

**STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

**Enhanced 9-1-1 Board Meeting  
Thursday, May 10, 2012  
McCoy Pavilion, Ala Moana Regional Park, Honolulu  
10 am to 12 noon**

**AGENDA**

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items.**
- III. Introductions**
- IV. Approval of Last Meeting's Minutes**
- V. Committee Updates by Committee Chairs**
  - a. Finance Committee – Kiman Wong
  - b. Technical Committee – Victor Ramos
  - c. Communications Committee- Gordon Bruce
- VI. PSAP Status Updates**
  - a. Kauai – Brandon Raines
  - b. Oahu – Gordon Bruce
  - c. Molokai – Victor Ramos
  - d. Maui – Clayton Tom
  - e. Hawaii - Paul Ferreira
- VII. Items for Discussion, Consideration and Action**
  - a. Approval of new members:
    - i. Finance Committee.
    - ii. Technical Committee
  - b. Review of the Monthly Cash Flow Report
  - c. Update on status of FY 2012 projects
    - i. Contingency Plan for Fire & EMS CAD Upgrade

- ii. Kauai CAD Upgrade
  - iii. Others
- d. New Board member status:
  - i. TBD, HawTel
  - ii. Bart Huber, HPD
  - iii. Mark Begley, Kauai PD
- e. Update on VoIP Surcharge
  - i. Wavecom Solutions
- f. Wireless E911 Timeline update
- g. Legislative update
- h. Requests for approval for adjustments of FY 2012 Strategic Budget Plan Funding:
  - i. Maui PD – CAD Equipment Upgrade \$229,050.
  - ii. Maui PD- Virtual Management- \$793,308.
  - iii. Others
- i. NENA Conference Attendees
- j. Update of FY 2013-2017 Strategic Budget Plan
- k. Discussion and recommendation for appointment of an Investigative Committee to enter into negotiation with TKC Consultants for TKC Executive Director costs for contract 1 year option for FY 2013.
- l. Needs Assessment Investigative Committee (Statewide Interoperability for CADS (Maui PD))
- m. Procurement of Auditor for 3 year period.
- n. Policy on criteria and qualifications for Board Committee members.

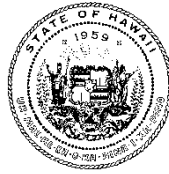
#### **VIII. Announcements**

- a. **Next Meeting Date:** Thursday, June 12, 2012, McCoy Pavilion, Ala Moana Park, Honolulu, 10 am – 12 noon.
- b. **Others**

- IX. **Open Forum:** Public comment on issues not on the agenda, for consideration for Board's agenda at the next meeting.

#### **X. Adjournment**





STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 9-1-1 Board Meeting  
Thursday, May 10, 2012  
McCoy Pavilion, Ala Moana Regional Park, Honolulu  
10 am to 12 noon

**MINUTES**

**Board member attendees:** Paul Ferreira (Chair), Clayton Tom, Brandon Raines, Goldie Cross, James LaClair, Kiman Wong, Su Shinn, Roy Irei, Victor Ramos and Dean H. Seki.

**Board members absent:** Jeffrey Ono, Gordon Bruce, and John Thompson.

**Staff members present:** Thera Bradshaw, Courtney Tagupa, Kerry Yoneshige, and Pat Ohara.

**Guests:** Aaron Correia, HPD, Terrence Kong, HPD, Steven Schutte, Verizon, Dave Peck, Pictometry, Tony Ramirez, Akimeka, LLC, Thalia Burns, HPD, Bart Huber, HPD and Patty Dukes, EMS.

- I. Call to Order, Public Notice, Quorum  
***The meeting was called to order AT 10:03 AM.***
- II. Public testimony on all agenda items.  
***No public testimony was requested.***
- III. Introductions  
***Introductions of all in attendance were made.***
- IV. Approval of Last Meeting's Minutes  
***Mr. James LaClair motioned to accept minutes of the last meeting.***  
***The motion was seconded and unanimously approved by voice vote without discussion.***
- V. Committee Updates by Committee Chairs
  - a. Finance Committee – Kiman Wong  
***Mr. Kiman Wong acknowledged that the meeting was cancelled due to lack of quorum.***
  - b. Technical Committee – Victor Ramos  
***Mr. Victor Ramos expressed his appreciation for everyone's participation. Some decisions were made but the final decision***

***on the FY 2013-17 Strategic Budget Plan had to be deferred until next month.***

- c. Communications Committee- Gordon Bruce

***The communications committee chair was unable to attend the meeting.***

## **VI. PSAP Status Updates**

- a. Kauai – Brandon Raines

***No updates except that there was an outage in 911 Kauai.***

- b. Oahu – Gordon Bruce

***No updates***

- c. Molokai – Victor Ramos

***No updates***

- d. Maui – Clayton Tom

***No updates***

- e. Hawaii - Paul Ferreira

***No updates***

## **VII. Items for Discussion, Consideration and Action**

- a. Approval of new members:

- i. Finance Committee.

***Mr. Victor Ramos motioned to recommend that the Board approve Mr. Roy Irei and Mr. Bart Huber for Finance Committee membership. The motion was seconded and approved unanimously by voice vote without discussion.***

- ii. Technical Committee

***Mr. Clayton Tom motioned to recommend that the Board approve Mr. Steven Schutte and Mr. Sherwin Perez for Technical Committee membership. The motion was seconded and approved unanimously by voice vote without discussion.***

- b. Review of the Monthly Cash Flow Report

Mr. Tagupa provided the following information regarding the financial status of the E911 Fund for the period ending April 30, 2012:

- i. **Cash receipts (month)- \$538,616.87**
- ii. **Cash receipts (fiscal year-to-date) - \$7,158,474.**
- iii. **Disbursements (month) - \$278,425.**
- iv. **Disbursements (fiscal year-to-date) - \$3,247,984.**
- v. **Bank balance as of April 30, 2012 - \$13,879,613.**

c. Update on status of FY 2012 projects

- i. Contingency Plan for Fire & EMS CAD Upgrade  
**No update at this time.**
- ii. Kauai CAD Upgrade- **Mr. Brandon Raines stated that the pending contract amendment is proceeding as plan and there should be more information available later in the month.**
- iii. Others-None

d. New Board member status:

- i. TBD, HawTel  
**Mr. James LaClair announced that Mr. Kevin Paul will be succeeding Mr. LaClair as HawTelcom's representative on the Board.**
- ii. Bart Huber, HPD  
**Mr. Huber's application has been submitted and we are awaiting approval by the governor.**
- iii. Mark Begley, Kauai PD  
**The Boards and Commission Office confirmed board member status, June 1, 2012.**

e. Update on VoIP Surcharge

- i. Wavecom Solutions

**Mr. Tagupa stated that Wavecom has submitted their required surcharge amount and the situation is now closed.**

f. Wireless E911 Timeline update- **No updates at this time.**

g. Legislative update

**Mr. Ferreira recommended that this agenda item be maintained to anticipate future legislative actions.**

***Mr. Kerry Yoneshige stated that pending legislative should be ready to go by the end of August or beginning of September timeframe. In addition, this coming legislative session will be a biennial session so budget request information for fiscal years 14 & 15 will be sent out. This would also be an appropriate time to consider a legislative ceiling increase for the E911 Fund.***

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

***i. Maui PD – CAD Equipment Upgrade \$229,050.***

***This item is deferred.***

***ii. Maui PD- Virtual Management- \$793,308.***

***This item is deferred.***

***iii. Others-None***

i. NENA Conference Attendees

***A request by Mr. Tagupa was made for the names of the June 2012 NENA Conference attendees.***

j. Update of FY 2013-2017 Strategic Budget Plan

***Mr. Tagupa presented an update of the progress report of the status of the FY 2013-2017 Strategic Budget Plan process which included:***

***I. Cash Flow projection.***

***II. Legislative ceiling projected impact.***

***III. Risks and Opportunity Analyses of the Strategic plan which included:***

***a. Potential Risks:***

***i. Uncertainty of the Imagery Services Contract Invoicing.***

***ii. Uncertainties of the timing of the MSAG services transition to “maintenance mode”.***

***iii. Mid-year reimbursement requests.***

***b. Opportunities for addition revenue and cost reduction measures:***

- 1. Repeal of rev. & Admin Assess.***
- 2. Place a surcharge admin. Fee cap.***
- 3. WSP Cost Recovery reconsideration.***
- 4. Increased cost sharing with counties.***

**1. Prepaid mobile phones.**

***Ms. Goldie Cross stated her extreme concern that any measures to assess a surcharge on prepaid mobile phones may result in a double surcharge assessment to the wireless mobile phone providers.***

- Mr. Ferreira state that this item was on the Finance Committee agenda but a quorum did not exist so the matter was deferred. Mr. Ferreira***



***requested Board members to participate in the investigation for the cost negotiations with TKC Consulting for the 1<sup>st</sup> option year.***

***The investigative committee was formed with Mr. Roy Irei, Mr. Kiman Wong, Mr. Clayton Tom, Mr. Kerry Yoneshige and Mr. Victor Ramos.***

- l. Needs Assessment Investigative Committee (Statewide Interoperability for CADS (Maui PD)).

***This matter was deferred.***

- m. Procurement of Auditor for 3 year period.

***Mr. Tagupa stated that the process for the annual audit has been initiated. The Scope of Work has been reviewed by the DAGS internal audit department and a request for approval to proceed with the audit has been submitted to the Comptroller's office. Upon approval by the Comptroller, the procurement process will begin through the HePS procurement website.***

- n. Policy on criteria and qualifications for Board Committee members.

***Mr. Paul Ferreira stated that no policy exists on the criteria and qualifications for Board Committee members.***

***ACTION ITEM: Ms. Thera Bradshaw volunteered to draft the criteria for review and approval by the Committee and Board.***

## **VIII. Announcements**

- a. **Next Meeting Date:** Thursday, June 14, 2012, McCoy Pavilion, Ala Moana Park, Honolulu, 10 am – 12 noon.

- b. **Others-None**

- IX. **Open Forum:** Public comment on issues not on the agenda, for consideration for Board's agenda at the next meeting.

