NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
ACTING COMPTROLLER

JAN S. GOUVEIA
DEPUTY COMPTROLLER

STATE OF HAWAIʻI
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Friday, April 13, 2012
Kalanimoku Bldg., Room 410, 1151 Punchbowl St., Honolulu
10 am to 12 noon

Agenda

I. **Call to Order**

II. **Introductions**

III. **Approval of Last Meeting's Minutes**

IV. **Committee Updates by Committee Chairs**
   a. Finance Committee – Kiman Wong

   b. Technical Committee – Victor Ramos

   c. Communications Committee- Gordon Bruce

V. **PSAP Status Updates**
   a. Kauai – Brandon Raines

   b. Oahu – Gordon Bruce

   c. Molokai – Victor Ramos

   d. Maui – Clayton Tom

   e. Hawaii - Paul Ferreira

VI. **Items for Discussion, Consideration and Action**

   a. TKC Consulting Contract Services.

   b. Election of new Board Vice Chair.

   c. Review of the Monthly Cash Flow Report

   d. Update on status of FY 2012 projects
      i. HFD Fire/EMS CAD Upgrade
         1. Clarification on what parts of a CAD system that should be covered by the 911 Fund.
         2. Contingency Plan for Fire & EMS CAD Upgrade
      ii. Kauai CAD Upgrade

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        iii. Others

  e. New Board member status:

        i. Gwyn Hirasa, HawTel

        ii. Bart Huber, HPD

  f. Update on VoIP Surcharge

        i. Wavecom Solutions

  g. Wireless E911 Timeline update

  h. Act 168(11)

  i. Legislative update

  j. Requests for approval for adjustments of FY 2012 Strategic Budget Plan Funding:

        i. HFD – Fire/EMS upgrade additional funding.

        ii. Maui PD – CAD Equipment Upgrade $229,050.

        iii. Others

  k. Discussion & Review of FY 2013-2017 Strategic Budget Plan-Part III Non-*Recurring Items*.

  l. Meeting schedule/Venue for Committee & Board Meetings.

  m. Procurement of Auditor for 3 year period.

VII. **Announcements**

VIII. **Next Meeting Date**: Thursday, May 10, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

IX. **Adjourn**

STATE OF HAWAIʻI
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Friday, April 13, 2012
Kalanimoku Bldg., Room 410, 1151 Punchbowl St., Honolulu
10 am to 12 noon

MINUTES

Board members present: Paul Ferreira (Chair), Victor Ramos, Clayton Tom, Goldie Cross, Brandon Raines, Su Shin and Kiman Wong.
Board members absent: Jeffrey Ono, James LaClair, John Thompson, Gordon Bruce, Dean H. Seki and Roy Irei.
Staff members: Thera Bradshaw, Courtney Tagupa, Kerry Yoneshige, and Pat Ohara.
Guests: Alisa Gorospe (Akimeka, LLC), Aaron Correia (HPD), Thalia Burns (HPD), Gwyn Hirasa (HawTel), Kenison Tejada (HFD), Clement Chan (C&C of HNL), Steven Schutte (Verizon), Pat Ohara (AG) Sunny Bhagowalia (State OIMT), Ralph Goto(Ocean Safety), and Terrance Kong (HPD).

I.   **Call to Order**

The meeting was called to order at 10:05am.

II.   **Introductions**

Introductions were made of all present.

III.   **Approval of Last Meeting's Minutes**

Ms. Goldie Cross motioned to approve the minutes of the last Board meeting. The motion was seconded and approved unanimously by all Board members in attendance without discussion.

IV.   **Committee Updates by Committee Chairs**
   a. Finance Committee – Kiman Wong

   Assistant Chief Bart Huber and Roy Irei were recommended for board approval and appointment to the Finance Committee.

   b. Technical Committee – Victor Ramos

   Nothing to report.

   c. Communications Committee- Gordon Bruce

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The following items were discussed and covered the following items:

    i. *A meeting with the Director of the DOE is planned to assist with the information on the public and charter schools that will be participating in the contest.*

    ii. *There will be a demo of the revised Board website.*

    iii. *Approval to use the State logo is necessary.*

    iv. *Alisa Gorospe gave a demo of the new website for all in attendance.*

        a. *The website will go live on May 1, 2012.*

        b. *Kerry Yoneshige advised the Board regarding the Sunshine laws and interaction among Board members. Kerry advised that a disclaimer be included on the website regarding Sunshine law issues.*

        c. *Sunny had mentioned that the State of Hawaii is about to issue a policy regarding social media*.

V. PSAP Status Updates

    a. Kauai – Brandon Raines

    No updates

    b. Oahu – Gordon Bruce

    No updates

    c. Molokai – Victor Ramos

    No updates

    d. Maui – Clayton Tom

    No updates

    e. Hawaii - Paul Ferreira

    No updates

VI. Items for Discussion, Consideration and Action

    a. TKC Consulting Contract Services.

    Mr. Paul Ferreira stated the following:

       i. ***At the Board Executive Session held last, the Board had approved the exercise of the TKC Consulting Services contract for the first of two option years beginning December 11, 2012.***

      ii. ***It was requested by the Board that TKC Consulting submit its proposal for negotiation of any cost increase to the Finance committee in the May committee meeting.***

b. Election of new Board Vice Chair.

As a result of Major Thompson's retirement, the Vice Chair seat became vacant.

Mr. Victor Ramos motioned to nominate Mr. Clayton Tom for Vice Chair of the Board. The motioned was seconded and approved by voice vote by the members present. Mr. Clayton Tom abstained from voting.

c. Review of the Monthly Cash Flow Report

Mr. Courtney Tagupa stated the following regarding the cash flow for the month and year-to-date:

    i. *Cash Receipts (March) - $786,520.*

   ii. *Cash Receipts (FY-To-Date) - $6,619,858.*

  iii. *Cash Disbursements (March) - $1,041,346.*

  iv. *Cash Disbursements (FY-To-Date) - $2,969,520.*

d. Update on status of FY 2012 projects

    i. HFD Fire/EMS CAD Upgrade

        1. ***Clarification on what parts of a CAD system that should be covered by the 911 Fund.***

            a. ***There was a lengthy discussion in the previous Technical meeting regarding the Board's position on this matter.***

            b. ***The Board needs to review the recurring charges and possibly have the counties absorb part of the recurring charges.***

  c. *Mr. Kenison Tejada expressed concerns that part of the CAD upgrade that is included in the budget may not be entirely 9-1-1 related.*

  d. *The CAD upgrade may not take place this fiscal year due to procurement issues.*

  e. *Kerry Yoneshige recommended that the legislative ceiling should be raised based on the recurring charges.*

  f. *Mr. Yoneshige further stated the CIP appropriation special funded may be used for specific projects such as the Next Generation 9-1-1.*

 2. *Contingency Plan for Fire & EMS CAD Upgrade – None provided at this time.*

 ii. Kauai CAD Upgrade

 Progress is continuing in negotiating a contract and payment terms with the vendors.

 iii. Others-None

e. New Board member status:

 i. Gwyn Hirasa, HawTel

 Ms. Gwyn Hirasa acknowledged her resignation from HawTel.   A replacement search is underway for a new candidate.

 ii. Bart Huber, HPD

 Assistant Chief Huber is undergoing the Board appointment process.

f. Update on VoIP Surcharge

 i. Wavecom Solutions

 Wavecom has acknowledged that they are liable for the surcharge of $0.66 per dial tone and will be remitting it.

g. Wireless E911 Timeline update- No update

h. Act 168(11)- None

i. Legislative update.

   i. *Kerry Yoneshige stated that the congressional delegation has had a positive effect on the passing of legislation for the Board.*

j. Requests for approval for adjustments of FY 2012 Strategic Budget Plan Funding:

   i. *HFD – Fire/EMS upgrade additional funding.*
   This item is deferred.

   ii. *Maui PD – CAD Equipment Upgrade $229,050.*
   This item is deferred.

   iii. *Others-None*

k. Discussion & Review of FY 2013-2017 Strategic Budget Plan-Part III Non-*Recurring Items*.
This item is deferred until month.

l. Meeting schedule/Venue for Committee & Board Meetings.
The poll of the Committee and Board member for a preferred venue is McCoy Pavilion. In addition, the preferred day and time remains the same: Tuesday, 10-12noon, for the Committee meetings and the Board meeting on Thursday, 10-12noon.

m. Procurement of Auditor for 3 year period.
The procurement process for the Auditor will begin in April with an audit completion at the October Board meeting.

VII. Announcements

Thalia Burns (HPD) expressed her appreciation for the Board's support in allowing her to attend the E9-1-1 Goes to Washington.

Mr. Kenison Tejada mentioned that Mark Beriman is willing to give a seminar regarding Next Generation 9-1-1.

Mr. Paul Ferreira mentioned that this week is the National Public Safety Telecomunicator's Week. Mr. Ferreira shared a story about a little girl whose bicycle was stolen.

