NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAI'I
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Tuesday, May 14, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

AGENDA

I. **Call to Order, Public Notice, Quorum**

II. **Public testimony on all agenda items.**

III. **Introductions**

IV. **Review and Approval of Last Meeting's Minutes**

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

    i. Monthly Cash Flow Report

    ii. FY 2014-2018 Strategic Planning Budget Update

    iii. Others

b. Technical Committee – Victor Ramos

    i. Investigative Regulatory Committee Update.

    ii. Investigative Committee on NG911 Planning update

    iii. FCC updates

        1. GAO Report

c. Communications Committee-Steven Schutte

    i. Logo/Slogan Contest Update

    ii. 2013 Legislative Session

    iii. 2014 Investigative Legislative Committee

    iv. Others

VI. **PSAP Status Updates**

1

If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919
(voice/tty) or email at ctagupa@keakitech.com.

a. Kauai – Mark Begley

b. Oahu – Dave Kajihiro

c. Molokai – Victor Ramos

d. Maui – Clayton Tom

e. Hawaii - Marshall Kanehailua

VII. Items for Discussion, Consideration and Action

a. New Board member status:

    i. TBD, City and County of Honolulu

b. Request for approval for funding:

    i. NENA Conference attendance(June2013):

        1. APCO/NENA Pacific Chapter Exec. Board member, Davlynn Racadio- $3,450.

    ii. APCO Conference attendance(Aug2013):

        1. APCO/NENA Pacific Chapter Exec. Board member- $2,415.

        2. HPD- Two individuals (TBD) - $4,830

    iii. FY2014-18 Strategic Budget Plan Meeting light lunch - $150.00.

    iv. HFD/EMS CAD Upgrade – Licensing - $6,104 (Increase from previously approved amount of $5,700).

c. Wireless E911 Timeline update

d. Others

VIII. Announcements

a. **Next Meeting Date**: Thursday, June 6, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

    i. **Future meeting dates (10am-12noon)**

        1. July 11, 2013;Kalanimoku Building, 322B

        2. August 15, 2013;Kalanimoku Building, 322B

        3. September 12, 2013;Kalanimoku Building, 322B

        4. October 10, 2013;Kalanimoku Building, 322B

        5. November 14, 2013;Kalanimoku Building, 322B

6. December 12, 2013;Kalanimoku Building, 322B

    b. **Others**.

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

X.   **Adjournment**

STATE OF HAWAIʻI
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Tuesday, May 14, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Victor Ramos, Kiman Wong, Steven Schutte, Roy Irei (Vice Chair), Lisa Hiraoka, Ryan Freitas, Marshall Kanehailua and Mark Begley.

Board members absent: Dave Kajihiro, Su Shin and Sonny Bhagowalia.

Staff members: Thera Bradshaw, Courtney Tagupa and Stella Kim.

Observers: Sherwin Perez (Kauai PD), Davlynn Racadio (Maui PD), Jeff Riewer (AT&T), Clayton Kau (HPD), Aaron Correia (HPD), Clement Chan (DIT), Sean Naito (HPD), Matt Lemke (ESD/OSD), Brandon Raines (Kauai PD), Patty Dukes (ESD) and Kenison Tejada (HFD).

I. **Call to Order, Public Notice, Quorum**

a. The meeting was called to order at 11:22 am.

II. **Public testimony on all agenda items.**

a. A request was made by the Chair if anyone in attendance wishes to give testimony on any agenda item. No one came forward to testify.

III. **Introductions**

a. Introductions were made of all in attendance.

IV. **Review and Approval of Last Meeting's Minutes**

a. Roy Irei motioned to approve the minutes of the May 14, 2013 Board meeting. The motion was seconded and approved unanimously by voice vote without discussion.

1

V. **Committee Updates by Committee Chairs**

   a. Finance Committee – Kiman Wong

      i.   Monthly Cash Flow Report

          1. Month of April 2013 Revenue - $765,329.85.

          2. Month of April 2013 Disbursements - $342,898.43.

          3. Month end Bank Balance - $10,929,425.65.

          4. Month end Unencumbered - $9,266,994.49.

      ii. FY 2014-2018 Strategic Planning Budget Update

          1. The meeting took place on May 2, 2013 and all items on the agenda were adequately addressed.

          2. We are awaiting information from Hawaiian Telcom regarding the expenses related to the Viper training in order to determine its impact of costs in the Strategic Budget Plan.

      iii. Others-None

   b. Technical Committee – Victor Ramos

      i.   Investigative Regulatory Committee Update.

          1. Steven Schutte debriefed the committee on the status of the questions from Hawaiian Telcom. The responses to the questions will be forwarded to HawTel with the Board and Technical committee copied on the responses.

      ii. Investigative Committee on NG911 Planning update

          1. Roy Irei is coordinating a webcast sponsored by Intrado and HawTelcom on a roadmap of upcoming products and features related on NG911.

      iii. FCC updates

          1. GAO Report

              a. Thera Bradshaw provided a debriefing to the committee on the GAO report regarding the way the data is collected on the state reports. Changes foreseen as a result of the report will include:

                 i. More open ended questions in soliciting information from the states.

> > > > ii. Written guidelines interpreting the states'
> > > > response by the staff providing the reports
> > > > iii. Description of the methodology that analyzes
> > > > information in the state reports.
> > > b. The report is required by Congress due to the
> > > magnitude of the E911 surcharges collected by the
> > > states.
> > c. Communications Committee-Steven Schutte
> > > i. Logo/Slogan Contest Update
> > > > 1. Steven Schutte provided a debriefing to the committee on the
> > > > Nanakuli Intermediate and High School and R.L. Stevenson
> > > > Middle School presentations to the E911 Logo/Slogan contest
> > > > winners.
> > > ii. 2013 Legislative Session- None at this time.
> > > iii. 2014 Investigative Legislative Committee
> > > > 1. The Communications committee will sponsor the 2014
> > > > Legislative Investigative Committee. It was recommended that
> > > > Paul Ferreira Chair the IC due to his experience in such
> > > > matters.
> > > iv. Others-None.

VI. PSAP Status Updates
a. Kauai – Mark Begley
> i. Brandon Raines provided a debriefing on the status of the Kauai
> CAD upgrade.

b. Oahu – Dave Kajihiro – No updates at this time.

c. Molokai – Victor Ramos – No updates at this time.

d. Maui – Clayton Tom – No updates at this time.

e. Hawaii - Marshall Kanehailua
> i. Marshall Kanehailua provided a debriefing to the Board by
> acknowledging that the Hawaii PSAP is on schedule with
> Intrado. The Board Chair requested that the other PSAPs be
> allowed to monitor the progress of the Viper installation at the

Hawaii PSAP. Marshall Kanehailua agreed to send out a schedule of the Viper installation to the other PSAPs. In addition, Roy Irei recommended that the Board pay the expenses for travel if any for the other PSAPs to view the progress of the installation. The Chair requested that this be an agenda item for the next Committee and Board meetings.

VII. Items for Discussion, Consideration and Action

a. New Board member status:
   i. TBD, City and County of Honolulu.
      1. Mr. Mark Wong will be nominated by the Mayor to fill the vacant seat designated for the City & County of Honolulu.

b. Request for approval for funding:
   i. NENA Conference attendance(June2013):
      1. APCO/NENA Pacific Chapter Exec. Board member, Davlynn Racadio- $3,450.
         a. Victor Ramos motioned to approve funding for Davlynn Racadio to attend the NENA conference in June 2013. The motion was seconded and approved unanimously by voice vote without discussion.
   ii. APCO Conference attendance(Aug2013):
      1. APCO/NENA Pacific Chapter Exec. Board member- $2,415.
         a. Roy Irei motioned to approve funding for a yet to be named APCO/NENA Pacific Chapter Executive Board member to attend the APCO Conference in August 2013. The motion was seconded and approved unanimously by voice vote without discussion.
      2. HPD- Two individuals (TBD) - $4,830

4

a. Mark Begley motioned to approve funding in the amount of $4,830 for the two yet to be named individuals from HPD to attend the APCO Conference in August 2013. The motion was seconded and unanimously approved by voice vote without discussion.

iii. FY2014-18 Strategic Budget Plan Meeting light lunch - $150.00.

1. Lisa Hiraoka motion to approve funding for the luncheon expenses for the FY 2014-18 Strategic Budget Plan Meeting held on May 2, 2013 in the amount of $101.00. The motion was seconded and approved unanimously by voice vote without discussion.

iv. HFD/EMS CAD Upgrade – Licensing - $6,104 (Increase from previously approved amount of $5,700).

1. Victor Ramos motioned to approve the increase in funding from $5,700 to $6,105 for the HFD/EMS CAD upgrade licensing funding. The motion was seconded and approved unanimously by voice vote without discussion.

c. Wireless E911 Timeline update – None at this time.

d. Others

i. The Board Chair requested that discussion on the approval of the TKC Executive Director Contract Option 2 year be placed on the agenda for the Committee and Board meetings.

ii. The Board Chair also mentioned that there will be future discussions requirements of the Executive Director RFP during the next fiscal year.

VIII. **Announcements**

a. **Next Meeting Date**: Thursday, June 6, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

i. **Future meeting dates (10am-12noon)**

1. July 11, 2013;Kalanimoku Building, 322B

2. August 15, 2013;Kalanimoku Building, 322B

3. September 12, 2013;Kalanimoku Building, 322B

4. October 10, 2013;Kalanimoku Building, 322B

5. November 14, 2013;Kalanimoku Building, 322B

6. December 12, 2013;Kalanimoku Building, 322B

    b. **Others**-None

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

    a. The Board Chair asked if anyone in attendance wishes to comment on issues not on the agenda that should be added to the agenda for the next Board meeting,   No one came forward.

X.   **Adjournment: The meeting was adjourned at 11:45 am.**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month**		**Ending**
	Inception-to-Date		**Inception-to-Date**
ITEM	**Cash Flow**	**Current**	**Cash Flow**
	Balance	**Month**	**Balance**
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 67,090,040.92	764,719.63	$ 67,854,760.55
Other Income	11,555.22	610.22	12,165.44
Interest Income	1,832,294.53		1,832,294.53
Prior Period Interest Income Adjustment	(257,236.01)		(257,236.01)
Net Interest Income	1,575,058.52	-	1,575,058.52
Subtotal Cash Inflow	$ 68,676,654.66	$ 765,329.85	$ 69,441,984.51
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		(16,000,000.00)
PSAP Reimbursement	$ (34,197,449.65)	(286,794.76)	(34,484,244.41)
Board Member Travel Expense	(124,896.86)	(548.97)	(125,445.83)
DB&F Revenue Assessments	(3,124,692.17)		(3,124,692.17)
DB&F Administrative Expense Assess.	(816,845.57)		(816,845.57)
WSP Reimbursement	(1,045,962.22)	(23,320.00)	(1,069,282.22)
Consultant-Intrado, Inc.	(439,260.41)		(439,260.41)
Consultant-Exec Director	(2,350,555.99)	(28,437.50)	(2,378,993.49)
Audit Expense	(47,836.88)	(1,250.00)	(49,086.88)
Other Board Related Expenses	(22,160.68)	(2,547.20)	(24,707.88)
Subtotal Cash Outflow	$ (58,169,660.43)	$ (342,898.43)	$ (58,512,558.86)
Bank Balance	$ 10,506,994.23	$ 422,431.42	$ 10,929,425.65
Encumbrances FY 2011 (Kauai CAD)	$ (623,524.70)		(623,524.70)
Encumbrances FY 2012	$ (1,041,056.04)	2,149.58	$ (1,038,906.46)
Unencumbered Cash	$ 8,842,413.49	$ 424,581.00	$ 9,266,994.49

Note: Detail of encumbrances on page 4.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

MONTH OF APRIL 2013	Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-	-	-	765,330	765,330
DISBURSEMENTS:					
Total 6200 CONFERENCES	-	-	3,659	2,407	6,066
6300 Non-RECURRING					
Total 6306 Training	-	-	3,446	-	3,446
Total 6300 Non-RECURRING	-	-	3,446	-	3,446
6400 RECURRING EXPENSES					
Total 6401 ADMINISTRATION	-	-	-	53,696	53,696
Total 6402 MAINTENANCE	38,758	-	100,609	-	139,367
Total 6403 Other RECURRING	25,470	23,240	89,464	-	138,173
Total 6400 RECURRING EXPENSES	64,228	23,240	190,073	53,696	331,237
Total DISBURSEMENTS	64,228	23,240	197,178	56,104	340,749

Note: Detail of Disbursements on page 7.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

		TOTAL		
FYTD APRIL 2013 (10 Mos)	10 Mos.	Annual Budget	$ Over/Under) Budget	
Total RECEIPTS	7,578,137	8,880,000	(1,301,863)	**85.3%**
DISBURSEMENTS:				
Total 6200 CONFERENCES	65,890	145,554	(79,664)	
6300 Non-RECURRING				
Total 6301 CAD Replac/Upgrade	-	319,250	(319,250)	
Total 6303 Computers	(47,896)	948,308	(996,204)	
Total 6306 Training	10,644	59,000	(48,356)	
Total 6300 Non-RECURRING	(37,252)	1,326,558	(1,363,810)	
6400 RECURRING EXPENSES				
Total 6401 ADMINISTRATION	730,306	1,320,556	(590,250)	
Total 6402 MAINTENANCE	1,829,049	3,784,860	(1,955,811)	
Total 6403 Other RECURRING	1,305,503	1,778,981	(473,478)	
Total 6400 RECURRING EXPENSES	3,864,858	6,884,397	(3,019,539)	
Total DISBURSEMENTS	3,893,497	8,356,509	(4,463,013)	**46.6%**

Note: Detail of Disbursements on pages 7 & 9.

FY 2012 Encumbrances	
Description	Oahu
CAD Upgrades:	
Maui PD	
EMS/FIRE	253,156.46
HPD	785,750.00
Totals	$ 1,038,906.46

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

FY 2013 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2013 STP	$ 1,239,039	$ 2,462,117	$ 1,390,325	$ 762,735	$ 1,271,086	$ 75,000	7,200,302	7/12/2012
APCO Conference (Aug 2012)	6,571	13,541	4,699			(24,810)	-	7/12/2012
APCO Conference (Aug 2012)					1,852	(1,852)	-	9/13/2012
							-	
TriTech Conference (Sep 2012)				7,635		(7,635)	-	9/13/2012
TriTech Conference (Sep 2012)				908		(908)	-	11/8/2012
							-	
Access 9-1-1 Speech & Hearing Forum (Oct 201	2,667	3,800	1,833	1,242	8,088	(17,630)	-	9/13/2012
							-	
AT&T Cost Recovery					23,320		23,320	10/13/2012
							-	
Maui CAD Upgrade			229,050				229,050	10/13/2012
Maui VMS			798,308				798,308	10/13/2012
							-	
ADA Compliance Funding					1,000		1,000	12/13/2012
							-	
Luncheon Expenses (IC on NG911 Plannin)					150		150	12/13/2012
							-	
Add. GET for Pictometry Invoice			625				625	12/13/2012
							-	
9-1-1 Goes to Wash DC	5,290	20,931	3,000	6,021	11,158	(22,164)	24,236	2/14/2013
9-1-1 Goes to Wash DC					500		500	3/14/2013
Navigator Conference		1,610					1,610	2/14/2013
							-	
NENA Conference	8,640	14,688	5,800		5,920		35,048	3/14/2013
							-	
AG Legal Fees (IRC)					25,000		25,000	3/14/2013
							-	
NASNA Conference					5,660		5,660	3/14/2013
							-	
NENA Conference-S. Bhagowalia					3,500		3,500	4/11/2013
							-	
HFD/EMS CAD Upgrade- Licensing		5,700					5,700	4/11/2013
							-	
HFD/EMS CAD Upgrade-Consulting (50hrs)		2,500					2,500	4/11/2013
							-	
Total	$ 1,262,207	$ 2,524,887	$ 2,433,639	$ 778,541	$ 1,357,234	$ 0	8,356,509	

FY 2013 Estimated Yearend Encumbrances

Description	Oahu	Maui	Hawaii	Kauai	ADMIN
Conferences:					
NENA	TBD	TBD	TBD	TBD	
9-1-1 Goes To WashDC		TBD	TBD	TBD	
NASNA					TBD
Navigator Conf	TBD				
Com/Board Travel					TBD
E911 Logo Contest					TBD
HFD Licensing	6,104				
HFD Consulting	2,500				
WSP Cost Recov					74,000
CAD Upgrades:					
Maui PD		311,050			
EMS/FIRE	253,156				
HPD	785,750				
Compter Eq.					
VMS		798,308			
PowerPhone					
Imagery Services	PAID	373,000	360,325	194,623	
CAD Maintenance	194,268	161,555	67,273		
Excom911 Logging Rec			60,775		
GPS Maintenance	PAID				
Assessments:					
Revenue					TBD
Administrative					TBD
Legal Fees					TBD

Encumbrance Documentation due Friday, June 28, 2013

Basis for Encumbrance:
1. It must have Board approval.
2. The expense must have been incurred.
3. If the expense has not been incurred there must be a signed contract dated no later than June 28, 2013.
If the potential encumbrance cannot meet the above requirements the expense item cannot be encumbered and must be approved by the Board for FY 2014.