## **X. Adjournment:**

- a. **The meeting was adjourned at 11:15am.**

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

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>		<b>Ending</b>
	<b>Inception-to-Date</b>		<b>Inception-to-Date</b>
<b>ITEM</b>	<b>Cash Flow</b>	<b>Current</b>	<b>Cash Flow</b>
	<b>Balance</b>	<b>Month</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 57,995,111.25	537,917.70	\$ 58,533,028.95
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,825,001.33	699.17	\$ 1,825,700.50
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,567,765.32	\$ 699.17	\$ 1,568,464.49
<b>Subtotal Cash Inflow</b>	<b>\$ 59,574,431.79</b>	<b>\$ 538,616.87</b>	<b>\$ 60,113,048.66</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (22,599,222.93)	(404,828.82)	\$ (23,004,051.75)
Board Member Travel Expense	\$ (109,032.65)		\$ (109,032.65)
DB&F Revenue Assessments	\$ (2,822,022.61)		\$ (2,822,022.61)
DB&F Administrative Expense Assess.	\$ (793,696.42)		\$ (793,696.42)
WSP Reimbursement	\$ (973,051.18)		\$ (973,051.18)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (2,021,583.55)	(27,083.33)	\$ (2,048,666.88)
Audit Expense	\$ (36,586.88)		\$ (36,586.88)
Other Board Related Expenses	\$ (3,811.72)	(3,255.62)	\$ (7,067.34)
<b>Subtotal Cash Outflow</b>	<b>\$ (45,798,268.35)</b>	<b>\$ (435,167.77)</b>	<b>\$ (46,233,436.12)</b>
Bank Balance	\$ 13,776,163.44	\$ 103,449.10	\$ 13,879,612.54
Encumbrances	\$ (2,486,371.39)	156,743.11	(2,329,628.28)
Unencumbered Cash	\$ 11,289,792.05	\$ 260,192.21	\$ 11,549,984.26

*Note: Detail of Current Month Disbursements is on page 3.*  
*Detail of Encumbrances is on page 4.*

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

FY 2012 STRATEGIC BUDGET PLAN		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
DESCRIPTION		10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	ANNUAL Budget	\$ Over/(Under) Budget	
Total RECEIPTS		-	-	-	-	7,158,474	7,158,474	8,130,000	(971,526)	88.1%
DISBURSEMENT:										
Total CONFERENCES		5	-	-	17,322	20,243	37,570	204,300	(166,730)	18.4%
Total Non-RECURRING		-	-	103,891	-	-	103,891	3,481,000	(3,377,109)	3.0%
Total ADMINISTRATION		-	-	28	-	732,912	732,939	1,348,503	(615,564)	54.4%
Total MAINTENANCE		300,110	206,564	327,358	229,985	-	1,064,017	3,732,612	(2,668,595)	28.5%
Total Other RECURRING		178,701	83,913	208,827	838,126	-	1,309,567	1,651,620	(342,053)	79.3%
Total RECURRING EXPENSES		478,811	290,477	536,213	1,068,111	732,912	3,106,523	6,732,735	(3,626,212)	46.1%
Total DISBURSEMENTS		478,816	290,477	640,104	1,085,433	753,154	3,247,984	10,418,035	(7,170,051)	31.2%
Concerns:										
Pictometry License Agreement		-	-	-	-	-	-	1,234,136	(1,234,136)	

*Note: Details of expenditures are on page 5.  
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 30 APRIL 2012**

MONTH OF APRIL 2012		Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS		-	-	-	538,617	538,617
DISBURSEMENTS:						
CONFERENCES						
	911 Goes to Washington Conf	-	-	5,298	1,706	7,004
Total CONFERENCES		-	-	5,298	1,706	7,004
RECURRING EXPENSES						
ADMINISTRATION						
	Board Member Travel	-	28	-	1,270	1,297
	Docusign	-	-	-	180	180
	Parking Permits	-	-	-	100	100
	TKC Consulting Group, LLC	-	-	-	27,083	27,083
	Voided Check	-	-	-	-	-
Total ADMINISTRATION		-	28	-	28,633	28,660
MAINTENANCE						
	MSAG Svcs (Akimeka, LLC)	25,820	36,373	56,403	-	118,597
Total MAINTENANCE		25,820	36,373	56,403	-	118,597
Other RECURRING						
	Hawaiian Telcom Charges					
	Hawaiian Telcom Trunk	18,566	23,208	78,907	-	120,681
	Long Distance Charges	58	-	-	-	58
	Mileage	-	-	946	-	946
	Ocean Safety CML Charges	-	-	2,479	-	2,479
Total Hawaiian Telcom Charges		18,624	23,208	82,332	-	124,163
Total Other RECURRING		18,624	23,208	82,332	-	124,163
Total RECURRING EXPENSES		44,444	59,609	138,735	28,633	271,421
Total DISBURSEMENTS		44,444	59,609	144,033	30,339	278,425

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

<b>ENHANCED 911 BOARD</b>			
<b>ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011</b>			
<b>Vendor</b>	<b>FY 2011 ENCUMBRANCE Amount</b>	<b>AMOUNT PAID DOWN</b>	<b>ENCUMBRANCE CARRY-OVER</b>
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	(1,470,371.72)	2,329,628.28
Integrgraph Conference-Hawai'i County PSAP	8,270.54	(8,270.54)	-
Nena Conference- Hawaii PSAP	19,559.05	(19,559.05)	-
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-
Hawaiian Telcom-Oahu PSAP	350.00	(350.00)	-
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-
Sprint-Operations (Direct Payment)	72,500.00	(72,500.00)	-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-
§36-30, HRS Administrative Assessment	184,490.86	(184,490.86)	-
<b>TOTAL</b>	<b>5,388,982.98</b>	<b>(3,059,354.70)</b>	<b>2,329,628.28</b>

# HAWAII ENHANCED 911 BOARD

## STATEMENT OF CASH FLOWS

### For month ending 30 APRIL 2012

FY 2012 STRATEGIC BUDGET PLAN	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
DESCRIPTION	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	ANNUAL Budget	\$ Over/(Under) Budget
DISBURSEMENT:								
CONFERENCES								
911 Goes to Washington Conf	-	-	-	5,298	1,706	7,004	42,600	(35,596)
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	-	-	17,322	20,243	37,570	204,300	(166,730)
18.4%								
Non-RECURRING								
CAD Replacement/Upgrade								
Honolulu Fire Dept.	-	-	-	-	-	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	-	-	-	-	-	2,000,000	(2,000,000)
Total CAD Replacement/Upgrade	-	-	-	-	-	-	3,400,000	(3,400,000)
Computers								
EMS CAD Live Rounting	-	-	-	-	-	-	20,000	(20,000)
EMS Trittech-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	3,481,000	(3,377,109)
3.0%								
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	-	-	28	-	17,641	17,669	24,650	(6,981)
DB&F Assessments								
DB&F Admin. Exp. Assess	-	-	-	-	51,192	51,192	374,000	(322,808)
DB&F Revenue Assessment	-	-	-	-	300,244	300,244	440,000	(139,756)
Total DB&F Assessments	-	-	-	-	351,436	351,436	814,000	(462,564)
Docusign	-	-	-	-	180	180	-	180
E911 Logo Contest	-	-	-	-	-	-	11,911	(11,911)
NASNA Dues	-	-	-	-	100	100	100	-
Parking Permits	-	-	-	-	200	200	200	-
TKC Consulting Group, LLC	-	-	-	-	270,833	270,833	325,000	(54,167)
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)
50.1%								
50.1%								
Total ADMINISTRATION	-	-	28	-	732,912	732,939	1,348,503	(615,564)
54.4%								
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)	300,110	206,564	327,358	169,210	-	1,003,242	1,704,164	(700,922)
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	206,564	327,358	229,985	-	1,064,017	3,732,612	(2,668,595)
28.5%								
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	83,548	208,871	789,068	-	1,260,188	1,618,730	(358,542)
Long Distance Charges	-	365	(44)	-	-	321	-	321
Mileage	-	-	-	9,461	-	9,461	-	9,461
Ocean Safety CML Charges	-	-	-	20,705	-	20,705	25,200	(4,495)
Total Hawaiian Telcom Charges	178,701	83,913	208,827	830,587	-	1,302,027	1,643,930	(341,903)
79.2%								
Total Other RECURRING	178,701	83,913	208,827	838,126	-	1,309,567	1,651,620	(342,053)
79.3%								
Total RECURRING EXPENSES	478,811	290,477	536,213	1,068,111	732,912	3,106,523	6,732,735	(3,626,212)
46.1%								
Total DISBURSEMENTS	478,816	290,477	640,104	1,085,433	753,154	3,247,984	10,418,035	(7,170,051)
31.2%								

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

FY 2012 STRATEGIC BUDGET PLAN		Hawaii PSAP		
DESCRIPTION		10 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>DISBURSEMENT:</b>				
<b>CONFERENCES</b>				
	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	-		
	<b>Total CONFERENCES</b>	<b>5</b>	<b>30,000</b>	<b>(29,995)</b>
<b>MAINTENANCE</b>				
	CAD Maintenance	-	66,867	(66,867)
	Excom911 Logging Recorder Maint	-		
	GeoComm Maintenance	-		
	Intergraph Call Taker License	-	34,140	(34,140)
	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.	-		
	<b>Total Tritech CAD System Maintenance</b>	<b>-</b>		
	<b>Total MAINTENANCE</b>	<b>300,110</b>	<b>944,433</b>	<b>(644,323)</b>
<b>Other RECURRING</b>				
	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	-		
	<b>Total Hawaiian Telcom Charges</b>	<b>178,701</b>	<b>306,344</b>	<b>(127,643)</b>
	<b>Total Other RECURRING</b>	<b>178,701</b>	<b>306,344</b>	<b>(127,643)</b>
	<b>Total RECURRING EXPENSES</b>	<b>478,811</b>	<b>1,250,777</b>	<b>(771,966)</b>
	<b>Total DISBURSEMENTS</b>	<b>478,816</b>	<b>1,280,777</b>	<b>(801,961)</b>

