore Agricultural Watch Mapping Group Meeting**

At the request of Major Moana Heu and Captain Mark Ward from the Wahiawa Police Station, Akimeka attended the North Shore Agricultural Watch Mapping Group meeting on October 25, 2012 at the Wahiawa Police Station to discuss the possibility of mapping the farms and farm roads on the North Shore due to increased theft and vandalism in the community. Discussions took place on how these non-city-approved roads and addresses can be placed into the 9-1-1 systems for first responders.

Akimeka took the opportunity to introduce themselves, as the City & County of Honolulu GIS Service Provider for Public Safety, to the Police and Fire units in the North Shore communities as well as the plantation and farm owners in attendance.

Tommy Takeshita of Akimeka shared how the other counties have used pseudo-addresses and naming of farm roads to locate callers and provide first responders the necessary information needed for a 9-1-1 call. These pseudo-addresses do not have to be city-approved and Akimeka is capable of adding these to the 9-1-1 systems in support of the PSAP operations and Public Safety. The introduction of the pseudo-addresses and naming of the farm roads will help alleviate issues that the North Shore Communities have faced with the theft and vandalism.

It was agreed that:

1. Dole Plantation, Du Pont, and Kamehameha Schools will work on gathering information to provide to Akimeka in order to develop a solution for this issue. The more information the plantation and farm owners are able to provide Akimeka, the better the dataset can be. Information required are: names of farms, locations, possible common places (goat farm, the big oak tree, etc.) that can be added, possible names for farm roads (John Farm Road A, John Farm Road B, etc), and boundaries of the farms. The information submitted can be in the form of digital or hard copy of maps, spreadsheets, images, data, etc.

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in October 2012.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,002** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 22, 2012 for the Oahu Civilian PSAP are reported below.

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

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

### Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	BASELINE (As of November 27, 2011)		As of July 12, 2012		As of October 22, 2012	
		9-1-1 MSAG Dated 11-01-11		9-1-1 MSAG Dated 07-01-12		9-1-1 MSAG Dated 10-01-12	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		12,265		6,953		7,002	
Less: 9-1-1 MSAG Exception Records	(1)	0	0.0%	8	0.1%	8	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		12,265		6,945		6,994	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,009	16.4%	5,629	81.1%	6,204	88.7%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	1,429	11.6%	836	12.0%	578	8.3%
9-1-1 MSAG Record With No Matching GIS Record	(3)	8,827	72.0%	480	6.9%	212	3.0%
Total 9-1-1 MSAG Records No Match		10,256	83.6%	1,316	18.9%	790	11.3%

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

***The two-way (MSAG – GIS) database synchronization audits scheduled for the City & County of Honolulu (Civilian PSAPs) for 2012 have been completed. Significant progress was made to date in 2012 and the effort will continue.***

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 2012

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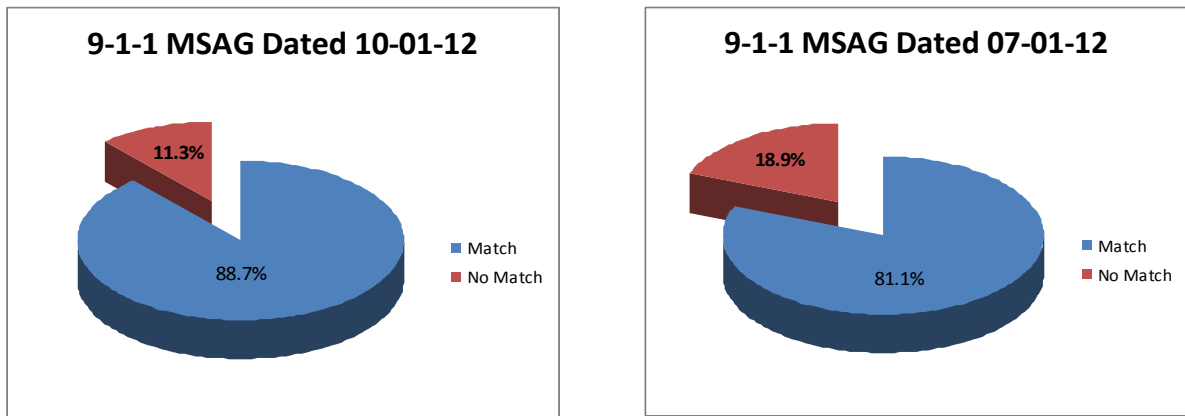
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### 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 – October 1, 2012 MSAG vs. July 1, 2012 MSAG



***Oahu Civilian’s level of accuracy or 9-1-1 Match percentage improved from 81.8% as of July 1, 2012 to 88.7% as of October 1, 2012***

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

## Oahu Civilian E9-1-1 Status Report October 1, 2012 – October 31, 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 – October 1, 2012 MSAG vs. July 1, 2012 MSAG (continued)

- ❖ “MSAG - GIS Minor Corrections” were further reduced by **30.9%** (836 to 578) from July 2012 to October 2012 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNS) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN fall-out.
- ❖ “MSAG Record With No GIS Record” was further reduced by **55.8%** (480 to 212) from July 2012 to October 2012 respectively. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.
- ❖ The number of GIS records was reduced by **13.0%** (8,446 to 7,352) from July 2012 to October 2012 respectively. Low/High address ranges were corrected to eliminate street record overlaps and gaps.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” was reduced by **96.8%** (1,385 to 45) from July 2012 to October 2012 respectively. Low/High address ranges for street segments were corrected to synchronize with the MSAG and zero and blank to blank addresses were addressed where necessary.
- ❖ “GIS – MSAG Minor Corrections” were reduced by **15.8%** (1,428 to 1,203) from July 2012 to October 2012 respectively.
- ❖ Street segment GIS record errors were reduced by **76.8%** (4,211 to 977) from July 2012 to October 2012 respectively.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 2012

