STATE OF HAWAIʻI
ENHANCED 911 BOARD

Communications, Technical and Finance Committee Meeting

10-12 noon, Tuesday, December 13, 2011
Kalanimoku Building Conference Room 426
1151 Punchbowl Street
Honolulu, HI 96813

AGENDA

I. Call to order

II. Introductions

III. Review and Approval of Minutes of the October 11, 2011 meeting.

IV. Discussion on Meeting Venue.

V. Items for Discussion, Consideration and Action:

1. **COMMUNICATIONS COMMITTEE**
   a. Web Master-Proposal for expanded services
   b. Act 168(11)-Definition of PSAP.
   c. Press Releases
   d. Legislative updates
   e. Logo Contest Update
      i. Approval of Logo Contest (draft) budget.
   f. Approve supporting NASNA's NPRM filing on Text Messaging.

2. **TECHNICAL COMMITTEE**
   a. Discussion on the delivery of E911 Service to PSAPs.
   b. Update on status of PSAP projects with funds pending expenditure.
      i. Update on status of PSAP projects with funds pending expenditure.
         1. Fire/EMS CAD update
         2. HPD-CAD Upgrade
         3. Hawai'i PD- FY2012 CAD Upgrade
         4. Others
   c. Act 168(11) Definition of PSAP.
   d. Request PSAP updates for Wireless E911 Timeline continuum.
   e. Request funding travel expenses to Kauai to inspect new CAD.
   f. Request funding for RDC Call Handling System-$1,135,267.

i. Discussion on FAR 52.212-4(i)(5) Duplicate Financing

g. Approve supporting NASNA's NPRM filing on Text Messaging.

3. <u>FINANCE COMMITTEE</u>

a. Monthly Financial Report (November 2011).

b. Requests for approval for PSAP adjustments to previously approved FY 2011 funding.

i. Update on funding for best logo contest for E911.

ii. Request increased funding for Audit services from $10,000 to $12,100.

iii. Others

c. Recommendation for procurement of annual Audit Services over a three-year period.

d. Approval of Logo Contest Budget.

e. Update on CSP Surcharge Collections.

i. Additional Wireless/VoIP Connection Service Providers

1. Oceanic Time Warner
2. Sandwich Isles
3. Wavecom
4. Others

ii. Responses from Connection Service Providers

1. tw Telecom
2. Magic Jack

iii. Procedures in place to identify CSP providers.

1. Observations/Media
2. FCC
3. Letters of inquiry
4. Feedback from Committee/Board members.

f. Pictometry Conference 2008 delayed reimbursement request.

g. Request approval for funding of RDC Call Handling System-$1,135,267.

h. Request approval for funding of travel expenses to Kauai to inspect new CAD-$300.

i. Request approval for funding of alternate meeting venue for FY 2012- $600.00.

j. Request approval for purchase of parking passes for Board & Committee mtgs for FY2012- $200.

VI. Recommendations for Finance Committee Chair effective January 1, 2012.

VII. Announcements

VIII. Next meeting date: Tuesday, January 10, 2011, Room 426.

IX. Adjournment

STATE OF HAWAIʻI
ENHANCED 911 BOARD

Communications, Technical and Finance Committee Meeting

10-12 noon, Tuesday, December 13, 2011
Kalanimoku Building Conference Room 426
1151 Punchbowl Street
Honolulu, HI 96813

MINUTES

Communications Committee Members Present: Paul Ferreira (Acting Chair), Clayton Tom, Jayne Nantkes, Victor Ramos, and Morris Tamanaha.
Communications Committee Members Absent: Gordon Bruce.

Technical Committee Members Present: Victor Ramos (Chair), Clayton Tom, Aimee Wana, Kenison Tejada, James LaClair, Tony Ramirez, Aaron Correia and Morris Tamanaha.
Technical Committee Members Absent: Clement Chan and Kiman Wong

Finance Committee Members Present: Russell Lundberg (Chair), Paul Ferreira, John Thompson, and Mark Begley.
Finance Committee Members Absent: Gordon Bruce.

Staff present: Thera Bradshaw and Courtney Tagupa.

Guests: Dave Peck (Pictometry), Scott Faust (Pictometry), Steven Faust (Verizon), and Ah Lan Leong (Honolulu PD).

I. Call to Order
The meeting was called to order at 10:00am.

II. Introductions
Introductions were made of all individuals present.

III. Review and Approval of Minutes of the October 11, 2011 meeting.
Mr. Tony Ramirez motioned to approve the minutes. The motion was seconded and approved unanimously by voice vote without discussion.

IV. Discussion on Meeting Venue.

Due to the potential parking problems that will exist when the legislature is in session, the McCoy Pavilion located at the Ala Moana Park and operated by the City & County of Honolulu was the most convenient and cost effective alternative to the present venue.

A subsequent discussion on the venue included the following points:

1. ***The committee and Board have expanded and there will be space limitations.***
2. ***There are some committee members that will have to utilize their cars to attend the meeting at the new venue.***
3. ***If members of the public wish to present testimony, we will have to accommodate them and the present venue will not be large enough.***
4. ***We could try out the McCoy Pavilion on a trial basis and see how it works out.***
5. ***We are currently paying for parking at the State parking facilities.***
6. ***The McCoy Pavilion will not be available for the January 10, Committee meeting.***
7. ***Mr. Courtney Tagupa will investigate other dates at the McCoy Pavilion to hold the January Board meeting.***

Mr. Paul Ferreira motioned to recommend that the current Committee and Board meeting venues be changed to the McCoy Pavilion on the 3 month trial basis. The motion was seconded and was approved unanimously by voice vote without discussion.

V. Items for Discussion, Consideration and Action:

1. **<u>COMMUNICATIONS COMMITTEE</u>**
   a. Web Master-Proposal for expanded services

   Ms. Thera Bradshaw stated the following:

   i. ***Working with Akimeka to expand the responsibilities of the web services.***
   ii. ***Update the web and move it to a more veteran server.***
   iii. ***TKC Consulting will absorb the cost of the expansion in partnership with Akimeka who has agreed to amortize it out over a period of a year rather than upfront.***
   iv. ***TKC has found it unnecessary to seek someone other than Akimeka to manage the website.***
   v. ***With TKC absorbing the cost in partnership with Akimeka and there will be no procurement issues.***
   vi. ***There will no switching costs.***
   vii. ***A secured access cipher board will be provided.***
   viii. ***Social networking (Twitter, Facebook and Google) will be implemented.***
   ix. ***There will be a stronger and more sophisticated server.***
   x. ***The files will be placed in a logical order.***
   xi. ***The server will be shared with an isolated partition specific for the State of Hawaii.***

   Mr. Victor Ramos motioned to move this action to the full Board for approval that there will be necessary changes to the website and Akimeka will manage the process and TKC will be absorbing the cost in its current contract. The motion was seconded and approved by voice vote with Mr. Tony Ramirez abstaining.

b. Act 168(11)-Definition of PSAP.
The following points were stated:

- ***i. The language of Act 168 was not intended in its definition of a PSAP to include a federal entity for reimbursement.***
- ***ii. In discussions with Pat Ohara and other chairs of the Board and Committees, the consensus was that there was no intension to fund programs with other sources of funding at the federal level.***
- ***iii. Pat Ohara had advised that the language be corrected in the upcoming legislative session.***
- ***iv. Reinstate the wording "State or County."***
- ***v. Send back to legislature during this next session to adjust wording.***

The cite of the current statute is ACT 168(11) §138-1 definition of public service agency. Page 6 line 3-8. Page 16 b secondary section.