Ms. Su Shin stated that the media would enjoy hearing about these human interest stories which would place the police department in a favorable light.

VIII. **Next Meeting Date**: Thursday, May 10, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

IX. **Adjournment-** *The meeting was adjourned at 11:30am.*

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month Inception-to-Date Cash Flow Balance**		**Ending Inception-to-Date Cash Flow Balance**
ITEM		**Current Month**	
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 57,209,219.86	785,891.39	$ 57,995,111.25
Other Income	$ 11,555.22		$ 11,555.22
Interest Income	$ 1,824,372.67	628.66	$ 1,825,001.33
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,567,136.66	$ 628.66	$ 1,567,765.32
Subtotal Cash Inflow	$ 58,787,911.74	$ 786,520.05	$ 59,574,431.79
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (21,723,526.06)	(875,696.87)	$ (22,599,222.93)
Board Member Travel Expense	$ (104,393.65)	(4,639.00)	$ (109,032.65)
DB&F Revenue Assessments	$ (2,802,186.53)	(19,836.08)	$ (2,822,022.61)
DB&F Administrative Expense Assess.	$ (679,605.31)	(114,091.11)	$ (793,696.42)
WSP Reimbursement	$ (973,051.18)		$ (973,051.18)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,994,500.22)	(27,083.33)	$ (2,021,583.55)
Audit Expense	$ (36,586.88)		$ (36,586.88)
Other Board Related Expenses	$ (3,772.00)		$ (3,772.00)
Subtotal Cash Outflow	$ (44,756,882.24)	$ (1,041,346.39)	$ (45,798,228.63)
Bank Balance	$ 14,031,029.50	$ (254,826.34)	$ 13,776,203.16
Encumbrances	$ (2,486,371.39)		(2,486,371.39)
Unencumbered Cash	$ 11,544,658.11	$ (254,826.34)	$ 11,289,831.77

Note: Detail of Current Month Disbursements is on page 4.
  Detail of Encumbrances is on page 5.

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

FY2012 STRATEGIC BUDGET PLAN (9 mos)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
DESCRIPTION	9 mos.	9 mos.	9 mos.	9 mos.	9 mos.	9 mos.	ANNUAL BUDGET	Over/(Under) Budget	
Total RECEIPTS	-	-	-	-	6,619,858	6,619,858	8,130,000	(1,510,142)	81.4%
DISBURSEMENTS:									
Total CONFERENCES	5	-	-	12,024	18,537	30,566	204,300	(173,734)	15.0%
Total Non-RECURRING	-	-	103,891	-	-	103,891	4,492,700	(4,388,809)	2.3%
RECURRING EXPENSES									
Total ADMINISTRATION	-	-	-	-	704,239	704,239	1,348,503	(644,264)	52.2%
Total MAINTENANCE	300,110	180,743	290,985	173,582	-	945,421	3,732,612	(2,787,191)	25.3%
Total RECURRING EXPENSES	478,811	246,032	476,604	929,376	704,239	2,835,063	6,732,735	(3,897,672)	42.1%
Total DISBURSEMENTS	478,816	246,032	580,496	941,400	722,775	2,969,520	11,429,735	(8,460,215)	26.0%
NET CASH INFLOW/(OUTFLOW)	(478,816)	(246,032)	(580,496)	(941,400)	5,897,082	3,650,338	(3,299,735)	6,950,073	

Note: Details of expenditures are on page 3.
Details of expenditures against each PSAP's Annual budget are on pages 6-10.

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

DESCRIPTION	Hawaii PSAP 9 mos.	Kauai PSAP 9 mos.	Maui PSAP 9 mos.	Oahu PSAP 9 mos.	ADMIN 9 mos.	TOTAL 9 mos.	ANNUAL BUDGET	Over/(Under) Budget	
Total RECEIPTS	-	-	-	-	6,619,858	6,619,858	8,130,000	(1,510,142)	81.4%
DISBURSEMENTS:									
CONFERENCES									
911 Goes to Washington Conf	-	-	-	-	-	-	42,600	(42,600)	
APCO Conference	-	-	-	11,743	-	11,743	39,000	(27,257)	
Intergraph Conference	-	-	-	-	-	-	12,000	(12,000)	
Motorola CAD User's	-	-	-	-	-	-	12,000	(12,000)	
NASNA Conference	-	-	-	-	1,361	1,361	3,000	(1,639)	
Navigator	-	-	-	-	-	-	3,000	(3,000)	
Nena Conference	5	-	-	281	-	286	37,200	(36,914)	
NG911 Technology Forum	-	-	-	-	17,176	17,176	30,000	(12,824)	
Pictometry Future View Confer	-	-	-	-	-	-	16,500	(16,500)	
TriTech CAD Users	-	-	-	-	-	-	9,000	(9,000)	
Total CONFERENCES	5	-	-	12,024	18,537	30,566	204,300	(173,734)	15.0%
Non-RECURRING									
CAD Replacement/Upgrade									
Honolulu Fire Dept.	-	-	-	-	-	-	1,400,000	(1,400,000)	
Honolulu Police Dept.	-	-	-	-	-	-	3,011,700	(3,011,700)	
Total CAD Replacement/Upgrade	-	-	-	-	-	-	4,411,700	(4,411,700)	0.0%
Computers									
EMS CAD Live Routing	-	-	-	-	-	-	20,000	(20,000)	
EMS Tritech-GeoComm Interface	-	-	-	-	-	-	30,000	(30,000)	
Computers - Other	-	-	102,582	-	-	102,582	-	102,582	
Total Computers	-	-	102,582	-	-	102,582	50,000	52,582	
Training									
RTO Training for CADS	-	-	-	-	-	-	15,000	(15,000)	
TriTech CAD System Admin Train	-	-	-	-	-	-	6,000	(6,000)	
Training - Other	-	-	1,309	-	-	1,309	10,000	(8,691)	
Total Training	-	-	1,309	-	-	1,309	31,000	(29,691)	
Total Non-RECURRING	-	-	103,891	-	-	103,891	4,492,700	(4,388,809)	2.3%
RECURRING EXPENSES									
ADMINISTRATION									
Audit Expense	-	-	-	-	12,042	12,042	12,042	(0)	
Bank Charge	-	-	-	-	72	72	-	72	
Board & Committee Venue	-	-	-	-	180	180	600	(420)	
Board Member Travel	-	-	-	-	16,372	16,372	24,650	(8,278)	
DB&F Assessments									
DB&F Admin. Exp. Assess	-	-	-	-	51,192	51,192	374,000	(322,808)	
DB&F Revenue Assessment	-	-	-	-	300,204	300,204	440,000	(139,796)	
Total DB&F Assessments	-	-	-	-	351,396	351,396	814,000	(462,604)	
E911 Logo Contest	-	-	-	-	-	-	11,911	(11,911)	
NASNA Dues	-	-	-	-	100	100	100	-	
Parking Permits	-	-	-	-	-	-	200	(200)	
TKC Consulting Group, LLC	-	-	-	-	243,850	243,850	325,000	(81,150)	
WSP Cost Recovery									
Sprint/Nextel	-	-	-	-	80,227	80,227	160,000	(79,773)	
Total WSP Cost Recovery	-	-	-	-	80,227	80,227	160,000	(79,773)	
Total ADMINISTRATION	-	-	-	-	704,239	704,239	1,348,503	(644,264)	
MAINTENANCE									
CAD Maintenance	-	-	-	-	-	-	410,152	(410,152)	
Excom911 Logging Recorder Maint	-	-	-	60,775	-	60,775	65,000	(4,225)	
GeoComm Maintenance	-	-	-	-	-	-	40,000	(40,000)	
Intergraph Call Taker License	-	-	-	-	-	-	34,140	(34,140)	
MSAG Svcs (Akimeka, LLC)									
MSAG Svcs (Akimeka, LLC) - Other	300,110	180,743	290,985	112,807	-	884,646	1,704,164	(819,518)	
Total MSAG Svcs (Akimeka, LLC)	300,110	180,743	290,985	112,807	-	884,646	1,704,164	(819,518)	
Pictometry License Agreement	-	-	-	-	-	-	1,234,136	(1,234,136)	
Positron Equipment SW Maint	-	-	-	-	-	-	40,000	(40,000)	
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	300,110	180,743	290,985	173,582	-	945,421	3,732,612	(2,787,191)	
Other RECURRING									
EMS Tower Lease	-	-	-	7,539	-	7,539	7,690	(151)	
Hawaiian Telcom Charges									
Haw Tel Frame Relay & CIR	-	-	-	11,353	-	11,353	-	11,353	
Hawaiian Telcom Trunk	178,701	64,982	185,663	710,161	-	1,139,507	1,618,730	(479,223)	
Long Distance Charges	-	307	(44)	-	-	263	-	263	
Mileage	-	-	-	8,515	-	8,515	-	8,515	
Ocean Safety CML Charges	-	-	-	18,227	-	18,227	25,200	(6,973)	
Total Hawaiian Telcom Charges	178,701	65,289	185,619	748,255	-	1,177,864	1,643,930	(466,066)	
Total Other RECURRING	178,701	65,289	185,619	755,794	-	1,185,403	1,651,620	(466,217)	
Total RECURRING EXPENSES	478,811	246,032	476,604	929,376	704,239	2,835,063	6,732,735	(3,897,672)	42.1%
Total DISBURSEMENTS	478,816	246,032	580,496	941,400	722,775	2,969,520	11,429,735	(8,460,215)	26.0%
NET CASH INFLOW/(OUTFLOW)	(478,816)	(246,032)	(580,496)	(941,400)	5,897,082	3,650,338	(3,299,735)	6,950,073	