FYTD APRIL 2013 (10 Mos)	10 Mos.	TOTAL Annual Budget	$ Over/Under) Budget	
Total RECEIPTS	**7,578,137**	**8,880,000**	**(1,301,863)**	**85.3%**
DISBURSEMENTS:				
6200 CONFERENCES				
6141 Access9-1-1Forum	17,630	17,630	(0)	
6201 911 Goes to WashDC	13,237	46,900	(33,663)	
6204 APCO Conference	26,663	26,663	(0)	
6212 NASNA Conference	-	5,660	(5,660)	
6213 Navigator	-	1,610	(1,610)	
6214 Nena Conference	(183)	38,548	(38,731)	
6222 TriTech CAD Users	8,543	8,543	0	
Total 6200 CONFERENCES	65,890	145,554	(79,664)	
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.03 Honolulu Fire Dept.				
6301.031 Licensing	-	5,700	(5,700)	
6301.032 Consulting	-	2,500	(2,500)	
Total 6301.03 Honolulu Fire Dept.	-	8,200	(8,200)	
6301.06 Maui PD	-	229,050	(229,050)	
6301 CAD Replac/Upgrade - Other	-	82,000	(82,000)	
Total 6301 CAD Replac/Upgrade	-	319,250	(319,250)	
6303 Computers				
6303.06 GeoComm	-	150,000	(150,000)	
6303.11 PowerPhone	(47,896)	-	(47,896)	
6303.14 VMS-MPD	-	798,308	(798,308)	
Total 6303 Computers	(47,896)	948,308	(996,204)	
6306 Training				
6306.04 EMPAQ	-	4,500	(4,500)	
6306.05 ESD	-	29,500	(29,500)	
6306.06 ESD-Annual Recall	-	5,000	(5,000)	
6306.11 Training (CAD) HPD	-	8,000	(8,000)	
6306.12 TriTechCADSystAdm	10,644	12,000	(1,356)	
Total 6306 Training	10,644	59,000	(48,356)	
Total 6300 Non-RECURRING	(37,252)	1,326,558	(1,363,810)	

FY-To-Date March 2013 (continued on next page)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

FYTD APRIL 2013 (10 Mos)	10 Mos.	TOTAL Annual Budget	$ Over/(Under) Budget	
DISBURSEMENTS:				
6400 RECURRING EXPENSES				
6401 ADMINISTRATION				
6401.01 Exec Dir. Services	276,160	333,125	(56,965)	
6401.02 ElectronSignatur	-	200	(200)	
6401.03 911 Board Expansion	-	75,000	(75,000)	
6401.05 Audit Expense	12,500	11,250	1,250	
6401.06 Bank Charge	103	-	103	
6401.07 Meeting Venue	-	1,000	(1,000)	
6401.08 Board Member Travel	17,025	27,000	(9,975)	
6401.09 DB&F Assessments				
6401.0101 DB&F Admin. Assess	53,479	207,250	(153,771)	
6401.0102 DB&F Rev Assessment	302,670	444,000	(141,330)	
6401.0103 DB&F FY2012 Credit	(30,330)	-	(30,330)	
Total 6401.09 DB&F Assessments	325,819	651,250	(325,431)	
6401.10 E911 Logo Contest	2,020	11,911	(9,891)	
6401.11 Miscellaneous Expense	0	-	0	
6401.12 NASNA Dues	205	100	105	
6401.13 Parking Permits	100	250	(150)	
6401.15 WSP Cost Recovery				
6401.0101 Sprint/Nextel	72,911	160,000	(87,089)	
6401.0102 AT&T	23,320	23,320	-	
Total 6401.15 WSP Cost Recovery	96,231	183,320	(87,089)	
6401.16 Meeting Expenses	144	150	(6)	
6401.17 ADA Compliance	-	1,000	(1,000)	
6401.18 AG Legal Fees	-	25,000	(25,000)	
Total 6401 ADMINISTRATION	730,306	1,320,556	(590,250)	
6402 MAINTENANCE				
6402.02 Imagery Lic Agree	294,242	1,237,948	(943,706)	
6402.03 Equipment SW Maint	-	40,000	(40,000)	
6402.05 Logging RecordMaint	-	65,000	(65,000)	
6402.07 0011 9-1-1MSAG Maint.	1,304,172	1,767,027	(462,855)	
6402.08 CAD Maintenance	194,269	628,828	(434,559)	
6402.10 GPS Maint.	36,366	40,800	(4,434)	
6402.12 PowerPhone	-	5,257	(5,257)	
Total 6402 MAINTENANCE	1,829,049	3,784,860	(1,955,811)	
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-1 Del	-	128,305	(128,305)	
6403.0102 Long Distance	1,216	-	1,216	
6403.0103 Mileage	9,532	-	9,532	
6403.0109 Telcom Trunk	1,266,430	1,615,132	(348,702)	
6403.0110 Ocean Safety CML	20,785	25,200	(4,415)	
6403.0111 WiringAltDispatch	-	2,500	(2,500)	
Total 6403.01 Telcom Charges	1,297,963	1,771,137	(473,174)	
6403.02 EMS Tower Lease	7,539	7,844	(305)	
Total 6403 Other RECURRING	1,305,503	1,778,981	(473,478)	
Total 6400 RECURRING EXPENSES	3,864,858	6,884,397	(3,019,539)	
Total DISBURSEMENTS	**3,893,497**	**8,356,509**	**(4,463,013)**	**46.6%**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

					Oahu PSAP	
FYTD APRIL 2013 (10 Mos)				**10 Mos.**	**Annual Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS:						
	6200 CONFERENCES					
		6141 Access9-1-1Forum		3,800	3,800	-
		6201 911 Goes to WashDC		3,659	20,931	(17,272)
		6204 APCO Conference		13,541	13,541	0
		6212 NASNA Conference		-		
		6213 Navigator		-	1,610	(1,610)
		6214 Nena Conference		(132)	14,688	(14,820)
		6222 TriTech CAD Users		-		
	Total 6200 CONFERENCES			20,868	54,570	(33,702)
	6300 Non-RECURRING					
		6301 CAD Replac/Upgrade				
			6301.03 Honolulu Fire Dept.			
			6301.031 Licensing	-	5,700	(5,700)
			6301.032 Consulting	-	2,500	(2,500)
		Total 6301.03 Honolulu Fire Dept.		-	8,200	(8,200)
			6301.06 Maui PD	-		
			6301 CAD Replac/Upgrade - Other	-		
		Total 6301 CAD Replac/Upgrade		-	8,200	(8,200)
		6303 Computers				
			6303.06 GeoComm	-	150,000	(150,000)
			6303.11 PowerPhone	-		
			6303.14 VMS-MPD	-		
		Total 6303 Computers		-	150,000	(150,000)
		6306 Training				
			6306.04 EMPAQ	-		
			6306.05 ESD	-		
			6306.06 ESD-Annual Recall	-		
			6306.11 Training (CAD) HPD	-	8,000	(8,000)
			6306.12 TriTechCADSystAdm	10,644	12,000	(1,356)
		Total 6306 Training		10,644	20,000	(9,356)
	Total 6300 Non-RECURRING			10,644	178,200	(167,556)
	6400 RECURRING EXPENSES					
		6402 MAINTENANCE				
			6402.02 Imagery Lic Agree	293,617	310,000	(16,383)
			6402.03 Equipment SW Maint	-		
			6402.05 Logging RecordMaint	-	65,000	(65,000)
			6402.07 0011 9-1-1MSAG Maint.	436,983	524,380	(87,397)
			6402.08 CAD Maintenance	194,269	400,000	(205,731)
			6402.10 GPS Maint.	36,366	40,800	(4,434)
			6402.12 PowerPhone	-		
		Total 6402 MAINTENANCE		961,236	1,340,180	(378,944)
		6403 Other RECURRING				
			6403.01 Telcom Charges			
				6403.0101 Alt. PSAP 9-1-1 Del	-	
				6403.0102 Long Distance	-	
				6403.0103 Mileage	9,532		9,532
				6403.0109 Telcom Trunk	788,348	918,893	(130,545)
				6403.0110 Ocean Safety CML	20,785	25,200	(4,415)
				6403.0111 WiringAltDispatch	-	
			Total 6403.01 Telcom Charges	818,666	944,093	(125,428)
			6403.02 EMS Tower Lease	7,539	7,844	(305)
		Total 6403 Other RECURRING		826,205	951,937	(125,732)
	Total 6400 RECURRING EXPENSES			1,787,440	2,292,117	(504,677)
Total DISBURSEMENTS				1,818,952	2,524,887	(705,935)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

FYTD APRIL 2013 (10 Mos)	ADMIN 10 Mos.	Annual Budget	$ Over/Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	8,088	8,088	0
6201 911 Goes to WashDC	9,579	11,658	(2,079)
6204 APCO Conference	1,852	1,852	-
6212 NASNA Conference	-	5,660	(5,660)
6213 Navigator	-		
6214 Nena Conference	-	9,420	(9,420)
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	19,519	36,678	(17,159)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	276,160	333,125	(56,965)
6401.02 ElectronSignatur	-	200	(200)
6401.03 911 Board Expansion	-	75,000	(75,000)
6401.05 Audit Expense	12,500	11,250	1,250
6401.06 Bank Charge	103		103
6401.07 Meeting Venue	-	1,000	(1,000)
6401.08 Board Member Travel	17,025	27,000	(9,975)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	53,479	207,250	(153,771)
6401.0102 DB&F Rev Assessment	302,670	444,000	(141,330)
6401.0103 DB&F FY2012 Credit	(30,330)		
Total 6401.09 DB&F Assessments	325,819	651,250	(325,431)
6401.10 E911 Logo Contest	2,020	11,911	(9,891)
6401.11 Miscellaneous Expense	0		
6401.12 NASNA Dues	205	100	105
6401.13 Parking Permits	100	250	(150)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	72,911	160,000	(87,089)
6401.0102 AT&T	23,320	23,320	-
Total 6401.15 WSP Cost Recovery	96,231	183,320	(87,089)
6401.16 Meeting Expenses	144	150	(6)
6401.17 ADA Compliance	-	1,000	(1,000)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	730,306	1,320,556	(590,250)
Total 6400 RECURRING EXPENSES	730,306	1,320,556	(590,250)
Total DISBURSEMENTS	749,826	1,357,234	(607,409)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

			Hawaii PSAP		
	FYTD APRIL 2013 (10 Mos)		10 Mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:					
	6200 CONFERENCES				
		6141 Access9-1-1Forum	2,667	2,667	(0)
		6201 911 Goes to WashDC	-	5,290	(5,290)
		6204 APCO Conference	6,571	6,571	(0)
		6212 NASNA Conference	-		
		6213 Navigator	-	-	-
		6214 Nena Conference	11	8,640	(8,629)
		6222 TriTech CAD Users	-		
	Total 6200 CONFERENCES		9,249	23,168	(13,919)
		6402 MAINTENANCE			
		6402.02 Imagery Lic Agree	-	360,325	(360,325)
		6402.03 Equipment SW Maint	-	40,000	(40,000)
		6402.05 Logging RecordMaint	-		-
		6402.07 0011 9-1-1MSAG Maint.	348,823	465,097	(116,274)
		6402.08 CAD Maintenance	-	67,273	(67,273)
		6402.10 GPS Maint.	-		-
		6402.12 PowerPhone	-		-
		Total 6402 MAINTENANCE	348,823	932,695	(583,872)
	6403 Other RECURRING				
		6403.01 Telcom Charges			
		6403.0101 Alt. PSAP 9-1-1 Del	-		-
		6403.0102 Long Distance	564		564
		6403.0103 Mileage	-		-
		6403.0109 Telcom Trunk	204,229	306,344	(102,115)
		6403.0110 Ocean Safety CML	-		-
		6403.0111 WiringAltDispatch	-		-
		Total 6403.01 Telcom Charges	204,794	306,344	(101,550)
		6403.02 EMS Tower Lease	-		
		Total 6403 Other RECURRING	204,794	306,344	(101,550)
	Total 6400 RECURRING EXPENSES		553,616	1,239,039	(685,423)
Total DISBURSEMENTS			562,865	1,262,207	(699,342)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

FYTD APRIL 2013 (10 Mos)			Kauai PSAP	
		10 Mos.	Annual Budget	$ Over/Under) Budget
DISBURSEMENTS:				
6200 CONFERENCES				
6141 Access9-1-1Forum		1,242	1,242	-
6201 911 Goes to WashDC		-	6,021	(6,021)
6204 APCO Conference		-		-
6212 NASNA Conference		-		-
6213 Navigator		-		-
6214 Nena Conference		-		-
6222 TriTech CAD Users		8,543	8,543	0
Total 6200 CONFERENCES		9,785	15,806	(6,021)
6402 MAINTENANCE				
6402.02 Imagery Lic Agree		-	194,623	(194,623)
6402.03 Equipment SW Maint		-		
6402.05 Logging RecordMaint		-		
6402.07 0011 9-1-1MSAG Maint.		217,271	325,907	(108,636)
6402.08 CAD Maintenance		-		
6402.10 GPS Maint.		-		
6402.12 PowerPhone		-		
Total 6402 MAINTENANCE		217,271	520,530	(303,259)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-1 Del		-	128,305	(128,305)
6403.0102 Long Distance		257		257
6403.0103 Mileage		-		-
6403.0109 Telcom Trunk		64,982	111,400	(46,418)
6403.0110 Ocean Safety CML		-		
6403.0111 WiringAltDispatch		-	2,500	(2,500)
Total 6403.01 Telcom Charges		65,239	242,205	(176,966)
6403.02 EMS Tower Lease		-		
Total 6403 Other RECURRING		65,239	242,205	(176,966)
Total 6400 RECURRING EXPENSES		282,511	762,735	(480,224)
Total DISBURSEMENTS		292,296	778,541	(486,245)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending April 30, 2013

					Maui PSAP	
FYTD APRIL 2013 (10 Mos)				**10 Mos.**	**Annual Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS:						
	6200 CONFERENCES					
		6141 Access9-1-1Forum		1,833	1,833	-
		6201 911 Goes to WashDC		-	3,000	(3,000)
		6204 APCO Conference		4,699	4,699	(0)
		6212 NASNA Conference		-		
		6213 Navigator		-		
		6214 Nena Conference		(62)	5,800	(5,862)
		6222 TriTech CAD Users		-		
	Total 6200 CONFERENCES			6,469	15,332	(8,863)
	6300 Non-RECURRING					
		6301 CAD Replac/Upgrade				
			6301.03 Honolulu Fire Dept.			
			6301.031 Licensing	-		
			6301.032 Consulting	-		
		Total 6301.03 Honolulu Fire Dept.		-		
			6301.06 Maui PD	-	229,050	(229,050)
			6301 CAD Replac/Upgrade - Other	-	82,000	(82,000)
		Total 6301 CAD Replac/Upgrade		-	311,050	(311,050)
		6303 Computers				
			6303.06 GeoComm	-		
			6303.11 PowerPhone	(47,896)		(47,896)
			6303.14 VMS-MPD	-	798,308	(798,308)
		Total 6303 Computers		(47,896)	798,308	(846,204)
		6306 Training				
			6306.04 EMPAQ	-	4,500	(4,500)
			6306.05 ESD	-	29,500	(29,500)
			6306.06 ESD-Annual Recall	-	5,000	(5,000)
			6306.11 Training (CAD) HPD	-		
			6306.12 TriTechCADSystAdm	-		
		Total 6306 Training		-	39,000	(39,000)
	Total 6300 Non-RECURRING			(47,896)	1,148,358	(1,196,254)
	6400 RECURRING EXPENSES					
		6402 MAINTENANCE				
			6402.02 Imagery Lic Agree	625	373,000	(372,375)
			6402.03 Equipment SW Maint	-		
			6402.05 Logging RecordMaint	-		
			6402.07 0011 9-1-1MSAG Maint.	301,095	451,643	(150,548)
			6402.08 CAD Maintenance	-	161,555	(161,555)
			6402.10 GPS Maint.	-		
			6402.12 PowerPhone	-	5,257	(5,257)
		Total 6402 MAINTENANCE		301,720	991,455	(689,735)
		6403 Other RECURRING				
			6403.01 Telcom Charges			
			6403.0101 Alt. PSAP 9-1-1 Del	-		
			6403.0102 Long Distance	394		394
			6403.0103 Mileage	-		
			6403.0109 Telcom Trunk	208,871	278,495	(69,624)
			6403.0110 Ocean Safety CML	-		
			6403.0111 WiringAltDispatch	-		
		Total 6403.01 Telcom Charges		209,265	278,495	(69,230)
			6403.02 EMS Tower Lease	-		
		Total 6403 Other RECURRING		209,265	278,495	(69,230)
	Total 6400 RECURRING EXPENSES			510,985	1,269,950	(758,965)
Total DISBURSEMENTS				469,558	2,433,640	(1,964,082)

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations

9-1-1 Call Volume – April 2013
(Source: Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc.)