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

FY 2012 STRATEGIC BUDGET PLAN		Kauai PSAP		
DESCRIPTION		10 mos.	ANNUAL Budget	\$ Over/(Under) Budget
DISBURSEMENT:				
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	-		
	<b>Total CONFERENCES</b>	-	21,300	(21,300)
MAINTENANCE				
	CAD Maintenance	-		
	Excom911 Logging Recorder Mai	-		
	GeoComm Maintenance	-		
	Intergraph Call Taker License	-		
	MSAG Svcs (Akimeka, LLC)	206,564	309,846	(103,282)
	Pictometry License Agreement	-	202,909	(202,909)
	Positron Equipment SW Maint	-		
	Tritech CAD System Maintenance			
	EMS	-		
	Honolulu Fire Dept.	-		
	<b>Total Tritech CAD System Mainte</b>	-		
	<b>Total MAINTENANCE</b>	206,564	512,755	(306,191)
Other RECURRING				
	EMS Tower Lease	-		
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	-		
	Hawaiian Telcom Trunk	83,548	114,998	(31,450)
	Long Distance Charges	365		365
	Mileage	-		
	Ocean Safety CML Charges	-		
	<b>Total Hawaiian Telcom Charges</b>	83,913	114,998	(31,085)
	<b>Total Other RECURRING</b>	83,913	114,998	(31,085)
	<b>Total RECURRING EXPENSES</b>	290,477	627,753	(337,276)
	<b>Total DISBURSEMENTS</b>	290,477	649,053	(358,576)



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

FY 2012 STRATEGIC BUDGET PLAN		Maui PSAP		
DESCRIPTION		10 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>DISBURSEMENT:</b>				
<b>CONFERENCES</b>				
	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	-		
	<b>Total CONFERENCES</b>	-	24,000	(24,000)
<b>Non-RECURRING</b>				
	<b>CAD Replacement/Upgrade</b>			
	Honolulu Fire Dept.	-		
	Honolulu Police Dept.	-		
	<b>Total CAD Replacement/Upgrade</b>	-		
	<b>Computers</b>			
	EMS CAD Live Rounting	-		
	EMS Trittech-GeoComm Interface	-		
	Computers - Other	102,582		102,582
	<b>Total Computers</b>	102,582		102,582
	<b>Training</b>			
	RTO Training for CADS	-	15,000	(15,000)
	TriTech CAD System Admin Train	-		
	Training - Other	1,309		
	<b>Total Training</b>	1,309	15,000	(13,691)
	<b>Total Non-RECURRING</b>	103,891	15,000	88,891
<b>RECURRING EXPENSES</b>				
	<b>MAINTENANCE</b>			
	CAD Maintenance	-	115,825	(115,825)
	Excom911 Logging Recorder Maint	-		
	GeoComm Maintenance	-		
	Intergraph Call Taker License	-		
	MSAG Svcs (Akimeka, LLC)	327,358	436,521	(109,163)
	Pictometry License Agreement	-	377,062	(377,062)
	Positron Equipment SW Maint	-		
	Trittech CAD System Maintenance	-		
	EMS	-		
	Honolulu Fire Dept.	-		
	<b>Total Trittech CAD System Maintenance</b>	-		
	<b>Total MAINTENANCE</b>	327,358	929,408	(602,050)
	<b>Other RECURRING</b>			
	EMS Tower Lease	-		
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	-		
	Hawaiian Telcom Trunk	208,871	278,495	(69,624)
	Long Distance Charges	(44)		
	Mileage	-		
	Ocean Safety CML Charges	-		
	<b>Total Hawaiian Telcom Charges</b>	208,827	278,495	(69,668)
	<b>Total Other RECURRING</b>	208,827	278,495	(69,668)
	<b>Total RECURRING EXPENSES</b>	536,213	1,207,903	(671,690)
	<b>Total DISBURSEMENTS</b>	640,104	1,246,903	(606,799)

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

FY 2012 STRATEGIC BUDGET PLAN		Oahu PSAP		
DESCRIPTION		10 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>DISBURSEMENT:</b>				
<b>CONFERENCES</b>				
	911 Goes to Washington Conf	5,298	24,000	(18,702)
	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)
	<b>Total CONFERENCES</b>	<b>17,322</b>	<b>87,000</b>	<b>(69,678)</b>
<b>Non-RECURRING</b>				
<b>CAD Replacement/Upgrade</b>				
	Honolulu Fire Dept.	-	1,400,000	(1,400,000)
	Honolulu Police Dept.	-	2,000,000	(2,000,000)
	<b>Total CAD Replacement/Upgrade</b>	<b>-</b>	<b>3,400,000</b>	<b>(3,400,000)</b>
<b>Computers</b>				
	EMS CAD Live Rounting	-	20,000	(20,000)
	EMS Trittech-GeoComm Interface	-	30,000	(30,000)
	Computers - Other	-		
	<b>Total Computers</b>	<b>-</b>	<b>50,000</b>	<b>(50,000)</b>
<b>Training</b>				
	RTO Training for CADS	-		
	TriTech CAD System Admin Train	-	6,000	(6,000)
	Training - Other	-		
	<b>Total Training</b>	<b>-</b>	<b>6,000</b>	<b>(6,000)</b>
	<b>Total Non-RECURRING</b>	<b>-</b>	<b>3,456,000</b>	<b>(3,456,000)</b>
<b>RECURRING EXPENSES</b>				
<b>MAINTENANCE</b>				
	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)	169,210	507,631	(338,421)
	Pictometry License Agreement	-	300,905	(300,905)
	Positron Equipment SW Maint	-		
	Trittech CAD System Maintenance			
	EMS	-	92,820	(92,820)
	Honolulu Fire Dept.	-	112,200	(112,200)
	<b>Total Trittech CAD System Maintenance</b>	<b>-</b>	<b>205,020</b>	<b>(205,020)</b>
	<b>Total MAINTENANCE</b>	<b>229,985</b>	<b>1,346,016</b>	<b>(1,116,031)</b>
<b>Other RECURRING</b>				
	EMS Tower Lease	7,539	7,690	(151)
	Hawaiian Telcom Charges			
	Haw Tel Frame Relay & CIR	11,353		
	Hawaiian Telcom Trunk	789,068	918,893	(129,825)
	Long Distance Charges	-		
	Mileage	9,461		
	Ocean Safety CML Charges	20,705	25,200	(4,495)
	<b>Total Hawaiian Telcom Charges</b>	<b>830,587</b>	<b>944,093</b>	<b>(113,506)</b>
	<b>Total Other RECURRING</b>	<b>838,126</b>	<b>951,783</b>	<b>(113,657)</b>
	<b>Total RECURRING EXPENSES</b>	<b>1,068,111</b>	<b>2,297,799</b>	<b>(1,229,688)</b>
	<b>Total DISBURSEMENTS</b>	<b>1,085,433</b>	<b>5,840,799</b>	<b>(4,755,366)</b>

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

FY 2012 STRATEGIC BUDGET PLAN		ADMIN	
DESCRIPTION	10 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>DISBURSEMENT:</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	1,706	3,000	(1,294)
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	-		
<b>Total CONFERENCES</b>	<b>20,243</b>	<b>42,000</b>	<b>(21,757)</b>
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	<b>-</b>		
<b>Computers</b>			
EMS CAD Live Rounting	-		
EMS Trittech-GeoComm Interface	-		
Computers - Other	-		
<b>Total Computers</b>	<b>-</b>		
<b>Training</b>			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	-	10,000	(10,000)
<b>Total Training</b>	<b>-</b>	<b>10,000</b>	<b>(10,000)</b>
<b>Total Non-RECURRING</b>	<b>-</b>	<b>10,000</b>	<b>(10,000)</b>
<b>RECURRING EXPENSES</b>			
<b>ADMINISTRATION</b>			
Audit Expense	12,042	12,042	(0)
Bank Charge	72		72
Board & Committee Venue	180	600	(420)
Board Member Travel	17,641	24,650	(7,009)
<b>DB&amp;F Assessments</b>			
DB&F Admin. Exp. Assess	51,192	374,000	(322,808)
DB&F Revenue Assessment	300,244	440,000	(139,756)
<b>Total DB&amp;F Assessments</b>	<b>351,436</b>	<b>814,000</b>	<b>(462,564)</b>
DocuSign	180		180
E911 Logo Contest	-	11,911	(11,911)
NASNA Dues	100	100	-
Parking Permits	200	200	-
TKC Consulting Group, LLC	270,833	325,000	(54,167)
<b>WSP Cost Recovery</b>			
Sprint/Nextel	80,227	160,000	(79,773)
<b>Total WSP Cost Recovery</b>	<b>80,227</b>	<b>160,000</b>	<b>(79,773)</b>
<b>Total ADMINISTRATION</b>	<b>732,912</b>	<b>1,348,503</b>	<b>(615,591)</b>
<b>Total RECURRING EXPENSES</b>	<b>732,912</b>	<b>1,348,503</b>	<b>(615,591)</b>
<b>Total DISBURSEMENTS</b>	<b>753,154</b>	<b>1,400,503</b>	<b>(647,349)</b>

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

### • PSAP Operations

#### 9-1-1 Call Volume – April 2012

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	80,313	23,708	29.5%	56,597	70.5%

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

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

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin			
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	80,313	23,708	29.5%	56,597	70.5%	8	0.0%	7,449	9.3%
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
TOTAL YTD	325,029	97,269	29.9%	227,717	70.1%	43	0.0%	29,415	9.0%
AVG PER MO	81,257	24,317		56,929		11		7,354	

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

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

#### • PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
2012	Total	Wireline			Wireless			Admin		Abandoned	
		# 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	37,868	10,664	28.3%	45.0%	27,070	71.7%	47.8%	134	0.4%	976	2.6%
March (**)	37,668	10,464	27.9%	41.7%	27,101	72.1%	45.7%	103	0.3%	1,192	3.2%
February (*)	32,309	9,312	28.9%	39.7%	22,912	71.1%	42.9%	85	0.3%	743	2.3%
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%
<b>TOTAL YTD</b>	<b>148,371</b>	<b>42,079</b>	<b>28.4%</b>	<b>43.3%</b>	<b>105,889</b>	<b>71.6%</b>	<b>46.5%</b>	<b>403</b>	<b>0.3%</b>	<b>4,006</b>	<b>2.7%</b>
<b>AVG PER MO</b>	<b>37,093</b>	<b>10,520</b>			<b>26,472</b>			<b>101</b>		<b>1,002</b>	

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

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

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

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
2012	Total	Wireline			Wireless			Admin		Abandoned	
		# 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	14,643	5,147	35.4%	21.7%	9,391	64.6%	16.6%	105	0.7%	607	4.1%
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
<b>TOTAL YTD</b>	<b>59,931</b>	<b>21,030</b>	<b>35.3%</b>	<b>21.6%</b>	<b>38,514</b>	<b>64.7%</b>	<b>16.9%</b>	<b>387</b>	<b>0.6%</b>	<b>2,982</b>	<b>5.0%</b>
<b>AVG PER MO</b>	<b>14,983</b>	<b>5,258</b>			<b>9,629</b>			<b>97</b>		<b>746</b>	

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

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

### • PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin			
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	9,511	3,055	32.1%	12.9%	6,454	67.9%	11.4%	2	0.0%	7,932	83.4%
March (**)	8,768	2,951	33.7%	11.8%	5,815	66.3%	9.8%	2	0.0%	7,517	85.7%
February (*)	7,681	2,567	33.4%	10.9%	5,109	66.6%	9.6%	5	0.1%	6,237	81.2%
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
TOTAL YTD	35,456	11,741	33.1%	12.1%	23,703	66.9%	10.4%	12	0.0%	29,547	83.3%
AVG PER MO	8,864	2,935			5,926			3		7,387	
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		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin			
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	4,595	1,896	45.2%	8.0%	2,298	54.8%	4.1%	401	8.7%	1,375	29.9%
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
TOTAL YTD	19,948	8,303	44.9%	8.5%	10,197	55.1%	4.5%	1,448	7.3%	5,359	26.9%
AVG PER MO	4,987	2,076			2,549			362		1,340	
Note:		Total Calls include Administrative calls that are not direct 911 calls.									

