NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAIʻI
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting
Thursday, June 6, 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 Approval

      iii. Others

   b. Technical Committee – Victor Ramos

      i. Investigative Regulatory Committee Update.

      ii. Investigative Committee on NG911 Planning update

      iii. FCC updates

            1. New Appointment FCC Chairman Thomas Wheeler.

   c. Communications Committee-Steven Schutte

      i. 2013 Legislative Session

      ii. 2014 Investigative Legislative Committee

      iii. Others

VI. **PSAP Status Updates**
   a. Kauai – Mark Begley

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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.

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. FY 2014-18 Strategic Budget Plan

   ii. APCO Conference attendance(Aug2013):

      1. 9-1-1 Executive Director - $1,000.

      2. HFD (2 TBD) $5,300.

   iii. Attendance at Viper installation at Hawaii PSAP. 2 individuals from each PSAP. $1,800 (6x$300).

   iv. One Year TKC Consulting Group 9-1-1 Executive Director Contract Extension through December 10, 2014 - $358,312.50.

c. Wireless E911 Timeline update.

d. Others

VIII.   Announcements

a. **Next Meeting Date**: Thursday, July 11, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

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

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

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

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

      5. 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**

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1151 Punchbowl St., Honolulu
10 am to 12 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Roy Irei (Vice Chair), Mark Begley, Victor Ramos, Marshall Kanehailua, Steve Schutte, Ryan Freitas, Lisa Hiraoka, Dave Kajihiro, Kiman Wong and Su Shin.
Board members absent: Sonny Bhagowalia.

Board Staff Present: Thera Bradshaw, Courtney Tagupa, and Stella Kim.

Observers: Mark Wong (DIT), Paul Ferreira (HawPD), Kaleo Perez (Kauai PD) , Diana Chun, Andy Ito (NRH), Jeff Halbrych (OTMT), Clayton Kau (HPD), Jim Howe (Ocean Safety), Morris Tamanaha (NRH), Aaron Correia (HPD), Brandon Raines (KPD), Mark Wong (DIT), Kenison Tejada (HFD), Sharon Newalu-Garcia (HPD), Elle Walters (Intrado), Thalia Burns (HPD), Paul Ferreira (HawPD) and Sean Naito (HPD).

I.   Call to Order, Public Notice, Quorum

   a. The meeting was called to order at 11:15 am.

II.   Public testimony on all agenda items.

   a. The Board Chair requested that anyone in attendance who wishes to give testimony on any agenda item to please come forward. There was no one who responded.

III. Introductions.

   a. Introductions were made of all in attendance.

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

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a. Mark Begley motioned to approve the minutes of the May Board meeting. The motion was seconded and approved unanimously by voice vote without discussion.

V. Committee Updates by Committee Chairs
   a. Finance Committee – Kiman Wong
      i. Monthly Cash Flow Report
         1. Kiman Wong provided the following statistics of the E911 Fund cash flow activity for the month.
            a. Cash Receipts – May 2013 - $761,501.77.
            b. Cash Disbursements – May 2013 - $1,224,165.88.
            c. Unencumbered Cash - $8,804,330.38.
            d. Bank balance - $10,466,761.54.
      ii. FY 2014-2018 Strategic Planning Budget Approval
         a. Based on the presentation of the FY 2014-18 Strategic Budget Plan during the Technical Committee Meeting that preceded the Finance committee, Victor Ramos motioned to approve the funding for the FY 2014-18 Strategic Budget Plan subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.
      iii. Others-none
   b. Technical Committee – Victor Ramos
      i. Investigative Regulatory Committee Update.
      ii. Investigative Committee on NG911 Planning update.
         1. Committee Chair, Roy Irei, complemented Intrado on their informative presentation to the committee last month.
      iii. FCC updates
         1. New Appointment FCC Chairman Thomas Wheeler.

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a. Thera Bradshaw provided an introduction to the newly appointed FCC Chairman.

c. Communications Committee-Steven Schutte
    i. 2013 Legislative Session
        1. Jeff Habrych stated that bill SB1003 is being reviewed by the Governor today. This bill enhances the CIO's responsibilities to include information assurance and cyber security.
    ii. 2014 Investigative Legislative Committee
        1. Thera Bradshaw stated that Deputy Chief Paul Ferreira has been voted to chair the 2014 Legislative Investigative Committee for the upcoming legislative session.
    iii. Others-None

VI. PSAP Status Updates
    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. Mark Wong, City and County of Honolulu
            1. Awaiting interim appointment by the Governor.
    b. Request for approval for funding:
        i. APCO Conference attendance(Aug2013):
            1. 9-1-1 Executive Director - $1,000.
                a. Victor Ramos motioned to approve the $1,000 expenditure for the Executive Director to attend the APCO-NENA Conference subject to the approval of the Finance committee and final

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approval by the full Board. The motion was seconded and approved unanimously by voice vote without discussion.