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	82,580	23,276	28.2%	59,300	71.8%

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

9-1-1 Call Volume – Calendar Year 2013

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	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	82,580	23,276	28.2%	59,300	71.8%	4	0.0%	6,531	7.9%
March	83,530	24,031	28.8%	59,488	71.2%	11	0.0%	6,663	8.0%
February	77,226	21,968	28.4%	55,255	71.6%	3	0.0%	5,998	7.8%
January	82,205	24,638	30.0%	57,557	70.0%	10	0.0%	6,603	8.0%
TOTAL YTD	**325,541**	**93,913**	**28.9%**	**231,600**	**71.1%**	**28**	**0.0%**	**25,795**	**7.9%**
AVG PER MO	**81,385**	**23,478**		**57,900**		**7**		**6,449**	

__Note:__ Total Calls include Administrative calls that are not direct 9-1-1 calls.

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

| OAHU CIVILIAN | | TRANSFERRED TO CALL TAKERS (HPDCT) | | | | | | | | Abandoned | |
| | | Wireline | | | Wireless | | | Admin | | | |
2013	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 (2)	32,275	8,371	26.0%	36.0%	23,825	74.0%	40.2%	79	0.2%	1,173	3.6%
March (1)	30,899	8,101	26.3%	33.7%	22,713	73.7%	38.2%	85	0.3%	1,021	3.3%
February	37,587	9,829	26.2%	44.7%	27,632	73.8%	50.0%	126	0.3%	1,282	3.4%
January	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
TOTAL YTD	141,118	37,314	26.5%	39.7%	103,341	73.5%	44.6%	463	0.3%	4,477	3.2%
AVG PER MO	35,280	9,329			25,835			116		1,119	

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

(1) There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.

(2) There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.

| OAHU CIVILIAN | | TRANSFERRED TO URGENT RESPONSE (HPDURS) | | | | | | | | Abandoned | |
| | | Wireline | | | Wireless | | | Admin | | | |
2013	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	18,191	5,179	28.7%	22.3%	12,897	71.3%	21.7%	115	0.6%	683	3.8%
March	17,427	5,488	31.7%	22.8%	11,823	68.3%	19.9%	116	0.7%	678	3.9%
February	15,225	5,016	33.3%	22.8%	10,066	66.7%	18.2%	143	0.9%	544	3.6%
January	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
TOTAL YTD	67,020	21,185	31.9%	22.6%	45,306	68.1%	19.6%	529	0.8%	2,557	3.8%
AVG PER MO	16,755	5,296			11,327			132		639	

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

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO DROP								Abandoned	
		Wireline			Wireless			Admin			
2013	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 (2)	7,031	2,173	30.9%	9.3%	4,855	69.1%	8.2%	3	0.0%	5,934	84.4%
March (1)	7,435	2,385	32.1%	9.9%	5,047	67.9%	8.5%	3	0.0%	5,906	79.4%
February	8,364	2,514	30.1%	11.4%	5,839	69.9%	10.6%	11	0.1%	6,488	77.6%
January	8,855	2,791	31.6%	11.3%	6,053	68.4%	10.5%	11	0.1%	7,246	81.8%
TOTAL YTD	31,685	9,863	31.2%	10.5%	21,794	68.8%	9.4%	28	0.1%	25,574	80.7%
AVG PER MO	7,921	2,466			5,449			7		6,394	

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

(1) There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.

(2) There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)								Abandoned	
		Wireline			Wireless			Admin			
2013	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	4,539	1,853	43.5%	8.0%	2,403	56.5%	4.1%	283	6.2%	1,301	28.7%
March	5,025	2,008	42.8%	8.4%	2,679	57.2%	4.5%	338	6.7%	1,345	26.8%
February	4,752	1,910	44.4%	8.7%	2,392	55.6%	4.3%	450	9.5%	1,298	27.3%
January	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
TOTAL YTD	20,065	8,161	44.0%	8.7%	10,367	56.0%	4.5%	1,537	7.7%	5,443	27.1%
AVG PER MO	5,016	2,040			2,592			384		1,361	

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

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO EMS						Admin		Abandoned	
		Wireline			Wireless						
2013	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	7,288	2,939	41.3%	12.6%	4,169	58.7%	7.0%	180	2.5%	114	1.6%
March	7,670	3,124	41.8%	13.0%	4,348	58.2%	7.3%	198	2.6%	119	1.6%
February	6,965	2,909	42.8%	13.2%	3,890	57.2%	7.0%	166	2.4%	119	1.7%
January	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
TOTAL YTD	29,929	12,189	41.9%	13.0%	16,919	58.1%	29.4%	821	2.7%	535	1.8%
AVG PER MO	7,482	3,047			4,230			205		134	

Note: *Total Calls include Administrative calls that are not direct 9-1-1 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)					
2013	TOTAL YTD	January	February	March	April	May	June
	35,724	3,061	4,333	15,074	13,256		
	AVG PER MO	July	August	September	October	November	December
	8,931						

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 24 – 31, 2013 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.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from April 1 - 7, 2013 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.

- ## PSAP Operations (continued)

Wireless Test – April 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
04/05/13	Verizon Wireless	1	3	Oahu PSAP/ Akimeka	Pass
04/05/13	Sprint	1	3	Oahu PSAP/ Akimeka	Pass
04/12/13	AT&T Mobility	2	5	Oahu PSAP/ Akimeka	Pass
04/19/13	Verizon Wireless	1	3	Oahu PSAP/ Akimeka	Pass
04/19/13	AT&T Mobility	1	3	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – April 2013

Weekly (Every Friday)	All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were canceled. There have been no significant updates provided by HTI.
04/01/13 -- 04/08/13	Ms. Whitney Maxfield from Intrado completed her observation of the HPD dispatch center operations and met with Fire, EMS and Ocean Safety to observe their respective operations in order to finalize the configuration needs for the upcoming Intrado Viper deployment.
04/01/13 -- Pending	Sprint/Nextel returned the updated Annual Audit CRSs on April 26, 2013. The CRSs are currently under review by Akimeka.
04/01/13 -- Pending	Verizon Wireless returned the Annual Audit CRSs. Akimeka validated, updated, and returned the CRSs on April 10, 2013. Due to discrepancies involving azimuth, beam width, and sector radius, the CRSs are under review by Verizon Wireless and Intrado.
04/01/13 -- Pending	T-Mobile continues to review and scrub the Annual Audit CRSs and committed to a revised completion date of May 3, 2013 to return the updated CRSs to Akimeka.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

04/03/13 -- Pending	On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to AT&T Mobility on April 3, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on April 11, 2013 and is under validation review by Akimeka.
04/09/13	Ms. Tina Metivier from Intrado presented "Wireless Phase 2 Call Flows, Solutions and State of Hawaii Metrics" to the Oahu PSAPs. The presentation covered Wireless Phase 2 (WPH2) accuracy requirements, routing information, data points, and current metrics for WSPs routed through the Intrado network.

Bi-monthly Conference Call with Intrado

The April 15, 2013 conference call and April 29, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

- Police

    1) Requested another site visit to Kapolei which has been scheduled for May 21, 2013 in order to review the UPS cubicle.

    2) Requested scheduling the work to minimize any interruptions to operations since the other option during equipment installation is to relocate to Kapolei.

    3) Training schedules

- Fire -- A second site visit has been scheduled for May 21, 2013.

- EMS -- Determine a location for the Intrado Viper equipment

- Ocean Safety

    1) Determine a location for the Intrado Viper equipment

    2) Grounding requirements

- Implementation Schedule -- The Intrado Viper solution installation and testing has been tentatively scheduled as follows:

PSAP	Equipment	Network
EMS	06/25/13 – 06/26/13	06/27/13
Ocean Safety	06/28/13	07/01/13
HPD (Kapolei)	07/02/13 – 07/04/13	07/05/13
Pearl Harbor	07/08/13 – 07/09/13	07/10/13
Hickam AFB	07/11/13 – 07/12/13	07/23/13 – 07/24/13
HPD	07/10/13 – 07/12/13; 07/22/13 – 07/31/13	08/01/13 – 09/02/13
HFD	08/07/13 – 09/08/13	08/09/13

Note: Schedules were based on Intrado technician availability.

Target cutover date is "To Be Determined (TBD)".

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

Week of 04/14/13	The Oahu PSAPs celebrated National Public Safety Telecommunications Week to recognize and thank all of the 9-1-1 calltakers for their dedication and hard work. Governor Abercrombie signed a proclamation and recognition for all State of Hawai'i PSAPs and are in the process of being distributed.
04/24/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on April 24, 2013. Items discussed were:

1) Sandwich Isles Communications Callboxes -- Twenty-five (25) callboxes were tested and approved on Oahu. Kauai has five (5) callboxes that are currently under review.

2) Viper Installation

   a) Kauai County asked if the training position can be used as a primary position. (Note: Subsequent to the conference call, additional information was received regarding this. The training position would not be a billable position if used exclusively for training. However, if the training position is used for live 9-1-1 traffic, the position would become billable under the current tariff.)

   b) Honolulu Police Department (HPD) and Maui County may be requesting a change to their Viper installation schedule due to HPD's move to Kapolei and Maui County's radio upgrades.

3) WSP Testing Moratorium -- A "No Testing" notification should be issued to the WSPs during the Viper equipment installation period.

4) 9-1-1 Strategic Planning Budget -- Battalion Chief Tejada encouraged all PSAPs to talk with their 9-1-1 Board members with regards to their PSAP's budget needs for the next five (5) years. A budget meeting is scheduled for May 2, 1013.

5) David Miyasaki from Kauai County provided an update on Kauai County's walk through with HTI on April 22, 2013.

6) AT&T Microcell Calls -- Need for validated MSAG addresses and possible increase in 9-1-1 calls using the new device.

7) NENA/APCO Conference -- Approximately twelve (12) representatives from Hawai'i will be attending the NENA/APCO conference in Charlotte, North Carolina in June 2013.

- ## PSAP Operations (continued)

Wireless Tower Re-Naming Project

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

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

GeoComm is currently researching the possibility to add another field in the Grid location to populate the Tower Address information.

Dennis Mendoza of GeoComm mentioned to Robin Wainui of Akimeka that he would contact either Tommy Takeshita or Tony Ramirez of Akimeka regarding this issue. As of February 28, 2013, this item has been tabled.

As of April 30, 2013, there have been no further updates.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG

Current Month – April 2013

| 2013 | | 9-1-1NET REQUESTS | | | | | | | | | In Referred Status as of Report Month End (c) | | In Suspended Status as of Report Month End (d) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | |
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
OAHU CIVILIAN	489	390	288	6	82	3	11	4,115	99	0	1	0	0	0

Revised categories and report format changes effective May 2012.

During the month of April 2013, 390 9-1-1Net requests were completed relating to the MSAG database, with 4,115 customer ANI/ALI records updated as a direct result. Ninety-nine (99) TN CR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

There is one (1) TN CR in Referred status as of April 30, 2013.

There are no records in Suspended status as of April 30, 2013.

Year-to-Date (YTD) Summary – 2013

| OAHU CIVILIAN | | 9-1-1NET REQUESTS | | | | | | | | | In Referred Status as of Report Month End (c) | | In Suspended Status as of Report Month End (d) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April	489	390	288	6	82	3	11	4,115	99	0	1	0	0	0
March	424	326	277	7	11	9	22	4,917	98	0	60	0	0	0
February	234	209	160	5	24	8	12	6,471	25	0	9	0	0	0
January	170	140	95	14	14	6	11	9,173	29	1	0	0	0	0
TOTAL YTD	1,317	1,065	820	32	131	26	56	24,676	251	1				
AVG PER MO	329	266	205	8	33	7	14	6,169	63	0				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

- **MSAG** (continued)

MSAG Communities Project

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

Based on a verbal agreement between the Honolulu Police Department, as the Primary Civilian PSAP, and Akimeka, it was agreed that the Military MSAG should be updated to reflect the standardized and approved MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. It was also agreed that this work effort will be completed by Akimeka on an "as we can get to it" basis.

Below is the latest status of the Phase II work effort as of **April 30, 2013**:

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	**COMPLETED -- 03/31/13**	
Kaneohe MCAS	MCBH	356	**IN PROGRESS**	Processed and completed 280 transactions in 9-1-1Net as of 04/30/13; 76 transactions are pending processing due to Hawaiian Telcom MSAG restrictions for the State of Hawaii

Status of the Phase II effort will continue to be tracked until all 9-1-1Net MSAG transactions required have been completed.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – **Phase III** Status

HPD PMT approved the MSAG Communities identified in Phase III.