Note: Includes Ocean Safety

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

### • PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin			
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	6,985	2,852	41.9%	12.0%	3,958	58.1%	7.0%	175	2.5%	117	1.7%
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
TOTAL YTD	28,137	11,897	43.3%	12.2%	15,570	56.7%	26.7%	670	2.4%	473	1.7%
AVG PER MO	7,034	2,974			3,893			168		118	
Note:		Total Calls include Administrative calls that are not direct 911 calls.									

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

#### Notes:

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

OAHU CIVILIAN		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
	33,186	6,099	10,546	9,830	6,711		
	AVG PER MO	July	August	September	October	November	December
	8,297						

(\*) 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.

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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#### • PSAP Operations (continued)

##### Wireless Test – April 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
4/30/12	T-Mobile	1	6	Oahu PSAP/ Akimeka	Fail

On April 23, 2012, HPD/Oahu Civilian PSAP and City & County of Honolulu DIT representatives met with Akimeka to discuss the ongoing Wireless Maintenance processes. Specifically for the wireless testing process, it was agreed that Akimeka will validate and process the Testing Validation Worksheet (TVW) on behalf of the Oahu Civilian PSAP in accordance with National Emergency Number Association (NENA) standards.

No testing will be scheduled until the Call Routing Sheet (CRS) and TVW are approved. A minimum of ten (10) working days is used as a general guideline to when a test date can be scheduled..

On behalf of all testers, Akimeka asked if the testing times can be re-visited due to safety reasons. Akimeka provided HPD/PSAP with the testing guidelines used by the Hawaii County PSAP on April 26, 2012, which is currently under review.

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

- |                               |   |
|-------------------------------|---|
| Weekly<br>(Every<br>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. In the best interest of the public, the issues experienced post cutover by the Hawai'i County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.  |
| 04/04/12 --<br>04/23/12       | <p>Akimeka coordinated a conference call among the State of Hawai'i PSAPs to discuss AT&amp;T Mobility's request for a path to re-route 9-1-1 calls in the event that their service was interrupted due to the Local Exchange Carrier's (LEC's) selective router. Two options were discussed:</p> <ul style="list-style-type: none"> <li>'1) Fast busy condition</li> <li>'2) 10-digit number at the PSAP</li> </ul> <p>On April 23, 2012, Thalia Burns, responded on behalf of the Oahu Primary Civilian PSAP and selected the fast busy condition option.</p> |
| 04/26/12                      | Akimeka personnel assisted Oceanic Time Warner in notifying the State of Hawai'i PSAPs regarding intermittent audio trouble they were experiencing. The trouble was reported at 4:12 p.m. and cleared at 8:10 p.m. on the same day.   |



## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **PSAP Operations (continued)**

#### **Wireless Tower Naming Project**

On April 23, 2012, Akimeka met with HPD/PSAP and City & County of Honolulu Department of Information and Technology (DIT) representatives to discuss the governance process and ongoing wireless maintenance process to include cell tower data format, data processes, testing processes and GeoComm uploads.

The ongoing wireless maintenance current process, proposed process, and timeline for implementation were discussed and agreed upon as follows:

1. Akimeka and DIT will work together to validate the data schema format to ensure it will plot correctly.
2. Akimeka will process the Call Routing Sheets (CRSs) on behalf of the Oahu Civilian PSAP using the wireless tower naming schema that was agreed upon.
3. Akimeka will update the WSP Cell Tower Shapefiles in accordance with the CRS. Both the cell tower polygon sector and point layers will be made available to DIT via Akimeka's ftp site. Akimeka and DIT will finalize the data transfer process.
4. DIT agreed to continue to upload the WSP Cell Tower Shapefiles to GeoComm.
5. A bi-monthly schedule to perform uploads was agreed upon which is the 2<sup>nd</sup> and 4<sup>th</sup> Thursday of each month.
6. Uploads need to take place prior to the Testing Validation Worksheet (TVW) approval process.
7. Akimeka will validate and process the TVW on behalf of the Oahu Civilian PSAP. A "Test Plan" will be prepared and issued by Akimeka prior to the scheduled test date.
8. The target implementation date was set at June 1, 2012, starting with T-Mobile and Mobi PCS.

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

#### • MSAG

#### Current Month – April 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	0	0	0	0	0	0	0	0	0	0	0

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI).

Currently 50 MSAG requests/transactions for Oahu have been placed on “Rejected” status pending HTI’s approval to proceed. In addition, this processing hold by HTI has prevented Akimeka from submitting an additional 475 MSAG transaction as projected for the month of April.

HPD/PSAP was made aware of this situation and sent a letter to HTI requesting an explanation and a target date when Oahu MSAG transaction processing will resume.

#### 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	0	0	0	0	0	0	0	0	0	0	0
March	300	300	0	300	0	0	0	0	0	0	0
February	241	241	2	237	0	2	0	0	0	0	0
January	69	69	0	69	0	0	0	0	0	0	0
<b>TOTAL YTD</b>	<b>610</b>	<b>610</b>	<b>2</b>	<b>606</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>		
<b>AVG PER MO</b>	<b>153</b>	<b>153</b>	<b>1</b>	<b>152</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>		

(\*) Applies to Change, Delete and Insert categories

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

<b>Definitions:</b>	(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.

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **MSAG (continued)**

#### **MSAG Communities Project**

A follow-up letter was sent from Captain Terrence Kong (HPD) to Mr. Kurt Hoffman and Mr. John Komeiji (Hawaiian Telcom) regarding Major John Thompson's March 20, 2012 letter that was sent to Hawaiian Telcom regarding the MSAG Community Name Changes.

HPD fully understands that Hawaiian Telcom needs to review the level of effort in order to establish a timeline to implement all of the MSAG Community changes. In order to expedite the review process, the Oahu Civilian and Military PSAPs once again offered to be available to meet with Hawaiian Telcom to review all of the identified changes and provide a priority sequence if needed.

Since the PSAPs and Hawaiian Telcom have a joint responsibility to maintain an accurate database and routing information for 9-1-1 Public Safety purposes, HPD asked if Hawaiian Telcom could expedite and provide a date when the implementation of the required MSAG Community changes can begin.

The follow-up letter also addressed a situation that was brought to HPD's attention. Since April 17, 2012, current Oahu MSAG transactions processed by Akimeka in 9-1-1Net are not being approved by Hawaiian Telcom. This is of concern since HPD's plan was to focus on 9-1-1Net MSAG transactions in existing MSAG Communities (since these transactions are not dependent on Hawaiian Telcom's MSAG implementation effort). HPD asked Hawaiian Telcom to advise regarding this situation and when HPD can expect its submitted 9-1-1Net transactions will be processed.

Akimeka received an email from Intrado on Monday, April 23, 2012, informing Akimeka to stop submitting MSAG 9-1-1Net transactions for Oahu as instructed by Hawaiian Telcom. No reasons or background information was shared by Intrado.

The number of MSAG 9-1-1Net transactions being processed should not be an issue since Akimeka is in compliance with Hawaiian Telcom's imposed 50 MSAG Maintenance 9-1-1Net transactions per day restriction for the State of Hawaii PSAPs. Akimeka is managing this restriction across all four counties.

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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#### • Geographic Information System (GIS)

##### Current Month GIS Activities – April 2012

- 04/02/12 – Akimeka continued to work on the Points of Interest layer and Common Place  
04/16/12 Names layer using the Class/Subclass category system that was created.
  
- Akimeka updated 9,500+ records in April 2012 on the Points of Interest layer to include a proper Class and Subclass designation – **69.5% Complete**.
  
- Ongoing maintenance to ensure proper Class and Subclass designations are made as additional Points of Interest and Common Place Names are identified.
  
- 04/02/12 – Akimeka edited the E9-1-1 Master Street Centerline. This is an ongoing project.  
04/09/12
  
- 04/04/12 – Akimeka began working on the T-Mobile cell towers and sectors, which included  
04/27/12 adding a new tower with nine (9) sectors. A new attribute field Unique ID2 was added per the agreed upon Oahu naming schema.
  
- 04/17/12 Akimeka met with Emergency Medical Services (EMS) personnel to discuss building an EMS District layer and EMS Beat layer. EMS provided Akimeka with paper maps with rough hand drawn boundaries and written descriptions of the boundaries. Another meeting to review the Districts and Beats in more detail was discussed.
  
- 04/17/12 – Akimeka began creating Medic Beats and defining boundaries based on  
04/20/12 information provided by EMS Communication Center Supervisor, Diana Chun. Akimeka also received confirmation from the Military on EMS jurisdictions on the military bases.
  
- 04/24/12 Akimeka met with EMS Supervisor, Diana Chun, to review the newly created Medic Beats and Boundaries. All changes as requested by EMS were completed during the meeting.
  
- 04/24/12 Akimeka received Beach Right of Way (B.R.O.W)/ERL Sign Number and Address from EMS Communication Center Supervisor, Diana Chun.
  
- 04/26/12 Akimeka completed filling in the proper unit names in the attributes NAME field. EMS wanted the new Honolulu Beat name to be Beat 20.
  
- 04/23/12 – Akimeka began creating Medic Districts and defining boundaries based on  
04/27/12 information provided by EMS Communication Center Supervisor, Diana Chun, and incorporating changes as a result of the April 24, 2012 meeting.
  
- 04/30/12 Akimeka created a Rapid Response Units layer for EMS with the adjusted boundaries.
  