- PSAP Operations**

### 9-1-1 Call Volume – October 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,200	2,547	31.1%	5,651	68.9%
MOLOKAI	322	187	58.1%	135	41.9%

(\*) 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	8,200	2,547	31.1%	5,651	68.9%	2	0.0%	1,338	16.3%
September	8,175	2,652	32.4%	5,523	67.6%	0	0.0%	1,388	17.0%
August	8,136	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>83,013</b>	<b>26,989</b>	<b>32.5%</b>	<b>56,018</b>	<b>67.5%</b>	<b>6</b>	<b>0.0%</b>	<b>13,708</b>	<b>16.5%</b>
<b>AVG PER MO</b>	<b>8,301</b>	<b>2,699</b>		<b>5,602</b>		<b>1</b>		<b>1,371</b>	

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

## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 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	322	187	58.1%	135	41.9%	0	0.0%	36	11.2%
September	280	155	55.4%	125	44.6%	0	0.0%	46	16.4%
August	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>2,919</b>	<b>1,694</b>	<b>58.0%</b>	<b>1,225</b>	<b>42.0%</b>	<b>0</b>	<b>0.0%</b>	<b>423</b>	<b>14.5%</b>
<b>AVG PER MO</b>	<b>292</b>	<b>169</b>		<b>123</b>		<b>0</b>		<b>42</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 – October 2012**

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
10/24/12	AT&T Mobility	Molokai	1	1	Maui PSAP/ Akimeka	Pass
10/30/12	AT&T Mobility	Maui	1	1	Maui PSAP/ Akimeka	Pass



## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

### **Current Month PSAP Operations Activities – October 2012**

- |                               |  |
|-------------------------------|--|
| Weekly<br>(Every<br>Thursday) | Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the October 11, 2012 and October 18, 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.  |
| 10/10/12                      | <p>The State of Hawai'i PSAPs gathered on a conference call to establish a round table forum for State of Hawai'i PSAPs to discuss any issues and new upcoming projects that may affect them individually (as a County) or collectively (as a State) from an operational perspective.</p> <p>There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.</p> <p>Everyone who participated felt that this was worthwhile and it was agreed to hold the PSAP Roundtable Forum meetings on the third Wednesday of every month from 1:30 p.m. to 3:00 p.m.</p>   |
| 10/12/12                      | <p>The State of Hawaii PSAPs participated in a conference call with AT&amp;T Mobility to discuss their new AT&amp;T Microcell project. It is a new service that allows an AT&amp;T customer to place a miniature cell site in their home to improve indoor coverage.</p> <p>The Class of Service (COS) may convey as a Wireless Phase II (WPH II) call, however, the actual address is the customer's MSAG validated home address and not a tower address.</p> <p>AT&amp;T Mobility requested dates to conduct connectivity testing with each of the PSAPs. A schedule was issued accordingly.</p> <p>A follow up conference call will be held on November 2, 2012 to review a presentation that was given to the State of Hawai'i E911 Board.</p> |
| 10/23/12                      | <p>The Hawai'i NENA/APCO Joint Pacific Chapter hosted an "Access 9-1-1 Hawaii Forum" at the Waikiki Beach Marriott Resort and Spa on October 23, 2012. This forum focused on the needs for access to 9-1-1 from callers with special needs. There were three (3) panels discussing everything from the deployment of text messaging, technological advancements, and future needs.</p> <p>Leadership from each of the State of Hawai'i PSAPs attended and demonstrated their support of this event.</p>  |

## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

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

*Updates as of October 31, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 10/31/12)** – No further updates.

## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 2012

• **MSAG**

**Current Month – October 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)	ALI Discrepancy (ALI-DR) Submitted (b)			
MAUI COUNTY	40	34	13	4	1	10	6	3,302	6	1	0	0	

Revised categories and report format changes effective May 2012.

During the month of October 2012, 40 9-1-1Net requests were completed relating to the Maui County MSAG database, with 3,302 customer ANI/ALI records updated as a direct result. Six (6) 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 October 31, 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			# of Transactions	TNs Affected
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	41	34	13	4	1	10	6	3,302	6	1	0	0	
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>3,685</b>	<b>2,551</b>	<b>2,115</b>	<b>83</b>	<b>94</b>	<b>173</b>	<b>86</b>	<b>64,425</b>	<b>913</b>	<b>221</b>			
<b>AVG PER MO</b>	<b>369</b>	<b>255</b>	<b>212</b>	<b>8</b>	<b>9</b>	<b>17</b>	<b>9</b>	<b>6,443</b>	<b>152</b>	<b>22</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 October 1, 2012 – October 31, 2012

- Mapping Layers Updated/Loaded Into GIS – October 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	10/31/12		Added Common Names for Gas Stations and Lodging
	Maui	10/30/12		Added fourteen (14) addresses from DSA Address layer. This is an ongoing project.
	Maui	10/29/12		Added one (1) address from DSA and thirty-nine (39) addresses from the DSA Address layer. This is an ongoing project.
	Maui	10/26/12		Added eight (8) addresses from DSA Address layer. This is an ongoing project.
	Maui	10/25/12		Made corrections to data required for the Intergraph CAD. Added two (2) addresses from the DSA Address layer. This is an ongoing project.
	Maui/Molokai		10/24/12	
	Maui	10/24/12		Added data necessary for Intergraph CAD
	Molokai	10/19/12		Added one (1) address from DSA Address layer. This is an ongoing project.
	Maui	10/15/12 -- 10/22/12		Added 168 addresses from DSA Address layer. This is an ongoing project.
	Maui	10/12/12		Added twenty-eight (28) addresses from field work and DSA Address layer. This is an ongoing project.
	Maui/Molokai		10/10/12	
	Maui	10/09/12		Added addresses from field work and DSA Address layer. This is an ongoing project.
Maui	10/03/12		Added addresses verified in the field	
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				