- ***vi. Mr. Morris Tamanaha stated that it was his understanding that the legislative intent was to include the federal sector due to the integration of services and the users residing on federal lands do pay the fee as well and therefore the definition of a public service agency was to include the federal sector.***
- ***vii. Mr. Ramirez stated that part of the reason that the E911 Fund could not consider reimbursing the federal government was that the checks had to be made to the U.S. Treasury and therefore did not reimburse the RDC PSAP directly.***
- ***viii. Mr. John Thompson stated that the RDC should be considered an equal partner since all related services must work together; however, we must abide by the AG interpretation of the law.***
- ***ix. Mr. Ferreira stated that the intent of the legislation was not to reimbursement of the federal government.***
- ***x. Ms. Bradshaw stated that there is only so much money available to fund all the services; consequently, funding the RDC as well as all state counties may not be possible.***
- ***xi. Mr. Tamanaha stated that NG911 will require interoperability of all agencies.***

Mr. Clayton Tom motioned to defer the matter regarding the definition of a PSAP to next month's meeting. The motioned was seconded and passed by voice vote without discussion. Mr. Tamanaha abstained.

c. Press Releases-***None at this time***.
d. Legislative updates-***None at this time.***
e. Logo Contest Update
   - ***i. Approval of Logo Contest (draft) budget.***
   - ***ii. Committee Chair Gordon Bruce has not reviewed the budget and therefore the matter is to be deferred.***
f. Approve supporting NASNA's NPRM filing on Text Messaging.
Ms. Bradshaw stated the following seven points in NASNA's NPRM filing on Text Messaging:

i. Text messaging must be strictly voluntary and limited to assisting the hearing impaired community.

ii. Short term SMS and software applications for emergency communications will provide no greater benefit to PSAPs than voice communications.

iii. There are limitations to nationwide short term SMS to 911 solutions that far out weight the benefits.

iv. Short term approaches to texting 911 based on software applications has to be standard space and directed at assisting various group such as the hearing impaired.

v. If it is technically feasible 911 calls should be prioritized during major emergencies or disasters.

vi. The long term benefits of NG911 are substantial to public safety and to the hearing impaired.

vii. The members of NASNA agree that the deployment of NG911 should be governed at the state or regional level and would encourage the FCC to provide standards and funding at the state or regional level to incentivize the deployment of NG911.

Mr. Morris Tamanaha motioned to recommend approval by the Board of the NASNA NPRM filing on Text Messaging. The motion was seconded and approved unanimously by voice vote without discussion.

2. <u>TECHNICAL COMMITTEE</u>

a. Discussion on the delivery of E911 Service to PSAPs.
This matter is deferred until the next meeting.

b. Update on status of PSAP projects with funds pending expenditure.
   i. Update on status of PSAP projects with funds pending expenditure.
      1. Fire/EMS CAD update:
      Mr. Kenison Tejada has stated that HFD/EMS are interviewing 3 vendors and he is anticipating being under contract by the end of FY 2012.
      2. HPD-CAD Upgrade:
      Maj. Correia stated that the plan was reviewed and is now going through the legal process.
      3. Hawai'i PD- FY2012 CAD Upgrade:
      Mr. Paul Ferreira had stated that the Hawaii PSAP will not be seeking funding in the amount of $3M for its CAD upgrade from the Board for FY 2012.
      4. Others-***None***

c. Act 168(11) Definition of PSAP.
This matter was deferred until next month.

d. Request PSAP updates for Wireless E911 Timeline continuum.
None to report.

e. Request funding travel expenses to Kauai to inspect new CAD-$600.
Mr. LaClair motioned to approve the travel expenses of $600 for 2 people to inspect the new CAD system in Kauai. The motion was seconded and approved unanimously by voice vote without discussion.

f. Request funding for RDC Call Handling System-$1,135,267.
   i. Discussion on FAR 52.212-4(i)(5) Duplicate Financing

Mr. Morris Tamanaha has withdrawn his request for funding. Mr. Paul Ferreira stated that we should recognize that the federal PSAPs are an integral partner in statewide PSAP operations and should be included in training, forums, and the sharing of information.

g. Approve supporting NASNA's NPRM filing on Text Messaging.
Mr. Tony Ramirez motioned to recommend approval to the Board. The motion was seconded and approved unanimously by voice vote without discussion.

3. FINANCE COMMITTEE

a. Monthly Financial Report (October/November 2011).
Mr. Courtney Tagupa provided the following finance information to the Committee:
- ***i. October Revenue Collections: $689.0K.***
- ***ii. November Revenue Collections: $675.9K.***
- ***iii. November FYTD Revenue Collection: $3.4M.***
- ***iv. October Disbursements: $279.0K.***
- ***v. November Disbursements: $119.3k.***
- ***vi. November FYTD Disbursements: $849.8k.***
- ***vii. Cash Balance end of Nov 2011: $12.7M.***
- ***viii. Unencumbered Cash Balance end of Nov 2011: $10.2M.***

b. Requests for approval for PSAP adjustments to previously approved FY 2011 funding.
   i. Update on funding for best logo contest for E911.
   This matter has been deferred until next month.
   ii. Request increased funding for Audit services from $10,000 to $12,100.
   At the conclusion of the Audit, the final cost will not exceed $12,100 which corresponds to the amount of the winning bid.

   Mr. Paul Ferreira motioned to recommend approval to the Board for the total cost of the financial Audit NTE $12,100. The motion was seconded and approved unanimously by voice vote without discussion.
   iii. Others

c. Recommendation for procurement of annual Audit Services over a three-year period.
Mr. Courtney Tagupa recommended that the next procurement for the annual audit should be procured for a 3 year period in order to maintain the continuity of the auditors and facilitate future audits.

Mr. Paul Ferreira motioned to recommend approval to the Board for the procurement of annual audit services for a 3 year period beginning with the FY2012 audit. The motion was seconded and unanimously approved without discussion.

d. Update on CSP Surcharge Collections.
   i. Additional Wireless/VoIP Connection Service Providers.
   The following update was provided by Mr. Tagupa on VoIP providers.
      1. Oceanic Time Warner

Oceanic Time Warner has submitted their surcharge as required.

2. Sandwich Isles
   Sandwich Isles has submitted their surcharge as required.
3. Wavecom
   Wavecom has promised to submit their surcharge, but has yet to do so.
4. Others

ii. Responses from Connection Service Providers

1. tw Telecom- ***has stated in writing that they do not provide VoIP or Wireless phone services in Hawaii.***

2. Magic Jack- ***stated in writing that they are a prepaid service not subject to the surcharge according to Act 168(11).***

iii. Procedures in place to identify CSP providers.
Mr. Tagupa had informed the Committee that the following procedures are being implemented to identify VoIP Connection Service Providers that may be subject to the $0.66 surcharge.

1. Observations/Media
2. FCC
3. Letters of inquiry
4. Feedback from Committee/Board members.

e. Pictometry Conference 2008 delayed reimbursement request.
Current policy requires submission for reimbursement to be made within 90 days of invoicing to the Counties. Mr. Begley has withdrawn his request for reimbursement.

f. Request approval for funding of RDC Call Handling System-$1,135,267.
Mr. Tamanaha has withdrawn his request for reimbursement.

g. Request approval for funding of travel expenses to Kauai to inspect new CAD-$600.
Mr. Paul Ferreira recommended that the Board approve travel expenses to Kauai for 2 HPD/EMS personnel to inspect the new CAD system NTE $600. The motion was seconded and approved unanimously by voice vote without discussion.

h. Request approval for funding of alternate meeting venue for FY 2012- $600.
Mr. Paul Ferreira recommended that the Board approve the alternate meeting venue at McCoy Pavilion, Ala Moana Park and associated cost NTE $600. The motion was seconded and unanimously approved by voice vote without discussion.

i. Request approval for purchase of parking passes for Board & Committee mtgs for FY2012- $200.
Mr. John Thompson motioned to approve the cost to purchase parking passes for meeting members and associated cost NTE $200. The motion was seconded and approved unanimously by voice vote without discussion.

VI. Recommendations for Finance Committee Chair effective January 1, 2012.
Mr. Paul Ferreira motioned to recommend that the Board approve Mr. Kiman Wong as the new Finance Committee Chair. The motion was seconded and approved unanimously by voice vote without discussion.