- 04/30/12 Akimeka created a spreadsheet to convert degrees minutes seconds to decimal degrees in order to create the Beach Right of Way (B.R.O.W) point layer for all agencies.

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **Geographic Information System (GIS)**

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

On April 18, 2012, at the request of Motorola, HPD/PSAP, Akimeka, and Motorola representatives met to discuss an issue Motorola had regarding their CAD operations. It was clarified during the meeting that Akimeka did not change nor intends to change the way HPD operates. There was also some confusion by Motorola that the number of Police Beats and Sub-beats were increasing. Akimeka confirmed with Motorola that Akimeka did not work on the Police Beats and Sub-beats. It was agreed that a follow-on meeting would be scheduled.

On April 25, 2012, HPD/PSAP, Akimeka, and Motorola representatives met to discuss Motorola's PremierOne GIS data requirements for staging HPD's new CAD system and to clarify some misperceptions regarding Akimeka's work activities. The Geofile Build requirements were reviewed and Akimeka was provided with a list of layers that Motorola would like to receive for their CAD implementation.

The meeting was productive with open dialogue. It was agreed that:

1. By May 4, 2012, Akimeka will submit all of the layers required by Motorola for staging their PremierOne CAD system. It was agreed that if Akimeka needed to push out the target implementation date, Akimeka will contact Motorola accordingly and negotiate a revised target date.
2. In order for Akimeka to submit the geodatabase to Motorola, Motorola will provide Akimeka with the details regarding their ftp site.
3. According to the Geofile Build Requirements, the map layers require a WGS 1984 spatial reference, as all internal and external coordinates in PremierOne use that spatial reference. Akimeka also prefers using the WGS 1984 spatial reference for all of their GIS layers.

Subsequent to the meeting, Akimeka and Motorola agreed on April 27, 2012, that Motorola would use the Contractor Boundary layer that they currently have due to the time constraints and availability of the data. It was agreed that Akimeka will notify Motorola if beat or agency names were updated after reviewing the Police Boundary and Reporting District layers with HPD/PSAP sometime during the first week of May 2012, prior to Motorola beginning their staging process.

## **Oahu Civilian E9-1-1 Status Report**

### **April 1, 2012 – April 30, 2012**

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- **Geographic Information System (GIS)**

#### **Oahu Street Centerline Project Update – April 2012**

Akimeka is awaiting a response from HPD regarding questions submitted to HPD and the City & County of Honolulu representatives supporting E9-1-1 on February 23, 2012 specifically with regards to the GIS data and process for the PSAP CAD systems.

Currently, the City & County of Honolulu maintains and is steward of the data and process for updating GIS data for all three PSAP CAD systems.

In order for Akimeka to proceed, a meeting with HPD/PSAP and City & County of Honolulu representatives supporting E9-1-1 and Akimeka is needed to discuss the current process, proposed process, transfer of knowledge, and target implementation. The process whereby GIS source data collection, correction, validation, synchronization and submission needs to be developed to sustain E9-1-1 PSAP operations and the CAD systems.

Clarification on the update and edit process is needed. Clarification regarding the determination or assignment of response areas when a street crosses two response areas is needed. Clarification on the Computer Aided Dispatch (CAD) push/roll schedule is needed in order to conduct testing. Due to the Motorola PremierOne CAD system implementation, currently both CAD systems (current and new) need to be managed and updated.

Since synchronization involves both the MSAG and GIS, the GIS process needs to be finalized as soon as possible. Updating the MSAG Communities must be coordinated simultaneously with the GIS Street Centerlines, which needs to be uploaded to the CAD.

Hopefully, a meeting can be scheduled in May 2012 to define and agree upon the process. Once this is completed and the target date set, Akimeka can begin its synchronization work effort by MSAG Community.

## Oahu Civilian E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- Call Routing Sheet (CRS) – Completed and Submitted**

#### Current Month – April 2012

On April 23, 2012, HPD/Oahu Civilian PSAP and City & County of Honolulu DIT representatives met with Akimeka to discuss the ongoing Wireless Maintenance processes. Specifically for the Call Routing Sheet (CRS) process, it was agreed that Akimeka will process the CRS on behalf of the Oahu Civilian PSAP as follows:

1. The wireless tower naming schema that was agreed upon will be used.
2. MSAG valid addresses will be used. When an address is not available, a Common Name will be used.
3. Akimeka will follow the two-working day turnaround standard established by the Neighbor Island PSAPs. The National Emergency Number Association (NENA) recommends a ten (10) working day turnaround to respond to a Wireless Service Provider's CRS.

On April 27, 2012, Akimeka completed processing T-Mobile's CRS in accordance with NENA standards and the above agreement.

<b>OAHU CIVILIAN</b>	<b>April 2012</b>			<b>Year-to-Date (*)</b>	
<b>WSP</b>	<b>Date</b>	<b>Sites</b>	<b>Sectors</b>	<b>Sites</b>	<b>Sectors</b>
<b>AT&amp;T</b>	None				
		0	0	0	0
<b>Mobi PCS</b>	None				
		0	0	0	0
<b>Nextel</b>	None				
		0	0	0	0
<b>Sprint</b>	None				
		0	0	0	0
<b>T-Mobile</b>	04/27/12	1	9		
		1	90	1	9
<b>Verizon Wireless</b>	None	0	0		
		0	0	0	0
<b>TOTAL</b>		1	9	1	9

(\*) Effective 04-27-12 when Akimeka began processing CRSs on behalf of the Oahu Civilian PSAP. Prior months activity is not available.

## Maui County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

- PSAP Operations

#### 9-1-1 Call Volume – April 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,322	2,751	33.1%	5,571	66.9%
MOLOKAI	201	118	58.7%	83	41.3%

(\*) 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			
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	8,322	2,751	33.1%	5,571	66.9%	0	0.0%	1,336	16.1%
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
TOTAL YTD	32,831	10,789	32.9%	22,042	67.1%	0	0.0%	5,233	15.9%
AVG PER MO	8,208	2,697		5,511		0		1,308	

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



## Maui County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

#### • PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April	201	118	58.7%	83	41.3%	0	0.0%	30	14.9%
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
<b>TOTAL YTD</b>	<b>1,162</b>	<b>684</b>	<b>58.9%</b>	<b>478</b>	<b>41.1%</b>	<b>0</b>	<b>0.0%</b>	<b>174</b>	<b>15.0%</b>
<b>AVG PER MO</b>	<b>291</b>	<b>171</b>		<b>120</b>		<b>0</b>		<b>44</b>	

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

#### **Notes:**

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

#### Wireless Test – April 2012

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

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

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – April 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. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.
04/06/12 -- 04/09/12	<p>Akimeka assisted the Maui PSAP, Davlynn Racadio, and sent screen prints to Hawaiian Telcom, Inc. (HTI) for trouble reporting. Below are the results provided by Stephen Douglass of HTI regarding the reported troubles:</p> <ol style="list-style-type: none"> <li>1) When a 9-1-1 call was received from an 800 number from the mainland, only 800-000-0000 was displayed. According to HTI findings, calls from this number are being sent via a non-SS7 network to which a complete number is unable to be displayed.</li> <li>2) There were two incidents where the complete number was not being displayed to the PSAP. Either only 808 were being displayed or it was an ANI failure. According to HTI findings, the incomplete numbers were received by the CML equipment. Further investigation will be necessary from Maui Dispatch to identify the actual calling number, which is not available at this time.</li> <li>3) Two wireless calls were displayed as wireline calls. According to HTI findings, both wireless calls were received by the CML switch with no ESRK number signaling a wireless call. As such, trouble tickets were sent to the respective Wireless Service Provider (WSP), which were Sprint/Nextel and T-Mobile. Both WSP verified that the reported numbers were active wireless cell phones. The WSP will need to re-create the trouble and situation to further investigate the trouble. This will be monitored for additional call examples by Maui Dispatch.</li> <li>4) 719-989-6099 was truncated on the first digit "7". According to HTI, this is a known problem with the CML equipment. This issue should be resolved in a maintenance release scheduled sometime in 2012.</li> </ol> <p>Maui Dispatch considers the above reported trouble "closed" and will continue to monitor accordingly.</p>
04/17/12	<p>Akimeka personnel removed eight (8) Positron Mapping workstations from the Maui 9-1-1 Dispatch Center which were replaced with newly configured Positron workstations. Each workstation was tested by receiving a 9-1-1 test call and ensuring that the call plotted in the correct location on the map. The eight (8) workstations removed were turned over to the Maui Police IT section for safe keeping.</p> <p>Akimeka personnel also executed the entire GIS layer update process which included uploading new layers and verifying the layers against the PowerMap Database and the Pictometry Interface.</p>

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

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### • PSAP Operations (continued)

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

- 04/17/12 Akimeka assisted the Maui PSAP, Davlynn Racadio, and opened a trouble ticket with Hawaiian Telcom, Inc. (HTI) regarding trouble with Digital Security. When calling 9-1-1, the tones being heard from their recording equipment was causing the TDD window to open. The PSAP will review the possibility of submitting a letter to the firm to deactivate the tones when calling 9-1-1.
- 04/04/12 -- Akimeka coordinate a conference call among the State of Hawai'i PSAPs to discuss  
04/23/12 AT&T Mobility's request for a path to re-route 9-1-1 calls in the event that their service was interrupted due to the Local Exchange Carrier's (LEC's) selective router. Two options were discussed:
- '1) Fast busy condition
  - '2) 10-digit number at the PSAP
- On April 23, 2012, Davlynn Racadio, responded on behalf of the Maui County PSAPs (Maui and Molokai) and selected the fast busy condition option.
- 04/26/12 Akimeka personnel assisted Oceanic Time Warner in notifying the State of Hawai'i PSAPs regarding intermittent audio trouble they were experiencing. The trouble was reported at 4:12 p.m. and cleared at 8:10 p.m. on the same day.

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

##### *Updates as of April 30, 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 April 1, 2012 – April 30, 2012

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### • PSAP Operations (continued)

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

*Updates as of April 30, 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 – 4/30/12)** – 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 – 4/30/12)** – No further updates.