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

## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – October 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>				
Points of Interest	Maui	10/31/12		Added four (4) Lodging and six (6) Gas Stations
	Maui/Molokai		10/10/12	
	Maui	10/09/12		Corrected park name
Police Beats	Maui/Molokai		10/10/12	
Police Districts				
Police Response Areas				
Police Stations	Maui/Molokai		10/10/12	
Schools				
Street Centerlines	Maui	10/26/12		Corrected street name according to DSA Address layer
	Maui	10/25/12		Made corrections to data required for the Intergraph CAD.
	Maui/Molokai		10/24/12	
	Molokai	10/19/12		Modified range according to new address added
	Maui	10/19/12 -- 10/22/12		Modified range according to new address added
	Maui	10/16/12		Modified ranges according to new address points added
	Maui	10/12/12		Updated and corrected data
	Maui/Molokai		10/10/12	
	Maui	10/09/12		Added new street
	Molokai	10/09/12		Corrected street name and ranges according to address points
	Maui	10/03/12		
Trails				
WSP Cell Towers	Maui/Molokai		10/24/12	
	Maui	10/15/12		Per AT&T Mobility CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Churches				
Gas Stations	Maui	10/31/12		Updated and corrected data
Food & Beverage	Maui/Molokai		10/24/12	
	Maui	10/15/12		Corrected data
Hospitals				
Lodging				
	Maui	10/31/12		Updated and corrected data
Medical Facilities				
Parcels	Maui	10/30/12		Completed updates using new County Parcel layer
	Maui/Molokai		10/24/12	
	Maui	10/11/12 -- 10/22/12		Updated parcels using new County Parcel layer. This is an ongoing project.
Parks (Includes National Parks)	Maui/Molokai		10/10/12	
	Maui	10/09/12		Corrected park name
Park Polygon	Maui/Molokai		10/10/12	
	Maui	10/09/12		Corrected park name
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 October 1, 2012 – October 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – October 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	Maui	10/31/12		Updated and corrected data
- 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 October 1, 2012 – October 31, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
SPECIAL REQUESTS				
Gate Codes				
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 – October 2012

- 10/01/12 -- Akimeka personnel conducted field address verification.  
10/02/12
  
- 10/18/12 At the request of Assistant Chief Hudson, Akimeka obtained GPS points to compare the coordinates showing up on the RMS units in the field (the on board computers in the patrol vehicles) with the coordinates that are displayed in the PSAP maps, which were not the same. To troubleshoot the issue, Akimeka rode along with a Maui police officer to take sample points at three locations. At each point, the coordinates were recorded from the on board computer, a GPS device, and a 9-1-1 call from a Sprint and AT&T Mobility phone. Coordinates from AT&T Mobility are still pending.
  
- 10/24/12 -- Akimeka prepared and conducted an Intergraph CAD Map push with the following  
10/25/12 updated data: Address Points, WSP Cell Towers, Common Name Lookup Table, and Street Centerlines.

## Maui County E9-1-1 Status Report October 1, 2012 – October 31, 2012

- Service Requests Transactions**

### Open Service Requests – October 2012 (September 27, 2012 – October 29, 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	1	1	0	0	0	1	1	0	0	0	0
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>25</b>	<b>25</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>9</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 October 1, 2012 – October 31, 2012

- **Service Requests Transactions (continued)**

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

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

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

- PSAP Operations**

### 9-1-1 Call Volume – October 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	11,085	3,725	33.7%	7,320	66.3%

(\*) 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	11,085	3,725	33.7%	7,320	66.3%	40	0.4%	N/A	N/A	N/A	N/A
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>103,443</b>	<b>34,729</b>	<b>33.7%</b>	<b>68,345</b>	<b>66.3%</b>	<b>369</b>	<b>0.4%</b>	<b>N/A</b>	<b>N/A</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 October 1, 2012 – October 31, 2012

• **PSAP Operations (continued)**

**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	2,209	970	45.1%	26.0%	1,180	54.9%	16.1%	59	2.7%	N/A	N/A	N/A	N/A	
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>22,751</b>	<b>9,084</b>	<b>44.0%</b>	<b>26.2%</b>	<b>11,539</b>	<b>56.0%</b>	<b>16.9%</b>	<b>310</b>	<b>1.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	
<b>AVG PER MO</b>	<b>2,275</b>	<b>1,009</b>			<b>1,282</b>			<b>39</b>		<b>N/A</b>	<b>N/A</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.

**Note:** There are no statistics for the period October 27, 2012 at 2200 hours to October 28, 2012 at 0200 hours due to the tsunami warning and evacuation of the Hawai'i County Fire PSAP.