Below is the latest status of the Phase III work effort as of **April 30, 2013**:

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo (Accounts for Bellows)			COMPLETED -- 07/11/12		08/06/12	**09/07/12**
Kailua (Accounts for MCBH and Kaneohe)		08/03/12	COMPLETED -- 10/1/12		09/07/12	**Not loaded by AVS**
Kaneohe (Accounts for Kahaluu -- New MSAG Community)		09/14/12	COMPLETED -- 10/30/12			
Kaaawa	08/01/12	08/03/12	COMPLETED -- 10/26/12			
Haleiwa (Accounts for Sunset -- New MSAG Community)	08/14/12	08/23/12	COMPLETED -- 10/25/12			
Waialua (Accounts for Mokuleia -- New MSAG Community)	08/15/12	08/24/12	COMPLETED -- 10/16/12			
Kunia	08/15/12	08/17/12	COMPLETED -- 10/15/12			
Iroquois	09/10/12	09/17/12	COMPLETED -- 10/25/12		09/21/12	**09/28/12**
McGrew Pt	09/14/12	09/27/12	COMPLETED -- 10/30/12			
Hale Moku	09/14/12	09/27/12	COMPLETED -- 01/23/13			
Hokulani	09/14/12	09/27/12	COMPLETED -- 10/25/12			
Moanalua	09/17/12	09/27/12	COMPLETED -- 12/12/12			
Moanalua T	09/17/12	09/27/12	COMPLETED -- 02/28/13		10/05/12	**Not loaded by AVS**
Moanalua V	09/18/12	09/27/12	COMPLETED -- 10/30/12			
Catlin Pk	09/18/12	09/27/12	COMPLETED -- 11/12/12			
Halsey T	09/18/12	09/27/12	COMPLETED -- 2/1/13			
Miller Pk	09/19/12	09/27/12	COMPLETED -- 10/26/12			
Radford T	09/19/12	09/27/12	COMPLETED -- 10/12/12			
Mapunapuna	09/20/12	09/27/12	COMPLETED -- 10/30/12			

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG (continued)

MSAG Communities Project (continued)

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

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Mililani	08/27/12	10/10/12	**COMPLETED -- 10/17/12**		10/19/12	**Not loaded by AVS**
Wahiawa	10/03/12	10/23/12	**Pending 9-1-1Net**	Pending the processing of two MSAG transactions		
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12	**COMPLETED -- 01/23/13**		11/02/12	**11/30/12**
Kalaeloa (Accounts for NAS Barber's Point)	11/13/12	11/15/12	**COMPLETED -- 03/15/13**		11/16/12	**Not loaded by AVS**
Waipahu	11/14/12	12/12/12	**Pending 9-1-1Net**	Pending the processing of one MSAG transaction	11/30/12	**12/31/12**
Ewa Beach	12/10/12	01/14/13	**Pending 9-1-1Net**	Pending the processing of six (5) MSAG transactions	12/14/12	**Not loaded by AVS**
					12/28/12	**Not loaded by AVS**
Pearl City	01/07/13	01/25/13	**COMPLETED -- 03/15/13**		01/11/13; 01/25/13	**Not loaded by AVS**
PC PEN (Pearl City Peninsula)	01/14/13	01/28/13	**COMPLETED -- 03/27/13**		02/08/13	**Not loaded by AVS**
Aiea	01/17/13	02/15/13	**Pending 9-1-1Net**	Pending the processing of twelve (12) MSAG transactions	02/08/13; 02/22/13	**02/28/13**

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

The following MSAG Communities were completed by Akimeka, however are still pending 9-1-1Net as follows:

Wahiawa	Ewa Beach
Waipahu	Aiea

The Phase III effort is completed pending the four (4) MSAG Communities with pending 9-1-1Net transactions. Status of the Phase III effort will continue to be tracked until all 9-1-1Net transactions have been completed.

- ## MSAG (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – **Phase IV** Status

Below is the latest status of the Phase III work effort as of **April 30, 2013**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE IV					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Punaluu	03/01/13	03/05/13	03/05/13	**03/05/13**		03/08/13	**03/14/13**
Kahuku	03/06/13	03/15/13	03/15/13	**03/15/13**		03/08/13	**03/14/13**
Kahuku RNG	03/16/13	03/20/13	03/20/13	**03/20/13**		03/22/13	**03/28/13**
Makaha	03/21/13	04/03/13	In Progress	In Progress		03/22/13	**03/28/13**
Maile	04/04/13	04/18/13	In Progress	In Progress		04/05/13	**04/10/13**
Sunset	04/19/13	04/30/13	In Progress	In Progress		04/19/13	**04/23/13**
Hauula	04/19/13	04/30/13	In Progress	In Progress			
Waianae	05/01/13	05/16/13					
Nanakuli	05/17/13	05/30/13					
Laie	05/31/13	06/07/13					
Makua	06/10/13	06/19/13					
Lualualei	06/20/13	07/03/13					
Makakilo	07/05/13	07/18/13					

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

The Phase IV effort is on target. There are no major issues at this time.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Geographic Information System (GIS)

Mapping Layers Updated – April 2013

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	04/17/13 -- 04/18/13		Updated MSAG Community codes, populated State codes, and calculated XY coordinates
	04/15/13		Created seven (7) new address points on 911471 Miula St, moved address point 911471 Miula St to correct location and added Bldg 7 as the building, and created fifty (50) new address points on 850295 Kauiokalani Pl.
			Georeferenced Franciscan Vistas Ewa Senior Rental Apartments and Community Center, Kamakana at Hoakalei, Kaupuni Village, and Seawinds Apartments for HSI building plans and reviewed ten (10) additional building plans to verify existing address points.
	04/12/13		Georeferenced Awakea at Mehana and Hale Wai Vista building plans, moved address point 860082 and 860084 Farrington Hwy to their correct location, and created three (3) new address points on 860082 Farrington Hwy based off of the Hale Wai Vista building plan.
	04/10/13		Created seventeen (17) address points for the Kapolei Trade Center
			Added building numbers to seventeen (17) address points for the Awakea at Mehana subdivision
Common Place Name	04/30/13		Corrected location of Waianae Store, Safeway Ewa Beach, Ewa Mahiko Pk, Mahiko Park Ewa Co, and Foodland Kapolei. Added alias names for Safeway Ewa Beach and Foodland Kapolei.
			Created two (2) new common places: Petco Ewa Beach and BOH Ewa Beach Safewa.
			Created one (1) new common place, HPD Ewa Warehouse (GIS Corrections FEB 22 2013 error report) and created one (1) new common place, Ross Ewa Beach (GIS Corrections MAR 22 2013 error report) as validated by site visits.
			Corrected name and location of Wells Fargo Waianae to Pacific Justice Ctr and FBI HQ Development to FBI Headquarters from the GIS Corrections APR 19 2013 error report and validated by site visits.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Mapping Layers Updated – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name (continued)	04/26/13		Researched eleven (11) reported errors and corrected one (1) from the GIS Corrections APR 19 2013 error report. Corrected location of seven (7) common places inside the Waikele Ctr.
	04/25/13		Corrected MSAG Community Names for fifty-two (52) common places from Haleiwa to Sunset. Corrected Castle Junction from the APR 19 2013 GIS Corrections error report.
	04/23/13		Reveiwed thirteen (13) TCAD errors for follow-up on the APR 9 2013 report.
	04/18/13		Corrected eleven (11) MSAG Community Names from FT Shafter and Honolulu to Moanalua V respectively.
	04/15/13		Corrected MSAG Community Names for forty-seven (47) common places from Waianae to Maili
	04/12/13		Deleted record ID 12150 CompUSA Waikele as confirmed with site visit. Created sixteen (16) new common places for: Home Maluhia, Dennys Kaneohe, 7Eleven Bishop, and the subdivision homes of Awakea at Mehana based on the GIS Corrections MAR 22 2013 error report.
	04/11/13		Moved FHB Hawaii Kai, FCU Eke HI Dental, and Territorial Dwntwn to their correct location.
			Reviewed thirteen (13) and corrected five (5) from the MAR 22 2013 GIS Corrections error report. Also created two (2) new common places: 24HR Fitness Hawaii and 24HR Fitness Dwntwn. Deleted record ID 17438 Waiau Power Plant (H and record ID 73161 CompuUSA Pearl Highla.
	04/08/13		Populated building numbers for 152 common places
	04/03/13		Moved Wheeler Army Airfiel and Wheeler Main Gate to the correct location. Corrected city name for three (3) common places from Schofield to Mililani. Corrected city name for seven (7) common places from Schofield to Wahiawa.
			Deleted record ID 12043 Chucks Steakhouse and record ID 16319 Richies BBQ II; corrected Eggs N Things to Eggs N Things Kalaka and to Eggs and Things Sarato; created one (1) new common place for Eggs and Things Piikoi; and populated twelve (12) common places with XY coordinates.
	04/02/13 -- 04/03/13		Corrected five (5) TCAD errors and researched four (4) for follow-up on the MAR 27 2013 report.
	04/02/13		Site visit to verify location. Richies BBQ II no longer exists.

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

Mapping Layers Updated – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Districts	04/19/13 -- 04/23/13		Updated all boundaries for the Fire Battalions which included correcting the coastlines and interior boundaries in accordance with the written HFD Policies and Procedures.
Fire Response Areas	04/26/13		Added coloration values for CAD display purposes
	04/23/13		Updated RA for Paawa to be included in Battalion 2
MSAG Communities (aka Towns)	04/10/13 -- 04/17/13		Updated border of Lualualei to the military fence line, border between Pearl Harbor and Aiea, border between Pearl City and Waipahu, and border at coastline between Bellows and Kailua.
	04/08/13		Validated topology on MSAG Communities and marked thirty-four (34) errors as exceptions. Deleted the original MSAG Communities feature class and created a new feature class with the corrected MSAG Communities containing the updated coastlines.
	04/04/13 -- 04/05/13		Corrected additional MSAG Communities based off of the updated coastline layer.
	04/01/13 -- 04/03/13		Corrected MSAG Communities for Hawaii Kai, Aina Haina, Waialae, Kahala, Waikiki, Ft DeRussy, Ala Moana, Kakaako, Downtown, Kalihi, Airport, Hickam, and Pearl Harbor based off of the updated coastline layer.
Medic Beats			
Net_Junctions	04/22/13		Added all MSAG Community Names and updated and delivered the Net_Junctions with the corrections to HPD PMT
	04/08/13 -- 04/09/13		Received the geoprocessed Net_Junctions from HPD and completed populating the MSAG Community attributes. Delivered the updated Aloha geodatabase to HPD.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Mapping Layers Updated – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Police Beats	04/23/13 --04/25/13		Corrected Police Beats and Subbeats based off of the updated coastline layer.
	04/16/13		Deleted the original Police Beats feature class and created a new feature class with the corrected Police Beats containing the updated coastlines.
			Validated topology on Police Beats and marked thirty-four (34) errors as exceptions.
			Reviewed nine (9) bookmarks regarding Police Beat conflicts. Corrected land boundaries between Police Beat 375 and 380, 464 and 462, and 772 and 774.
Street Centerlines	04/30/13		Corrected street suffix for Aawa Dr. Updated street name from Pupukea Paala Uka Rd to Paala Uka Pupukea Rd in Sunset and Wahiawa. Split segment of Kam Hwy at Sunset/Haleiwa boundary.
	04/25/13		Split Kam Hwy at the boundary between Sunset and Haleiwa
	04/24/13		Added MSAG Community of Sunset to the Phase IV project. Corrected Street Centerlines in Sunset to new MSAG Community Name.
	04/18/13		Corrected names for Funston Rd and Kaua St in Moanalua V.
	04/17/13		Snapped Waipuna Ave to boundary between Police Beat 360 and 370.
	04/16/13		Split Farrington Hwy at Maili border and split Paakea Rd at Maili border.
			Calculated cost for routing information. Corrected parity issues. Verified record ID 872225 Kaipoi St is not valid.
	04/15/13		Corrected MSAG Community Name of Maili and corrected gaps and overlaps. Updated metadata.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Mapping Layers Updated – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	04/11/13 -- 04/12/13		Added new developments identified from latest DPP maps. Worked on adding census tract data.
	04/04/13		Deleted two (2) segments on Center Dr in Hale Moku that were in the middle of a valid street range. Deleted Casablanca St and corrected ranges on Old Fort Weaver Rd. Populated Street Owner information for the TriTech centerline export at the request of Mike Ito from HPD Stats.
	04/03/13		Flipped ranges for Kaonohi St and Bennington St and deleted bogus segment on Keana Rd. Corrected gaps on Wilikina Dr.
	04/02/13		Worked on overlap issues and error overrides. Continued work on the tract census data inputs.
	04/01/13		Added new street segments in new Awakea at Mehana development and spatially corrected segments for Aawa Dr due to routing issues.
			Populated the census tract date at the request of EMS. Eliminated the Point in Polygon ((PnP).
WSP Cell Towers	04/19/13		Corrected Tower IDs
	04/18/13		Per AT&T Mobility CRS
	04/17/13		AT&T Mobility Annual Audit
	04/16/13		Per AT&T Mobility CRS
	04/15/13		Per Sprint CRS
			Per AT&T Mobility CRS
			Per VZW CRS
	04/12/13		AT&T Mobility Annual Audit
	04/04/13		Per VZW CRS
	04/01/13 -- 04/02/13		VZW Annual Audit
SPECIAL REQUESTS			
Tow Jurisdictions	04/22/13		Deleted the original Tow Boundaries feature class and created a new feature class with the corrected Tow Boundaries containing the updated coastlines.
			Validated topology on tow boundaries. Marked three (3) errors as an exception and corrected five (5) overlaps.
	04/16/13 -- 04/22/13		Corrected tow boundaries based off of the updated coastline layer.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Current Month GIS Activities – April 2013

04/01/13 -- 04/05/13	Akimeka prepared Medic Response Areas layer for the TriTech CAD system upgrade. Approval was received from Diana Chun of EMS to submit the new Medic Response Areas layer to TriTech on April 5, 2013.
04/03/13	Akimeka created a spreadsheet with questions for HPD PMT regarding common places that have not shown up on either the TCAD error report of the GIS Corrections error report.
04/04/13	Akimeka received approval for Battalion Chief Kenison Tejada to submit HFD Response Areas layer to TriTech.
04/05/13	Akimeka delivered updated Street Centerlines containing census tract information and street owner information, HFD Response Areas and Medic Response Areas to TriTech for the CAD system upgrade.
04/08/13	Akimeka organized and printed out supplemental documents for the upcoming site visits of common places that need to be verified by GPS.
04/15/13	Akimeka collected GPS points to validate imagery.
04/17/13	Akimeka corrected the coastlines for the ESN layer.
04/18/13	Akimeka received an extract for Common Place Aliases and is in the process of reviewing the aliases that should be used in GIS layers.
04/19/13	Akimeka received a routing error from the HFD CAD Administrator and ran routing analysis to determine if there was a routing error and the cause of the error. It was confirmed that there were no errors in the geometry, however the issue was with the "From" node. The necessary attributes for Koio Drive in Kapolei was corrected and the correction data was included in the April 19, 2013 deliverable.
04/25/13 -- 04/26/13	Akimeka began creating a new Zip Code layer with updated coastlines. This layer is being created so all of the updated coastlines will align properly and allow for geoprocessing in the HPD CAD system. Currently, there are geoprocessing issues with Common Place Names and Street Centerlines data with the Motorola PremierOne CAD due to poor coastal boundaries.
04/26/13	Akimeka updated the spreadsheet list of common places that need to be verified by GPS in preparation for the site visits. Akimeka performed site visits on common places in Waianae, Kalaeloa, Kapolei, and Ewa Beach to collect and verify data by GPS.
04/26/13	Akimeka delivered updated Street Centerlines to TriTech with Extended Street Attributes.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Current Month GIS Activities – April 2013 (continued)

04/29/13   Akimeka performed site validations and collected GPS data in Waianae, Kalaeloa, Kapolei, and Ewa Beach that need to be added into the GIS data for the Oahu Civilian PSAPs.

1) Akimeka collected GPS data to correct geocoding discrepancies identified in the HPD CAD system. Akimeka also performed site verifications for unknown addresses and locations causing errors in the HPD CAD system.

2) Akimeka collected new Common Places for new business locations identified by HPD PMT.

3) Akimeka collected GPS data for Street Centerlines in the areas with new developments which were not seen in the latest imagery.

GIS Data Requirements for TriTech CAD Systems

Akimeka continued its work efforts in support of HFD and EMS' TriTech CAD project as follows:

1. Akimeka successfully completed all of Oahu's coastline corrections for the HFD Response Areas and EMS Response Areas in the month of March 2013.

2. On March 29, 2013, the final corrected Coastlines were appended to the HFD Response Areas layer and the EMS Response Areas layer in preparation for the TriTech CAD system upgrade.

   a. Approval was received on April 4, 2013 from HFD to send TriTech the HFD Response Areas.

   b. Approval was received on April 5, 2013 from EMS to send TriTech the EMS Response Areas.