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

### • MSAG

#### Current Month – April 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	695	495	434	16	15	24	6	12,707	200	7	7

During the month of April 2012, 434 9-1-1Net requests were completed relating to the Maui County MSAG database, with 12,707 customer ANI/ALI records updated as a direct result. 200 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 seven (7) records in Suspended status as of April 30, 2012, affecting seven (7) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Seven (7) 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	695	495	434	16	15	24	6	12,707	200	7	7
March	359	342	320	7	1	11	3	8,948	17	10	10
February	160	160	137	3	4	6	10	2,834	0	10	10
January	131	131	108	1	3	19	0	4,007	0	10	10
<b>TOTAL YTD</b>	<b>1,345</b>	<b>1,128</b>	<b>999</b>	<b>27</b>	<b>23</b>	<b>60</b>	<b>19</b>	<b>28,496</b>	<b>217</b>		
<b>AVG PER MO</b>	<b>336</b>	<b>282</b>	<b>250</b>	<b>7</b>	<b>6</b>	<b>15</b>	<b>5</b>	<b>7,124</b>	<b>54</b>		

(\*) Applies to Change, Delete and Insert categories

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

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

## Maui County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **MSAG (continued)**

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

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	2100	42.0%
Lanai	112	103	92.0%
Molokai	500	461	92.2%

Significant progress has been made to complete the project. Akimeka has been working on the ESN assignments within Hawaiian Telcom's 50 MSAG ESN 9-1-1Net transactions per day restriction for the State of Hawaii.

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

### April 1, 2012 – April 30, 2012

- Mapping Layers Updated/Loaded Into GIS – April 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	04/30/12		Added three (3) address points to Village Road, Kapalua that are in the MSAG and confirmed during a site visit
	Maui/Molokai		04/25/12	
	Maui	04/20/12		Added new address point per DSA and changed Intergraph attributes to match new Street Centerlines
	Maui	04/18/12		Moved address points to center of structure
	Maui	04/13/12		Added addresses per DSA
	Maui/Molokai	04/11/12	04/11/12	Added new address points assigned by DSA
	Maui	04/06/12 --04/17/12		Corrected errors from validation report
	Maui	04/06/12		Made corrections to meet Intergraph CAD standards
	Maui	04/05/12		Added new address points assigned by DSA
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads	Maui/Molokai		04/25/12	
	Maui	04/12/12		Corrected street names
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response				
Medic Stations				
Milepost Markers	Maui	04/27/12		Edited milepost markers along Kula Highway using GPS data collected on 4/12/12
	Maui/Molokai		04/25/12	
	Maui	04/12/12		Corrected addresses
Points of Interest				
	Maui/Molokai		04/11/12	
	Maui/Molokai	04/02/12		Edited location and spelled out abbreviations for Government Building points

(\*) 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

April 1, 2012 – April 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools	Maui/Molokai		04/25/12	
	Maui	04/12/12		Corrected addresses according to DSA
Street Centerlines	Maui	04/30/12		Changed Street Centerline range to accommodate the three (3) new address points added
	Maui/Molokai		04/25/12	
	Maui	04/24/12		Removed the alias name for Kaae Road as requested by the Maui Police Dispatch Supervisor
	Maui	04/20/12		Added address ranges for Mokulele Highway and Spreckelsville Beach Road. Extended range on Lauili Place according to address points.
	Maui	04/17/12		Corrected errors from validation report
	Maui	04/13/12		Assigned ranges according to new address points
	Maui/Molokai	04/11/12	04/11/12	Corrected Street Centerline ranges according to address points
	Maui	04/05/12		Extended range to fit new address assigned
Trails				
WSP Cell Towers				
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)				
Churches				
Gas Stations	Maui/Molokai		04/25/12	
	Maui	04/12/12		Corrected addresses
Food & Beverage	Maui/Molokai		04/25/12	
	Maui	04/12/12		Corrected addresses
Hospitals				
Lodging	Maui/Molokai		04/25/12	
	Maui	04/13/12		Corrected addresses according to DSA
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices	Maui/Molokai		04/25/12	
	Maui	04/12/12		Corrected addresses
Subdivisions				

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



## Maui County E9-1-1 Status Report

April 1, 2012 – April 30, 2012

### • Mapping Layers Updated/Loaded Into GIS – April 2012 (continued)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings	Maui/Molokai	04/02/12		Made edits to the location and spelled out abbreviated words
Harbors				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				

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

## Maui County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

#### • Mapping Layers Updated/Loaded Into GIS – April 2012 (continued)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
SPECIAL REQUESTS				
Gate Codes				
	Maui/Molokai		04/25/12	
	Maui	04/24/12		Added additional information to the Gate Code Label for Lahaina Inn as requested by the Maui Police Dispatch Supervisor
	Maui	04/23/12		Updated gate code per Service Request #467
	Maui/Molokai		04/11/12	
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

#### Current Month GIS Activities – April 2012

- 04/05/12 Akimeka prepared the Address Points, Gate Codes, Street Centerlines, and WSP Cell Towers layers for an Intergraph CAD map push.
- 04/06/12 Akimeka completed the Intergraph CAD map push (Address Points, Gate Codes, Street Centerlines, and WSP Cell Towers) to the Maui Police Department.
- 04/23/12 The State Office of Elections requested Akimeka's Address Points and Street Centerlines data. With the permission of the Maui County Police Department, Akimeka released and posted these two requested layers on the Akimeka ftp site for Mr. David Rosenbrock of the State Office of Elections to download.
- 04/26/12 Akimeka completed an Intergraph CAD map push (Address Points, Common Places Lookup Table, Gate Codes, Lodging, Street Centerlines, and Subdivisions) to the Maui Police Department.

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

### • Service Requests Transactions

#### Open Service Requests – April 2012 (March 29, 2012 – April 27, 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.  Akimeka will attempt to ascertain a Hana address for the business and submit changes in 9-1-1Net.
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 near the referenced address.  Akimeka will use the school's address and submit changes to 9-1-1Net.
3	03/08/12	450	<u>Incorrect Community:</u> TN = 808/573-6214	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

## Maui County E9-1-1 Status Report

April 1, 2012 – April 30, 2012

### • Service Requests Transactions (continued)

#### Year-to-Date (YTD) Summary – 2012

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April	3	4	3	0	0	2	2	0	0	1	2
March	6	4	4	1	1	4	3	0	0	1	0
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>12</b>	<b>9</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>

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

Service Request #456 was inadvertently not reported as created and closed in March 2012. As such, the chart above has been corrected and updated accordingly.

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

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

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

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **PSAP Operations**

#### 9-1-1 Call Volume – April 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,327	3,412	33.2%	6,874	66.8%

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

As reported by Hawaiian Telcom, Inc. (HTI), the PSAP Call Volumes are system generated however; in order to more closely resemble previous reports from the CML platform, HTI is reformatting the data/report. The Solacom system reports only list tabular data with no formatting. As such, HTI is using Excel tools (pivot tables, etc.) to present the data in a more user friendly manner.

- VoIP Calls are identified separately and have been included with Wireline Calls in the charts below. VoIP calls were included in the Wireline statistics in the CML platform but were not identified separately.
- Unknown Calls are being reported and reflected accordingly in the charts below.
- Admin and Abandoned Call statistics are no longer being reported and provided in the Solacom platform.

Per HTI, this will be the current process for the present time until a better template can be developed.

## Hawaii County E9-1-1 Status Report April 1, 2012 – April 30, 2012

### • PSAP Operations (continued)

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
2012	Total	Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
		# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April	10,327	3,412	33.2%	6,874	66.8%	41	0.4%	N/A	N/A	N/A	N/A
March (*)	10,651	3,563	33.6%	7,050	66.4%	38	0.4%	N/A	N/A	N/A	N/A
February (*)	7,863	2,688	34.3%	5,143	65.7%	32	0.4%	N/A	N/A	N/A	N/A
January	10,875	3,690	33.9%	7,185	66.1%			0	0.0%	1,105	10.2%
<b>TOTAL YTD</b>	<b>39,716</b>	<b>13,353</b>	<b>33.7%</b>	<b>26,252</b>	<b>66.3%</b>	<b>111</b>	<b>0.3%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>AVG PER MO</b>	<b>9,929</b>	<b>3,338</b>		<b>6,563</b>		<b>37</b>		<b>N/A</b>		<b>N/A</b>	

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

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

HAWAII		TRANSFERRED TO FIRE											
2012	Total	Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
		# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December													
November													
October													
September													
August													
July													
June													
May													
April	2,886	1,200	42.1%	35.2%	1,647	57.9%	24.0%	39	1.4%	N/A	N/A	N/A	N/A
March (*)	2,121	904	43.0%	25.4%	1,199	57.0%	17.0%	18	0.8%	N/A	N/A	N/A	N/A
February (*)	1,818	N/A								N/A	N/A	N/A	N/A
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%			0	0.0%	52	2.4%
<b>TOTAL YTD</b>	<b>8,982</b>	<b>3,052</b>	<b>42.9%</b>	<b>22.9%</b>	<b>4,055</b>	<b>57.1%</b>	<b>15.4%</b>	<b>57</b>	<b>0.6%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>AVG PER MO</b>	<b>2,246</b>	<b>1,017</b>			<b>1,352</b>			<b>29</b>		<b>N/A</b>		<b>N/A</b>	

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

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

#### Notes:

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

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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#### • PSAP Operations (continued)

##### Wireless Test – April 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
04/12/12	Verizon Wireless	1	3	Akimeka	Pass
04/12/12	AT&T Mobility	2	12	Akimeka	Fail

##### Current Month PSAP Operations Activities – April 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. In the best interest of the public, the issues experienced post cutover by the Hawai'i County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.

04/04/12 -- 04/18/12      Akimeka coordinate a conference call among the State of Hawai'i PSAPs to discuss AT&T Mobility's request for a path to re-route 9-1-1 calls in the event that their service was interrupted due to the Local Exchange Carrier's (LEC's) selective router. Two options were discussed:

- '1) Fast busy condition
- '2) 10-digit number at the PSAP

On April 18, 2012, Sergeant Ing responded on behalf of the Hawai'i County PSAP and selected the fast busy condition option.

04/26/12      Akimeka personnel assisted Oceanic Time Warner in notifying the State of Hawai'i PSAPs regarding intermittent audio trouble they were experiencing. The trouble was reported at 4:12 p.m. and cleared at 8:10 p.m. on the same day.

## Hawaii County E9-1-1 Status Report April 1, 2012 – April 30, 2012

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### • PSAP Operations (continued)

#### 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 April 30, 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.