**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 – October 2012**

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
10/11/12	T-Mobile	1	6	Hawai'i PSAP/ Akimeka	Pass
10/23/12	AT&T Mobility (Connectivity Test)	1	1	Hawai'i PSAP/ Akimeka	Pass

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

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – October 2012

- |                               |  |
|-------------------------------|--|
| Weekly<br>(Every<br>Thursday) | The State of Hawai`i PSAPs and Akimeka participated in the weekly conference calls (except the October 11, 2012 and October 18, 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.  |
| 10/03/12                      | Sergeant Kelley Matsumoto announced that the new Communications Commander is Lieutenant Kenneth Quiocho with an effective date of September 16, 2012.  |
| 10/03/12                      | <p>The Hilo Police PSAP was receiving continuous calls from telephone number 808-879-5830. Upon investigation, it was discovered that this number was calling remote call forward numbers to 9-1-1 randomly. When the dispatchers called back the number, they found that the number was a residential number, however, when receiving a 9-1-1 call from this number it shows up as a credit card company.</p> <p>Stephen Douglass of Hawaiian Telcom, Inc. (HTI) informed the PSAP that companies placing repetitive sales calls, also known as "ROBOCALLERS", are imitating someone's number in order to get around call blocking.</p> <p>At the request of Sergeant Ing, a FTC complaint (#40723211) was issued against the company for fraudulent use of a telephone number.</p> |
| 10/10/12                      | <p>The State of Hawai`i PSAPs gathered on a conference call to establish a round table forum for State of Hawai`i PSAPs to discuss any issues and new upcoming projects that may affect them individually (as a County) or collectively (as a State) from an operational perspective.</p> <p>There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.</p> <p>Everyone who participated felt that this was worthwhile and it was agreed to hold the PSAP Roundtable Forum meetings on the third Wednesday of every month from 1:30 p.m. to 3:00 p.m.</p>   |

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

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- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – October 2012 (continued)

10/12/12 The State of Hawai'i PSAPs participated in a conference call with AT&T Mobility to discuss their new AT&T Microcell project. It is a new service that allows an AT&T customer to place a miniature cell site in their home to improve indoor coverage.

The Class of Service (COS) may convey as a Wireless Phase II (WPH II) call, however, the actual address is the customer's MSAG validated home address and not a tower address.

AT&T Mobility requested dates to conduct connectivity testing with each of the PSAPs. A schedule was issued accordingly.

A follow up conference call will be held on November 2, 2012 to review a presentation that was given to the State of Hawai'i E911 Board.

10/23/12 The Hawai'i NENA/APCO Joint Pacific Chapter hosted an "Access 9-1-1 Hawaii Forum" at the Waikiki Beach Marriott Resort and Spa on October 23, 2012. This forum focused on the needs for access to 9-1-1 from callers with special needs. There were three (3) panels discussing everything from the deployment of text messaging, technological advancements, and future needs.

Leadership from each of the State of Hawai'i PSAPs attended and demonstrated their support of this event.

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

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

As a result of the HTI/Intrado announcement:

1. Hawai'i County, along with all State of Hawai'i PSAPs, participated in a project "kick off" conference call and web presentation on October 15, 2012, hosted by HTI/Intrado. During this call, HTI indicated that Intrado will be taking the implementation lead on 9-1-1 delivery across the State of Hawai'i. Intrado provided a high level overview of project implementation methodologies which will be used to deploy the VIPER/Power 911 system.
2. Intrado met with Hawai'i County (face-to-face) on October 17, 2012. The same high level overview was presented. Hawai'i County Police and Fire PSAP personnel were able to ask questions which were addressed and answered by Intrado.

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

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

3. On October 24, 2012, HTI and Intrado conducted a site survey at the Hawai'i County Police PSAP. The site survey included, but was not limited to, gathering information on physical locale, proposed equipment locations, trunk demarcation, in-place Solacom equipment, space restrictions on dispatch workstations, dispatch call handling procedures, headset manager configuration, area for testing equipment, and storage area for shipped equipment.
4. On October 26, 2012, Intrado conducted a site survey at the Hawai'i County Fire PSAP.

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

There were six (6) trouble reports in the month of October 2012. As of October 31, 2012, a total of **381** 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	October 2012	
Audio Issues	113	22	9	18	1	3	5	0	4	175
No ANI/ALI Transferring to the CAD	12	14	9	3	4	1	4	0	0	47
Feature Not Working and Screen Problems	11	9	8	4	0	0	6	1	0	39
Ringback Issues -- Inability to Callback 9-1-1 Callers	4	3	4	0	0	0	0	0	0	11
Transfer Issues to Secondary PSAP (Fire)	4	2	3	0	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP					2	0	3	1	0	6
Call History Not Complete or Available	2	3	0	0	0	0	0	1	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	10	16	7	23	8	8	9	5	2	88
<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>6</b>	<b>381</b>

Of the 381 reported troubles, feedback and/or resolution has been received on 131 (34.4%) 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 relative to the Solacom issues. The October 11, 2012 and October 18, 2012 conference calls were cancelled.

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

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- **PSAP Operations (continued)**

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

Feedback and updates provided by HTI as of October 31, 2012 are as follows:

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

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

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

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

Unfortunately, the Hawaii County Police PSAP had another occurrence of bad data being presented to them. It was isolated to a Red Road telephone customer who is served by Time Warner. No further information was provided.

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 October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of October 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 October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

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

5. Inability to Transfer Calls to the Secondary PSAP – There has been no further occurrences reported as of October 31, 2012 and this issue is considered closed.
6. No 9-1-1 Recording – This issue has not been resolved.

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

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

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

A meeting date still has not been scheduled by HTI as of October 31, 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 still has not been scheduled by HTI as of October 31, 2012.

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

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- **PSAP Operations (continued)**

### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of October 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.

There have no further occurrences to date.

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.

There have been no further occurrences to date and this issue continues to be monitored.

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

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- **PSAP Operations (continued)**

### County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of October 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 October 31, 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 still has not been scheduled by HTI as of October 31, 2012.