3. Following the approvals to proceed, Akimeka sent Chuck Alexander from TriTech the updated HFD Response Areas, updated EMS Response Areas and the latest copy of the Street Centerlines data for the TriTech CAD system upgrade on April 5, 2013.

   a. On April 22, 2013, Chuck Alexander contacted Akimeka to review the HFD and EMS Response Areas. Chuck mentioned that the TriTech upgrade identified a multi-part polygon in ExternalKey 9 (Waimanalo) which was a remnant from the coastline correction. Also, although EMS does not use Battalions, the TriTech system requires a Battalion attribute. Akimeka was asked to populate this and Akimeka agreed to look into this further.

   b. On the same day (April 22, 2013), Akimeka sent TriTech the updated EMS Response Areas with the minor corrections identified.

   c. On April 23, 2013, Chuck Alexander reported to Akimeka that the HFD Response Areas and EMS Response Areas loaded successfully with no errors. Chuck sent Akimeka the exports from the CAD system to retain as a backup copy on file.

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

GIS Data Requirements for TriTech CAD Systems (continued)

4. On April 25, 2013, HFD CAD Administrator, Jon Sakamoto, asked Akimeka to provide clarification on the Cities/Counties information used in the TriTech CAD system upgrade. Jon stated that the Cities data does not match Akimeka's data.

    a. Upon investigation, Akimeka confirmed that there was an identical match between what Akimeka sent to TriTech in both the Street Centerlines data and the Cities/Counties/State table with the new codes. These codes are not meant to match the current TriTech CAD system. These are new codes that reflect the new MSAG Communities and there should only be one County code and one State code.

    b. In order to get further clarification, assistance was requested of TriTech.

    c. On April 26, 2013, Chuck Alexander from TriTech replied to help clarify any issues with the Cities data and attached the current SQL tables referencing the Cities/Counties/State codes in the new TriTech CAD system.

        1) Chuck asked if Akimeka can append the table for a left/right community field(s), when community names are added and/or modified in the Street Centerlines. TriTech will use the extended street attributes to add the information to their system.

        2) Chuck will utilize a script to use the extended street attributes to populate the City codes and this will bring their CAD system back to the norm. Prior to the upgrade, HFD used some of the Street Centerlines fields for something other than what it was designed for within the CAD system.

    d. Akimeka subsequently responded to TriTech and stated that it would not be a problem for Akimeka to add to the Street Centerlines' Extended Street Attributes.   Akimeka also informed TriTech that seven (7) codes were missing from the exported table sent to Akimeka earlier by TriTech. Chuck Alexander from TriTech immediately responded and stated that TriTech will update the database in the new CAD system with the missing codes.

    e. On April 26, 2013 (same day), Akimeka sent TriTech the updated Street Centerlines layer including the Extended Street Attributes containing the text left and right MSAG Community names in order to resolve the coding issues. Since the TriTech CAD system was not designed to use the Counties table, which has been used by HFD in the past, Akimeka will continue to use the Extended Street Attributes to store the latest MSAG Community name updates moving forward with Akimeka's GIS data deliverables.

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

Coastline Correction Project

Following the completion of the HFD Response Areas and EMS Response Areas on March 29, 2013, Akimeka continued to correct all remaining polygon layers within the City & County of Honolulu during the month of April 2013. The status of the layers completed and the layers to be completed by the end of May 2013 are as follows:

Layer	Status	Completion Date
Cities for HPD CAD	In Progress	End of May 2013
EMS Response Areas	**Completed**	**03/29/13**
ESN	**Completed**	**04/19/13**
Fire Battalions	**Completed**	**04/23/13**
Fire Response Areas	**Completed**	**03/29/13**
MSAG Communities	**Completed**	**04/05/13**
Medic Districts	In Progress	End of May 2013
Police Beats	**Completed**	**04/09/13**
Police Districts	In Progress	End of May 2013
Police SubBeats	In Progress	End of May 2013
Tow Boundaries	In Progress	End of May 2013
Zip Code	In Progress	End of May 2013

HPD CAD System GIS Data Uploads

Process Development and Validation

On April 22, 2013, Akimeka and HPD PMT discussed the Motorola PremierOne CAD system upgrade. HPD was provided with the proper import tools needed to perform the GIS data uploads to the PremierOne CAD system. HPD PMT asked Akimeka to participate with them to observe the GIS data upload to the new system.

Akimeka agreed to work with HPD PMT and scheduled May 7 – 9, 2013 to work on an upload of updated GIS data. Akimeka agreed to prepare the latest copy of the Street Centerlines, Landmarks, and Address Points data in order to upload the most recent updated data to the new Motorola PremierOne CAD system.

HPD PMT will document the new upload process for the PremierOne CAD system since it requires different tools and a different process for the upload.

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

SPAWAR Meeting on Addressing for MCBH

On April 22, 2013, HPD PMT and Akimeka participated on a conference call with SPAWAR to discuss their contract with the United States Marine Corps for GIS addressing of their military installations. Additional attendees were: City & County of Honolulu (CCH) Department of Planning and Permitting (DPP) GIS, Navy RDC, and other subcontractors with the SPAWAR contract, including GeoComm.

1. SPAWAR provided a briefing on the data and resources being used for the MCBH project as follows:

Resources From	Resources Used
City & County of Honolulu	Honolulu guidelines for Addressing Procedures document
	Tennessee – A Guide to Street Naming and Property Numbering
	GIS data from DPP for Street Centerlines, Address Points, and Address Tics (proved to be an invalid source for this project)
MCBH	Forest maps and GIS data
Navy RDC	Navy Road Centerlines
	Akimeka GIS data – Street Centerlines (unauthorized)

2. Following the briefing, HPD requested that all Akimeka GIS data be removed as a resource from SPAWAR's project and returned to HPD. This data is not under the ownership of the Navy RDC and was not authorized by HPD to be released to any parties without proper authorization.

   a. The GIS data for Street Centerlines from Akimeka was provided to the Navy RDC to be used as a reference source in identifying jurisdictional boundaries and the new MSAG Communities that were jointly agreed upon between the Oahu Civilian and Military PSAPs for interoperability purposes.

   b. The GIS data provided contained specific metadata with usage limitations as well a verbal confirmation that the data provided is NOT to be shared with any outside parties without the written authorization from HPD as the sole owner of the Oahu Civilian 9-1-1 GIS data.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

SPAWAR Meeting on Addressing for MCBH (continued)

3. SPAWAR continued with their recommendations for addressing on MCBH using the appropriate <u>authorized </u>resources.

   a. SPAWAR will be using a gridded approach for addressing

      1) Grids do not include the "prefix numbers"

      2) SPAWAR will follow the Ordinances of Honolulu Chapter 2 Article 9 outline of prefix numbers

      3) GIS data from CCH DPP. CCH DPP mentioned that they are not sure how the ordinance is since it is not set in stone.

   b. Range assignment

      1) Ranges will be determined by each grid

      2) Ranges will increase outward from grid orientation points

      3) Parities will follow Honolulu Addressing guidelines

   c. Screenshots of each military installation were reviewed:

      1) <u>MCBH</u> -- HPD expressed concerns with the addressing on MCBH and the jurisdictional boundary between Oahu Civilian and Military. H3 and Mokapu Road were discussed in detail since these streets lead to the base entrance. Since H3 is the Oahu Civilian jurisdiction, HPD does not want SPAWAR to be addressing this, especially considering that there is no official range for freeways and they are only given ranges in order to geocode other GIS data. Mokapu Road is a road that continues well into the Oahu Military jurisdiction after crossing the base entrance. This part of Mokapu Road should be addressed by SPAWAR and the recommendation is to potentially call this street name on base N Mokapu Road, since the addressing will be different and may conflict with addressing on the Oahu Civilian side.

      2) <u>Manana, Puuloa, Bellows, Camp Smith, and Pearl City Annex</u> – No issues.

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

SPAWAR Meeting on Addressing for MCBH (continued)

4. Open Discussion

    a. HPD asked if SPAWAR contacted Hawaiian Telcom, Inc. (HTI) with regards to Hawaiian Telcom's Format Six limitations.

    1) SPAWAR replied that they follow NENA standards and asked why Hawaiian Telcom's Format Six would be different?

    2) Akimeka responded that the Hawaiian Telcom Format Six is different from NENA standards. This proprietary format deals with the ANI/ALI data flow and the associated character limitations which is why the question was brought up.

    3) In addition to GIS address numbers not allowed to exceed six (6) characters, is SPAWAR aware of the MSAG transaction limitation imposed by Hawaiian Telcom, Inc. for the entire State of Hawaii PSAPs?

    4) Has SPAWAR or Navy RDC performed an analysis as to how this may impact the State of Hawaii Civilian PSAPs?

    b. In support of HPD, Akimeka asked if SPAWAR will be performing ongoing maintenance MSAG transactions to the Oahu Military (OMIL) MSAG since they are changing addresses on the military installations.

    1) SPAWAR responded that they intend to provide the Navy RDC with a new computer generated MSAG once their project is complete, however, it will be up to the Navy RDC to perform the necessary MSAG transactions.

    2) SPAWAR confirmed that their project is a housing and official building addressing project for the Military.. As such, SPAWAR will not be responsible for any MSAG updates associated with the project and ongoing maintenance transactions. In addition, SPAWAR will not be performing database synchronization of the MSAG and GIS for 9-1-1 purposes.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 2013.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,056** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 22, 2013 for the Oahu Civilian PSAP are reported below.

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

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

Audit Summary Results – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 17, 2013		As of April 22, 2013	
		9-1-1 MSAG Dated 01-01-13		9-1-1 MSAG Dated 04-01-13	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,046		7,056	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,040		7,050	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		6,518	92.6%	6,682	94.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	342	11.6%	274	3.9%
9-1-1 MSAG Record With No Matching GIS Record	(3)	180	2.6%	94	1.3%
Total 9-1-1 MSAG Records No Match		522	7.4%	368	5.2%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audits for the City & County of Honolulu (Civilian PSAPs) were completed as scheduled. Further progress has been made from January 2013 with a 92.6% Match Rate to 94.8% as of April 2013—representing a 2.2 percentage point improvement and the effort will continue.

Oahu Civilian E9-1-1 Status Report
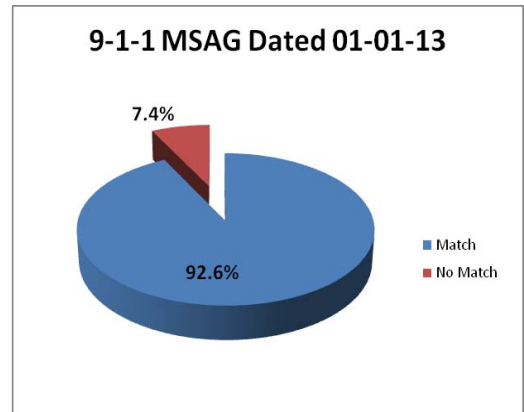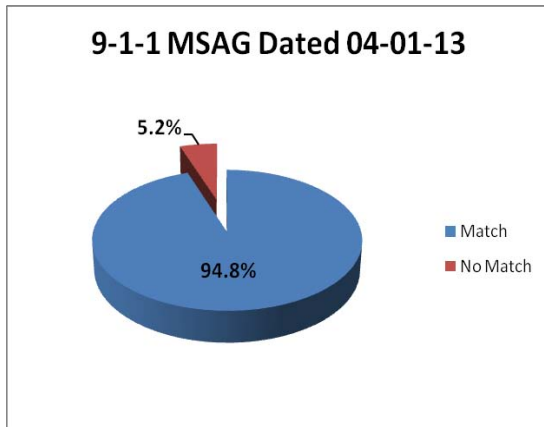## April 1, 2013 – April 30, 2013

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

Audit Summary Results – Baseline (November 2011) to January 2013 (continued)

<u>Notes:</u>

(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, 2013 MSAG vs. January 1, 2013 MSAG

Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 92.6% as of January 1, 2013 to 94.8% as of April 1, 2013

❖   As agreed between HPD PMT and Akimeka, Akimeka would focus on the <u>existing</u> MSAG and GIS records to produce a match which will benefit the PSAP in the interim.

❖   This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.

Oahu Civilian E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Audit Summary Results – April 1, 2013 MSAG vs. January 1, 2013 MSAG (continued)

❖ "MSAG - GIS Minor Corrections" were further reduced by **19.9%** (342 to 274) from January 2013 to April 2013 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

❖ "MSAG Record With No GIS Record" was further reduced by **47.8%** (180 to 94) from January 2013 to April. 2013 respectively. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

❖ The number of GIS records decreased by **13.1%** (8,370 to 7,277) from January 2013 to April 2013 respectively. The decrease in GIS records is due primarily to the identification of records assigned exception status which included freeways and military streets.

❖ "GIS MSAG Records With No Matching E9-1-1 MSAG Record" were reduced by **94.5%** (1,042 to 57) records from January 2013 to April 2013 respectively. The decrease is due primarily to the assignment of the Military GIS records to exception status. The corresponding E9-1-1 MSAG records reside in the Intrado OMIL database which is maintained by military personnel. Akimeka was granted limited access to the OMIL database on January 4, 2013 to transfer the MSAG records to the correct MSAG (Oahu Civilian vs. OMIL) to ensure 9-1-1 call routing problems are alleviated. This reflects a timing issue between the two databases (MSAG and GIS).

❖ "GIS – MSAG Minor Corrections" were further reduced by **19.7%** (802 to 644) from January 2013 to April 2013 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.

❖ Street segment GIS record errors were reduced by **65.3%** (2,696 to 935) from January 2013 to April 2013 respectively due primarily to the identifying and correcting of GIS records representing freeways and military streets.

❖ Continuous 1 – 9999 ranges were reduced by **40.5%** (74 to 44) from January 2013 to April 2013 respectively. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The last remaining records require further research in order to be corrected.

❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

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

Audit Summary Results – April 1, 2013 MSAG vs. January 1, 2013 MSAG (continued)

❖ 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.

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Kauai County and Hawaiʻi County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided all State of Hawaiʻi PSAPs and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

ESN	Island	# of Invalid MSAG Records
		As of April 2013
199	**Oahu**	**321**

These invalid MSAG records represent **4.4%** of the Total MSAG records for the City & County of Honolulu. The individual ALI records associated with these records are provided below.

Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

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

Automatic Location Identification (ALI) Record Status

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of April 12, 2013, there are **1,645** ALI records with an assigned ESN of 199, representing **0.3%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

Although the ESN 199 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

With Akimeka's continuing MSAG Community and Street Segment Sweep effort, the percentage of ESN 199 records may increase as low and high address ranges and new communities are verified.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 199 MSAG records to a valid City & County of Honolulu ESN 100 to ensure that all ALI records assigned to the City & County of Honolulu (Oahu Civilian) have an "MSAG valid address".

Maui County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations

9-1-1 Call Volume – April 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,030	2,402	29.9%	5,628	70.1%
MOLOKAI	254	150	59.1%	104	40.9%
MAUI COUNTY	8,284	2,552	30.8%	5,732	69.2%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2013	**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	8,030	2,402	29.9%	5,628	70.1%	0	0.0%	1,298	16.2%
March	8,484	2,668	31.4%	5,816	68.6%	0	0.0%	1,374	16.2%
February (1)	6,797	2,093	30.8%	4,703	69.2%	1	0.0%	1,146	16.9%
January	8,459	2,690	31.8%	5,768	68.2%	1	0.0%	1,240	14.7%
TOTAL YTD	**31,770**	**9,853**	**31.0%**	**21,915**	**69.0%**	**2**	**0.0%**	**5,058**	**15.9%**
AVG PER MO	**7,943**	**2,463**		**5,479**		**1**		**1,265**	

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

(1) No statistics for February 4 – 7, 2013 due to relocation to alternate site at Civil Defense.