As of April 30, 2012, a total of **189** (141 in February 2012, 31 in March 2012, and 17 in April 2012) trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports – February 2012	# of Trouble Reports – March 2012	# of Trouble Reports – April 2012	Total Trouble Reports To-date
Audio Issues	107	7	6	120
No ANI/ALI information transferring to the CAD	10	9	5	24
Features not working and screen problems	8	0	0	8
Inability to callback 9-1-1 Callers. Ring No Answer/Voicemail. Needed to use PBX as a backup.	4	3	2	9
Inability to transfer calls to the secondary PSAP (Fire)	4	2	3	9
Call History not complete or available	2	3	0	5
Other (printer not working, miscellaneous reports, TDD not working properly, testing document not provided)	6	7	1	14

No documentation and/or feedback/updates have been provided by HTI as to which of the **189** trouble reports have been closed with the PSAP's concurrence.



## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **PSAP Operations (continued)**

#### **County of Hawai'i Conversion to NG9-1-1 Solacom Platform Update (continued)**

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Thursday) conference calls with the State of Hawai'i PSAPs to review the Solacom conversion in the State of Hawai'i. In the best interest of Public Safety, the issues experienced post cutover by the Hawai'i County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls. Having a functioning system with accurate location data is essential for PSAP operations and Public Safety.

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

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

Progress has been made with resolving this issue. This issue has been resolved with Sprint-Time Warner and HTI is working with WaveCom Solutions to update their equipment/software. HTI now understands the process to test and fix this issue should there be other occurrences.

Since it was determined that this was an existing issue with the CML platform, HTI asked if this issue could be removed from the list of Solacom conversion issues. Given Hawaii County's experience thus far, Sergeant Matsumoto requested that this issue remain until all service providers are notified and updated since it impacts PSAP operations.

2. Inability to Ringback 9-1-1 Callers -- HTI made changes to the translation on the out dial trunks by adding a "1" to mainland long distance calling. Ringbacks with 10-digit ANI (well informed ANI) should function as expected. Ringbacks without a well informed ANI may or may not. It was agreed that the PSAPs will continue to monitor this issue.

HTI further explained that the Solacom equipment was not passing network messages, which could also hinder the dispatchers on their ringbacks. Solacom is targeting to deliver a fix by May 9, 2012.

3. No ANI/ALI Information Transferring to the CAD -- 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.

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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#### • PSAP Operations (continued)

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

4. Greater Percentage of Wireless Phase I (WPHI I) Calls – HTI implemented a 4-second delay in the bid for ALI at the PSAP on April 16, 2012. However, wireless calls are still predominantly Wireless Phase I (WPH I). It appears that the re-bidding to Wireless Phase II (WPH II) is much faster. HTI plans to add another second by April 30, 2012.

(Note: 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.)

5. Inability to Transfer Calls to the Secondary PSAP – HTI provided a partial fix on April 23, 2012 where calls can be “warm transferred” to the secondary PSAP (Fire). It requires Fire to use the “Ring All” queue configuration because there is no visual indication that there is an incoming call if all positions are busy and if the queue was set to a priority ring configuration. Solacom is working on a fix to allow Fire to move their configuration back to priority with a May 11, 2012 target date.
6. No 9-1-1 Recording -- HTI will be applying a software update on May 9, 2012 to the Hawai'i Fire Department call queue to return them to a priority ring condition, with visual indication and a recording if all positions are busy. Hawai'i Police requested a recording for their callers if all positions are busy. However, per HTI, a change request needs to be initiated with Solacom since this is not available with a “Ring All” queue configuration.

According to HTI, regarding the recording for the inbound screeners queue, a recording can only be placed in a queue set up for priority call or least idle configurations. Both the “Ring All” first to answer (Hilo Screeners) and “Ring All” conference queue configurations do not presently allow for message playing on inbound callers to the queue.

7. Audio Quality Issues – Battalion Chief Gahan reported that Fire is still experiencing intermittent audio level differences. HTI agreed to work with Fire to determine if this is a system/platform issue or an audio adjustment item.

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.

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **PSAP Operations (continued)**

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

*Updates as of April 30, 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 – 4/30/12)** – No further updates.

## Hawaii County E9-1-1 Status Report April 1, 2012 – April 30, 2012

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- **PSAP Operations (continued)**

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

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

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

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

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

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

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

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

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

**Update (1/31/12 – 4/30/12)** – No further updates.

## Hawaii County E9-1-1 Status Report April 1, 2012 – April 30, 2012

### • MSAG

#### Current Month – April 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	444	361	225	17	36	23	60	7,591	83	8	8

During the month of April 2012, 361 9-1-1Net requests were completed relating to the MSAG database, with 7,591 customer ANI/ALI records updated as a direct result. 83 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 eight (8) records in Suspended status as of April 30, 2012 affecting 8 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Six (6) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases; however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).
- Two (2) suspended records are due to 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. However, there has been no further discussions or agreements reached.

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

- 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	444	361	225	17	36	23	60	7,591	83	8	8
March	348	72	33	6	2	27	4	292	276	11	25
February	337	226	142	7	17	49	11	8,574	111	21	37
January	203	60	32	0	3	23	2	298	143	40	75
<b>TOTAL YTD</b>	<b>1,332</b>	<b>719</b>	<b>432</b>	<b>30</b>	<b>58</b>	<b>122</b>	<b>77</b>	<b>16,755</b>	<b>613</b>		
<b>AVG PER MO</b>	<b>333</b>	<b>180</b>	<b>108</b>	<b>8</b>	<b>15</b>	<b>31</b>	<b>19</b>	<b>4,189</b>	<b>153</b>		
(*) Applies to Change, Delete and Insert categories											

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

<b>Definitions:</b>	(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

### April 1, 2012 – April 30, 2012

- Mapping Layers Updated/Loaded Into GIS – April 2012

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		04/24/12	
	04/20/12		Completed monthly update
	04/16/12		Shifted address point to correct parcel
		04/04/12	
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest			
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.

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	04/25/12 -- 04/30/12		Adjusted the alignment of the Street Centerlines to follow Pictometry imagery. This is an ongoing project.
		04/24/12	
	04/23/12		Adjusted the alignment of the Street Centerlines to follow Pictometry imagery. This is an ongoing project.
	04/19/12		Completed monthly update
	04/18/12		Corrected issues with layer
	04/17/12 -- 04/18/12		Adjusted the alignment of the Street Centerlines to follow Pictometry imagery. This is an ongoing project.
	04/16/12		Edited community information for Nahuina Place
	04/12/12		Corrected issues with layer
	04/02/12 -- 04/16/12	04/04/12	Adjusted the alignment of the Street Centerlines to follow Pictometry imagery. This is an ongoing project.
Trails			
WSP Cell Towers		04/24/12	
	04/18/12		Per VZW CRS
		04/04/12	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			

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



## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
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

### April 1, 2012 – April 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
United States National Grid (50K)			
United States National Grid (500K)			
Volcano Hazard Zones			
Waste Water Plants			
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.

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

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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

#### Current Month GIS Activities – April 2012

- 04/10/12      The State Office of Elections requested Akimeka's Address Points and Street Centerlines data. With the permission of the Hawai'i County Police Department, the two requested layers were posted to the Hawai'i County ftp site.
- 04/20/12      Akimeka prepared the Street Centerlines for an Intergraph CAD map push.

#### Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on April 23, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		5
# of New Addresses Added	141	
# of Street Segment Range Changes		21
# of Street Segment Name Changes		119
# of Street Name Changes	6	
# of Street Number Changes	19	

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 April 1, 2012 – April 30, 2012

### • Service Requests Transactions

#### Open Service Requests – April 2012 (March 29, 2012 – April 27, 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	02/11/11	312	<u>Incorrect Information Displayed</u>	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.
3	05/12/11	327	<u>Incorrect Address:</u> 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.
4	09/01/11	359	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 02/28/12.
5	09/01/11	368	<u>Incorrect Address:</u> TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 02/28/12.
6	11/15/11	410	<u>Incorrect Address:</u> TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 02/28/12.
7	01/30/12	426	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status as of 04/27/12.
8	03/01/12	447	<u>Incorrect Address:</u> 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 SPRCL 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.  Telephone systems with extensions will display NRF when calling 911.
12	03/17/12	455	Oceanic Time Warner Customer -- Torrano	MSAG - No Record Found	High	Request for caller information submitted; awaiting additional information from PSAP.
13	04/09/12	463	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
14	04/12/12	464	Incorrect Display	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
15	04/19/12	465	Kukio Golf Course	MSAG - No Record Found	Normal	Researching to assign a valid address,

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

## Hawaii County E9-1-1 Status Report

### April 1, 2012 – April 30, 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	4	2	15	0	1	4	1	0	0	0	0
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
<b>TOTAL</b>	<b>39</b>	<b>24</b>	<b>15</b>	<b>7</b>	<b>7</b>	<b>32</b>	<b>17</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

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

### • PSAP Operations

#### 9-1-1 Call Volume – April 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,097	968	31.3%	2,129	68.7%

#### 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	3,097	968	31.3%	2,129	68.7%	0	0.0%	703	22.7%
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
<b>TOTAL YTD</b>	<b>12,541</b>	<b>4,050</b>	<b>32.3%</b>	<b>8,485</b>	<b>67.7%</b>	<b>6</b>	<b>0.0%</b>	<b>2,703</b>	<b>21.6%</b>
<b>AVG PER MO</b>	<b>3,135</b>	<b>1,013</b>		<b>2,121</b>		<b>2</b>		<b>676</b>	

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

#### **Notes:**

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

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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#### • PSAP Operations (continued)

##### Wireless Test – April 2012

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

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

- 04/04/12 -- 04/18/12 Akimeka coordinate a conference call among the State of Hawai'i PSAPs to discuss AT&T Mobility's request for a path to re-route 9-1-1 calls in the event that their service was interrupted due to the Local Exchange Carrier's (LEC's) selective router. Two options were discussed:
- 1) Fast busy condition
  - 2) 10-digit number at the PSAP
- On April 20, 2012, Dispatch Supervisor, Kathleen Langtad, responded on behalf of the Kauai County PSAP and selected the fast busy condition option.
- 04/10/12 Akimeka sent Dispatch Supervisor, Kathleen Langtad, with its recommendations for new staffing positions for the Communications Section.
- 04/17/12 Akimeka personnel sent Assistant Chief, Ale Quibilan, a link to Akimeka's Web Services for review and comments. This Mapping Web Service is intended to be utilized in the Kauai Police Department's Incident Command Vehicle. Training for this application will be scheduled shortly.
- 04/17/12 Akimeka personnel sent Acting Assistant Chief, Sherwin Perez, a Visio copy of a CAD Implementation Project Plan and checklist prepared by Akimeka. This can be used as a guide to support the County of Kauai's CAD, RMS, and Mobile project with VisionAIR.
- 04/17/12 Akimeka personnel sent Assistant Chief, Ale Quibilan, an inquiry on their request for Pictometry application training. Since there have been several key personnel changes, training will be deferred until newly promoted section commanders get situated and settled.
- 04/26/12 Akimeka personnel assisted Oceanic Time Warner in notifying the State of Hawai'i PSAPs regarding intermittent audio trouble they were experiencing. The trouble was reported at 4:12 p.m. and cleared at 8:10 p.m. on the same day.