VII. Announcements- ***Congratulations to newly promoted Captain Aimee Wana who resigned her position on the Technical Committee to report to her new assignment on the Big Island, Kohala District.***

VIII. Next meeting date: Tuesday, January 10, 2011, Room 426.

IX. Adjournment: The meeting was adjourned at 11:52 am.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FIRST HAWAIIAN BANK ACCOUNT:				
General Fund	Prior Month Inception-to-Date Cash Flow Balance	Oct-11	Nov-11	Ending Inception-to-Date Cash Flow Balance
Cash Inflow:				
Enhance 911 Surcharge Collection	$ 53,453,027.26	689,031.58	675,850.27	$ 54,817,909.11
Other Income	$ 11,555.22			$ 11,555.22
Interest Income	$ 1,824,256.51			$ 1,824,256.51
Prior Period Interest Income Adjustment	$ (257,236.01)			$ (257,236.01)
Net Interest Income	$ 1,567,020.50	689,031.58	675,850.27	$ 2,931,902.35
Subtotal Cash Inflow	$ 55,031,602.98	689,031.58	675,850.27	$ 56,396,484.83
Cash Outflow:				
Act 79 Fund Transfer to State	$ (16,000,000.00)			$ (16,000,000.00)
PSAP Reimbursement	$ (19,896,595.77)	(249,170.63)	(883,361.06)	$ (21,029,127.46)
Board Member Travel Expense	$ (98,840.14)	(2,641.43)		$ (101,481.57)
DB&F Revenue Assessments	$ (2,616,073.63)			$ (2,616,073.63)
DB&F Administrative Expense Assess.	$ (648,249.30)			$ (648,249.30)
WSP Reimbursement	$ (897,964.66)			$ (897,964.66)
Consultant-Intrado, Inc.	$ (439,260.41)			$ (439,260.41)
Consultant-Exec Director	$ (1,858,004.97)	(27,083.33)	(27,083.33)	$ (1,912,171.63)
Audit Expense	$ (24,545.00)		(6,020.94)	$ (30,565.94)
Other Board Related Expenses	$ (3,466.85)	(109.65)	(7.67)	$ (3,584.17)
Subtotal Cash Outflow	$ (42,483,000.73)	$ (279,005.04)	$ (916,473.00)	$ (43,678,478.77)
Bank Balance	$ 12,548,602.25	$ 410,026.54	$ (240,622.73)	$ 12,718,006.06
Encumbrances	$ (3,282,840.97)	7,573.61	788,895.97	(2,486,371.39)
Unencumbered Cash	$ 9,265,761.28	$ 417,600.15	$ 548,273.24	$ 10,231,634.67

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

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

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	TOTAL			
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget	
RECEIPTS:				
Total VoIP Surcharge Collection	170,432	-	170,432	
Total Wireless Surcharge Collection	3,271,138	8,123,000	(4,851,862)	
TOTAL RECEIPTS	3,441,824	8,130,000	(4,688,176)	42.3%
DISBURSEMENTS:				
Total ADMINISTRATION	154,585	1,378,050	(1,223,465)	11.2%
Total CONFERENCES	24,819	204,300	(179,481)	12.1%
Total MAINTENANCE	190,003	3,702,612	(3,512,609)	5.1%
Total Non-RECURRING	-	6,511,000	(6,511,000)	0.0%
Total RECURRING	480,371	1,815,903	(1,335,532)	26.5%
TOTAL DISBURSEMENTS	849,778	13,611,865	(12,762,087)	6.2%

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	TOTAL			
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget	
DISBURSEMENTS:				
ADMINISTRATION				
911 Board Expansion	-	75,000	(75,000)	
Audit Expense	6,021	10,000	(3,979)	
Bank Charge	64	-	64	
Board Member Travel	7,842	24,050	(16,208)	
DB&F Assessments				
DB&F Admin. Exp. Assess	-	374,000	(374,000)	
DB&F Revenue Assessment	-	410,000	(410,000)	
Total DB&F Assessments	-	784,000	(784,000)	
NASNA Dues	100	-	100	
TKC Consulting Group, LLC	135,417	325,000	(189,583)	
WSP Cost Recovery				
Sprint/Nextel	5,140	160,000	(154,860)	
Total WSP Cost Recovery	5,140	160,000	(154,860)	
Total ADMINISTRATION	154,585	1,378,050	(1,223,465)	11.2%
CONFERENCES				
911 Goes to Washington Conf	-	42,600	(42,600)	
APCO Conference	5,997	39,000	(33,003)	
Intergraph Conference	-	12,000	(12,000)	
Motorola CAD User's	-	12,000	(12,000)	
NASNA Conference	1,361	3,000	(1,639)	
Navigator	-	3,000	(3,000)	
Nena Conference	286	25,200	(24,914)	
NENA Technical Dev. Conference	-	12,000	(12,000)	
NG911 Technology Forum	17,176	30,000	(12,824)	
Pictometry Future View Confer	-	16,500	(16,500)	
TriTech CAD Users	-	9,000	(9,000)	
Total CONFERENCES	24,819	204,300	(179,481)	12.1%
MAINTENANCE				
CAD Maintenance	-	410,152	(410,152)	
Excom911 Logging Recorder Maint	-	75,000	(75,000)	
GeoComm Maintenance	-	40,000	(40,000)	
Intergraph Call Taker License	-	34,140	(34,140)	
MSAG Svcs (Akimeka, LLC)				
MSAG Svcs (Akimeka, LLC) - Other	190,003	1,704,164	(1,514,161)	
Total MSAG Svcs (Akimeka, LLC)	190,003	1,704,164	(1,514,161)	
Pictometry License Agreement	-	1,234,136	(1,234,136)	
Tritech CAD System Maintenance				
EMS	-	92,820	(92,820)	
Honolulu Fire Dept.	-	112,200	(112,200)	
Total Tritech CAD System Maintenance	-	205,020	(205,020)	
Total MAINTENANCE	190,003	3,702,612	(3,512,609)	5.1%
Non-RECURRING				
CAD Replacement/Upgrade				
Hawai'i Police Dept	-	3,000,000	(3,000,000)	
Honolulu Fire Dept.	-	1,400,000	(1,400,000)	
Honolulu Police Dept.	-	2,000,000	(2,000,000)	
Total CAD Replacement/Upgrade	-	6,400,000	(6,400,000)	0.0%
Computers				
EMS CAD Live Rounting	-	20,000	(20,000)	
EMS Tritech-GeoComm Interface	-	30,000	(30,000)	
Positron Equip SW Maintenance	-	40,000	(40,000)	
Total Computers	-	90,000	(90,000)	
Training				
RTO Training for CADS	-	15,000	(15,000)	
TriTech CAD System Admin Train	-	6,000	(6,000)	
Total Training	-	21,000	(21,000)	
Total Non-RECURRING	-	6,511,000	(6,511,000)	0.0%
RECURRING				
EMS Tower Lease	-	7,690	(7,690)	
Hawaiian Telcom Charges				
CMLs for Alternate Dispatch	-	164,283	(164,283)	
Haw Tel Frame Relay & CIR	11,353	-	11,353	
Hawaiian Telcom Trunk	461,837	1,618,730	(1,156,893)	
Long Distance Charges	25	-	25	
Mileage	946	-	946	
Ocean Safety CML Charges	6,210	25,200	(18,990)	
Total Hawaiian Telcom Charges	480,371	1,808,213	(1,327,842)	
Total RECURRING	480,371	1,815,903	(1,335,532)	26.5%
TOTAL DISBURSEMENTS	849,778	13,611,865	(12,762,087)	6.2%