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	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	254	150	59.1%	104	40.9%	0	0.0%	42	16.5%
March	339	189	55.8%	150	44.2%	0	0.0%	58	17.1%
February	213	140	65.7%	73	34.3%	0	0.0%	24	11.3%
January	262	147	56.1%	115	43.9%	0	0.0%	39	14.9%
TOTAL YTD	1,068	626	58.6%	442	41.4%	0	0.0%	163	15.3%
AVG PER MO	267	157		111		0		41	

__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 2013

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

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2013

Weekly (Every Friday)	All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were canceled. There have been no significant updates provided by HTI.
04/01/13 -- Pending	Sprint/Nextel returned the updated Annual Audit CRSs on April 26, 2013. The CRSs are currently under review by Akimeka.
04/01/13 -- Pending	Verizon Wireless returned the Annual Audit CRSs. Akimeka validated, updated, and returned the CRSs on April 10, 2013. Due to discrepancies involving azimuth, beam width, and sector radius, the CRSs are under review by Verizon Wireless and Intrado.
04/01/13 -- Pending	T-Mobile continues to review and scrub the Annual Audit CRSs and committed to a revised completion date of May 3, 2013 to return the updated CRSs to Akimeka.
04/03/13 -- Pending	On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to AT&T Mobility on April 3, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on April 11, 2013 and is under validation review by Akimeka.
04/09/13	Ms. Tina Metivier from Intrado presented "Wireless Phase 2 Call Flows, Solutions and State of Hawaii Metrics" to the Maui PSAP. The presentation covered Wireless Phase 2 (WPH2) accuracy requirements, routing information, data points, and current metrics for WSPs routed through the Intrado network.
Bi-monthly Conference Call with Intrado	The April 4, 2013 conference call was cancelled and April 18, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

    1) Equipment Room Readiness -- The Intrado hardware will be placed in the computer room.

    2) Electrical Issues -- The County is working on the request for the twist locks.

    3) Molokai Readiness -- The Intrado Viper equipment will not be installed until Molokai moves into their new location, possibly in late 2013 or early 2014.

    4) Implementation Schedule -- The Intrado Viper solution installation and testing has been scheduled for August 2 - 8, 2013. Network connectivity testing will be conducted on August 9, 2013.

    Target cutover date is "To Be Determined (TBD)".

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

Week of 04/14/13

The Maui PSAP celebrated National Public Safety Telecommunications Week to recognize and thank all of the 9-1-1 calltakers for their dedication and hard work. Governor Abercrombie signed a proclamation and recognition for all State of Hawaiʻi PSAPs and are in the process of being distributed.

04/24/13

The State of Hawaiʻi PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on April 24, 2013. Items discussed were:

1) <u>Sandwich Isles Communications Callboxes</u> -- Twenty-five (25) callboxes were tested and approved on Oahu. Kauai has five (5) callboxes that are currently under review.

2) <u>Viper Installation</u>

   a) Kauai County asked if the training position can be used as a primary position. (<u>Note:</u> Subsequent to the conference call, additional information was received regarding this. The training position would not be a billable position if used exclusively for training. However, if the training position is used for live 9-1-1 traffic, the position would become billable under the current tariff.)

   b) Honolulu Police Department (HPD) and Maui County may be requesting a change to their Viper installation schedule due to HPD's move to Kapolei and Maui County's radio upgrades.

3) <u>WSP Testing Moratorium</u> -- A "No Testing" notification should be issued to the WSPs during the Viper equipment installation period.

4) <u>9-1-1 Strategic Planning Budget</u> -- Battalion Chief Tejada encouraged all PSAPs to talk with their 9-1-1 Board members with regards to their PSAP's budget needs for the next five (5) years. A budget meeting is scheduled for May 2, 1013.

5) David Miyasaki from Kauai County provided and update on Kauai County's walk through with HTI on April 22, 2013.

6) <u>AT&T Microcell Calls</u> -- Need for validated MSAG addresses and possible increase in 9-1-1 calls using the new device.

7) <u>NENA/APCO Conference</u> -- Approximately twelve (12) representatives from Hawaiʻi will be attending the NENA/APCO conference in Charlotte, North Carolina in June 2013.

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2013 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 – 04/30/13) – No further updates.

Maui County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG

Current Month – April 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
MAUI COUNTY	72	52	19	0	27	5	1	295	18	2	27	12	0	0
						Revised categories and report format changes effective May 2012.								

During the month of April 2013, fifty-two (52) 9-1-1Net requests were completed relating to the Maui County MSAG database, with 295 customer ANI/ALI records updated as a direct result. Eighteen (18) TN CR and two (2) ALI DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are twenty-seven (27) TN CRs and twelve (12) ALI-DRs in Referred status as of April 30, 2013. Prior to the TN CR functionality, TN CRs were categorized as ALI-DRs. Eleven (11) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

There are no records in Suspended status as of April 30, 2013.

Maui County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG (continued)

Year-to-Date (YTD) – 2013

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April	72	52	19	0	27	5	1	295	18	2	27	12	0	0
March	120	35	6	1	14	14	0	33	79	6	28	11	0	0
February	44	39	9	1	17	12	0	44	5	0	29	11	1	1
January	63	61	11	0	43	6	1	405	2	0	52	18	0	0
TOTAL YTD	**299**	**187**	**45**	**2**	**101**	**37**	**2**	**777**	**104**	**8**				
AVG PER MO	**75**	**47**	**11**	**1**	**25**	**9**	**1**	**194**	**26**	**2**				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are 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, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui	04/29/13		Added an alias common name, Maui Oral Health Center for 752 Lower Main St as requested by Maui Dispatch.
	Maui	04/26/13 -- 04/30/13		Added four (4) addresses received from DSA and forty-nine (49) addresses from the DSA Address layer. This is an ongoing project.
	Maui/Molokai		04/24/13	
	Maui	04/23/13		Added multiple addresses from the DSA Address layer. This is an ongoing project.
	Maui	04/15/13 -- 04/22/13		Added 161 addresses from the DSA Address layer. This is an ongoing project.
	Maui/Molokai		04/10/13	
	Molokai	04/05/13 -- 04/15/13		Added ninety-one (91) addresses from the DSA Address layer. Added six (6) addresses received from DSA. Added ninety-seven (97) addresses from the MSAG ALI report. Added multiple addresses from the DSA Address layer and from the MSAG ALI report.
	Maui	04/02/13 -- 04/11/13		Added five (5) addresses received from DSA. This is an ongoing project.
	Molokai	04/01/13 -- 04/04/13		Added forty-one (41) addresses from the DSA Address layer. Added one (1) address received from DSA. Added sixty-nine (69) addresses from the MSAG ALI report. This is an ongoing project.
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				

(*) *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, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		04/24/13	
	Maui	04/23/13		Added Waiola Church
	Maui/Molokai		04/10/13	
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines	Maui/Molokai		04/24/13	
	Maui	04/23/13		Extended range to fit newly assigned addresses
	Maui	04/18/13		Shortened range for Malina Pl, Wailea according to addresses
	Maui	04/17/13		Extended and adjusted ranges to accommodate newly added addresses
	Maui/Molokai	04/15/13		Modified and corrected street ranges according to newly added addresses
	Maui/Molokai		04/10/13	
	Molokai	04/09/13		Changed range for Kalae Hwy, Kualapuu according to new address point added
Trails				
WSP Cell Towers	Maui/Molokai		04/24/13	
	Maui	04/16/13 -- 04/17/13		VZW Annual Audit
	Maui/Molokai		04/10/13	
	Maui	04/01/13		VZW Annual Audit

(*) *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, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Type of Layer	Island	Akimeka GIS Server / Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Building Footprints				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				

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

Maui County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Hydrology Layers				
- Dams				
- Ponds				
- 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				
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		**04/24/13**	
	Maui	04/16/13		Added gate codes, SR#572 and SR#573
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.

Maui County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

Current Month GIS Activities – April 2013

04/24/13 -- 04/25/13	Akimeka prepared and completed an Intergraph CAD push for: Address Points, Gate Codes, Points of Interest, Street Centerlines, WSP Cell Towers, and the Commonplaces lookup table.

- ## Service Requests Transactions

Open Service Requests – April 2013 (March 28, 2013 – April 26, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

- **Service Requests Transactions** (continued)

Year-to-Date (YTD) Summary – 2013

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2013	**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	4	0	2	2	2	2	0	0	0	0
March	7	7	0	3	3	4	4	0	0	0	0
February	3	3	0	3	3	0	0	0	0	0	0
January	0	1	0	0	1	0	0	0	0	0	0
2012 Carryover	1	0	1	1	0	0	0	0	0	0	0
TOTAL	**15**	**15**	**0**	**9**	**9**	**6**	**6**	**0**	**0**	**0**	**0**

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2013	**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
2012 Carryover	0	0	0	0	0	0	0	0	0	0	0

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

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

Hawaiʻi County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations

9-1-1 Call Volume – April 2013

PSAP	Total	Wireline/VoIP	%	Wireless	%
HAWAII (*)	11,245	3,488	31.1%	7,717	68.9%

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

9-1-1 Call Volume – Calendar Year 2013

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2013	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned to Total**
December											
November											
October											
September											
August											
July											
June											
May											
April	11,245	3,488	31.1%	7,717	68.9%	40	0.4%	N/A	N/A	N/A	N/A
March	11,586	3,649	31.6%	7,909	68.4%	28	0.2%	N/A	N/A	N/A	N/A
February	10,248	3,274	32.0%	6,944	68.0%	30	0.3%	N/A	N/A	N/A	N/A
January	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
TOTAL YTD	**44,515**	**14,214**	**32.0%**	**30,166**	**68.0%**	**135**	**0.3%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO	**11,129**	**3,554**		**7,542**		**34**		**N/A**		**N/A**	

__Note:__ Total Calls include Administrative calls that are not direct 9-1-1 calls.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

HAWAII		TRANSFERRED TO FIRE												
		Wireline/VoIP			Wireless			Unknown		Admin		Abandoned		
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December													
November													
October													
September													
August													
July													
June													
May													
April	2,205	934	42.9%	26.8%	1,244	57.1%	16.1%	27	1.2%	N/A	N/A	N/A	N/A
March	2,255	954	42.9%	26.1%	1,268	57.1%	16.0%	33	1.5%	N/A	N/A	N/A	N/A
February	2,135	947	44.8%	28.9%	1,167	55.2%	16.8%	21	1.0%	N/A	N/A	N/A	N/A
January	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A
TOTAL YTD	9,020	3,892	43.7%	27.4%	5,018	56.3%	16.6%	110	1.2%	N/A	N/A	N/A	N/A
AVG PER MO	2,255	973			1,255			28		N/A		N/A	

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

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- **PSAP Operations** (continued)

Wireless Test – April 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
04/02/13	AT&T Mobility	4	21	Hawai`i PSAP/ Akimeka	Pass
04/17/13	AT&T Mobility	1	3	Hawai`i PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – April 2013

Weekly (Every Friday)	All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were canceled. There have been no significant updates provided by HTI.
04/01/13 -- Pending	Sprint/Nextel returned the updated Annual Audit CRSs on April 26, 2013. The CRSs are currently under review by Akimeka.
04/01/13 -- Pending	Verizon Wireless returned the Annual Audit CRSs. Akimeka validated, updated, and returned the CRSs on April 10, 2013. Due to discrepancies involving azimuth, beam width, and sector radius, the CRSs are under review by Verizon Wireless and Intrado.
04/01/13 -- Pending	T-Mobile continues to review and scrub the Annual Audit CRSs and committed to a revised completion date of May 3, 2013 to return the updated CRSs to Akimeka.
04/03/13 -- Pending	On behalf of the State of Hawai'i PSAPs, Akimeka sent a request to AT&T Mobility on April 3, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on April 11, 2013 and is under validation review by Akimeka.
04/09/13 -- 04/11/13	Ms. Whitney Maxfield from Intrado met with the County of Hawai'i Secondary PSAP (Fire) to complete her observation of their dispatch center operations and finalize the configuration needs for the upcoming Intrado Viper deployment.
04/10/13	Ms. Tina Metivier from Intrado presented "Wireless Phase 2 Call Flows, Solutions and State of Hawaii Metrics" to the County of Hawai'i PSAPs. The presentation covered Wireless Phase 2 (WPH2) accuracy requirements, routing information, data points, and current metrics for WSPs routed through the Intrado network.

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

Bi-monthly Conference Call with Intrado	The April 11, 2013 conference call and April 25, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

   1) Placement of the Viper equipment in the server room.

   2) Electrical issues -- Quad receptacles are required per workstation.

   3) UPS requirements -- HTI and Intrado are working together on the UPS requirements.

   4) Implementation schedule -- The Intrado Viper solution installation and testing has been scheduled for June 25 - July 1, 2013 for Hawai'i Police and July 2 - July 3, 2013 for Hawai'i Fire. Network connectivity testing will be conducted from July 4 - July 9, 2013.

   Target cutover date is "To Be Determined (TBD)".

Week of 04/14/13	The County of Hawai'i PSAPs celebrated National Public Safety Telecommunications Week with a luncheon on April 17, 2013 to recognize and thank all of the 9-1-1 calltakers for their dedication and hard work. Governor Abercrombie signed a proclamation and recognition for all State of Hawai'i PSAPs and are in the process of being distributed.
04/24/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on April 24, 2013. Items discussed were:

   1) <u>Sandwich Isles Communications Callboxes</u> -- Twenty-five (25) callboxes were tested and approved on Oahu. Kauai has five (5) callboxes that are currently under review.

   2) <u>Viper Installation</u>

      a) Kauai County asked if the training position can be used as a primary position. (<u>Note:</u> Subsequent to the conference call, additional information was received regarding this. The training position would not be a billable position if used exclusively for training. However, if the training position is used for live 9-1-1 traffic, the position would become billable under the current tariff.)

      b) Honolulu Police Department (HPD) and Maui County may be requesting a change to their Viper installation schedule due to HPD's move to Kapolei and Maui County's radio upgrades.

   3) <u>WSP Testing Moratorium</u> -- A "No Testing" notification should be issued to the WSPs during the Viper equipment installation period.

   4) <u>9-1-1 Strategic Planning Budget</u> -- Battalion Chief Tejada encouraged all PSAPs to talk with their 9-1-1 Board members with regards to their PSAP's budget needs for the next five (5) years. A budget meeting is scheduled for May 2, 1013.

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

04/24/13 (continued)	5)	David Miyasaki from Kauai County provided an update on Kauai County's walk through with HTI on April 22, 2013.
	6)	<u>AT&T Microcell Calls</u> -- Need for validated MSAG addresses and possible increase in 9-1-1 calls using the new device.
	7)	<u>NENA/APCO Conference</u> -- Approximately twelve (12) representatives from Hawaiʻi will be attending the NENA/APCO conference in Charlotte, North Carolina in June 2013.
04/25/13		Scott Uehara from County of Hawaiʻi IT, met with Akimeka GIS and System Administrator personnel to observe a bi-monthly Positron Mapping update that is performed by Akimeka. Scott also observed the Maui Intergraph CAD update process that is performed on a monthly basis by Akimeka.

Scott also had the opportunity to meet with Maui Dispatch Supervisors at the Maui Police Department. The Dispatch Supervisors showed Scott the next process of validating the updates performed by Akimeka from the Test CAD terminal. Maui IT personnel demonstrated how the test validated data is converted to the production CAD.

Scott was appreciative of everyone's time and will look into establishing a similar process for Hawaiʻi County.