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

MONTH OF MARCH 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-	-	-	-	786,520	786,520
DISBURSEMENTS:						
Non-RECURRING						
Computers	-	-	102,582	-	-	102,582
Training	-	-	1,309	-	-	1,309
Total Non-RECURRING	-	-	103,891	-	-	103,891
RECURRING EXPENSES						
ADMINISTRATION						
Board Member Travel	-	-	-	-	4,639	4,639
DB&F Assessments						
DB&F Admin. Exp. Assess	-	-	-	-	19,836	19,836
DB&F Revenue Assessment	-	-	-	-	114,091	114,091
Total DB&F Assessments	-	-	-	-	133,927	133,927
TKC Consulting Group, LLC	-	-	-	-	27,083	27,083
Total ADMINISTRATION	-	-	-	-	165,649	165,649
MAINTENANCE						
Excom911 Logging Recorder Maint	-	-	-	60,775	-	60,775
MSAG Svcs (Akimeka, LLC)	187,569	25,820	36,373	-	-	249,763
Total MAINTENANCE	187,569	25,820	36,373	60,775	-	310,538
Other RECURRING						
EMS Tower Lease	-	-	-	7,539	-	7,539
Hawaiian Telcom Charges						
Hawaiian Telcom Trunk	153,172	9,283	46,416	236,720	-	445,591
Long Distance Charges	-	28	71	-	-	99
Mileage	-	-	-	1,892	-	1,892
Ocean Safety CML Charges	-	-	-	6,146	-	6,146
Total Hawaiian Telcom Charges	153,172	9,311	46,487	244,759	-	453,729
Total Other RECURRING	153,172	9,311	46,487	252,298	-	461,268
Total RECURRING EXPENSES	340,741	35,132	82,860	313,073	165,649	937,455
Total DISBURSEMENTS	340,741	35,132	186,751	313,073	165,649	1,041,346
NET CASH INFLOW/(OUTFLOW)	**(340,741)**	**(35,132)**	**(186,751)**	**(313,073)**	**620,871**	**(254,826)**

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

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

FY2012 STRATEGIC BUDGET PLAN (9 mos)	Hawaii PSAP		
DESCRIPTION	9 mos.	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)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	5	30,000	(29,995)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Computers - Other	-		
Total Computers	-		
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING EXPENSES			
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	300,110	450,166	(150,056)
Total MSAG Svcs (Akimeka, LLC)	300,110	450,166	(150,056)
Pictometry License Agreement	-	353,260	(353,260)
Positron Equipment SW Maint	-	40,000	(40,000)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	300,110	944,433	(644,323)
Other RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	178,701	306,344	(127,643)
Long Distance Charges	-		
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	178,701	306,344	(127,643)
Total Other RECURRING	178,701	306,344	(127,643)
Total RECURRING EXPENSES	478,811	1,250,777	(771,966)
Total DISBURSEMENTS	478,816	1,280,777	(801,961)

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

FY2012 STRATEGIC BUDGET PLAN (9 mos)	Kauai PSAP		
DESCRIPTION	**9 mos.**	**ANNUAL BUDGET**	**Over/(Under) Budget**
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	3,600	(3,600)
APCO Conference	-		
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	7,200	(7,200)
NG911 Technology Forum	-		
Pictometry Future View Confer	-	10,500	(10,500)
TriTech CAD Users	-		
Total CONFERENCES	-	21,300	(21,300)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	-		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Computers - Other	-		
Total Computers	-		
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING EXPENSES			
MAINTENANCE			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	180,743	309,846	(129,103)
Total MSAG Svcs (Akimeka, LLC)	180,743	309,846	(129,103)
Pictometry License Agreement	-	202,909	(202,909)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	-		
Total MAINTENANCE	180,743	512,755	(332,012)
Other RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	64,982	114,998	(50,016)
Long Distance Charges	307		307
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	65,289	114,998	(49,709)
Total Other RECURRING	65,289	114,998	(49,709)
Total RECURRING EXPENSES	246,032	627,753	(381,721)
Total DISBURSEMENTS	246,032	649,053	(403,021)

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

FY2012 STRATEGIC BUDGET PLAN (9 mos)		Maui PSAP	
DESCRIPTION	**9 mos.**	**ANNUAL BUDGET**	**Over/(Under) Budget**
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-		
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	6,000	(6,000)
NG911 Technology Forum	-		
Pictometry Future View Confer	-	6,000	(6,000)
TriTech CAD Users	-		
Total CONFERENCES	**-**	**24,000**	**(24,000)**
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
Total CAD Replacement/Upgrade	**-**		
Computers			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Computers - Other	102,582		102,582
Total Computers	**102,582**		**102,582**
Training			
RTO Training for CADS	-	15,000	(15,000)
TriTech CAD System Admin Train	-		
Training - Other	1,309		1,309
Total Training	**1,309**	**15,000**	**(13,691)**
Total Non-RECURRING	**103,891**	**15,000**	**88,891**
RECURRING EXPENSES			
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	290,985	436,521	(145,536)
Total MSAG Svcs (Akimeka, LLC)	**290,985**	**436,521**	**(145,536)**
Pictometry License Agreement	-	377,062	(377,062)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maintenance	**-**		
Total MAINTENANCE	**290,985**	**929,408**	**(638,423)**
Other RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	185,663	278,495	(92,832)
Long Distance Charges	(44)		(44)
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	**185,619**	**278,495**	**(92,876)**
Total Other RECURRING	**185,619**	**278,495**	**(92,876)**
Total RECURRING EXPENSES	**476,604**	**1,207,903**	**(731,299)**
Total DISBURSEMENTS	**580,496**	**1,246,903**	**(666,407)**

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

FY2012 STRATEGIC BUDGET PLAN (9 mos)		Oahu PSAP	
DESCRIPTION	**9 mos.**	**ANNUAL BUDGET**	**Over/(Under) Budget**
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	24,000	(24,000)
APCO Conference	11,743	27,000	(15,257)
Intergraph Conference	-		
Motorola CAD User's	-	12,000	(12,000)
NASNA Conference	-		
Navigator	-	3,000	(3,000)
Nena Conference	281	12,000	(11,719)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-	9,000	(9,000)
Total CONFERENCES	12,024	87,000	(74,976)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.		1,400,000	(1,400,000)
Honolulu Police Dept.	-	3,011,700	(3,011,700)
Total CAD Replacement/Upgrade	-	4,411,700	(4,411,700)
Computers			
EMS CAD Live Routing	-	20,000	(20,000)
EMS Tritech-GeoComm Interface	-	30,000	(30,000)
Computers - Other	-		
Total Computers	-	50,000	(50,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
Training - Other	-		
Total Training	-	6,000	(6,000)
Total Non-RECURRING	-	4,467,700	(4,467,700)
RECURRING EXPENSES			
MAINTENANCE			
CAD Maintenance	-	227,460	(227,460)
Excom911 Logging Recorder Maint	60,775	65,000	(4,225)
GeoComm Maintenance	-	40,000	(40,000)
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)			
MSAG Svcs (Akimeka, LLC) - Other	112,807	507,631	(394,824)
Total MSAG Svcs (Akimeka, LLC)	112,807	507,631	(394,824)
Pictometry License Agreement	-	300,905	(300,905)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
Total Tritech CAD System Maintenance	-	205,020	(205,020)
Total MAINTENANCE	173,582	1,346,016	(1,172,434)
Other RECURRING			
EMS Tower Lease	7,539	7,690	(151)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	11,353		11,353
Hawaiian Telcom Trunk	710,161	918,893	(208,732)
Long Distance Charges	-		
Mileage	8,515		8,515
Ocean Safety CML Charges	18,227	25,200	(6,973)
Total Hawaiian Telcom Charges	748,255	944,093	(195,838)
Total Other RECURRING	755,794	951,783	(195,989)
Total RECURRING EXPENSES	929,376	2,297,799	(1,368,423)
Total DISBURSEMENTS	941,400	6,852,499	(5,911,099)