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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- **PSAP Operations (continued)**

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

*Updates as of April 30, 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 – 4/30/12)** – No further updates.



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

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- **PSAP Operations (continued)**

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

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

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

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

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

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

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

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

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

**Update (1/31/12 – 4/30/12)** – No further updates.

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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#### • MSAG

#### Current Month – April 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	30	27	14	1	1	11	0	758	3	23	23

During the month of April 2012, 27 9-1-1Net requests were completed relating to the MSAG database, with 758 customer ANI/ALI records updated as a direct result. Three (3) 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 twenty-three (23) records in Suspended status as of April 30, 2012 affecting 23 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Eighteen (18) 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

### April 1, 2012 – April 30, 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	30	27	14	1	1	11	0	758	3	23	23
March	23	21	10	0	2	8	1	115	2	18	18
February	17	14	10	0	0	3	1	214	3	33	36
January	23	18	5	5	3	5	0	53	5	33	36
<b>TOTAL YTD</b>	<b>93</b>	<b>80</b>	<b>39</b>	<b>6</b>	<b>6</b>	<b>27</b>	<b>2</b>	<b>1,140</b>	<b>13</b>		
<b>AVG PER MO</b>	<b>23</b>	<b>20</b>	<b>10</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>1</b>	<b>285</b>	<b>3</b>		
(*) Applies to Change, Delete and Insert categories											

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

<b>Definitions:</b>	(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

### April 1, 2012 – April 30, 2012

#### • Mapping Layers Updated/Loaded Into GIS – April 2012

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points			
	04/30/12		Added ESNs to meet GeoComm standards
		04/26/12	
	04/17/12		Updated address point ESNs attribute to match new Koloa\Poipu boundary per Kauai County PSAP
	04/13/12		Added new address to Paanau Village
		04/12/12	
	04/03/12		Added new address received from Kauai County Addressing Authority
Emergency Callboxes			
Fire Beats	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Fire Districts			
Fire Response Areas	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Fire Stations		04/12/12	
	03/30/12		Made corrections to station numbers
Incident Response Area	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Major Roads			
MSAG Communities (aka Towns)			
	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Medic Beats	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Medic Districts			
Medic Response Areas	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Medic Stations			
Milepost Markers			

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

# Kauai County E9-1-1 Status Report

## April 1, 2012 – April 30, 2012

### Mapping Layers Updated/Loaded Into GIS – April 2012

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Points of Interest		04/26/12	
	04/16/12		Edited Common Names
		04/12/12	
	04/10/12		Removed duplicate entries
	04/02/12		Moved Fire HQ point to new location
			Added point for WalMart
Police Beats	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Police Districts	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Police Response Areas	04/17/12		Performed edits for Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
Police Stations			
Schools			
Street Centerlines			
	04/27/12		Assigned ranges to the Street Centerlines and corrected street names in the Kukuiula Development using data received from the Kauai County Engineering Division
		04/26/12	
	04/23/12 -- 04/24/12		Updated address ranges for camp sites
	04/19/12		Updated address ranges
	04/17/12		Adjusted Street Centerline ESNs attribute to match new Koloa\Poipu boundary adjustment per Kauai County PSAP guidance
	04/13/12		Updated street range for Paanau Road
		04/12/12	
	04/10/12		Corrected street name
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)			

(\*) 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

April 1, 2012 – April 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels	04/30/12	04/26/12	Edited parcel attributes for new and existing parcels
	04/24/12 -- 04/25/12		Updated new parcel attributes
	04/13/12		
		04/12/12	
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			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			

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

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Ocean Rescue Boundaries			
Ocean Safety (Includes 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.

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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

#### **Current Month GIS Activities – April 2012**

- |          |  |
|----------|--|
| 04/12/12 | Akimeka prepared the following layers: Address Points, Fire Stations, Parcels, Points of Interest, and Street Centerlines for a GeoComm update and posted the layers on Akimeka's ftp site for Kauai County IT to download.  |
| 04/17/12 | Per guidance from Kauai Dispatch Supervisor, Kathleen Langtad, the MSAG Community boundary defining Koloa and Poipu was adjusted by Akimeka to meet the PSAP's specification. Along with re-defining the MSAG Community layer, eleven (11) other layers required modification: Street Centerlines, Address Points, ESN, Fire Beats, Fire Response Areas, Medic Beats, Medic Response Areas, Police Beats, Police Districts, Police Response Area, and IRA. |
| 04/27/12 | Akimeka received building outlines polygon layer from Kauai County IT.   |
| 04/30/12 | Akimeka prepared the following layers: Address Points, MSAG Communities, Fire Beats, Fire Response Areas, Medic Beats, Medic Response Areas, Parcels, Points of Interest, Police Beats, Police Districts, Police Response Areas, ESN, IRA, and Street Centerlines for a GeoComm update and posted the layers on Akimeka's ftp site for Kauai County IT to download.  |



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

### • Service Requests Transactions

#### Open Service Requests – April 2012 (March 29, 2012 – April 27, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net
2	01/24/12	425	Correct Police Beat for Haa Street and Corresponding Streets	911 Map	High	Screenshot sent to K. Langtad for verification of street.

**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	0	2	2	0	1	0	1	0	0	0	0
March	0	0	4	0	0	0	0	0	0	0	0
February	0	2	4	0	0	0	2	0	0	0	0
January	3	0	6	1	0	2	0	0	0	0	0
2011 Carryover	3	0	3	1	0	2	0	0	0	0	0
<b>TOTAL</b>	<b>3</b>	<b>4</b>	<b>-1</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

#### • E9-1-1 Database Synchronization

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,242** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 23, 2012 for Kauai County are reported below.

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

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

#### Audit Summary Results – 2012

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

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

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

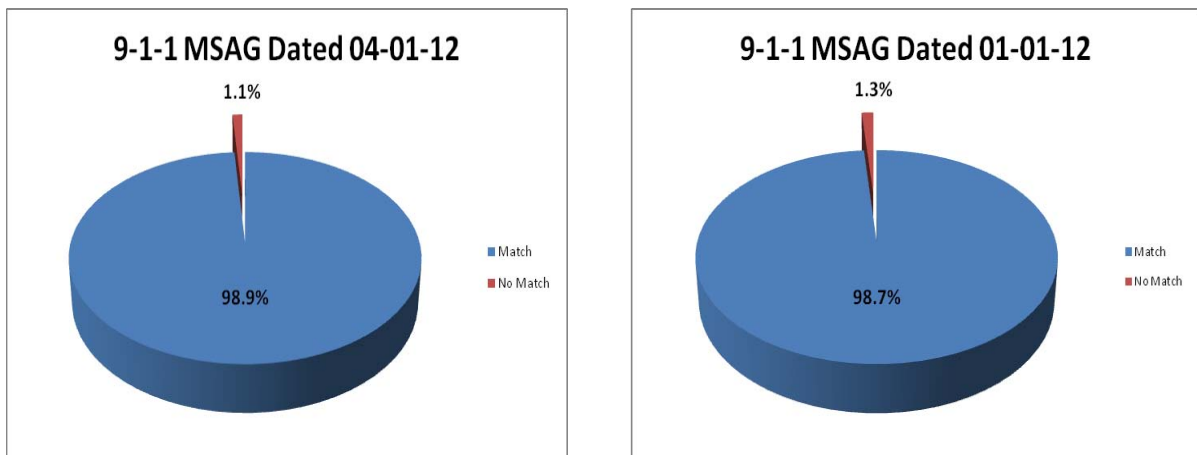
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### 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 – April 1, 2012 MSAG vs. January 1, 2012 MSAG



**Kauai County's level of accuracy or 9-1-1 Match percentage improved slightly from 98.7% to 98.9%.**

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

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities. Once the MSAG change requests submitted by Akimeka are processed, the "no match" condition should be resolved.

## Kauai County E9-1-1 Status Report

### April 1, 2012 – April 30, 2012

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

#### **Audit Summary Results – April 1, 2012 MSAG vs. January 1, 2011 MSAG (continued)**

- ❖ “MSAG - GIS Minor Corrections” were reduced by 60% (10 to 4) from January 2012 to April 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- ❖ “GIS Record With Minor Corrections” were reduced by 50.0% (8 to 4) from January 2012 to April 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ “Street Segment GIS Record Errors” increased due to the Koloa\Poipu MSAG Community boundary adjustments as requested by the PSAP. The MSAG Community attributes in the GIS were updated to match the new boundary accordingly. Once the MSAG change requests submitted by Akimeka are processed, the errors should be resolved.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

## Kauai County E9-1-1 Status Report

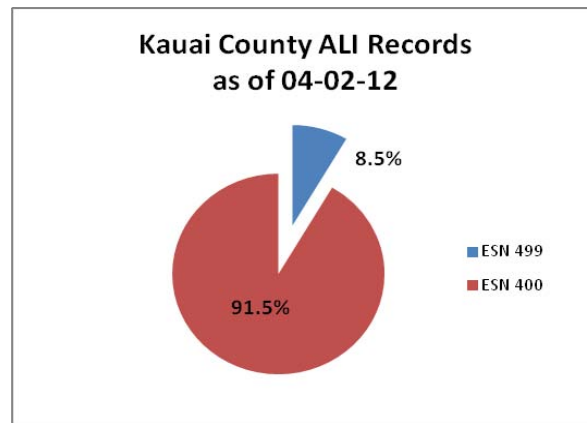
### April 1, 2012 – April 30, 2012

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

#### Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Kauai County. As of April 2, 2012, **2,748** ESN 499 records, representing **8.5%** of Kauai County's total ALI records, require research and corrective action, if needed. There has been a slight increase from last quarter's (January 24, 2012) 2,724 ESN 499 records.



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 499 MSAG records to a valid Kauai County ESN 400 – 448 and valid MSAG address.