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

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- **PSAP Operations (continued)**

### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of October 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 October 31, 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 October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

### County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of October 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 still has not been scheduled by HTI as of October 31, 2012.

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

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- **PSAP Operations (continued)**

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

#### 14. Scheduled Maintenance

On September 17, 2012, HTI and Solacom scheduled a maintenance upgrade with the County of Hawaii 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.

#### 15. Re-location of Hawai`i County Fire Department

On October 27, 2012, the Hawaii County Fire Dispatch re-located to their back up location at the East Hawaii Civil Defense Building due to the tsunami warning. During the re-location, 9-1-1 calls for Fire and EMS were transferred to the 7-digit numbers at Civil Defense. During this period, 9-1-1 calls transferred to Fire/EMS were dropping when the calltaker released the call to Fire/EMS lines.

A workaround process was developed to conference all calls, which unfortunately tied up police dispatchers.

The trouble was reported to HTI. According to HTI, the trouble was isolated to a perimeter change which caused some lines not to properly release the calls. The perimeter issue was corrected and tested. Additional testing was completed on October 29, 2012 to ensure that 9-1-1 calls could be successfully transferred to a 7-digit number without disconnecting.

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. As such, the County of Hawai`i PSAPs are concerned as to what the exit plan will be from Solacom and the ongoing maintenance level that can be expected from Solacom while the County of Hawai`i is still operating on the Solacom system.

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

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- **PSAP Operations (continued)**

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

*Updates as of October 31, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 10/31/12)** – No further updates.

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

• **MSAG**

**Current Month – October 2012**

2012		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
HAWAII	1,057	1,046	957	15	24	13	37	3,178	8	3	1	1	

Revised categories and report format changes effective May 2012.

During the month of October 2012, 1,057 9-1-1Net requests were completed relating to the MSAG database, with 3,178 customer ANI/ALI records updated as a direct result. Eight (8) TN CR and three (3) 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) record in Suspended status as of October 31, 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 840 MSAG transactions that were submitted by Akimeka however are in "Referred" status with Intrado as of October 31, 2012. Of the 840 MSAG transactions waiting to be processed, 834 MSAG transactions are ESN Project transactions and six (6) are routine MSAG maintenance transactions.



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

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

HAWAII COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (AL-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October	1,057	1,046	957	15	24	13	37	3,178	8	3	1	1
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>5,580</b>	<b>4,475</b>	<b>3,628</b>	<b>115</b>	<b>188</b>	<b>232</b>	<b>312</b>	<b>71,822</b>	<b>465</b>	<b>643</b>		
<b>AVG PER MO</b>	<b>558</b>	<b>448</b>	<b>363</b>	<b>12</b>	<b>19</b>	<b>23</b>	<b>31</b>	<b>7,182</b>	<b>78</b>	<b>64</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 October 1, 2012 – October 31, 2012

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- **MSAG (continued)**

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

County	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Hawaii	4,500	2,492	55.4%

There are 834 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 **73.9%** (2,492 + 834 = 3,326 / 4,500).

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 – October 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	10/31/12		
	10/30/12		Added MCOMM, MUN, FULL_ADD information
		<b>10/23/12</b>	
	10/15/12 -- 10/18/12		Performed a monthly update on the Address Points layer
		<b>10/09/12</b>	
	10/05/12		Updated and corrected data
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			

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

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

- **Mapping Layers Updated/Loaded Into GIS – October 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>			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)	10/30/12		Edited community boundaries
		<b>10/23/12</b>	
	10/18/12		Edited boundary between Naalehu and Pahala
	10/01/12		Updated and corrected data
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest		<b>10/09/12</b>	
	10/04/12		Added Walmart in Hilo
Police Beats	10/01/12		Updated and corrected data
Police Districts	10/01/12		Updated and corrected data
Police Response Areas	10/30/12		Corrected boundaries
	10/01/12		Updated and corrected data
Police Stations			
Schools			

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

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

- **Mapping Layers Updated/Loaded Into GIS – October 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>			
Street Centerlines		10/23/12	
	10/15/12 -- 10/16/12		Performed and completed monthly update on Street Centerlines layer
	10/12/12		Updated and corrected data
	10/05/12	10/09/12	Updated and corrected data
Trails			
WSP Cell Towers		10/23/12	
	10/16/12		Per T-Mobile CRS
	10/02/12	10/09/12	Per VZW CRS
	10/01/12		Per T-Mobile CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels	10/29/12		Completed update using new County Parcel layer
	10/23/12 -- 10/26/12		Updated using new County Parcel layer. This is an ongoing project.
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline	10/31/12		Updated coastline to match new Parcels layer

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

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

- **Mapping Layers Updated/Loaded Into GIS – October 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>			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds	10/05/12		Updated and corrected data
	10/01/12		Updated and corrected data
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones		10/09/12	
	10/01/12		Updated and corrected data
Tsunami Heights			
Tsunami Roadblocks			

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

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

- **Mapping Layers Updated/Loaded Into GIS – October 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>			
United States National Grid (50K)			
United States National Grid			
Volcano Hazard Zones			
Waste Water Plants			
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 October 1, 2012 – October 31, 2012

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

### Current Month GIS Activities – October 2012

#### 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 October 18, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		<b>14</b>
# of Street Segments Removed		<b>0</b>
# of New Addresses Added	<b>115</b>	
# of Addresses Removed	<b>1</b>	
# of Street Segment Range Changes		<b>44</b>
# of Street Segment Name Changes		<b>0</b>
# of Street Name Changes	<b>11</b>	
# of Street Number Changes	<b>7</b>	

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 October 1, 2012 – October 31, 2012

- **Service Requests Transactions**

### Open Service Requests – October 2012 (September 27, 2012 – October 29, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).  Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on 10/01/12.  141 customer telephone numbers (TNs) were submitted for update in 9-1-1Net. Currently these transactions are in "Referred" status.