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2013 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 – 04/30/13) – No further updates.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013

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

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

There were four (4) trouble reports in the month of April 2013. As of April 30, 2013, a total of **434** trouble reports have been documented since the conversion as follows:

Trouble Category	# of Trouble Reports					Total Trouble Reports to Date
	February - December 2012	January 2013	February 2013	March 2013	April 2013	
Audio Issues	178	1	0	1	0	180
No ANI/ALI Transferring to the CAD	50	0	0	0	0	50
Feature Not Working and Screen Problems	39	0	8	2	3	52
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	0	0	0	14
Transfer Issues to Secondary PSAP (Fire)	9	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	0	0	0	6
Call History Not Complete or Available	6	0	0	0	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	97	13	3	3	1	117
Total Trouble Reports	**398**	**15**	**11**	**6**	**4**	**434**

Of the 434 reported troubles, feedback and/or resolution has been received on 173 (39.9%) of the trouble reports.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Friday) conference calls with the State of Hawai'i PSAPs relative to the Solacom issues. The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

All of the weekly conference calls were cancelled in the month of April 2013.

HTI is working directly with the County of Hawai'i PSAPs (Police and Fire) with regards to the ongoing Solacom trouble and issues being experienced by the PSAPs.

Feedback and updates provided by HTI as of April 30, 2013 are as follows:

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

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

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

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

    Unfortunately, the Hawai'i County Police PSAP had another occurrence of bad data being presented to them. It was isolated to a Red Road telephone customer who is served by Time Warner.

    No further information has been provided as of April 30, 2013.

2. Inability to Ringback 9-1-1 Callers – Unfortunately, there was another incident which was reported to HTI on November 30, 2012 regarding the inability to ringback telephone prefix 808-494.

    On December 5, 2012, Hawaiian Telcom reported that the trouble was resolved. A translation table entry in the Hilo telephone switch that provides dial tone to the Solacom system was not built correctly (specific to 808-494-xxxx telephone numbers) and was not interpreting the number being dialed correctly. The translations were corrected and ringing back callers to the 808-494 prefix were functioning correctly.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

2. Inability to Ringback 9-1-1 Callers (continued)

   On January 5, 2013, the Hawai'i County Police PSAP reported that they were unable to callback an 808-345 prefix, while the Admin line was successful in reaching the 9-1-1 caller back. Hawaiian Telcom reported that the trouble was isolated to the translations in the Hilo Central Office. The translations were corrected and ringing back callers to the 808-345 prefix were tested and functioning correctly.

3. No ANI/ALI Information Transferring to the CAD – This issue remains unresolved and is still under investigation by Solacom. The Hawai'i County PSAP reported that the only occurrence has been on the Hilo Solacom position and will be reported to Intergraph.

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

   There have been no updates on this issue to date.

   The Hawai'i County Police PSAP reported three (3) incidents of no ANI/ALI transferring to the CAD or extremely slow response of four (4) minutes. Although the December 10, 2012 Solacom upgrade was to address this issue, trouble continues.

   Hawaiian Telcom and Solacom continue to investigate and reported that their logs show that they are attempting to send the data to the Intergraph CAD and asked if the "lantronic" is having trouble.

   On January 18, 2013, the Lantronics box was replaced by Hawaiian Telcom and the trouble appears to have been corrected. This situation will continue to be monitored.

- ## PSAP Operations (continued)

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

4. <u>Greater Percentage of Wireless Phase I (WPHI I) Calls</u> – This issue has not been resolved. Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II (WPH II) calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II (WPH II) calls to Wireless Phase I (WPH I) calls. As a result, there are more inquiries by the dispatcher for location information and/or more re-bid requests being required as compared to pre-conversion.)

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

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

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

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

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

   On February 1, 2013, the 5-second delay was removed as requested by the PSAP due to the abnormal time it took to "paint" the ANI/ALI information on the Solacom screen. The PSAP believed that perhaps by removing the delay, it would improve the delivery of the ANI/ALI for wireline and wireless calls. Unfortunately, the removal of the delay has had no positive impact and resulted in eight (8) trouble reports.

   As of April 30, 2013, the 5-second delay is still removed and the PSAP continues to monitor the delay in the delivery of the ANI/ALI.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

5. <u>Inability to Transfer Calls to the Secondary PSAP</u> – There has been no further occurrences reported as of October 31, 2012 and this issue is considered closed.

6. <u>No 9-1-1 Recording</u> – This issue has not been resolved.

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

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

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

    A meeting date still has not been scheduled by HTI as of April 30, 2013.

7. <u>Call History</u> – This issue appears to have been corrected and will be monitored.

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

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

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

- **PSAP Operations** (continued)

**County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update –
As of April 2013 (continued)**

7. Call History (continued)

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

    On November 30, 2012, it was reported by HTI that Solacom representatives will be on-site the week of December 10, 2012 to install Release 11 which should resolve this problem.

    On December 10, 2012, Solacom engineers, Marcel Rousseau and Marty Deleohardis, successfully uploaded the new upgrade which addressed this issue.

    There has been no trouble reported since the upgrade as of April 30, 2013 and this issue will continue to be monitored.

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

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

    No further occurrences were reported in July 2012.

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

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

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

Hawaiʻi County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

8. <u>Transfer Calls Between Hilo PSAP and Maui PSAP</u> (continued)

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

   During the month of November 2012, it was reported by dispatchers that there have been other occurrences of dropped calls. Unfortunately, these calls were not documented or call information saved for further investigation. Maui Dispatch was operating from their alternate site during the last weeks of November and therefore was not able to produce or provide the call data.

   No further occurrences have been reported as of April 30, 2013.

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

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

   A report of an "anonymous" call was received on February 14, 2013 which is under investigation by the PSAP. No trouble ticket was initiated.

   No further information could be located and the report was closed but will continue to be monitored.

- ## PSAP Operations (continued)

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

10. <u>Call History From a Previous Call Does Not Populate the CAD</u> – This issue appears to have been corrected and will be monitored.

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

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

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

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

    On December 10, 2012, Solacom engineers, Marcel Rousseau and Marty Deleohardis, successfully uploaded the new upgrade which addressed this issue.

    There has been no trouble reported since the upgrade as of April 30, 2013 and this issue will continue to be monitored.

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

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

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

    1) The ALI query button is now available when you first log in to the Solacom environment. Previously, it would only become available after the first call landed at the position.

    2) The random blank CAD spills were also identified by Solacom as being corrected.

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

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

11. <u>Background Ringing on Incoming Calls at the Secondary PSAP (continued)</u>

    On January 23, 2013, a trouble ticket was initiated by the Hawai'i County Fire Department. Both the 9-1-1 caller and the dispatcher heard ringing in the background. Hawaiian Telcom reported that Solacom is investigating to determine the root cause.

    There have been no further incidents reported as of April 30, 2013 however the situation will continue to be monitored.

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

    Unfortunately, additional occurrences surfaced on September 25, September 28 and September 29, 2012 which were reported to HTI and Solacom. An upgrade was initially scheduled for October 1, 2012 to resolve the issue, however, due to frequency of the incidents, Sergeant Ing authorized an earlier installation of the upgrade. HTI and Solacom successfully installed the upgrade on September 30, 2012.

    There have been no further incidents reported as of April 30, 2013 however the situation will continue to be monitored.

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

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

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

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

13. <u>Positions Busied Out and/or Logged Out</u> (continued)

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

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

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

    A meeting date still has not been scheduled by HTI as of April 30, 2013.

14. <u>Scheduled Maintenance </u>– This issue is considered closed.

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

    The upgrade was successfully completed and the correct call status now appears in the tenant status window. This issue is considered closed.

15. <u>Re-location of Hawai'i County Fire Department</u>

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

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

- **PSAP Operations** **(continued)**

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

15. Re-location of Hawai'i County Fire Department (continued)

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

    On November 30, 2012, it was reported by HTI that Solacom representatives will be on-site the week of December 10, 2012 to install Release 11 which should resolve this problem.

    On December 10, 2012, Solacom engineers, Marcel Rousseau and Marty Deleohardis, successfully uploaded the new upgrade which addressed this issue.

    The PSAPs have not been able to test and verify that the trouble has been corrected since neither PSAP has moved to the alternate center. Plans are underway to re-test at the earliest opportunity.

16. Transfer Call Between Hilo PSAP and Honolulu PSAP – On December 10, 2012, it was reported that a Hilo Police Dispatcher was unable to transfer a call to the Honolulu Police queue at Kapolei. The first call was successfully transferred. However, when the 9-1-1 caller called back and requested a second transfer, the transfer was not successful and the dispatcher received a message that "the CML was not available". Repeated attempts were made unsuccessfully. The 9-1-1 caller was referred to the Honolulu Police non-emergency line at 808-529-3111.

17. "REFRESH (rebid)" Function Not Working Properly on Wireless 9-1-1 Calls -- Beginning January 1, 2013, trouble reports were initiated when a dispatcher used the "REFRESH" function which resulted in a "new" ANI/ALI being sent to the Intergraph CAD. As such, this would cause the Intergraph CAD to lock up. The trouble was reported to both Hawaiian Telcom and Solacom.

    On January 14, 2013, a "fix" was downloaded by Hawaiian Telcom and Solacom which appears to have corrected the problem. There have been no further reports of trouble and the situation will continue to be monitored.

18. Delay in the Delivery of the ANI/ALI Information – Both the County of Hawai'i PSAPs (Police and Fire) are experiencing a long delay, up to two (2) minutes for the ANI/ALI data. Eight (8) trouble reports were initiated with HTI. The following action is being taken:

    1) Removal of the five (5) second delay. This feature was mainly for Wireless calls to allow for the initial delivery of Wireless Phase II (WPH II) information. Unfortunately, the removal of the delay did not improve the results. Abnormal time needed to paint the screen continues.

    2) Restart the affected position.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of April 2013 (continued)

19. <u>Miscellaneous Trouble Reports</u> – In February 2013, there were miscellaneous incidents as follows:

   1) A 9-1-1 call was simultaneously received by the Hawai'i County Fire Dispatch and the Kauai County PSAP. This incident was reported to HTI on February 19, 2013 and HTI is running diagnostic testing on the call and the position.

   2) A 9-1-1 call was delivered out of sequence to the Hawai'i County Fire Dispatch position, not using the assigned call distribution (ACD) configuration. A trouble ticket was opened with HTI on February 22, 2013.

   3) A 9-1-1 call was delivered and "auto bidded" when dropping into the CAD, causing the information to be overwritten on the CAD screen. A trouble ticket was opened with HTI on February 25, 2013.

   In March 2013, there were six (6) miscellaneous reports and additional incidents were reported in April 2013 associated with some of the miscellaneous reports:

   1) <u>Audio Issue</u> – On March 11, 2013, the Kona 9-1-1 position reported trouble when talking on the administrative telephone system, whereby the audio of the Police radio was lost. The trouble was reported to HTI and a HTI technician responded on March 13, 2013 to check the integrity of the connections. The trouble is still under investigation by the Police department radio technicians and HTI.

   2) <u>Feature</u> – On March 28, 2013, the supervisor, call taker, and screener positions reported the lost of the audio notification for calls that are entered in queue waiting to be answered. The trouble was reported to HTI and the PSAP was instructed to re-boot the call taker position. The re-boot solution fixed the problem and the audio notification feature was restored on all positions.

   3) <u>Feature</u> – On March 3, 2013, the County of Hawai'i Fire Position 2 reported to the HTI NOC that multiple ALI re-bids were automatically occurring at the position while on a 9-1-1 call. HTI's response was that the initial call taker at the Primary PSAP (Police) tried to re-bid three (3) times without success prior to transferring the call to the Secondary PSAP (Fire). The re-bids then occurred at the Secondary PSAP (Fire) as the 9-1-1 call was being handled.

      Multiple occurrences of this same issue were reported to HTI on April 1, 2013, April 8, 2013, and April 20, 2013 for Fire Position 3. HTI shared that they were looking into replacing a Solacom position at the County of Hawai'i Police PSAP, however there has been no replacement to date as of April 30, 2013.

- **PSAP Operations** (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update –
As of April 2013 (continued)

19. Miscellaneous Trouble Reports (continued)

4) Other – On March 25, 2013, the County of Hawai'i Fire Position 1 received a connection error on their screen indicating that local area connection to the network cable was unplugged. HTI was notified and the PSAP was instructed to re-boot the position. The position was re-booted which cleared the error message.

5) Other – On March 25, 2013, the County of Hawai'i Fire Position 3 reported that while on a 9-1-1 call, the same call was answered later by the dispatcher on Fire Position 2 as the same call rang at another position, after the 9-1-1 call had already been answered by Position 3. The trouble was reported to HTI and the PSAP is still waiting on a response.

6) Other – On March 25, 2013, the County of Hawai'i Fire Position 3 reported that the icon of a 9-1-1 call trunk line did not release from the position when the initial 9-1-1 call was completed. The trouble was reported to HTI and the trunk was released internally by HTI.

7) Other – On April 17, 2013, a box appeared on County of Hawai'i Fire Position 2 with the following message: "Audio Quality Alarm". The trouble was reported to HTI and the PSAP was advised to log in and log out of the position. This appeared to resolve the issue and no further trouble has occurred.

The County of Hawai'i continues to experience trouble with the Solacom system month after month since the initial conversion. This has negatively impacted the County of Hawai'i's PSAP operations and level of confidence with HTI. As such, the County of Hawai'i PSAPs are concerned with the reliability and ongoing maintenance level that can be expected from Solacom and HTI while the County of Hawai'i is still operating on the Solacom system.

Hawaiʻi County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG

Current Month – April 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
HAWAII	576	85	14	3	64	4	0	159	482	9	206	9	0	0
Revised categories and report format changes effective May 2012.														

During the month of April 2013, eight-five (85) 9-1-1Net requests were completed relating to the MSAG database, with 159 customer ANI/ALI records updated as a direct result. 482 TN CR and nine (9) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

There are 206 TN CRs and nine (9) ALI-DRs in Referred status as of April 30, 2013. Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. The nine (9) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

There are no records in Suspended status as of April 30, 2013.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS						
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April	576	85	14	3	64	4	0	159	482	9	206	9	0	0
March	153	91	6	1	79	5	0	82	59	3	190	9	0	0
February	147	77	28	3	30	16	0	185	66	4	195	9	0	0
January	267	247	148	15	57	22	5	2,878	16	4	330	42	0	0
TOTAL YTD	1,143	500	196	22	230	47	5	3,304	623	20				
AVG PER MO	286	125	49	6	58	12	1	826	156	5				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		04/25/13	
	04/15/13 -- 04/16/13		Monthly update on Address Points
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.*

Hawaiʻi County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Street Centerlines		04/25/13	
	04/15/13		Monthly update on Street Centerlines
Trails			
WSP Cell Towers		04/30/13	Special request from AT&T Mobility; approved by Sgt Ing
	04/30/13		
		04/25/13	
	04/17/13 -- 04/18/13		AT&T Mobility Annual Audit
		04/09/13	
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			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			

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

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

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

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County.
	Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. 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.
	For the Street Centerlines and Address Points layer, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.

Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on **April 16, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		4
# of Street Segments Removed		1
# of New Addresses Added	228	
# of Addresses Removed	15	
# of Street Segment Range Changes		30
# of Street Segment Name Changes		0
# of Address Street Name Changes	10	
# of Address Street Number Changes	20	

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.

Hawaiʻi County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Service Requests Transactions

Open Service Requests – April 2013 (March 28, 2013 – April 26, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on 10/01/12. Field work was conducted in October 2012 to correct the address number discrepancies on Puako Beach Road. Akimeka submitted TN CRs to HTI via Intrado in 9-1-1Net and the County of Hawaiʻi Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers. There are currently 118 TNs in "Referred" status with HTI as of April 29, 2013. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.
2	01/02/13	540	Incorrect Address: TN= (808) 323-3994	MSAG - ANI/ALI Discrepancy	Normal	TN information submitted to 9-1-1Net and awaiting approval from Hawaiian Telcom, Inc. (HTI). TN is still in "Referred" status as of April 29, 2013.
3	01/14/13	545	Incorrect Address: TN= (808) 327-9712	MSAG - ANI/ALI Discrepancy	Normal	Caller information submitted to 9-1-1Net and awaiting TMK verification from Hawaiian Telcom, Inc. (HTI). TN is still in "Referred" status as of April 29, 2013.