2. HFD (2 TBD) $5,300.
    a. Roy Irei motioned to approve the $5,300 for travel expenses for two HFD personnel to attend the APCO-NENA Conference subject the approval by the Finance Committee and final approval by the Full Board. The motion was seconded and approved unanimously by voice vote without discussion.

3. APCO-NENA Pacific Chapter Executive Board member request for funding increase from $2,415 - $2,840 for attendance at the APCO-NENA Conference in August 2013.
    a. This request was added to the agenda by unanimous vote of the Finance Committee.
    b. Roy Irei motioned to approve additional funding of $425 for the APCO-NENA Pacific Chapter Executive Board member to attend the APCO-NENA Conference. The motion was seconded and approved unanimously without discussion.

4. HPD (2 TBDs) request for funding increase from $4830 to $6,080 for attendance at the APCO NENA Conference was added to the agenda by unanimous vote of the Board.
    a. Dave Kajihiro motioned to approve additional funding of $1,250 for the 2 HPD attendees at the APCO NENA Conference in August 2013. The motion was seconded and approved unanimously by voice vote without discussion.

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      ii. Attendance at Viper cutover at Hawaii PSAP.

          1. 2 individuals from each PSAP. $1,800 (6x$300).

          2. Roy Irei motioned to approve the $1,800 for two (2) individuals from the Maui, Kauai, and Oahu PSAPs to attend the Viper cutover at the Hawaii PSAP subject to approval by the Finance committee and final approval by the full Board. The motion was seconded and approved unanimously by voice vote without discussion.

      iii. One Year TKC Consulting Group 9-1-1 Executive Director Contract Extension through December 10, 2014 - $358,312.50.

          1. Roy Irei was appointed to Chair an investigative committee in regards to the extension of the TKC Contract.

c. Wireless E911 Timeline update.

      i. None at this time

d. Jeffry Halbrych provided a briefing on the following OIMT projects:

      i. First Net Grant to be announced by the end of July.

      ii. A Network Study has been initiated starting with UH-Manoa.

          1. Mr. Halbrych agreed to give a 15 minute update on the Study in July.

e. Others-None

VIII. Announcements

a. Next Meeting Date: Thursday, July 11, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

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

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

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

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

          5. 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

    a. The meeting was adjourned at 11:44 am.

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 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	$ 67,854,760.55	761,199.67	$ 68,615,960.22
Other Income	11,555.22		$ 11,555.22
Interest Income	1,832,904.75	302.10	$ 1,833,206.85
Prior Period Interest Income Adjustment	(257,236.01)		(257,236.01)
Net Interest Income	1,575,668.74	302.10	1,575,970.84
Subtotal Cash Inflow	$ 69,441,984.51	$ 761,501.77	$ 70,203,486.28
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		(16,000,000.00)
PSAP Reimbursement	$ (34,484,244.41)	(1,037,213.99)	(35,521,458.40)
Board Member Travel Expense	(125,445.83)	(2,841.49)	(128,287.32)
DB&F Revenue Assessments	(3,124,692.17)	(113,774.38)	(3,238,466.55)
DB&F Administrative Expense Assess.	(816,845.57)	(39,795.82)	(856,641.39)
WSP Reimbursement	(1,069,282.22)		(1,069,282.22)
Consultant-Intrado, Inc.	(439,260.41)		(439,260.41)
Consultant-Exec Director	(2,378,993.49)	(28,437.50)	(2,407,430.99)
Audit Expense	(49,086.88)		(49,086.88)
Other Board Related Expenses	(24,707.88)	(2,102.70)	(26,810.58)
Subtotal Cash Outflow	$ (58,512,558.86)	$ (1,224,165.88)	$ (59,736,724.74)
Bank Balance	$ 10,929,425.65	$ (462,664.11)	$ 10,466,761.54
Encumbrances FY 2011 (Kauai CAD)	$ (623,524.70)		(623,524.70)
Encumbrances FY 2012	$ (1,038,906.46)		$ (1,038,906.46)
Unencumbered Cash	$ 9,266,994.49	$ (462,664.11)	$ 8,804,330.38