**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	3	3	1	0	0	3	3	0	0	0	0
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>54</b>	<b>69</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>63</b>	<b>62</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



## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – October 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,220	1,049	32.6%	2,171	67.4%

#### 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	3,220	1,049	32.6%	2,171	67.4%	0	0.0%	653	20.3%
September	3,043	905	29.7%	2,138	70.3%	0	0.0%	612	20.1%
August	3,345	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>31,670</b>	<b>10,075</b>	<b>31.9%</b>	<b>21,555</b>	<b>68.1%</b>	<b>40</b>	<b>0.1%</b>	<b>6,651</b>	<b>21.0%</b>
<b>AVG PER MO</b>	<b>3,167</b>	<b>1,008</b>		<b>2,156</b>		<b>4</b>		<b>665</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 October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

### Wireless Test – October 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
10/22/12	AT&T Mobility	1	1	Kauai PSAP/ Akimeka	Pass

### Current Month PSAP Operations Activities – October 2012

Weekly (Every Thursday) Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the October 11, 2012 and October 18, 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.

10/10/12 The State of Hawai'i PSAPs gathered on a conference call to establish a round table forum for State of Hawai'i PSAPs to discuss any issues and new upcoming projects that may affect them individually (as a County) or collectively (as a State) from an operational perspective.

There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.

Everyone who participated felt that this was worthwhile and it was agreed to hold the PSAP Roundtable Forum meetings on the third Wednesday of every month from 1:30 p.m. to 3:00 p.m.

10/12/12 The State of Hawai'i PSAPs participated in a conference call with AT&T Mobility to discuss their new AT&T Microcell project. It is a new service that allows an AT&T customer to place a miniature cell site in their home to improve indoor coverage.

The Class of Service (COS) may convey as a Wireless Phase II (WPH II) call, however, the actual address is the customer's MSAG validated home address and not a tower address.

AT&T Mobility requested dates to conduct connectivity testing with each of the PSAPs. A schedule was issued accordingly.

A follow up conference call will be held on November 2, 2012 to review a presentation that was given to the State of Hawai'i E911 Board.

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

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- **PSAP Operations (continued)**

### **Current Month PSAP Operations Activities – October 2012 (continued)**

10/23/12 The Hawai'i NENA/APCO Joint Pacific Chapter hosted an "Access 9-1-1 Hawaii Forum" at the Waikiki Beach Marriott Resort and Spa on October 23, 2012. This forum focused on the needs for access to 9-1-1 from callers with special needs. There were three (3) panels discussing everything from the deployment of text messaging, technological advancements, and future needs.

Leadership from each of the State of Hawai'i PSAPs attended and demonstrated their support of this event.

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

The bi-weekly conference calls between Hawaiian Telcom, Inc. (HTI) and Kauai County were discontinued as a result of the HTI/Intrado announcement.

HTI/Intrado announced at the E9-1-1 Technical Committee on October 9, 2012 that HTI will be replacing Solacom with Intrado as their 9-1-1 delivery partner. This announcement was received positively by Kauai County as well as the other State of Hawaii PSAPs.

As a result of the HTI/Intrado announcement:

1. Kauai County, along with all State of Hawaii PSAPs, participated in a project "kick off" conference call and web presentation on October 15, 2012, hosted by HTI/Intrado. During this call, HTI indicated that Intrado will be taking the implementation lead on 9-1-1 delivery across the State of Hawaii as we collectively continue to pursue an IP-based network to enable NG9-1-1 capabilities. Intrado provided an overview of their technologies, implementation methodology, and preliminary rollout timelines.
2. Intrado met with Kauai County (face-to-face) on October 16, 2012 in order to discuss in detail project logistics going forward. During this meeting, Intrado provided Kauai County with additional details with regards to their technologies and implementation plans. Intrado confirmed that they are committed to providing Kauai County with a native SIP-based interface to the 911 Inc. call taking solution. Intrado also stated that the HTI NOC will continue to be Kauai County's first line of contact for problem reporting. Intrado will also be heavily involved at subsequent support levels ensuring that appropriate Service Level Agreements (SLAs) are in place and met.

Kauai County informed Intrado that there were pending issues and documentation with regards to trouble reporting procedures and a response was outstanding from HTI. Given the new agreement in-place, Intrado agreed to follow-up with HTI and provide a response back to Kauai County.

Kauai County also communicated to Intrado that they would like the ALI data re-visited. The ALI data was previously provided by HTI in a highly limited fashion that prevented effective error reporting/resolution. Intrado agreed to discuss the matter with HTI and the next steps. Kauai County re-iterated that it does not believe that there are any regulatory or confidentiality issues which prevent the 9-1-1 PSAPs from receiving the ALI data for the purpose of validating the ALI data in order to improve the routing of 9-1-1 calls.

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

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### • PSAP Operations (continued)

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

3. On October 25, 2012, Intrado conducted data collection meetings on Kauai to gather PSAP specific details that would allow them to assess Kauai County's 9-1-1 delivery needs and expectations. During this visit, Intrado also reviewed Kauai County's 9-1-1 related facilities and infrastructure. Intrado plans on using the information gathered to develop a comprehensive implementation plan and proposal for implementing IP-based 9-1-1 delivery for Kauai County. Additional discussions will be scheduled in the following two (2) weeks as the project progresses.
4. Intrado scheduled a meeting on Oahu on November 5, 2012 to review the Plant/CML functionality matrix and how it compares to Intrado's call taking solution. This meeting will also serve as a discovery session allowing Intrado to better understand what Plant/CML features are used or not used by the individual PSAPs. The agenda will focus on the VIPER/Power911 Feature/Function.