FY2012 STRATEGIC BUDGET PLAN (9 mos)	ADMIN		
DESCRIPTION	**9 mos.**	**ANNUAL BUDGET**	**Over/(Under) Budget**
DISBURSEMENTS:			
CONFERENCES			
911 Goes to Washington Conf	-	3,000	(3,000)
APCO Conference	-	3,000	(3,000)
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	1,361	3,000	(1,639)
Navigator	-		
Nena Conference	-	3,000	(3,000)
NG911 Technology Forum	17,176	30,000	(12,824)
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	18,537	42,000	(23,463)
ADMINISTRATION			
Audit Expense	12,042	12,042	(0)
Bank Charge	72		
Board & Committee Venue	180	600	(420)
Board Member Travel	16,372	24,650	(8,278)
DB&F Assessments			
DB&F Admin. Exp. Assess	51,192	374,000	(322,808)
DB&F Revenue Assessment	300,204	440,000	(139,796)
Total DB&F Assessments	351,396	814,000	(462,604)
E911 Logo Contest	-	11,911	(11,911)
NASNA Dues	100	100	-
Parking Permits	-	200	(200)
TKC Consulting Group, LLC	243,850	325,000	(81,150)
WSP Cost Recovery			
Sprint/Nextel	80,227	160,000	(79,773)
Total WSP Cost Recovery	80,227	160,000	(79,773)
Total ADMINISTRATION	704,239	1,348,503	(644,264)
Total DISBURSEMENTS	722,775	1,400,503	(677,728)

Oahu Civilian E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations

9-1-1 Call Volume – March 2012
(Source: Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc.)

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	84,388	25,100	29.7%	59,280	70.3%

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

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
TOTAL YTD	244,716	73,561	30.1%	171,120	69.9%	35	0.0%	21,966	9.0%
AVG PER MO	81,572	24,520		57,040		12		7,322	

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March (**)	37,668	10,464	27.9%	41.7%	27,101	72.1%	45.7%	103	0.3%	1,192	3.2%
February (*)	32,309	9,312	28.9%	39.7%	22,912	71.1%	42.9%	85	0.3%	743	2.3%
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%
TOTAL YTD	110,503	31,415	28.5%	42.7%	78,819	71.5%	46.1%	269	0.2%	3,030	2.7%
AVG PER MO	36,834	10,472			26,273			90		1,010	

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

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

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

Oahu Civilian E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

9-1-1 Call Volume – March 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
TOTAL YTD	45,288	15,883	35.3%	21.6%	29,123	64.7%	17.0%	282	0.6%	2,375	5.2%
AVG PER MO	15,096	5,294			9,708			94		792	

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March (**)	8,768	2,951	33.7%	11.8%	5,815	66.3%	9.8%	2	0.0%	7,517	85.7%
February (*)	7,681	2,567	33.4%	10.9%	5,109	66.6%	9.6%	5	0.1%	6,237	81.2%
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
TOTAL YTD	25,945	8,686	33.5%	11.8%	17,249	66.5%	10.1%	10	0.0%	21,615	83.3%
AVG PER MO	8,648	2,895			5,750			3		7,205	

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

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

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

Oahu Civilian E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

9-1-1 Call Volume – March 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
TOTAL YTD	15,353	6,407	44.8%	8.7%	7,899	55.2%	4.6%	1,047	6.8%	3,984	25.9%
AVG PER MO	5,118	2,136			2,633			349		1,328	

Note: Includes Ocean Safety

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
TOTAL YTD	21,152	9,045	43.8%	12.3%	11,612	56.2%	19.9%	495	2.3%	356	1.7%
AVG PER MO	7,051	3,015			3,871			165		119	

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.)

- ## PSAP Operations (continued)

9-1-1 Call Volume – March 2012 (continued)

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2012	**TOTAL YTD**	January	February (*)	March (**)	April	May	June
	26,475	6,099	10,546	9,830			
	AVG PER MO	July	August	September	October	November	December
	8,825						

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

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

Wireless Test – March 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
03/22/12	Sprint	1	3	Oahu PSAP/ Akimeka	Pass
03/22/12	Mobi PCS	2	6	Oahu PSAP/ Akimeka	Pass

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – March 2012

03/05/12 – 03/08/12	Akimeka personnel assisted the PSAP and Time Warner in investigating an issue involving the inability to ringback a 808-312 telephone number. Akimeka recommended that a trouble ticket be opened with Hawaiian Telcom, Inc. (HTI) to investigate and resolve the issue. The trouble was resolved on March 8, 2012. HTI added the NNX to their equipment.
Weekly (Every Thursday)	The PSAPs, excluding Kauai County, and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There was much discussion regarding the trouble that the Hawaii County PSAP continues to experience. Although HTI assures the PSAPs that HTI and Solacom are working hard to rectify the identified issues, the issues are still not resolved and affects the Hawaii County PSAP's daily 9-1-1 operations. In the best interest of the public, these issues need to be resolved with a sense of urgency since the PSAP's are dealing with emergency 9-1-1 calls.

Wireless Tower Naming Project

On March 9, 2012, Akimeka with HPD (primary PSAP), the secondary PSAPs, and City and County of Honolulu representatives supporting E9-1-1 to discuss and finalize the standardized tower naming schema. A concensus was reached to proceed with the Wireless E9-1-1 Tower naming schema.

In addition to the tower naming schema, Akimeka agreed to add a column in the GIS attributes for a valid MSAG address or a Common Name Place for all tower locations. Akimeka will utilize the latitude/longitude provided by the WSPs and verified by Akimeka. This information will be utilized for the WSP Cell Tower layer and the reception point of the Wireless Phase I coverage area (polygon) as identified in Title 47 of the Code of Federal Regulations, Part 20, Commercial Mobile Services, 20.18.

Akimeka recommended that the correction process should begin with T-Mobile. The correction process was initiated with T-Mobile and Akimeka completed its review of T-Mobile's CRSs, following the CRS Annual Audit process. Akimeka returned the CRS to T-Mobile for final validation on March 26, 2012. Corrections were made by T-Mobile on March 29, 2012 and Akimeka prepared the WSP Cell Towers layer and WSP Cell Sectors layer accordingly on March 30, 2012.

A process to coordinate the implementation of new layers and mapping system updates needs to be worked out with HPD and the City and County of Honolulu representatives supporting E9-1-1. The City and County of Honolulu's Department of Information and Technology (DIT) currently maintains the GeoComm mapping application that processes the Wireless E9-1-1 calls. Akimeka will schedule a meeting in April 2012 to move this along.

Oahu Civilian E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## MSAG

Current Month – March 2012

2012		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
OAHU CIVILIAN	300	300	0	300	0	0	0	0	0	0	0

During the month of March 2012, 300 requests were processed in order to clean up the MSAG database which included 300 combines. Combine transaction opportunities were identified by Akimeka and highlighted in the Honolulu Police Department Public Safety Answering Points (PSAPs) Initial Data Assessment Report dated December 1, 2011. It was reported that valid MSAG records could be combined or merged together to match with the GIS records. Combining of the MSAG records will result in more efficient database query, searching capabilities, and routing capabilities. This process will improve the E9-1-1 call delivery efficiency.

No customers were affected by the 300 combines processed in the month of March 2012. No ALI Discrepancy report was submitted to 911Net.

There are no suspended requests in the system at this time as of March 31, 2012.

Year-to-Date (YTD) Summary – 2012

OAHU CIVILIAN		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	300	300	0	300	0	0	0	0	0	0	0
February	241	241	2	237	0	2	0	0	0	0	0
January	69	69	0	69	0	0	0	0	0	0	0
TOTAL YTD	610	610	2	606	0	2	0	0	0		
AVG PER MO	203	203	1	202	0	1	0	0	0		

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

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

- ## MSAG (continued)

MSAG Communities Project

Based on Akimeka's Initial Data Assessment Report dated December 1, 2011, it was agreed that MSAG Communities need to be defined and agreed upon as a starting point for maintenance and database synchronization efforts.

On March 2, 2012, Akimeka met with HPD and Ocean Safety (secondary PSAP) to review the MSAG Communities and Public Private Venture (PPV) areas. Some of the changes included: Adding Mapunapuna as an MSAG Community, expanding Moanalua to include the Navy Marine Golf Course, expanding Pearl Harbor's western border up to Halemoku and Makalapa, moving the Puuloa Housing into Iroquois Point, and changing the MSAG Community name of Pupukea to Sunset Beach, which subsequently was changed to Sunset.

On March 9, 2012, Akimeka met with HPD (primary PSAP), the secondary PSAPs and City and County of Honolulu representatives supporting E9-1-1 to review and establish the "Best, Last and Final". There was a lot of valuable discussions and updates. Changes were made on-the-spot by Akimeka's GIS Analyst so the meeting participants could review and accept on a real-time basis. At the end of the meeting, all changes were incorporated and the MSAG Communities finalized.

On March 20, 2012, Major John Thompson sent a letter to HTI outlining the MSAG Community changes that were finalized. As a result of everyone's collective efforts, HPD and the Military, Oahu's two primary PSAPs, finalized on eighty-three (83) MSAG Communities – (63) Civilian MSAG Communities and (20) Military MSAG Communities.