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Hawaii PSAP		
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-	9,000	(9,000)
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	5	9,000	(8,995)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	5	30,000	(29,995)
MAINTENANCE			
CAD Maintenance	-	66,867	(66,867)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-	34,140	(34,140)
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	112,541	450,166	(337,625)
Total MSAG Svcs (Akimeka, LLC)	112,541	450,166	(337,625)
Pictometry License Agreement	-	353,260	(353,260)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	112,541	904,433	(791,892)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-	3,000,000	(3,000,000)
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-	3,000,000	(3,000,000)
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Positron Equip SW Maintenance	-	40,000	(40,000)
Total Computers	-	40,000	(40,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-	3,040,000	(3,040,000)
RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-		
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	25,529	306,344	(280,815)
Long Distance Charges	-		
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	25,529	306,344	(280,815)
Total RECURRING	25,529	306,344	(280,815)
TOTAL DISBURSEMENTS	138,075	4,280,777	(4,142,702)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Kauai PSAP		
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	3,600	(3,600)
APCO Conference	-		
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	7,200	(7,200)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	719		719
Pictometry Future View Confer	-	10,500	(10,500)
TriTech CAD Users	-		
Total CONFERENCES	719	21,300	(20,581)
MAINTENANCE			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	77,461	309,846	(232,385)
Total MSAG Svcs (Akimeka, LLC)	77,461	309,846	(232,385)
Pictometry License Agreement	-	202,909	(202,909)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	77,461	512,755	(435,294)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Positron Equip SW Maintenance	-		
Total Computers	-		
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-	164,283	(164,283)
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	27,849	114,998	(87,149)
Long Distance Charges	194		194
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	28,044	279,281	(251,237)
Total RECURRING	28,044	279,281	(251,237)
TOTAL DISBURSEMENTS	106,224	813,336	(707,112)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Maui PSAP		
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-		
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	6,000	(6,000)
NENA Technical Dev. Conference	-		
NG911 Technology Forum	-		
Pictometry Future View Confer	-	6,000	(6,000)
TriTech CAD Users	-		
Total CONFERENCES	-	24,000	(24,000)
MAINTENANCE			
CAD Maintenance	-	115,825	(115,825)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	0	436,521	(436,521)
Total MSAG Svcs (Akimeka, LLC)	0	436,521	(436,521)
Pictometry License Agreement	-	377,062	(377,062)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	0	929,408	(929,408)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Positron Equip SW Maintenance	-		
Total Computers	-		
Training			
RTO Training for CADS	-	15,000	(15,000)
TriTech CAD System Admin Train	-		
Total Training	-	15,000	(15,000)
Total Non-RECURRING	-	15,000	(15,000)
RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-		
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	92,832	278,495	(185,663)
Long Distance Charges	(169)		(169)
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	92,663	278,495	(185,832)
Total RECURRING	92,663	278,495	(185,832)
TOTAL DISBURSEMENTS	92,663	1,246,903	(1,154,240)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC BUDGET PLAN (5 MONTHS)	Oahu PSAP		
DESCRIPTION	5 Mos. Actual	Annual Budget	Over/(Under) Budget
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	24,000	(24,000)
APCO Conference	5,997	27,000	(21,003)
Intergraph Conference	-		
Motorola CAD User's	-	12,000	(12,000)
NASNA Conference	-		
Navigator	-	3,000	(3,000)
Nena Conference	281		281
NENA Technical Dev. Conference	-	12,000	(12,000)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-	9,000	(9,000)
Total CONFERENCES	6,278	87,000	(80,722)
MAINTENANCE			
CAD Maintenance	-	227,460	(227,460)
Excom911 Logging Recorder Maint	-	75,000	(75,000)
GeoComm Maintenance	-	40,000	(40,000)
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	-	507,631	(507,631)
Total MSAG Svcs (Akimeka, LLC)	-	507,631	(507,631)
Pictometry License Agreement	-	300,905	(300,905)
Tritech CAD System Maintenance			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
Total Tritech CAD System Maintenance	-	205,020	(205,020)
Total MAINTENANCE	-	1,356,016	(1,356,016)
Non-RECURRING			
CAD Replacement/Upgrade			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	2,000,000	(2,000,000)
Total CAD Replacement/Upgrade	-	3,400,000	(3,400,000)
Computers			
EMS CAD Live Rounting	-	20,000	(20,000)
EMS Tritech-GeoComm Interface	-	30,000	(30,000)
Positron Equip SW Maintenance	-		
Total Computers	-	50,000	(50,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
Total Training	-	6,000	(6,000)
Total Non-RECURRING	-	3,456,000	(3,456,000)
RECURRING			
EMS Tower Lease	-	7,690	(7,690)
Hawaiian Telcom Charges			
CMLs for Alternate Dispatch	-		
Haw Tel Frame Relay & CIR	11,353		
Hawaiian Telcom Trunk	315,627	918,893	(603,266)
Long Distance Charges	-		
Mileage	946		946
Ocean Safety CML Charges	6,210	25,200	(18,990)
Total Hawaiian Telcom Charges	334,136	944,093	(609,957)
Total RECURRING	334,136	951,783	(617,647)
TOTAL DISBURSEMENTS	340,414	5,850,799	(5,510,385)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 30 November 2011

FY2012 STRATEGIC PLAN BUDGET	HAWAII	KAUAI	MAUI	OAHU	OPS	TOTAL	%
DESCRIPTION	Budget	Budget	Budget	Budget	Budget	Budget	Budget
DISBURSEMENTS:							
911 Board Expansion					75,000	75,000	0.55%
Audit Expense					10,000	10,000	0.07%
Board Member Travel					24,050	24,050	0.18%
TKC Consulting Group, LLC					325,000	325,000	2.39%
DB&F Admin. Exp. Assess					374,000	374,000	2.75%
DB&F Revenue Assessment					410,000	410,000	3.01%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.18%
Operations	-	-	-	-	1,378,050	1,378,050	10.12%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	12.52%
CAD Maintenance	66,867		115,825	227,460		410,152	3.01%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.68%
Honolulu Fire Dept.				112,200		112,200	0.82%
Excom911 Logging Recorder Maint				75,000		75,000	0.55%
Intergraph Call Taker License	34,140					34,140	0.25%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	9.07%
Positron Equip SW Maintenance	40,000					40,000	0.29%
GeoComm Maintenance				40,000		40,000	0.29%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	27.50%
EMS Tower Lease				7,690		7,690	0.06%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	11.89%
Ocean Safety CML Charges				25,200		25,200	0.19%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,378,050	6,772,282	49.75%
CAD Upgrade							
Hawai'i Police Dept	3,000,000					3,000,000	22.04%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	10.29%
Honolulu Police Dept.				2,000,000		2,000,000	14.69%
Computers							0.00%
EMS CAD Live Rounting				20,000		20,000	0.15%
EMS Tritech-GeoComm Interface				30,000		30,000	0.22%
CMLs for Alternate Dispatch		164,283				164,283	1.21%
Training							
RTO Training for CADS			15,000			15,000	0.11%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.04%
Subtotal Non-RECURRING	3,000,000	164,283	15,000	3,456,000	-	6,635,283	48.75%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.31%
APCO Conference	9,000			27,000	3,000	39,000	0.29%
Intergraph Conference	6,000		6,000			12,000	0.09%
Motorola CAD User's				12,000		12,000	0.09%
NASNA Conference					3,000	3,000	0.02%
Navigator				3,000		3,000	0.02%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.19%
NENA Technical Dev. Conference				12,000		12,000	0.09%
NG911 Technology Forum					30,000	30,000	0.22%
Pictometry Future View Confer		10,500	6,000			16,500	0.12%
TriTech CAD Users				9,000		9,000	0.07%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.50%
Total Strategic Plan Budget	4,280,777	813,336	1,246,903	5,850,799	1,420,050	13,611,865	100.00%
% of Budget	31.4%	6.0%	9.2%	43.0%	10.4%	100.0%	

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations**

9-1-1 Call Volume – November 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,894	3,423	34.6%	6,471	65.4%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November	9,894	3,423	34.6%	6,471	65.4%	0	0.0%	1,043	10.5%
October	10,538	3,560	33.8%	6,978	66.2%	0	0.0%	1,201	11.4%
September	9,561	3,288	34.4%	6,272	65.6%	1	0.0%	1,066	11.1%
August	10,581	3,660	34.6%	6,920	65.4%	1	0.0%	1,110	10.5%
July	10,395	3,901	37.5%	6,494	62.5%	0	0.0%	1,243	12.0%
June	10,158	3,537	34.8%	6,620	65.2%	1	0.0%	1,133	11.2%
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
TOTAL YTD	**110,875**	**39,587**	**35.7%**	**71,284**	**64.3%**	**4**	0.0%	**12,183**	**11.0%**
AVG PER MO	**10,080**	**3,599**		**6,480**		**0**		**1,108**	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	1,952	940	48.2%	27.5%	1,012	51.8%	15.6%	0	0.0%	38	1.9%
October	1,913	886	46.3%	24.9%	1,027	53.7%	14.7%	0	0.0%	20	1.0%
September	1,807	840	46.5%	25.5%	967	53.5%	15.4%	0	0.0%	28	1.5%
August	1,974	891	45.1%	24.3%	1,083	54.9%	15.7%	0	0.0%	49	2.5%
July	1,850	916	49.5%	23.5%	933	50.5%	14.4%	1	0.1%	39	2.1%
June	1,814	861	47.5%	24.3%	953	52.5%	14.4%	0	0.0%	25	1.4%
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
April	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
TOTAL YTD	**20,692**	**9,749**	**47.1%**	**24.6%**	**10,940**	**52.9%**	**15.3%**	**3**	**0.0%**	**371**	**1.8%**
AVG PER MO	**1,881**	**886**			**995**			**0**		**34**	

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

Notes:

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

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

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Wireless Test – November 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
11/17/11	AT&T Mobility	1	3	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – November 2011

11/01/11 -- 11/28/11 — Akimeka personnel completed the Hawai`i County -- Nextel Annual Audit. Fourteen (14) updates/corrections were referred back to Nextel. Corrections/updates were completed by Nextel on November 28, 2011.