Note: Detail of encumbrances on page 4.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

MONTH OF MAY 2013	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIM	TOTAL
Total RECEIPTS	-	-	-	-	761,502	761,502
DISBURSEMENTS:						
Total 6200 CONFERENCES	6,073	-	-	18,050	-	24,123
Total 6300 Non-RECURRING	-	-	229,050	-	-	229,050
6400 RECURRING EXPENSES						
Total 6401 ADMINISTRATION	-	-	-	-	186,952	186,952
Total 6402 MAINTENANCE	103,012	54,318	468,045	-	-	625,375
Total 6403 Other RECURRING	25,570	27,935	23,237	81,925	-	158,666
Total 6400 RECURRING EXPENSES	128,582	82,253	491,281	81,925	186,952	970,993
Total DISBURSEMENTS	134,656	82,253	720,331	99,974	186,952	1,224,166

Note: Detail of Disbursements on page 6.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

FY 2013 TO-DATE MAY 2013	Hawaii PSAP 11 mos.	Kauai PSAP 11 mos.	Maui PSAP 11 mos.	Oahu PSAP 11 mos.	ADMIN 11 mos.	TOTAL 11 mos.	Annual Budget	$ Over/(Under) Budget	
Total RECEIPTS	-	-	-	-	8,330,195	8,330,195	8,880,000	(549,805)	93.8%
DISBURSEMENTS:									
Total 6200 CONFERENCES	15,322	9,785	6,469	38,917	19,519	90,013	149,004	(58,991)	
6300 Non-RECURRING									
Total 6301 CAD Replac/Upgrade	-	-	229,050	-	-	229,050	319,655	(90,605)	
Total 6303 Computers	-	-	(47,896)	-	-	(47,896)	948,308	(996,204)	
Total 6306 Training	-	-	-	10,644	-	10,644	59,000	(48,356)	
Total 6300 Non-RECURRING	-	-	181,154	10,644	-	191,798	1,326,963	(1,135,165)	
6400 RECURRING EXPENSES									
Total 6401 ADMINISTRATION	-	-	-	-	917,258	917,258	1,320,658	(403,400)	
Total 6402 MAINTENANCE	451,835	271,589	769,765	961,236	-	2,454,424	3,784,860	(1,330,436)	
Total 6403 Other RECURRING	230,364	93,174	232,501	908,129	-	1,464,169	1,778,981	(314,812)	
Total 6400 RECURRING EXPENSES	682,199	364,763	1,002,266	1,869,365	917,258	4,835,851	6,884,499	(2,048,648)	
Total DISBURSEMENTS	697,521	374,548	1,189,889	1,918,926	936,777	5,117,662	8,360,466	(3,242,804)	61.2%

Note: Detail of Disbursements on pages 7 & 8.

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

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
							-	
HFD/EMS CAD Upgrade- Licensing		405					405	5/9/2013
							-	
NENA Conference-D. Racadio					3,450		3,450	5/9/2013
							-	
FY2014-18 SBP meeting Lunch					101		101	5/9/2013
							-	
							-	
Total	$ 1,262,207	$ 2,525,292	$ 2,433,639	$ 778,541	$ 1,360,785	$ 0	8,360,465	