The following were included in the letter based on what was requested by HTI in order to incorporate these MSAG Community changes to the Automatic Location Identification (ALI) database:

1. A tabular list of the existing Civilian MSAG Community Names

2. A tabular list of the new Civilian MSAG Community Names to be implemented

3. A tabular list of the existing Military MSAG Community Names

4. A tabular list of the new Military MSAG Community Names to be implemented

5. A Full Extent map of the new Oahu MSAG Communities (Civilian and Military) that indicates the new community boundaries being implemented

6. A close up map of the Honolulu area with the new MSAG Communities

7. A close up map of the Public-Private Venture (PPV) areas with the new MSAG Communities

The new Oahu Civilian and Military MSAG Community Names are all in compliance with Hawaiian Telcom's Format Six (6) 10-character limitation with no special characters.

Based on the information provided, HTI needs to review the level of effort and establish a timeline to implement all of the MSAG Community changes. In order to expedite the review process, the Oahu Civilian and Military PSAPs offered to make themselves available to meet with HTI and review all of the changes. If a priority sequence would be helpful, the primary PSAPs would be able to provide that as well.

Oahu Civilian E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## MSAG (continued)

MSAG Communities Project (continued)

Major John Thompson asked HTI if they could expedite attention in this matter since both HTI, as the 9-1-1 Service Provider, and the PSAPs share a joint responsibility to maintain an accurate database and routing information for 9-1-1 Public Safety purposes.

In the meantime, HPD's plan is to focus on 9-1-1Net MSAG transactions in existing MSAG Communities, since these transactions are not dependent on Hawaiian Telcom's implementation effort. The need to correct existing MSAG Communities and ESN routing assignments between the Military and Oahu Civilian jurisdiction have been identified and Akimeka will proceed with the updates accordingly.   It was collectively agreed that the clean-up effort will start with the Waimanalo MSAG Community (an existing MSAG Community) and continue counter-clockwise around the island of Oahu until Hawaiian Telcom completes its MSAG Community changes to the ALI database. At that time, the primary PSAPs may re-visit the plan to tackle MSAG Community areas requiring immediate attention.

- ## Geographic Information System (GIS)

Current Month GIS Activities – March 2012

03/01/12 – 03/29/12	Akimeka continued to work on the Points of Interest layer and Common Place Names layer. A Class/Subclass category system was created. Akimeka updated 8,000+ records on the Points of Interest layer to include a proper Class and Subclass designation – **44% Complete**. The initial class/subclass type designation was completed on the Common Place Names layer on March 29, 2012 – **100% Complete.** Ongoing maintenance to ensure proper Class and Subclass designations are made as additional Points of Interest and Common Place Names are identified.
3/30/12	Akimeka started to create a spreadsheet that can be used as a quick reference guide for Oahu Common Place Name abbreviations.

Oahu Civilian E9-1-1 Status Report
March 1, 2012 – March 31, 2012

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

Oahu Street Centerline Project Update – March 2012

In the month of March 2012, Akimeka continued its work effort to synchronize the Oahu E9-1-1 Street Centerlines into the single source E9-1-1 Master Street Centerline which was created by Akimeka using the standard schema and loading the Police Street Centerline data.

1. Updates to the E9-1-1 Master Street Centerline were made based on direct inputs from HPD. New street and addresses from three new developments were added.

2. Along with the new developments, a major portion of records needing synchronization, including military areas located in Aliamanu/AMR, Ewa Beach, Kapolei, Makakilo, Red Hill, Wheeler AAF/Schofield, and Fort Shafter, were identified. Akimeka requested permission from HPD to update the E9-1-1 Master Street Centerline using other PSAP's Street Centerlines where the centerline is not synchronized. Approval from HPD is still pending.

3. In conjunction with the MSAG Communities project, it was agreed between HPD and Akimeka to begin the synchronization effort, starting with existing MSAG Communities since these transactions are not dependent on Hawaiian Telcom's MSAG implementation effort. It was agreed to begin this effort with the Waimanalo MSAG Community and work counter-clockwise around the island of Oahu until Hawaiian Telcom completes its MSAG Community changes to the Automatic Location Identification (ALI) database. At that time, HPD and Akimeka may revisit its plan to tackle MSAG Community areas requiring immediate attention.

Akimeka is awaiting a response from HPD regarding questions submitted to HPD and the City and County of Honolulu representatives supporting E9-1-1 on February 23, 2012. The key areas requiring input and information include:

1. Governance Process
2. Point of Contact List
3. GIS Mapping Activities
4. Business Processes/Maintenance

Clarification on the update and edit process is needed. Clarification regarding the determination or assignment of response areas when a street crosses two response area is needed. Clarification on the Computer Aided Dispatch (CAD) push/roll schedule is needed in order to conduct testing.

A meeting to define the governance and associated processes is needed, especially in the absence of any existing or established processes in order to move the project along. This will ensure that all staff working on the City and County of Honolulu E9-1-1 systems are working together with a common understanding and goal.

HPD and Akimeka will continue to work closely together to move the project along and synchronize the data. Akimeka will document all changes made to the E9-1-1 Master .Street Centerlines.

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations

9-1-1 Call Volume – March 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,277	2,771	33.5%	5,506	66.5%
MOLOKAI	286	164	57.3%	122	42.7%

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

9-1-1 Call Volume – Calendar Year 2012

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
TOTAL YTD	**24,509**	**8,038**	**32.8%**	**16,471**	**67.2%**	**0**	**0.0%**	**3,897**	**15.9%**
AVG PER MO	**8,170**	**2,679**		**5,490**		**0**		**1,299**	

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
TOTAL YTD	**961**	**566**	**58.9%**	**395**	**41.1%**	**0**	**0.0%**	**144**	**15.0%**
AVG PER MO	**320**	**189**		**132**		**0**		**48**	

**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 – March 2012

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

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – March 2012

Weekly (Every Thursday)	The PSAPs, excluding Kauai County, and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There was a lot of discussion regarding the trouble that the Hawaii County PSAP continues to experience. Although HTI assures the PSAPs that HTI and Solacom are working hard to rectify the identified issues, the issues are still not resolved and affects the Hawaii County PSAP's daily 9-1-1 operations. In the best interest of the public, these issues need to be resolved with a sense of urgency since the PSAP's are dealing with emergency 9-1-1 calls.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of March 31, 2012 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. |

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

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

Updates as of March 31, 2012 are noted below: (continued)

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.

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 – 3/31/12) – No further updates.

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

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

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

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

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

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

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

Update (1/31/12 – 3/31/12) – No further updates.

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## MSAG

Current Month – March 2012

2012		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	359	342	320	7	1	11	3	8,948	17	10	10

During the month of March 2012, 342 9-1-1Net requests were completed relating to the Maui County MSAG database, with 8,948 customer ANI/ALI records updated as a direct result. Seventeen (17) 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 ten (10) records in Suspended status as of March 31, 2012, affecting ten (10) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Ten (10) 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) – 2012

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	359	342	320	7	1	11	3	8,948	17	10	10
February	160	160	137	3	4	6	10	2,834	0	10	10
January	131	131	108	1	3	19	0	4,007	0	10	10
TOTAL YTD	650	633	565	11	8	36	13	15,789	17		
AVG PER MO	217	211	188	4	3	12	4	5,263	6		

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

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

- **MSAG** (continued)

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

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	1,220	**24.4%**
Lanai	112	82	**73.2%**
Molokai	500	440	**88.0%**

An additional 315 street segments were assigned new ESNs in the month of March 2012 for the island of Maui, bringing the percent to complete to **24.4%.**

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

This is an ongoing project that will cover all communities.