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

Hawai'i County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2013

2013	HAWAII			SERVICE REQUEST CATEGORIES							
	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	9	10	3	0	0	9	10	0	0	0	0
March	4	4	4	0	0	4	4	0	0	0	0
February	4	3	4	0	0	4	3	0	0	0	0
January	6	4	3	0	0	6	4	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	24	21	3	0	0	24	21	0	0	0	0

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

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

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations

9-1-1 Call Volume – April 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,134	919	29.3%	2,215	70.7%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	**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	3,134	919	29.3%	2,215	70.7%	0	0.0%	664	21.2%
March	3,356	1,091	32.6%	2,257	67.4%	8	0.2%	800	23.8%
February	2,916	926	31.8%	1,990	68.2%	0	0.0%	659	22.6%
January	3,178	1,011	31.9%	2,154	68.1%	13	0.4%	640	20.1%
TOTAL YTD	**12,584**	**3,947**	**31.4%**	**8,616**	**68.6%**	**21**	**0.2%**	**2,763**	**22.0%**
AVG PER MO	**3,146**	**987**		**2,154**		**5**		**691**	

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, 2013 – April 30, 2013

- ## PSAP Operations (continued)

Wireless Test – April 2013

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

Current Month PSAP Operations Activities – April 2013

Weekly (Every Friday)	All of the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i were canceled. There have been no significant updates provided by HTI.
04/01/13	Dispatch Supervisor, Kathleen Langtad reported that a follow-up report was received from Hawaiian Telco, Inc. (HTI) on March 29, 2013 with regards to the March 12, 2013 Plant/CML outage. Details that were provided and reported by HTI are:

> ➢ Trouble began at 8:43 p.m. on Positions 1-5 and 2-1. 9-1-1 traffic was re-routed to the backup lines at 9:55 p.m.

> ➢ HTI responded to the trouble and confirmed that the trouble was cleared in the morning of March 13, 2013. As the network had stabilized, 9-1-1 traffic was re-routed back to the Plant/CML positions at approximately noon on March 13, 2013. HTI reported that the Plant/CML switch indicated that no 9-1-1 calls were blocked prior to re-routing the 9-1-1 traffic.

> ➢ However, trouble continued on the two original positions (1-5 and 2-1). This issue was resolved when HTI replaced equipment on Oahu on March 24, 2013.

04/01/13 -- Pending	Sprint/Nextel returned the updated Annual Audit CRSs on April 26, 2013. The CRSs are currently under review by Akimeka.
04/01/13 -- Pending	Verizon Wireless returned the Annual Audit CRSs. Akimeka validated, updated, and returned the CRSs on April 10, 2013. Due to discrepancies involving azimuth, beam width, and sector radius, the CRSs are under review by Verizon Wireless and Intrado.
04/01/13 -- Pending	T-Mobile continues to review and scrub the Annual Audit CRSs and committed to a revised completion date of May 3, 2013 to return the updated CRSs to Akimeka.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

04/03/13 -- Pending	On behalf of the State of Hawaiʻi PSAPs, Akimeka sent a request to AT&T Mobility on April 3, 2013 for statewide Call Routing Spreadsheets (CRSs). The Annual Audit CRSs for each of the jurisdictions were submitted to Akimeka on April 11, 2013 and is under validation review by Akimeka.
04/09/13	Ms. Tina Metivier from Intrado presented "Wireless Phase 2 Call Flows, Solutions and State of Hawaii Metrics" to the Kauai PSAP representatives. The presentation covered Wireless Phase 2 (WPH2) accuracy requirements, routing information, data points, and current metrics for WSPs routed through the Intrado network.
04/10/13	Akimeka replaced a temporary router in the Dispatch Supervisor's office. The router is used to connect the Akimeka Maui Office to the Positron Mapping Server.
	Akimeka also met with Lieutenant Todd Tanaka and Kathleen Langtad, Dispatch Supervisor, to discuss the process for completing the Standard Operational Procedures (SOP) for the Communications Section and its application to Accreditation Standards.
Bi-monthly Conference Call with Intrado	The April 8, 2013 conference call and April 22, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

1) Placement of the Viper equipment in the battery room where the current MUX cabinet is. The MUX cabinets will be placed side-by-side during the conversion and then the MUX will be removed at a later date.

2) Electrical issues -- Dan Miyasaki explained that there will be direct feeds from the breaker boxes.

3) UPS requirements -- Kauai County will use the single UPS, while KVA requirements were noted by Intrado and given a higher level than what was being provided by the 9-1-1 UPS. Concurrence was received from Stephen Douglass that the current 9-1-1 UPS is fine.

4) PRI Interface -- Cost analysis is in progress between Kauai County and HTI.

5) Ancillary Interfaces -- Higher Ground interface using an IP feed is under review by Intrado.

6) Implementation schedule -- The Intrado Viper solution installation and testing has been scheduled for \July 26 - July 30, 2013. Network connectivity testing will be conducted from July 31 - August 1, 2013.

Target cutover date is "To Be Determined (TBD)".

Week of 04/14/13	The Kauai PSAP celebrated National Public Safety Telecommunications Week with a dinner on April 18, 2013 to recognize and thank all of the 9-1-1 calltakers for their dedication and hard work. Governor Abercrombie signed a proclamation and recognition for all State of Hawaiʻi PSAPs and are in the process of being distributed.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- **PSAP Operations** **(continued)**

Current Month PSAP Operations Activities – April 2013 (continued)

04/22/13   Stephen Douglass, Tracy Asato and James Sone from HTI, conducted a walkthrough of the Kauai PSAP for the upcoming Intrado Viper installation. The following information was received and noted by David Miyasaki:

1) The Kauai PSAP will have a diversified route into the building for telecom needs.

2) The back board in the battery room should be used by HTI for mounting the T1 circuit equipment.

3) Additional electrical requirements are needed from the UPS to the back board.

4) The 9-1-1 UPS will not be replaced since the information provided by Intrado was overstated. HTI will provide more current information.

5) The route to the PSAP consoles were identified and measured for new CAT-6 wiring. The current statement of work will be updated with this information.

04/24/13   The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on April 24, 2013. Items discussed were:

1) Sandwich Isles Communications Callboxes -- Twenty-five (25) callboxes were tested and approved on Oahu. Kauai has five (5) callboxes that are currently under review.

2) Viper Installation

a) Kauai County asked if the training position can be used as a primary position. (Note: Subsequent to the conference call, additional information was received regarding this. The training position would not be a billable position if used exclusively for training. However, if the training position is used for live 9-1-1 traffic, the position would become billable under the current tariff.)

b) Honolulu Police Department (HPD) and Maui County may be requesting a change to their Viper installation schedule due to HPD's move to Kapolei and Maui County's radio upgrades.

3) WSP Testing Moratorium -- A "No Testing" notification should be issued to the WSPs during the Viper equipment installation period.

4) 9-1-1 Strategic Planning Budget -- Battalion Chief Tejada encouraged all PSAPs to talk with their 9-1-1 Board members with regards to their PSAP's budget needs for the next five (5) years. A budget meeting is scheduled for May 2, 1013.

5) David Miyasaki from Kauai County provided and update on Kauai County's walk through with HTI on April 22, 2013.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – April 2013 (continued)

04/24/13
(continued)

6) <u>AT&T Microcell Calls</u> -- Need for validated MSAG addresses and possible increase in 9-1-1 calls using the new device.

7) <u>NENA/APCO Conference</u> -- Approximately twelve (12) representatives from Hawaiʻi will be attending the NENA/APCO conference in Charlotte, North Carolina in June 2013.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of April 30, 2013 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 – 04/30/13) – No further updates.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG

Current Month – April 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
KAUAI	76	11	1	0	9	0	1	2	65	0	39	5	5	5
Revised categories and report format changes effective May 2012.														

During the month of April 2013, eleven (11) 9-1-1Net requests were completed relating to the MSAG database, with two (2) customer ANI/ALI records updated as a direct result. Sixty-five (65) TN CR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are thirty-nine (39) TN CRs and five (5) ALI-DRs in Referred status as of April 30, 2013. Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. The five (5) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

There are five (5) ALI DR records in Suspended status as of April 30, 2013 affecting five (5) telephone numbers (TNs). An invalid MSAG address may result in a No Record Found (NRF) condition and/or improper address validation and processing in the CAD system during a 9-1-1 call.

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

  These ALI DR records were reported prior to January 2012 and are not a direct result of a live 9-1-1 call.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

KAUAI		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April	76	11	1	0	9	0	1	2	65	0	39	5	5	5
March	480	17	2	0	10	5	0	3	461	2	102	6	5	5
February	16	16	2	0	10	4	0	3	0	0	28	6	5	5
January	202	7	1	0	5	1	0	15	195	0	206	11	3	3
TOTAL YTD	774	51	6	0	34	10	1	23	721	2				
AVG PER MO	194	13	2	0	9	3	0	6	180	1				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents TN transactions that have been referred by Intrado to the appropriate service provider.
	(d)	Represents what is returned by the service providers as requiring additional information. The TN transactions are 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, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		04/11/13	
	04/09/13		Added one (1) address point
	04/08/13		Updated address for Medic 22
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations		04/11/13	
	04/08/13		Updated address for Medic 22
Milepost Markers			
Points of Interest			
		04/11/13	
	04/09/13		Added one (1) address point
	04/08/13		Updated address for Medic 22

(*) *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, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines			
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)		04/23/13	
	04/19/13		AT&T Mobility Annual Audit
	04/16/13		Per VZW CRS
		04/11/13	
	04/01/13		VZW Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			

(*****) *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, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Emergency Shelters			
Emergency Operation Centers (EOC)			
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			
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.*

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – April 2013 (continued)

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

Current Month GIS Activities – April 2013

04/10/13   Akimeka prepared and uploaded the following to the Kauai GeoComm computer: Address Points, Medic Stations, Points of Interest, WSP Cell Sectors, and WSP Cell Towers layers.

04/24/13   Akimeka prepared and uploaded the following to the Kauai GeoComm computer: WSP Cell Sectors, and WSP Cell Towers layers.

CAD GIS Upload Process

Background

Akimeka made all of the necessary corrections to their data and re-submitted the Geofiles to TriTech on November 6, 2012. Charles Leonard reported that he encountered issues while importing the updated Geofiles. Charles will submit these issues to the TriTech product management team and cross functional team for review.

Updated data was not loaded onto the Kauai County GeoComm computer due to an issue with the GeoSync Server. Kauai County IT is working with GeoComm to fix the problem. Updates to the GeoComm map will be suspended until further notice.

Per Kauai County IT, Garrett Johnson, GeoComm (Dennis Mendoza) is continuing to isolate the problem that prevents a map update to process. The address locator configuration that Geocomm built could possibly be causing the error which is being investigated. Kauai County IT also recently rebuilt a geodatabase from scratch believing that it may be a solution to no avail. Kauai County IT plans to gather all of the associated trouble tickets and summarize the overall picture as to what is going on with GeoComm and will disseminate accordingly.

Current Status – April 2013

Kauai County IT continues to work directly with GeoComm and TriTech to correct the multiple issues the Kauai County PSAP is having with both systems. To date, none of these issues have been resolved.

Akimeka copied updated data to the GeoComm computer on April 10, 2013 and April 24, 2013 in order for Kauai County IT to manually load the data on to each PSAP position individually.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## Service Requests Transactions

Open Service Requests – April 2013 (March 28, 2013 – April 26, 2013)

Date	Ticket #	Description	Category	Urgency	Comments
		NONE			

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

Year-to-Date (YTD) Summary – 2013

2013	KAUAI			SERVICE REQUEST CATEGORIES							
	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	1	1	0	0	0	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**2**	**2**	**0**	**0**	**0**	**2**	**2**	**0**	**0**	**0**	**0**

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

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

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## 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 2013.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,249** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 18, 2013 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 – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 15, 2013 9-1-1 MSAG Dated 01-01-13		As of April 18, 2013 9-1-1 MSAG Dated 04-01-13	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,246		1,249	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.5%	56	4.5%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,190**		**1,193**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,190**	**100.0%**	**1,193**	**100.0%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		**0**	**0.0%**	**0**	**0.0%**

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 100.0% 9-1-1 Match percentage as of April 2013.

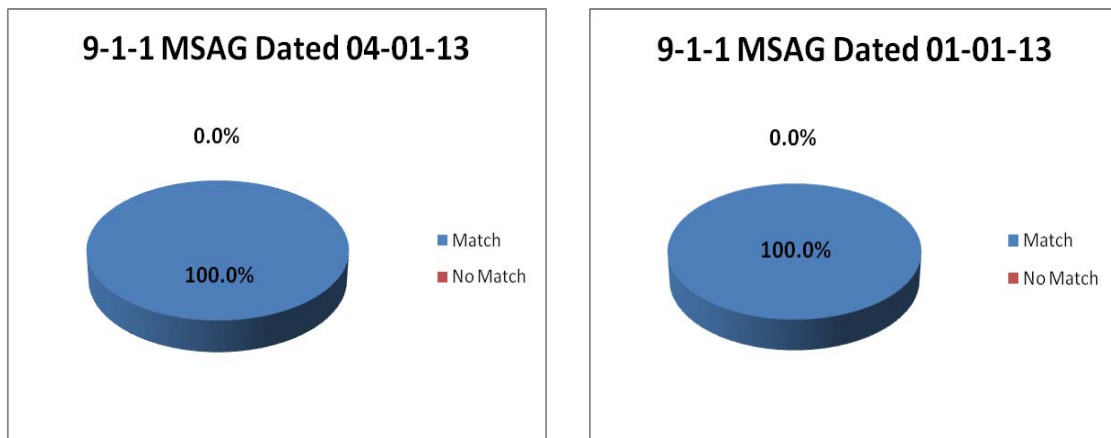# Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## 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 – 2013 (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, 2013 MSAG vs. January 1, 2013 MSAG

**Kauai County's level of accuracy or 9-1-1 Match percentage remained at 100.0% as of April 2013.
The NENA recommended minimum match rate of 98% has been met consistently in 2012 and continues in 2013.**

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.

- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.

- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

- ## 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, 2013 MSAG vs. January 1, 2013 MSAG (continued)

- ❖ 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.

- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Kauai County and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

ESN	Island	# of Invalid MSAG Records
		As of April 2013
499	Kauai	139

These invalid MSAG records represent **11.1%** of the Total MSAG records for Kauai County. The individual ALI records associated with these records are provided below.

Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Kauai County E9-1-1 Status Report
April 1, 2013 – April 30, 2013

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

Automatic Location Identification (ALI) Record Status

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of April 15, 2013, **1,762** ESN 499 records, representing **5.5%** of Kauai County's total ALI records. The number of ESN 499 records was reduced by **27.2%** (2,420 to 1,762) from January 16, 2013 to April 15, 2013 respectively.

Kauai County ALI Records as of 04-15-13
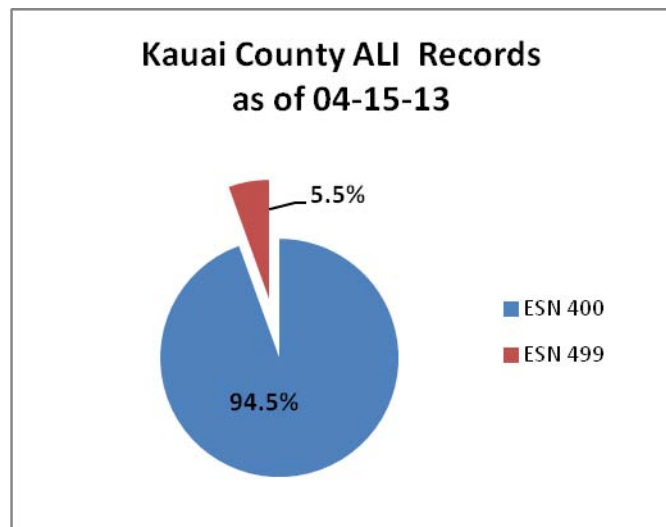
The total number of ALI records remains relatively consistent.

Although the ESN 499 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

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