A webinar option will be made available for remote attendees.

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

#### *Updates as of October 31, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 10/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

• **MSAG**

**Current Month – October 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	14	13	0	0	11	2	0	0	1	0	3	3

Revised categories and report format changes effective May 2012.

During the month of October 2012, thirteen (13) 9-1-1Net requests were completed relating to the MSAG database, with no customer ANI/ALI records updated as a direct result. One (1) TN CR was submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are three (3) records in Suspended status as of October 31, 2012 affecting three (3) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Three (3) suspended records are due to the TNs 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 October 1, 2012 – October 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

KAUAI		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October	14	13	0	0	11	2	0	0	1	0	3	3	
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>334</b>	<b>151</b>	<b>66</b>	<b>6</b>	<b>22</b>	<b>54</b>	<b>3</b>	<b>2,961</b>	<b>170</b>	<b>15</b>			
<b>AVG PER MO</b>	<b>33</b>	<b>15</b>	<b>7</b>	<b>1</b>	<b>2</b>	<b>5</b>	<b>0</b>	<b>296</b>	<b>28</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 October 1, 2012 – October 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – October 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	10/31/12		Spatially corrected and added Common Names
		<b>10/24/12</b>	
	10/11/12	<b>10/11/12</b>	
	10/05/12		Updated and spatially corrected the data.
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)		<b>10/11/12</b>	
	10/01/12		Updated and corrected data
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			

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

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

- Mapping Layers Updated/Loaded Into GIS – October 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>			
Points of Interest	10/31/12		Removed duplicate entries, updated Emergency Shelters, Food & Beverage and Lodging points
		<b>10/11/12</b>	
	10/05/12		
Police Beats		<b>10/11/12</b>	
	10/01/12		Updated and corrected data
Police Districts	10/01/12		Updated and corrected data
Police Response Areas			
	10/01/12		Updated and corrected data
Police Stations			
Schools			
Street Centerlines		<b>10/24/12</b>	
	10/12/12		Updated and corrected data
		<b>10/11/12</b>	
	10/05/12		Updated and corrected data
Trails			
WSP Cell Sectors (Polygon)	10/16/12		Per T-Mobile CRS
	10/15/12		Per AT&T Mobility CRS
WSP Cell Towers (Points)		<b>10/24/12</b>	
	10/16/12		Per T-Mobile CRS
	10/15/12		Per AT&T Mobility CRS
		<b>10/11/12</b>	
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches			
Gas Stations			
Food & Beverage			
	10/31/12		Added location distinction to businesses with multiple sites
Hospitals			
Lodging			
	10/31/12		Added two (2) condominiums
		<b>10/11/12</b>	
	10/05/12		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 October 1, 2012 – October 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – October 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>			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters	10/31/12		Corrected shelter names and updated list
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds		10/11/12	
	10/05/12		Updated and corrected data
	10/01/12		Updated and corrected data
- Streams (Includes Rivers)			
- Waterfalls			

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

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – October 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>			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones		10/11/12	
	10/01/12		Updated and corrected data
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
<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.

## Kauai County E9-1-1 Status Report

### October 1, 2012 – October 31, 2012

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

#### **CAD GIS Upload Process**

Akimeka routinely performs GIS updates and loads the data to the GeoComm computer for Kauai County IT to upload to GeoLynx 911 and update all dispatch positions. As of June 2012, Akimeka had remote access to Kauai County's GeoComm computer using VPN Client and either Remote Desktop Connections or TightVNC Viewer. TightVNC Viewer is used if both Kauai County Dispatch and Akimeka need to view the GeoComm computer screen together.

With the remote access, Akimeka is able to load updated GIS data into the GeoComm map and update all dispatch positions.

Akimeka also has Kauai County's GeoLynx DMS license which enables Akimeka to run QA/QC audits to make corrections necessary for GeoLynx and VisionAIR CAD to work properly. Akimeka also has the Geofile Update Utility tool which generates the files necessary to update the VisionAIR CAD.

On October 23 – 24, 2012, Akimeka participated in training on Kauai with Kauai County IT, Kauai County Dispatch, and TriTech representatives on the Geofile Importer Utility. On October 23, 2012, Wendy Gilbert, Product Team from TriTech, conducted the training via webinar from North Carolina. On October 24, 2012, TriTech's Client Services remote connected into Kauai County's GeoComm computer to demonstrate how to back up the CAD VER2\_GEN database. Akimeka also remotely connected into Kauai County's GeoComm computer to observe. Kauai County IT agreed to document the process and share it with Akimeka.

Kauai County IT and Akimeka attempted to run the Geofile Importer Utility but encountered an error. Akimeka agreed to work with Charles Leonard, Trittech Team Lead for CAD, MOBILE, FIRE and INFORM IQ, to fix the errors.

On October 26, 2012, Akimeka changed configurations and re-ran the Geofile Update Utility tool and emailed the updated Geofiles to Charles Leonard so he could re-run the Geofiles in the Geofile Importer Utility.

On October 31, 2012, Charles Leonard emailed Akimeka spreadsheets of the data that needs correcting. Akimeka is currently working on these corrections. After the corrections have been completed, Akimeka will submit the updated Geofiles to TriTech.

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

- **Service Requests Transactions**

**Open Service Requests – October 2012 (September 27, 2012 – October 29, 2012)**

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

**Year-to-Date (YTD) Summary – 2012**

KAUAI				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	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.