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Address Points	Maui	03/28/12		Edited FEA_MSLINK to meet Intergraph requirements
	Molokai	03/27/12		Corrected address points per DSA. This is an ongoing project.
	Maui/Molokai		03/21/12	
	Maui	03/19/12 -- 03/20/12		Updated address point location per MSAG Validation Report
	Maui	03/15/12		Added new address per DSA
	Maui		03/07/12	
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points **(aka Pseudo Address Points)**	Molokai	03/08/12		
	Maui		03/07/12	
	Maui	03/06/12		
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		03/21/12	
	Maui	03/13/12		Updated Sub-classification Type
	Maui	03/09/12		Added Harbors
	Maui		03/07/12	
	Maui	03/02/12		
	Maui	03/01/12		Added Government Buildings
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				

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

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012
  (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Street Centerlines	Maui/Molokai		03/21/12	
	Molokai	03/14/12		Updated Street Centerlines to new assigned ESNs as well as update streets to new ESNs in 9-1-1Net
	Maui	03/13/12 -- 03/21/12		
	Maui		03/07/12	
	Maui	03/01/12 -- 03/30/12		Corrected ranges according to address points. This is an ongoing project.
Trails				
WSP Cell Towers	Maui		03/07/12	
	Maui	03/02/12		AT&T Mobility Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations				
Food & Beverage	Maui		03/07/12	
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions	Maui		03/07/12	
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings	Maui	03/01/12		Added County government buildings
Harbors	Maui/Molokai	03/08/12		
Helipads				

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

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**				
Hydrology Layers				
- Dams				
- Ponds	Molokai		02/28/12	
	Maui		02/22/12	
- Streams **(Includes Rivers)**				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety **(Includes Lifeguard Stands)**	Maui	03/09/12		Updated metadata for layer
	Maui	03/05/12		Identifies County beach lifeguard stands
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes	Maui	03/22/12		Updated gate code per Service Request #451
	Maui/Molokai		03/21/12	
	Maui	03/12/12		Updated gate code per Service Request #451
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

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

Current Month GIS Activities – March 2012

03/01/12 -- 03/02/12	Akimeka completed the Intergraph CAD push. The following layers were updated: Address Points, including the Common Place lookup table, Street Centerlines, and WSP Cell Towers.
03/20/12	While performing a Molokai PSAP PowerMap update, Akimeka discovered that they were unable to access one of the PSAP's positions. Akimeka troubleshooted the problem with the Molokai Dispatch Supervisor. It was discovered that the computer/position was not turned on. Once the computer/position was turned on and allowed to warm up for a few minutes, then the PowerMap update was resumed and completed.

- **Service Requests Transactions**

Open Service Requests – March 2012 (February 28, 2012 – March 28, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/29/12	444	TN = 808/248-8461	MSAG - ANI/ALI Discrepancy	Normal	There is a range of 1 - 31 on Hana Highway in Paia. More research is needed to determine the cause of the discrepancy.
2	03/01/12	446	Payphone at Maui Waena Intermediate school plotted incorrectly.	911 Map -- Call Plotted Incorrectly	Normal	The school address does not exist. Therefore, the call is plotting on the street centerline need the referenced address.
3	03/08/12	450	Incorrect Community: TN = 808/573-6214	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
4	03/29/12	451	Gate Code Update	Suggestions	High	Gate code was corrected. Awaiting PowerMap update in April 2012. Service Request will be closed at that time.

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.*

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2012

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

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

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

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

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

Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,744** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on March 16, 2012 for Maui County are reported below.

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

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

Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 16, 2012 9-1-1 MSAG Dated 03-01-12	
		# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,744	
Less: 9-1-1 MSAG Exception Records	(1)	60	2.2%
Net 9-1-1 MSAG Records Eligible for Comparison		2,684	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,435	90.7%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	164	6.1%
9-1-1 MSAG Record With No GIS Record	(3)	85	3.2%
Total 9-1-1 MSAG Records No Match		249	9.3%

Objective: NENA Recommended Match Rate = 98%

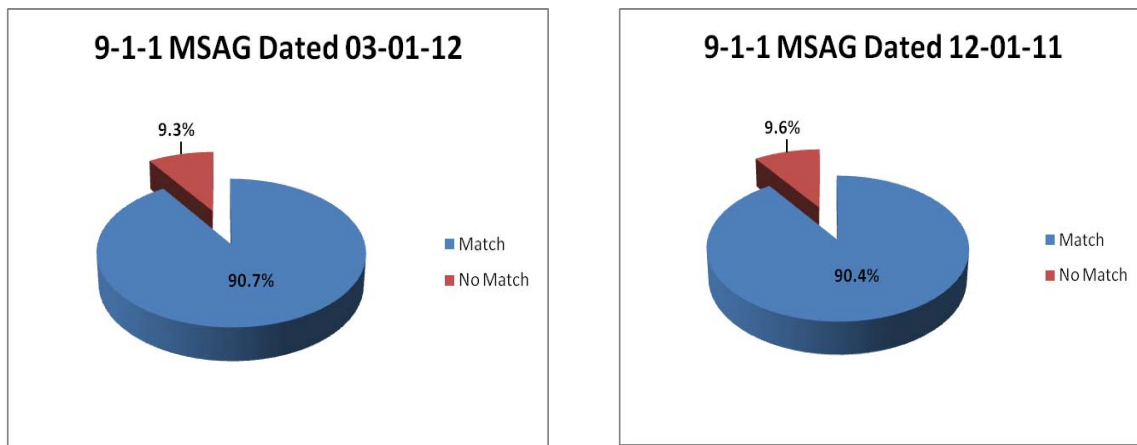# Maui County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

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

Audit Summary Results – 2012 (continued)

Notes:

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

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

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

Audit Summary Results – March 1, 2012 vs. December 1, 2011 MSAG

Maui County's level of accuracy or 9-1-1 Match percentage improved from 90.4% as of December 1, 2011 to 90.7% as of March 1, 2012

Maui County E9-1-1 Status Report
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- **E9-1-1 Database Synchronization** (continued)
  (<u>Reference:</u> NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

**Audit Summary Results – March 1, 2012 vs. December 1, 2011 MSAG (continued)**

❖ Akimeka continues to work with the Maui County GIS and Planning Departments to validate GIS record errors. The items being validated with the County agencies include: invalid low/high address range, incorrect community, and/or incorrect ESN values. During the validation process, Akimeka identified new road segments that needed to be added to the 9-1-1 GIS and MSAG databases.

❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "last modified".

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

Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of March 29, 2012, **10,174** ESN 399 records, representing **12.1%** of Maui County's total ALI records, require research and corrective action, if needed.
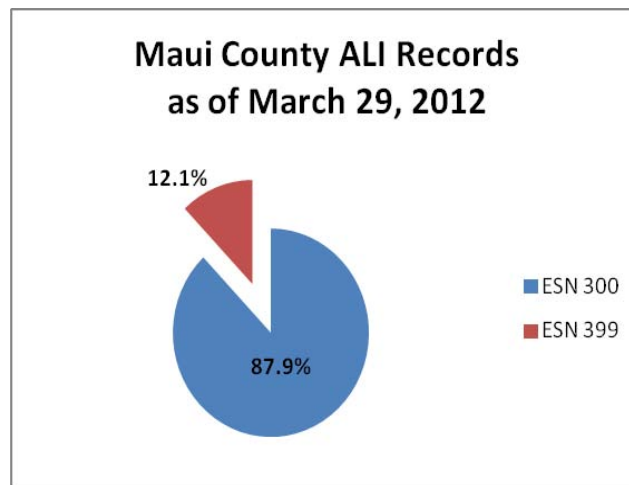
These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.

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

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

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- ## PSAP Operations

9-1-1 Call Volume – March 2012

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	N/A	N/A		N/A	

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

For the month of March 2012, Hawaiian Telcom, Inc. (HTI) again provided a manual spreadsheet with the call volume information as follows:

Total Calls	10,651	
Wireline/VoIP Calls	3,563	33.4%
Wireless Calls	7,050	66.2%
Unknown Calls	38	0.4%

According to HTI, the first seven to eight days of the month had to be manually counted, along with any numbers that were No Record Founds (NRFs) or incomplete ANI. HTI is continuing to work with Intrado to resolve the issue.

Statistics for the 9-1-1 calls "Transferred to Fire" were provided by HTI as follows:

Total Calls	2,121	
Wireline/VoIP Calls	904	42.6%
Wireless Calls	1,199	56.5%
Unknown Calls	18	0.9%

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- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2012

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned		
2012	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**% Abandoned to Total**	
December										
November										
October										
September										
August										
July										
June										
May										
April										
March		Not Available								
February		Not Available								
January	10,875	3,690	33.9%	7,185	66.1%	0	0.0%	1,105	10.2%	
TOTAL YTD	**10,875**	**3,690**	**33.9%**	**7,185**	**66.1%**	**0**	**0.0%**	**1,105**	**10.2%**	
AVG PER MO	**5,438**	**1,845**		**3,593**		**0**		**553**		

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2012	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**% of Total Wireline**	**# of Calls**	**%to Total Wireline & Wireless**	**% of Total Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**% Abandoned to Total**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March		Not Available									
February		Not Available									
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%	0	0.0%	52	2.4%
TOTAL YTD	**2,157**	**948**	**43.9%**	**25.7%**	**1,209**	**56.1%**	**16.8%**	**0**	**0.0%**	**52**	**2.4%**
AVG PER MO	**1,079**	**474**			**605**			**0**		**26**	

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.)

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- ## PSAP Operations (continued)

Wireless Test – March 2012

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

Current Month PSAP Operations Activities – March 2012

Weekly (Every Thursday)	The PSAPs, excluding Kauai County, and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai`i.  There was a lot of discussion regarding the trouble that the Hawai`i County PSAP continues to experience. Although HTI assures the PSAPs that HTI and Solacom are working hard to rectify the identified issues, the issues are still not resolved and affects the Hawai`i County PSAP's daily 9-1-1 operations. In the best interest of the public, these issues need to be resolved with a sense of urgency since the PSAP's are dealing with emergency 9-1-1 calls.
03/21/12	In support of the Hawai`i County PSAP, Akimeka worked with Hawai`i County Police personnel, Captain Wana, and Sergeant Matsumoto and John Schickinger of AT&T Mobility to perform tests to capture Wireless Phase I (WPH I) and Wireless Phase II (WPH II) calls along with their confidence factors (COFs). A total of six (6) test calls were made and captured. John will analyze the results and report back on his findings.