As such, all Wireless Service Provider (WSP) Cell Sites/Sectors annual audits for each of the WSPs doing business in Hawai`i County have been completed for 2011.

11/02/11 — The Hawai`i County PSAP sent a notice to all vendors and Neighbor Island PSAPs that there will be no testing scheduled during the Solacom conversion. Subsequently, the testing blackout period was rescinded since the Solacom conversion was postponed until January 2012.

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

11/09/11 -- Pending — Akimeka personnel coordinated on behalf of the Hawai`i County PSAP the testing of re-homing towers to new AT&T Mobility equipment. The test date, however, was postponed due to technical issues and has been re-scheduled to December 1, 2011.

11/10/11 -- 11/11/11 — Akimeka personnel continued to assist the Hawai`i County Police/PSAP regarding the non-initialized caller who made numerous calls to 9-1-1. Patrick Donovan of the FCC was contacted for guidance in retrieving location or subscriber information for the caller. Mr. Donovan contacted AT&T Mobility, John Garner, who assisted in obtaining the additional information, which was forwarded to the Hawai`i County Police/PSAP on November 11, 2011.

11/09/11 -- 11/15/11 — Verizon Global Solutions installed new equipment that required testing from each of their locations. Akimeka personnel validated and coordinated testing schedules for the Kaiser Clinics in Waimea, Kona and Hilo.

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – November 2011 (continued)

11/14/11	At the request of the Hawai`i County PSAP, Akimeka assisted with the reply to Intrado requesting a 24 x 7, 7-digit number, to route VoIP calls in a situation where the call being routed to the selective router has been interrupted. The PSAP is concerned about delivering a 9-1-1 call to an administrative line. This issue is under review between the PSAP and Intrado as liability issues need to be addressed.
11/16/11	Akimeka personnel attended Intrado MSAG Maintenance and Intrado 9-1-1Net Training. All Akimeka personnel have been certified/re-certified by Intrado.
11/17/11	Akimeka updated the Remote Call Forwarding (RCF) list to add COPS Monitoring to the list. The updated list was forwarded to the Hawai`i County PSAP for distribution.
11/17/11	VoIP testing for T-Mobile was coordinated with Betty Kenney and scheduled for December 4 - 5, 2011.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below:

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

PSAP Operations (continued)

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

Updates as of November 30, 2011 are noted below:

11/21/09 (continued)

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

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

Update (7/1/11 – 11/30/11) – No further updates.

04/16/10

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

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

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

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

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

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **MSAG**

Current Month – November 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	291	268	178	21	23	40	6	8,735	23	39	39

Revised categories and report format changes effective April 2009.

During the month of November 2011, 268 9-1-1Net requests were completed relating to the MSAG database, with 8,735 customer ANI/ALI records updated as a direct result. Twenty-three (23) discrepancy reports were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are 39 records in Suspended status as of November 30, 2011 affecting 39 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Thirty-seven (37) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).

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

Correspondence Letter Special Project Status Update

As of November 30, 2011, Akimeka completed the requested special project to validate if the address changes directed in the Hawai`i Planning Department's address correction correspondence, dating back to 2004, were incorporated into Akimeka's MSAG and GIS mapping layer updates. The correspondence letters were provided in hard paper copies and required manual review.

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

The current percentage complete with this requested special project is at **100.0%, which closes out this project.**

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **MSAG (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November	291	268	178	21	23	40	6	8,735	23	39	39
October	263	242	152	28	15	16	31	3,399	21	15	15
September	344	327	232	15	21	14	45	14,996	17	17	17
August	364	360	236	31	14	40	39	4,686	4	20	57
July	256	256	120	36	14	67	19	3,210	0	16	21
June	228	214	37	21	7	149	0	2,482	14	0	0
May	379	361	127	77	19	102	36	1,676	18	5	36
April	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
TOTAL YTD	**3,251**	**3,087**	**1,642**	**608**	**127**	**448**	**262**	**49,662**	**164**		
AVG PER MO	**296**	**281**	**149**	**55**	**12**	**41**	**24**	**4,515**	**15**		

(*) Applies to Change, Delete and Insert categories

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

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011**

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

HAWAII			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	11/28/11 -- 11/30/11		Spatially adjusted address points
		11/28/11	
	11/18/11		Added new and updated addresses as found in the County's updated layer. Included all data needed for the Intergraph CAD.
		11/09/11	
	11/08/11		
	11/03/11 -- 11/04/11		Added new and updated address points as found in the County's updated layer. Included all data needed for the Intergraph CAD.
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
			Renamed from "Fire Beats Boundaries"
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Response Areas	**N/A for Hawaii County**		
Medic Stations			
Milepost Markers			
Points of Interest			

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

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

HAWAII			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats		**11/22/11**	
			Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District Boundaries"
Police Response Areas			
			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.
Police Stations			
Schools			
Street Centerlines		**11/22/11**	
	11/18/11		Completed edits from the County's updated layer and attributes for the Intergraph CAD
	11/17/11		Added new street centerlines as found in the County's updated layer
		11/09/11	
Trails			
WSP Cell Towers		**11/09/11**	
	11/08/11		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			Renamed from "Service Station"
Food & Beverage			
Hospitals			
Lodging			Renamed "Hotels" layer to "Lodging" layer
Medical Facilities			
Parcels			
Parks (Includes National Parks)			
			Renamed from "National and State Parks"
Parks Polygon			
Post Offices			
Subdivisions			

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

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

HAWAII			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
			Renamed "EOC Lifeguard Stands" layer to "Ocean Safety" layer
Tsunami Evacuation Zones			
Tsunami Roadblocks			

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

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

HAWAII			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Correctional Facilities			
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.*

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

Current Month GIS Activities – November 2011

11/01/11	As a special request, Akimeka created and delivered a map of the Kona Police Beats to Lieutenant Wana.
11/16/11 -- 11/21/11	Akimeka received updated Address Points and Street Centerlines from the Hawai`i County Planning Department on November 16, 2011. Comparison of the Street Centerlines layer was completed on November 21, 2011.