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 October 1, 2012 – October 31, 2012

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,246** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 1, 2012 for Kauai County are reported below.

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

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

### Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	9-1-1 MSAG Dated 01-01-12		9-1-1 MSAG Dated 04-01-12		9-1-1 MSAG Dated 07-01-12		9-1-1 MSAG Dated 10-01-12	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,242		1,242		1,246		1,246	
Less: 9-1-1 MSAG Exception Records	(1)	57	4.6%	57	4.6%	56	4.5%	56	4.5%
Net 9-1-1 MSAG Records Eligible for Comparison		1,185		1,185		1,190		1,190	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		1,170	98.7%	1,172	98.9%	1,188	99.8%	1,190	100.0%
9-1-1 MSAG – GIS No Match - Minor Correction Required	(2)	10	0.8%	4	0.3%	1	0.1%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	5	0.4%	9	0.8%	1	0.1%	0	0.0%
Total 9-1-1 MSAG Records No Match		15	1.3%	13	1.1%	2	0.2%	0	0.0%

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

**The two-way (MSAG – GIS) database synchronization audits scheduled for  
Kauai County for 2012 have been completed  
– achieving a 100% 9-1-1 Match percentage as of October 1, 2012.**

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

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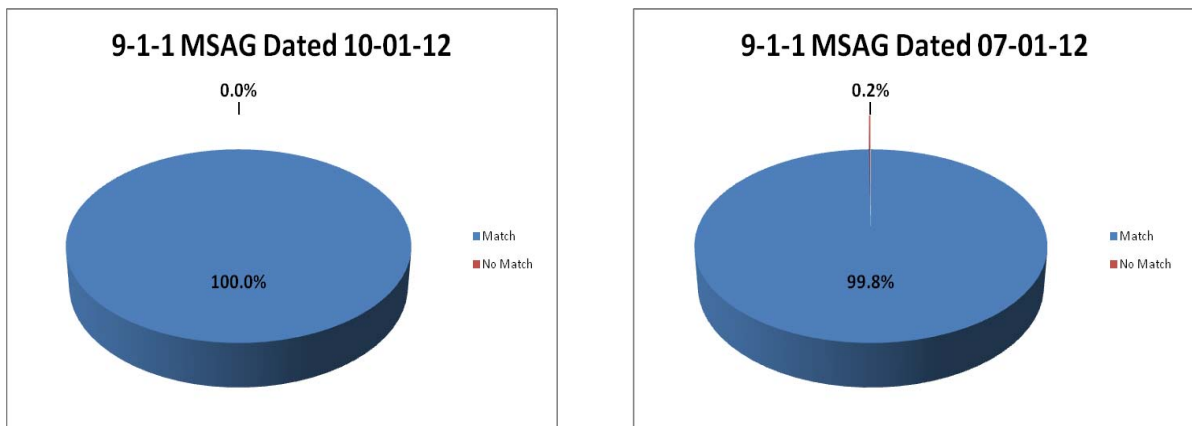
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### 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 – October 1, 2012 MSAG vs. July 1, 2012 MSAG



**Kauai County's level of accuracy or 9-1-1 Match percentage further improved to 100.0% as of October 2012.**

**The NENA recommended minimum match rate of 98% has been met consistently in 2012.**

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 2012

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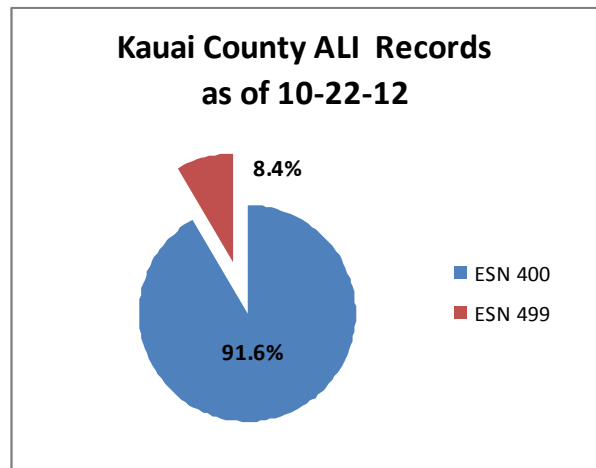
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – October 1, 2012 MSAG vs. July 1, 2012 MSAG (continued)

- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records with the respective Service Providers is needed to ensure all records are MSAG valid.

### Automatic Location Identification (ALI) Record Status

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of October 22, 2012, **2,660** ESN 499 records, representing **8.4%** of Kauai County’s total ALI records, require additional research and corrective action.



Corrections to the ALI records will reduce the potential of a 9-1-1 call landing at the PSAP with incorrect or no ALI information. This will also reduce the potential of a No Record Found (NRF) condition during a 9-1-1 call. This is a required function of the database synchronization process for all PSAPs in the State of Hawaii.

ALI records with incorrect or partial ALI information are primarily due to telephone numbers (TNs) with missing digit(s), incorrect or missing address information in the House Number, Pre-Direction, Street Name, Street Name Suffix, MSAG Community, and Customer Name or a combination thereof. These ALI discrepancies will also conflict with the address validation process within the 9-1-1 CAD GIS module making it difficult to verify and locate the 9-1-1 caller.

## Kauai County E9-1-1 Status Report October 1, 2012 – October 31, 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) Record Status (continued)**

These ALI records are located in the ESN 499 portion of the Kauai County MSAG which has blank-to-blank ranges and erroneous addresses which were not validated against the MSAG or with the County of Kauai Addressing Authority.

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