County of Hawai`i Conversion to NG9-1-1 Solacom Platform Update

Due to the numerous outstanding issues, the County of Hawai`i Public Safety Answering Points (PSAPs) – Police and Fire – have not formally accepted the Hawaiian Telcom, Inc.(HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system as of March 31, 2012.

Following the February 8, 2012 cutover, the County of Hawai`i PSAPs continue to experience network, data, and operational issues.  In an effort to resolve the issues, the County of Hawai`i PSAPs have been identifying and reporting post conversion issues. As issues arise, trouble reports have been generated and reported to HTI via email from Sergeant Matsumoto, on behalf of the County of Hawai`i PSAPs, to Mr. Stephen Douglass from HTI.

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Solacom Platform Update (continued)

Feedback and updates have been provided by HTI on the following issues:

1. <u>Incomplete/Bad ANI/ALI Information</u> -- It appears that this issue potentially involves overflow routes being used by all the service providers/Wireless Service Providers (WSPs). One of the issues being experienced intermittently and documented by the dispatchers is that ANI is being delivered with two leading zeros (00) in front of the telephone number, which results in a 12-digit telephone number. Until HTI can resolve the issue, in the interim, the dispatchers are removing the leading zeros and manually calling back the 9-1-1 caller's callback number. HTI is working with the service providers/WSPs to resolve the trouble. HTI committed to continue to monitor and provide updates till resolution.

2. <u>Inability to Ringback 9-1-1 Callers</u> -- HTI is unable to replicate the trouble being experienced by the dispatchers and requested additional examples from the County of Hawai`i PSAPs. HTI committed to continue to monitor and provide updates till resolution.

3. <u>No ANI/ALI Information Transferring to the CAD</u> -- HTI believes that there are contention issues between the CAD and GIS port. HTI is investigating if two ports were established would the trouble be resolved. HTI committed to continue to monitor and provide updates till resolution.

As of March 31, 2012, a total of **172** (141 in February 2012 and 31 in March 2012) trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports – February 2012	# of Trouble Reports – March 2012	Total Trouble Reports To-date
Audio Issues	107	7	114
No ANI/ALI information transferring to the CAD	10	9	19
Features not working and screen problems	8	0	8
Inability to callback 9-1-1 Callers. Ring No Answer/Voicemail. Needed to use PBX as a backup.	4	3	7
Inability to transfer calls to the secondary PSAP (Fire)	4	2	6
Call History not complete or available	2	3	5
Other (printer not working, miscellaneous reports, TDD not working properly, testing document not provided)	6	7	13

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

County of Hawai`i Conversion to NG9-1-1 Solacom Platform Update (continued)

No documentation and/or feedback/updates have been provided by HTI as to which of the **172** trouble reports have been closed with the PSAP's concurrence.

To facilitate the post conversion implementation, HTI initiated <u>weekly</u> conference calls with the State of Hawai`i PSAPs to discuss the outstanding issues/trouble and the progress being made following the County of Hawai`i's NG9-1-1 enabled Solacom conversion on February 8, 2012.

1. On the March 8, 2012 conference call, the following updates were provided by HTI. It appears that the audio trouble has been resolved. It was agreed that the following issues would be tracked: Percent (%) of Wireless Phase I calls, ANI not being delivered (intermittent trouble) and inability to ringback hung up or dropped calls (intermittent trouble). HTI also agreed to work with the County of Hawai`i PSAPs to create recordings on the queues for both Police and Fire, which is critical from the public's perspective when they call 9-1-1 for emergency assistance.

2. On the March 15, 2012 conference call, the following updates were provided by HTI:

   a. HTI is continuing to monitor the audio trouble.

   b. HTI has been collecting data on the percent (%) of Wireless Phase I calls and will provide feedback by April 4, 2012.

      (<u>Note</u>: Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II calls to Wireless Phase I calls. Post conversion, approximately 80% - 90% of the wireless 9-1-1 calls are being delivered to the PSAP as a Wireless Phase I call, accordingly to HTI. As a result, there are more re-bid requests being required as compared to pre-conversion.)

   c. HTI is continuing to monitor the ANI and ringback issues.

3. On the March 22, 2012 conference call, HTI reported that:

   a. The Fire Department identified issues – Position 4 trouble and Meridian volume levels too low – were resolved.

   b. Wireless Phase I call performance is being evaluated. HTI is working with Intrado to insert a 2 to 3 second delay in the wireless bid process before sending the ALI information to the switch. As committed previously, HTI will provide an update on the results and recommendations by April 4, 2012.

   c. HTI continues to monitor the ANI and ringback issues and is working with Solacom on the recordings for the queues.

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Solacom Platform (continued)

4. On the March 28, 2012 conference call, the following updates were provided by HTI:

   a. HTI asked if the County of Hawaii PSAPs could identify calls/telephone numbers by service providers/WSPs that are being delivered to the PSAP with no ANI information.   HTI committed to provide the results and recommendations by April 6, 2012

   b. HTI re-committed to provide the results and recommendations of their Wireless Phase I evaluation by April 4, 2012.

   c. An update regarding the recordings on the queues will be provided by HTI by April 5, 2012.

Implementation of the Hawaiian Telcom, Inc. (HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system has affected the County of Hawai`i PSAP operations.  The time to answer, process and respond to E9-1-1 calls have been impacted due to audio clarity issues, ringback issues, incomplete or no ANI/ALI data upon delivery of the initial E9-1-1 call, and the inability to transfer calls to the secondary PSAP.  The County of Hawai`i PSAPs have also experienced a shift in the delivery of Wireless Phase II calls to more Wireless Phase I calls. As a result, the PSAP is processing more re-bid requests.

At a minimum, the County of Hawai`i PSAPs were expecting the same level of performance prior to the conversion, as committed by HTI.  The County of Hawai`i PSAPs are hopeful that HTI can resolve the outstanding issues in a timely manner which will be a key factor in determining whether or not to accept the Hawaiian Telcom/Solacom Next Generation 9-1-1 enabled ESInet system, taking into account what is in the best interest of the public.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of March 31, 2012 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.

- **PSAP Operations (continued)**

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

Updates as of March 31, 2012 are noted below:

11/21/09
(continued)

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 – 3/31/12) – No further updates.

04/16/10

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

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

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

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

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

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

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

Update (1/31/12 – 3/31/12) – No further updates.

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- ## MSAG

Current Month – March 2012

2012		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	348	72	33	6	2	27	4	292	276	11	25

During the month of March 2012, 72 9-1-1Net requests were completed relating to the MSAG database, with 292 customer ANI/ALI records updated as a direct result. 276 ALI 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 eleven (11) records in Suspended status as of March 31, 2012 affecting 25 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Eight (8) 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).

- Three (3) suspended records are due to discrepancies between information provided by the Hawai`i County website and information provided by Hawaiian Telcom, Inc. (HTI). HTI will not authorize a change to the database if their information does not agree with the County website. Akimeka met with HTI on January 24, 2012, to discuss new corrective processes to address suspended records and ongoing ALI discrepancies.

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- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2012

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	348	72	33	6	2	27	4	292	276	11	25
February	337	226	142	7	17	49	11	8,574	111	21	37
January	203	60	32	0	3	23	2	298	143	40	75
TOTAL YTD	888	358	207	13	22	99	17	9,164	530		
AVG PER MO	296	119	69	4	7	33	6	3,055	177		

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
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- ## Mapping Layers Updated/Loaded Into GIS – March 2012

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	03/28/12 -- 03/29/12		Corrected address points to meet Intergraph requirements
	03/26/12 -- 03/27/12		Moved address points to center of building in Kamuela Community (100% complete)
	03/22/12 -- 03/26/12		Moved address points to center of building in Waikoloa Community (100% complete)
		03/20/12	
	03/16/12		Moved address points to center of building in Kailua Kona Community (55% complete)
			Moved address points to center of building in Hawi and Kapaa Communities (100% complete)
	03/14/12 -- 03/21/12		Moved address points to center of building in Kona Community (100% complete)
	03/13/12		Moved address points to center of building in Honokaa Community (100% complete)
	03/12/12		Moved address points to center of building in Holualoa, Kealakekua, and Keauhou Communities (100% complete)
	03/09/12		Moved address points to center of building in Captain Cook and Honaunau Communities (100% complete)
	03/08/12		Moved address points to center of building in Captain Cook Community (65% complete)
			Moved address points to center of building in Pahoa and Paauhua Communities (100% complete)
	03/07/12		Moved address points to center of building in Laupahoehoe and Paaulio Communities (100% complete)
	03/06/12	**03/06/12**	Moved address points to center of building in Ocean View and Ookala Communities (100% complete)
	03/05/12		Moved address points to center of building in Ocean View Community (75% complete)
			Moved address points to center of building in Naalehu Community (100% complete)
	03/02/12		Moved address points to center of building in Pahoa Community (65% complete)
			Moved address points to center of building in Ninole,Pahal, and Papaaloa Communities (100% complete)
	03/01/12		Moved address points to center of building in Hakalau, HVNP, Pekeekeo and Volcano Communities (100% complete)
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads	03/27/12		
MSAG Address Points (aka Pseudo Address Points)		03/06/12	
	03/05/12		
	03/01/12		
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest		03/20/12	
	03/13/12		Updated Sub-classification Type
	03/12/12		Added Harbors
		03/06/12	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	03/28/12 -- 03/29/12		Corrected street centerlines to meet Intergraph requirements
	03/27/12		Corrected street names
		03/20/12	
		03/06/12	