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

Current Month GIS Activities – November 2011 (continued)

Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawai`i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes and deletions into the Akimeka Address Points and Street Centerlines layers.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on October 18, 2011. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		24
# of New Addresses Added	88	
# of Street Segment Range Changes		10
# of Street Name Changes	33	
# of Street Number Changes	26	

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on November 16, 2011. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		22
# of New Addresses Added	110	
# of Street Segment Range Changes		1
# of Street Name Changes	6	
# of Street Number Changes	4	

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Service Requests Transactions**

Open Service Requests – November 2011 (October 28, 2011 – November 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Record pending with telcos.
2	06/02/11	324	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
3	05/12/11	327	Incorrect Address: TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.
4	06/28/11	341	Incorrect Address: TN = 808/963-6309	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
5	08/18/11	354	Change Address	MSAG - ANI/ALI Discrepancy	Normal	Akimeka sent request to Sergeant Matsumoto for existing caller information which is needed for the address update.
6	09/01/11	359	Incorrect Address: TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Pending change in 9-1-1Net.
7	09/01/11	362	Incorrect Address: TN = 808/775-1722	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
8	09/01/11	363	Incorrect Address: TN = 808/966-6991	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
9	09/01/11	368	Incorrect Address: TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
10	09/01/11	371	Incorrect Address: TN = 808/887-1975	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
11	10/25/11	401	Incorrect TN and Address: Barbera Ferraro	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
12	10/25/11	402	TN = 808/965-9864	911 Map -- Call Plotted Incorrectly	Low	Request for caller information submitted; pending change in 9-1-1Net.
13	10/25/11	403	TN = 808/934-0297; No Record Found	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
14	10/25/11	404	Incorrect Information Displayed: Robert E. Nelson	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net.
15	11/15/11	408	Incorrect Address: TN = 808/929-7636	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net. House Number is needed.
16	11/15/11	409	Incorrect Address: TN = 808/322-3880	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
17	11/15/11	410	Incorrect Address: TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending change in 9-1-1Net.
18	11/17/11	411	HELCO-PRODUCTION	MSAG - No Record Found	Normal	Request for caller information submitted; pending change in 9-1-1Net.
19	11/19/11	413	HILO MEDICAL CENTER	MSAG - No Record Found	Normal	Request for caller information submitted; pending change in 9-1-1Net.
Service Requests On Hold Status						
20	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai`i was received on May 16, 2010. Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.  Akimeka E9-1-1 Support met with the Hawai`i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated. Hawai`i County Police advised Akimeka in July 2011 that this project will be placed "On Hold" pending a meeting with other community sources.
21	02/11/11	312	Incorrect Information Displayed	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	6	1	21	0	0	6	1	0	0	0	0
October	8	5	16	8	5	0	0	0	0	0	0
September	24	18	13	4	3	20	15	0	0	0	0
August	4	5	7	0	1	4	4	0	0	0	0
July	0	11	8	0	0	0	11	0	0	0	0
June	12	1	19	1	1	11	0	0	0	0	0
May	8	5	8	1	1	7	4	0	0	0	0
April	0	0	5	0	0	0	0	0	0	0	0
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
TOTAL	**91**	**70**	**21**	**16**	**11**	**75**	**59**	**0**	**0**	**0**	**0**

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

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

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

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

The database synchronization effort included comparing Hawai`i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 4,582 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 14, 2011 for Hawai`i County are reported below.

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

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

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

Audit Summary Results – 2008 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of February 11, 2011		As of May 31, 2011		As of August 12, 2011		As of November 14, 2011	
		9-1-1 MSAG Dated 01-16-08		9-1-1 MSAG Dated 02-01-11		9-1-1 MSAG Dated 05-01-11		9-1-1 MSAG Dated 08-01-11		9-1-1 MSAG Dated 11-01-11	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,346		4,624		4,343		4,322		**4,582**	
Less: 9-1-1 MSAG Exception Records	(1)			9	0.2%	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		**7,346**		**4,615**		**4,337**		**4,316**		**4,576**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**269**	**3.7%**	**2,133**	**46.2%**	**2,464**	**56.8%**	**2,850**	**66.0%**	**3,448**	**75.3%**
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)			1,689	36.6%	1,222	28.2%	844	19.6%	577	12.6%
9-1-1 MSAG -- GIS No Match Major Correction Required	(3)			0	0.0%	0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			793	17.2%	651	15.0%	622	14.4%	551	12.0%
Total 9-1-1 MSAG Records No Match		**7,077**	**96.3%**	**2,482**	**53.8%**	**1,873**	**43.2%**	**1,466**	**34.0%**	**1,128**	**24.7%**

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

Notes:

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

(2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).

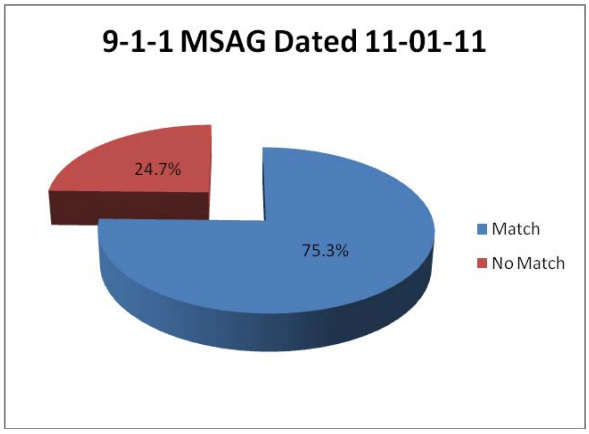
(3) A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.

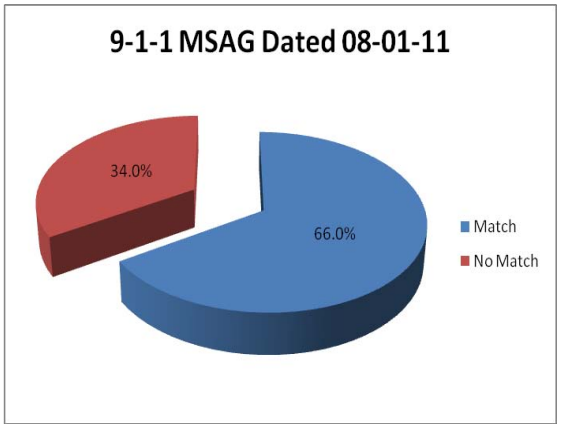
(4) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

Hawaii County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

Audit Summary Results – November 1, 2011 vs. August 1, 2011 MSAG





Hawai`i County's level of accuracy or 9-1-1 Match percentage improved from 66.0% as of August 1, 2011 to 75.3% as of November 1, 2011 -- which represents a 9.3 percentage point improvement and/or 21.0% improvement in address accuracy.

- The total number of 701/709 MSAG Error Reports as of November 30, 2011 is at 61 – a decrease of 15.3 % from August 31, 2011 (from 72 to 61).

  Thirty (30) records are due to customers being assigned a blank or zero (0) house number. Although some customers have valid telephone numbers, the Hawaii County website and GIS provided to Akimeka does not contain a street range or in some cases a street segment to input the customer into 9-1-1Net.

- The total number of address ranges ending with either 999998 or 999999 further decreased by 18.8% from August 1, 2011 (from 750 to 609).

- The total number of blank-to-blank address ranges decreased by 3.9% from August 1, 2011 (from 76 to 73).

- Although ongoing progress is being made in address accuracy, the number of MSAG records that do not match GIS increased from August 1, 2011, as a result of community boundary adjustments and GIS Street Centerline data corrections. Once 9-1-1Net data and GIS data catches up, the number of MSAG records do not match or have missing GIS records will be significantly reduced.

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

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations**

9-1-1 Call Volume – November 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,925	942	32.2%	1,982	67.8%

9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned
December									
November	2,925	942	32.2%	1,982	67.8%	1	0.0%	673	23.0%
October	3,220	1,049	32.6%	2,171	67.4%	0	0.0%	653	20.3%
September	3,043	905	29.7%	2,138	70.3%	0	0.0%	612	20.1%
August	3,444	1,048	30.5%	2,391	69.5%	5	0.1%	695	20.2%
July	3,248	1,117	34.4%	2,129	65.6%	2	0.1%	693	21.3%
June	3,163	1,040	32.9%	2,123	67.1%	0	0.0%	705	22.3%
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
TOTAL YTD	**34,037**	**11,488**	**33.8%**	**22,528**	**66.2%**	**21**	**0.1%**	**7,116**	**20.9%**
AVG PER MO	**3,094**	**1,044**		**2,048**		**2**		**647**	

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

Notes:

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

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

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

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Wireless Test – November 2011

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

Current Month PSAP Operations Activities – November 2011

11/01/11 -- 11/28/11 — Akimeka personnel completed the Kauai County -- Sprint Annual Audit. All corrections/updates were completed by Sprint on November 28, 2011.

As such, all Wireless Service Provider (WSP) Cell Sites/Sectors annual audits for each of the WSPs doing business in Kauai County have been completed for 2011.

11/03/11 -- Pending — At the request of the Hawai`i County Police/PSAP, Akimeka reported trouble regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008 and affects all of the PSAPs.

Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.

11/08/11 — Akimeka personnel assisted the Kauai County Police/PSAP during their VisionAir CAD cutover. Recommendations, analysis, and test calls were provided/performed as requested.

11/09/11 -- Pending — Akimeka personnel coordinated on behalf of the Kauai County PSAP the testing of re-homing towers to new AT&T Mobility equipment. The test date, however, was postponed due to technical issues and has been re-scheduled to December 1, 2011.

11/14/11 — At the request of the Kauai County PSAP, Akimeka assisted with the reply to Intrado requesting a 24 x 7, 7-digit number, to route VoIP calls in a situation where the call being routed to the selective router has been interrupted. The PSAP is concerned about delivering a 9-1-1 call to an administrative line. This issue is under review between the PSAP and Intrado as liability issues need to be addressed.

11/16/11 — Akimeka personnel attended Intrado MSAG Maintenance and Intrado 9-1-1Net Training. All Akimeka personnel have been certified/re-certified by Intrado.

11/17/11 — VoIP testing for T-Mobile was coordinated with Betty Kenney and scheduled for December 4 - 5, 2011.

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below:

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

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

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

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

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

Update (7/1/11 – 11/30/11) – No further updates.

- **PSAP Operations (continued)**

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

Updates as of November 30, 2011 are noted below:

04/16/10 Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.
Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

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

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

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

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

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **MSAG**

Current Month – November 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	103	102	62	5	5	7	23	3,117	1	36	36
		Revised categories and report format changes effective April 2009.									

During the month of November 2011, 102 9-1-1Net requests were completed relating to the MSAG database, with 3,117 customer ANI/ALI records updated as a direct result. One (1) ALI discrepancy report was submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are thirty-six (36) records in Suspended status as of November 30, 2011, affecting 36 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Twenty-six (26) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

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

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

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **MSAG (continued)**

Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November	103	102	62	5	5	7	23	3,117	1	36	36
October	34	33	20	4	5	2	2	535	1	33	33
September	468	468	445	3	19	0	1	13,855	0	40	40
August	436	436	424	3	5	3	1	11,634	0	27	27
July	34	34	15	2	13	1	3	1,561	0	4	46
June	11	10	7	0	0	3	0	916	1	8	525
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
TOTAL YTD	**1,334**	**1,328**	**1,146**	**41**	**53**	**29**	**59**	**35,668**	**6**		
AVG PER MO	**121**	**121**	**104**	**4**	**5**	**3**	**5**	**3,243**	**1**		

(*) Applies to Change, Delete and Insert categories

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

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

Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, updates regarding the status of the ALI discrepancies, specifically ESN 499, will be reported in conjunction with the quarterly Database Synchronization results report.

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Mapping Layers Updated/Loaded Into GIS – November 2011**

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

KAUAI			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		**11/10/11**	
	11/07/11 -- 11/08/11		Validated address points and ranges
	11/03/11		
Common Place Name			
Emergency Callboxes			
Fire Beats			Renamed from "Fire Beats Boundaries"
Fire Districts			Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas			
			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations		**11/10/11**	
Incident Response Area			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Beats		**11/23/11**	
	11/14/11		Corrected KAPAIA MEDIC 21 to LIHUE MEDIC 21
			Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic Districts			Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas			
			Renamed from "Medic ESZ". Layer needed for CAD purposes.
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
November 1, 2011 – November 30, 2011

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Points of Interest	11/03/11		
Police Beats		**11/23/11**	
	11/10/11		Updated Police Beats boundaries
			Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District Boundaries"
Police Response Areas			
			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.
Police Stations	11/03/11		
Schools			
Street Centerlines	11/28/11		Added address ranges for Poipu Beach Estates subdivision
	11/25/11		Changed classifications to match the Major Roads layer. This is for the GeoComm map.
		11/23/11	
		11/10/11	
	11/17/11 -- 11/18/11		Added streets to Poipu Beach Estates subdivision
	11/07/11		Updated Routing Field to meet GeoComm requirements and posted to Akimeka ftp site
	11/03/11		
	11/02/11		Changed One-Ways to meet GeoComm requirements
	11/01/11		Changed One-Ways and Address Ranges to meet GeoComm requirements
Trails			
WSP Cell Towers		**11/10/11**	
	11/04/11		Corrected city for sectors
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			Renamed from "Service Station"
Food & Beverage			Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals			
Lodging		**11/10/11**	
			Renamed "Hotels" layer to "Lodging" 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.*

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Medical Facilities			
Parcels			
Parks			Renamed from "National and State Parks". Kauai does not have any National Parks.
Parks Polygon			
Post Offices			
Subdivisions	11/03/11		Added Numila Camp
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			Renamed "Radio Towers" layer to "Communications" layer
Emergency Shelters			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries		**11/10/11**	
	11/07/11		Created layer that will replace the Miles From Shore and 3-Mile Limit layers. Also added a 1/4 mile buffer within the one mile buffer as requested by the Fire Department.
Tsunami Evacuation Zones			
United States National Grid			

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

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

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

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

KAUAI			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

Current Month GIS Activities – November 2011

11/04/11	Akimeka GIS personnel posted new and updated layers to their ftp site for a GeoComm update.
11/07/11	Akimeka GIS personnel posted updated layers to their ftp site for Deccan International.
11/14/11	Akimeka GIS personnel posted edited layers to their ftp site for a GeoComm update.
11/29/11 -- 11/30/11	Akimeka personnel attended GeoComm GeoLynx DMS training.

Kauai County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Service Requests Transactions**

Open Service Requests – October 2011 (October 28, 2011 – November 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/25/11	358	Incorrect Community -- 7-Eleven Hanamaulu	MSAG - ANI/ALI Discrepancy	High	Pending change in 9-1-1Net
2	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net

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

Year-to-Date (YTD) Summary – 2011

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

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

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

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations**

9-1-1 Call Volume – November 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,896	2,615	33.1%	5,278	66.9%
MOLOKAI	383	257	67.1%	126	32.9%

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

9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November	7,896	2,615	33.1%	5,278	66.9%	3	0.0%	1,248	15.8%
October	8,200	2,547	31.1%	5,651	68.9%	2	0.0%	1,338	16.3%
September	8,175	2,652	32.4%	5,523	67.6%	0	0.0%	1,388	17.0%
August	8,436	2,895	34.3%	5,541	65.7%	0	0.0%	1,503	17.8%
July	8,467	2,900	34.3%	5,544	65.7%	23	0.3%	1,405	16.6%
June	7,612	2,457	32.3%	5,152	67.7%	3	0.0%	1,324	17.4%
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	**87,833**	**29,398**	**33.5%**	**58,380**	**66.5%**	**55**	**0.1%**	**14,647**	**16.7%**
AVG PER MO	**7,985**	**2,673**		**5,307**		**5**		**1,332**	

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

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November	383	257	67.1%	126	32.9%	0	0.0%	72	18.8%
October	322	187	58.1%	135	41.9%	0	0.0%	36	11.2%
September	280	155	55.4%	125	44.6%	0	0.0%	46	16.4%
August	284	147	51.8%	137	48.2%	0	0.0%	35	12.3%
July	297	182	61.3%	115	38.7%	0	0.0%	35	11.8%
June	340	180	52.9%	160	47.1%	0	0.0%	41	12.1%
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	**3,244**	**1,945**	**60.0%**	**1,298**	**40.0%**	**1**	**0.0%**	**475**	**14.6%**
AVG PER MO	**295**	**177**		**118**		**0**		**43**	

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

Notes:

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

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

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

Wireless Test – November 2011

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

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – November 2011

11/01/11 -- 11/28/11	Akimeka personnel completed the island of Maui -- Sprint Annual Audit. Corrections/updates were completed by Sprint on November 28, 2011. ***As such, all Wireless Service Provider (WSP) Cell Sites/Sectors annual audits for each of the WSPs doing business in Maui County have been completed for 2011.***
11/01/11 -- 11/21/11	Akimeka personnel released information to Tom Heinrich of Global Specialty Contractors, Inc. for two (2) callboxes on the island of Maui. Unfortunately, the testing scheduled and conducted on November 8, 2011 did not pass. Testing failed due to the remote call forwarding numbers which did not work properly. The callboxes were successfully re-tested on November 21, 2011.
11/03/11 -- Pending	At the request of the Hawai`i County Police/PSAP, Akimeka reported trouble regarding no COF/COP information on a Nextel Wireless Phase I (WPH 1) call. This has been an on-going issue since 2008 which affects all PSAPs. Rick Soto of Intrado agreed to re-open a trouble ticket to address the trouble. An update was requested and is still pending.
11/09/11 -- Pending	Akimeka personnel coordinated on behalf of the Maui PSAP and Molokai PSAP the testing of re-homing towers to new AT&T Mobility equipment. Testing would be required for Maui and Molokai. No testing was requested for Lanai. The test date, however, was postponed due to technical issues and has been re-scheduled to December 4, 2011.
11/11/11 -- 11/29/11	Akimeka personnel submitted the record to Stephen Douglass of Hawaiian Telcom, Inc., to delete a duplicate callbox. Updated information was re-issued for Emergency Callbox 46 on the island of Maui.
11/14/11	At the request of the Maui County PSAP, Akimeka assisted with the reply to Intrado requesting a 24 x 7, 7-digit number, to route VoIP calls in a situation where the call being routed to the selective router has been interrupted. The PSAP is concerned about delivering a 9-1-1 call to an administrative line. This issue is under review between the PSAP and Intrado as liability issues need to be addressed.
11/16/11	Akimeka personnel attended Intrado MSAG Maintenance and Intrado 9-1-1Net Training. All Akimeka personnel have been certified/re-certified by Intrado.
11/17/11	VoIP testing for T-Mobile was coordinated with Betty Kenney and scheduled for December 4 - 5, 2011 for the islands of Maui and Molokai
11/29/11	At the request of Assistant Chief Hudson, Akimeka participated in a Webcast demonstration to review and provide recommendations for a software add-on product for the Intergraph CAD system. This has been put on hold pending further review and analysis.

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below:

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

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

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

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

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

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

Update (7/1/11 – 11/30/11) – No further updates.

- **PSAP Operations (continued)**

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of November 30, 2011 are noted below: (continued)

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

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

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

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

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

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

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **MSAG**

Current Month – November 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	136	134	74	10	5	12	33	9,557	2	5	5

Revised categories and report format changes effective April 2009.

During the month of November 2011,134 9-1-1Net requests were completed relating to the Maui County MSAG database, with 9,557 customer ANI/ALI records updated as a direct result. Two (2) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections See attached spreadsheet for a detailed description of changes and additions.

There are five (5) records in Suspended status as of November 30, 2011, affecting five (5) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Five (5) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November	136	134	74	10	5	12	33	9,557	2	5	5
October	366	365	326	10	4	19	6	4,721	1	5	5
September	341	341	199	16	119	3	4	8,549	0	12	12
August	414	413	346	7	14	10	36	14,651	1	14	14
July	674	674	295	357	14	8	0	10,216	0	7	7
June	320	317	160	80	11	66	0	6,307	3	2	2
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	4,268	4,217	2,245	1,402	242	136	192	81,065	51		
AVG PER MO	388	383	204	127	22	12	17	7,370	5		

(*) Applies to Change, Delete and Insert categories

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

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

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **MSAG (continued)**

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

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	515	**10.3%**
Lanai	112	82	**73.2%**
Molokai	500	440	**88.0%**

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

This is an ongoing project that will cover all communities.

- **Mapping Layers Updated/Loaded Into GIS – November2011**

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Molokai		**11/28/11**	
	Maui/Molokai	11/25/11		Corrected data to meet Intergraph requirements
	Maui	11/22/11		Added four (4) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui/Molokai	11/15/11		Added and changed Common Names per Dispatch
	Maui	11/10/11 -- 11/14/11		Added new address points per Development Services Administration (County Addressing Authority)
	Maui	11/09/11		Added five (5) new addresses and verified one (1) address from data received from the Development Services Administration (County Addressing Authority)
	Maui	11/07/11		
	Maui	11/04/11		Added three (3) new addresses from data received from the Development Services Administration (County Addressing Authority)
	Maui	11/01/11 -- 11/02/11		Corrected and updated per County

(*) *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
November 1, 2011 – November 30, 2011

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

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Emergency Callboxes				
	Maui/Molokai		**11/28/11**	
Fire Beats				Renamed from "Fire Beats Boundaries". Includes Fire Zones.
Fire Districts				Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas				
				Renamed "Fire ESZ" layer to "Fire Response Areas "layer. Includes Fire Sub-zones. Layer needed for CAD purposes.
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				Renamed "EMS Zones" layer and "Medic Beat Boundaries "layer to "Medic Beats" layer
Medic Districts				Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas				
				Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beats				Renamed from "Police Beats Boundaries"
Police Districts				Renamed from "Police Dispatch Group (Districts)" and "Police District Boundaries".
Police Response Areas				Renamed "Police ESZ" layer to "Police Response Areas" layer. Includes Police Reporting Areas. Layer needed for CAD purposes.
Police Stations				
Schools				
Street Centerlines	Maui/Molokai		**11/28/11**	
	Molokai	11/25/11		Corrected geometry to meet Intergraph requirements
	Maui/Molokai	11/22/11		Corrected geometry
	Maui	11/08/11		Updated using GPS'd layer received from the County
	Maui	11/07/11		
Trails				
WSP Cell Towers	Maui/Molokai		**11/28/11**	
	Maui	11/10/11		Per AT&T Mobility CRS
	Maui	11/09/11		Per Mobi PCS CRS

(*) *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
November 1, 2011 – November 30, 2011

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

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations				Renamed from "Service Station"
Food & Beverage				Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals				
Lodging				Renamed "Hotels" layer to "Lodging" layer
Medical Facilities				
Parcels	Maui/Molokai		**11/28/11**	
	Maui	11/14/11		Ran topology and made corrections to the layer
	Maui	11/07/11 -- 11/10/11		
Parks (Includes National Parks)				
				Renamed from "National and State Parks"
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Shelters				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries	Maui/Molokai		**11/28/11**	
	Maui/Molokai	11/07/11		Edited to match the spatially correct coastline
				Renamed and includes Radius - Two Mile and Radius - Three Mile
Tsunami Evacuation Zones				
United States National Grid				

(*) *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
November 1, 2011 – November 30, 2011

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

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

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

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

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

Current Month GIS Activities – November 2011

11/01/11	Akimeka GIS personnel worked on a special map request from the Kihei Police, Multi-Agency Operation.
11/02/11	Akimeka received an updated GPS'd Street Centerlines layer from the County.
11/22/11 -- 11/25/11	Akimeka prepared the following layers for an Intergraph CAD map push on November 22, 2011: Address Points, Street Centerlines, Lodging, Ocean Rescue Boundaries, Parcels, and WSP Cell Towers. The Intergraph CAD map push was successfully completed on November 25, 2011.

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Service Requests Transactions**

Open Service Requests – November 2011 (October 28, 2011 – November 28, 2011)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	10/25/11	406	Incorrect Information: TN = 808/893-0456	MSAG - ANI/ALI Discrepancy	High	Request for caller information submitted; pending change in 9-1-1Net.
2	11/21/11	414	Incorrect Information: TN = 808/248-7650	MSAG - ANI/ALI Discrepancy	High	Request for caller information submitted; pending change in 9-1-1Net.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	1	0	2	0	0	1	0	0	0	0	0
October	1	0	1	0	0	1	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	2	2	0	0	0	1	1	0	0	1	1
July	0	3	0	0	0	0	3	0	0	0	0
June	3	0	3	0	0	3	0	0	0	0	0
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**12**	**10**	**2**	**2**	**2**	**9**	**7**	**0**	**0**	**1**	**1**

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

Maui County E9-1-1 Status Report
November 1, 2011 – November 30, 2011

- **Service Requests Transactions (continued)**

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

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

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