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Trails			
WSP Cell Towers	03/29/12		Per AT&T Mobility CRS
	03/21/12		Per Mobi PCS CRS
		03/20/12	
	03/16/12		Updated Compass Orientation and Sector ID to existing sites
	03/14/12		Per AT&T Mobility CRS
	03/12/12		Per VZW CRS
		03/06/12	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches		03/06/12	
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks **(Includes National Parks)**			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			

(*) *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
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012
  (continued)

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings		03/06/12	
Harbors	03/09/12		
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			

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

Hawaii County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012
  (continued)

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
United States National Grid (50K)			
United States National Grid (500K)			
Volcano Hazard Zones			
Waste Water Plants		03/06/12	
Wharfs			
SPECIAL REQUESTS			
Correctional Facilities			

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

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.

Hawaii County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012
  (continued)

Current Month GIS Activities – March 2012

Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on March 15, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		13
# of New Addresses Added	98	
# of Street Segment Range Changes		18
# of Street Name Changes	692	
# of Street Number Changes	47	

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
March 1, 2012 – March 31, 2012

- ## Service Requests Transactions

Open Service Requests – March 2012 (February 28, 2012 – March 28, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Pending visual verification of 157 customer addresses on Puako Beach Rd.
2	05/12/11	327	Incorrect Address: TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed. House number has been updated. Received approval on February 7, 2012 to keep the MSAG Communities as initially provided by Akimeka in 2008.
3	09/01/11	359	Incorrect Address: TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
4	09/01/11	368	Incorrect Address: TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
5	10/25/11	401	Incorrect TN and Address: Barbera Ferraro	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
6	11/15/11	410	Incorrect Address: TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
7	01/30/12	426	Incorrect Address: TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
8	03/01/12	447	Incorrect Address: TN = 808/889-5117	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
9	03/17/12	452	Different name and address	MSAG - ANI/ALI Discrepancy	High	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
10	03/17/12	453	Incorrect street name	MSAG - ANI/ALI Discrepancy	High	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
11	03/17/12	454	Hilo Medical Center	MSAG - No Record Found	High	Telephone number is being researched for correct MSAG information.
12	03/17/12	455	Oceanic Time Warner Customer -- Torrano	MSAG - No Record Found	High	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
Service Requests On Hold Status						
13	02/11/11	312	Incorrect Information Displayed	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change. New boundary plan will affect this telephone number. Received approval on February 7, 2012 to keep the MSAG Communities as initially provided by Akimeka in 2008. Further research is pending valid TMK information.

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

Hawaii County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## **Service Requests Transactions** (continued)

Year-to-Date (YTD) Summary – 2012

HAWAII				SERVICE REQUEST CATEGORIES							
2012	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
TOTAL	**35**	**22**	**13**	**7**	**6**	**28**	**16**	**0**	**0**	**0**	**0**

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

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

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations

9-1-1 Call Volume – March 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,335	1,134	34.0%	2,198	66.0%

9-1-1 Call Volume – Calendar Year 2012

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2012	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
TOTAL YTD	**9,444**	**3,082**	**32.7%**	**6,356**	**67.3%**	**6**	**0.1%**	**2,000**	**21.2%**
AVG PER MO	**3,148**	**1,027**		**2,119**		**2**		**667**	

<u>Note:</u> Total Calls include Administrative calls that are not direct 9-1-1 calls.

<u>**Notes:**</u>

(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
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

Wireless Test – March 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
03/06/12	AT&T Mobility	2	4	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – March 2012

03/07/12   Kathleen Langtad, Kauai Dispatch Supervisor, contacted Akimeka at approximately 2104 hours to inform Akimeka that due to a bomb threat, the primary PSAP location had to be vacated. Ms. Langtad requested Akimeka's assistance to contact Hawaiian Telcom, Inc. (HTI) to re-route Kauai County's 9-1-1 traffic to the backup lines.

Akimeka personnel contacted HTI at the designated 643-3661 contact number. The PSAP's request to re-route the 9-1-1 calls and have Stephen Douglas contact Kathleen Langtad on her cell phone was conveyed accordingly.

Kauai County's 9-1-1 traffic was re-routed at approximately 2115 hours.

At approximately 2159 hours, the 9-1-1 traffic was re-routed back and the dispatchers returned to the primary PSAP location when the bomb threat was given the "all clear".

03/08/12   Akimeka re-submitted SOP 7.1, Evacuation Procedures, to Kathleen Langtad, Kauai Dispatch Supervisor for dissemination and updates.

03/28/12   Akimeka personnel met with the Kauai Police Administration, County IT personnel and VisionAIR project manager to discuss the status of the Kauai CAD/Mapping project and respective licenses.

It was agreed by the Kauai Police Department and Kauai County IT to transfer the GeoComm DMS license to Akimeka. Any further CAD project issues will be discussed between the Kauai Police Department/PSAP and Akimeka.

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of March 31, 2012 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 – 3/31/12) – No further updates.

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## PSAP Operations (continued)

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

Updates as of March 31, 2012 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 3/31/12) – No further updates.

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## MSAG

Current Month – March 2012

2012		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	23	21	10	0	2	8	1	115	2	18	18

During the month of March 2012, 21 9-1-1Net requests were completed relating to the MSAG database, with 115 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 eighteen (18) records in Suspended status as of March 31, 2012 affecting 18 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Thirteen (13) 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.

- Five (5) 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.

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2012

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March	23	21	10	0	2	8	1	115	2	18	18
February	17	14	10	0	0	3	1	214	3	33	36
January	23	18	5	5	3	5	0	53	5	33	36
TOTAL YTD	**63**	**53**	**25**	**5**	**5**	**16**	**2**	**382**	**10**		
AVG PER MO	**21**	**18**	**8**	**2**	**2**	**5**	**1**	**127**	**3**		

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

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

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	03/22/12		Added new address and standardized source field
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations	03/30/12		Made corrections to station numbers
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)		**03/09/12**	
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest		**03/26/12**	
	03/13/12 -- 03/16/12		Updated Sub-classification Type
	03/09/12	**03/09/12**	Added Harbors
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	03/30/12		Updated street ranges
		03/09/12	
	03/01/12		Added new street segments for roundabout
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)		**03/09/12**	

(*) *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
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels	03/28/12		Completed geometry changes on the Parcels layer provided by the County to Akimeka's layer. A request was sent to the County to provide parcel attributes to complete the project. This is an ongoing project.
		03/26/12	
	03/12/12 -- 03/27/12		Included changes made on the Parcels layer provided by the County to Akimeka's layer. This is an ongoing project.
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Hydrants			

(*) *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
March 1, 2012 – March 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – March 2012
  ### (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)	03/09/12		Updated metadata for layer
	03/07/12		Identifies County beach lifeguard stands
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

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

Current Month GIS Activities – March 2012

03/23/12	Akimeka prepared and posted the Fire Response Area layer to Akimeka's ftp site as requested by Deccan International.
03/28/12	Akimeka prepared and posted the following layers to Akimeka's ftp site for a GeoComm update: Address Points, WSP Cell Towers, WSP Cell Sectors, Harbors, IRA, Lodging, Points of Interest, Ponds, Street Centerlines, and Waste Water Plants.
03/29/12	Akimeka prepared and emailed the following layers to Garrett Johnson of Kauai County IT for a GeoComm map update: Fire Beats and Fire Stations.

Kauai County E9-1-1 Status Report
March 1, 2012 – March 31, 2012

- ## Service Requests Transactions

Open Service Requests – March 2012 (February 28, 2012 – March 28, 2012)

#	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. TN is still in "Referred" status as of 2/28/12.
2	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net
3	11/17/11	412	Correct Fire Assignment -- E-5	911 Map	High	Request for caller information submitted; pending change in 9-1-1Net.
4	01/24/12	425	Correct Police Beat for Haoa Street and Corresponding Streets	911 Map	High	Screenshot sent to K. Langtad for verification.

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

Year-to-Date (YTD) Summary – 2012

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

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

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