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

MONTH OF MAY 2013	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIM	TOTAL
Total RECEIPTS	-	-	-	-	761,502	761,502
DISBURSEMENTS:						
6200 CONFERENCES						
6201 911 Goes to WashDC	6,073	-	-	18,050	-	24,123
Total 6200 CONFERENCES	6,073	-	-	18,050	-	24,123
6300 Non-RECURRING						
6301 CAD Replac/Upgrade						
6301.06 Maui PD	-	-	229,050	-	-	229,050
Total 6301 CAD Replac/Upgrade	-	-	229,050	-	-	229,050
Total 6300 Non-RECURRING	-	-	229,050	-	-	229,050
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.02 ElectronSignatur	-	-	-	-	180	180
6401.08 Board Member Tra	-	-	-	-	2,841	2,841
6401.09 DB&F Assessments						
6401.0101 DB&F Admin.	-	-	-	-	39,796	39,796
6401.0102 DB&F Rev As	-	-	-	-	113,774	113,774
Total 6401.09 DB&F Assess	-	-	-	-	153,570	153,570
6401.10 E911 Logo Contest	-	-	-	-	1,822	1,822
6401.16 Meeting Expenses	-	-	-	-	101	101
Total 6401 ADMINISTRATION	-	-	-	-	186,952	186,952
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	-	-	392,771	-	-	392,771
6402.07 0011 9-1-1MSAG Ma	38,758	54,318	75,274	-	-	168,350
6402.08 CAD Maintenance	64,254	-	-	-	-	64,254
Total 6402 MAINTENANCE	103,012	54,318	468,045	-	-	625,375
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distanc	41	85	29	-	-	155
6403.0103 Mileage	-	-	-	946	-	946
6403.0109 Telcom Trun	25,529	27,849	23,208	78,907	-	155,493
6403.0110 Ocean Safety						
6403.0110.1 CML	-	-	-	1,663	-	1,663
6403.0110.2 Centrex	-	-	-	342	-	342
643.0110.3 Mileage	-	-	-	67	-	67
Total 6403.0110 Ocean	-	-	-	2,072	-	2,072
Total 6403.01 Telcom Charg	25,570	27,935	23,237	81,925	-	158,666
Total 6403 Other RECURRING	25,570	27,935	23,237	81,925	-	158,666
Total 6400 RECURRING EXPENSES	128,582	82,253	491,281	81,925	186,952	970,993
Total DISBURSEMENTS	134,656	82,253	720,331	99,974	186,952	1,224,166

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FY 2013 TO-DATE MAY 2013	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:								
6200 CONFERENCES								
6141 Access9-1-1Forum	2,667	1,242	1,833	3,800	8,088	17,630	17,630	(0)
6201 911 Goes to WashDC	6,073	-	-	21,708	9,579	37,360	46,900	(9,540)
6204 APCO Conference	6,571	-	4,699	13,541	1,852	26,663	26,663	(0)
6212 NASNA Conference	-	-	-	-	-	-	5,660	(5,660)
6213 Navigator	-	-	-	-	-	-	1,610	(1,610)
6214 Nena Conference	11	-	(62)	(132)	-	(183)	41,998	(42,181)
6222 TriTech CAD Users	-	8,543	-	-	-	8,543	8,543	0
Total 6200 CONFERENCES	15,322	9,785	6,469	38,917	19,519	90,013	149,004	(58,991)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.03 Honolulu Fire Dept.								
6301.031 Licensing	-	-	-	-	-	-	6,105	(6,105)
6301.032 Consulting	-	-	-	-	-	-	2,500	(2,500)
Total 6301.03 Honolulu Fire Dept.	-	-	-	-	-	-	8,605	(8,605)
6301.06 Maui PD	-	-	229,050	-	-	229,050	229,050	-
6301 CAD Replac/Upgrade - Other	-	-	-	-	-	-	82,000	(82,000)
Total 6301 CAD Replac/Upgrade	-	-	229,050	-	-	229,050	319,655	(90,605)
6303 Computers								
6303.06 GeoComm	-	-	-	-	-	-	150,000	(150,000)
6303.11 PowerPhone	-	-	(47,896)	-	-	(47,896)	-	(47,896)
6303.14 VMS-MPD	-	-	-	-	-	-	798,308	(798,308)
Total 6303 Computers	-	-	(47,896)	-	-	(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	-	10,644	12,000	(1,356)
Total 6306 Training	-	-	-	10,644	-	10,644	59,000	(48,356)
Total 6300 Non-RECURRING	-	-	181,154	10,644	-	191,798	1,326,963	(1,135,165)

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

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

FY 2013 TO-DATE MAY 2013	Hawaii PSAP 11 mos.	Kauai PSAP 11 mos.	Maui PSAP 11 mos.	Oahu PSAP 11 mos.	ADMIN 11 mos.	TOTAL 11 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:								
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	304,597	304,597	333,125	(28,528)
6401.02 ElectronSignatur	-	-	-	-	180	180	200	(20)
6401.03 911 Board Expansion	-	-	-	-	-	-	75,000	(75,000)
6401.05 Audit Expense	-	-	-	-	12,500	12,500	11,250	1,250
6401.06 Bank Charge	-	-	-	-	103	103	-	103
6401.07 Meeting Venue	-	-	-	-	-	-	1,000	(1,000)
6401.08 Board Member Travel	-	-	-	-	19,866	19,866	27,000	(7,134)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	93,275	93,275	207,250	(113,975)
6401.0102 DB&F Rev Assessment	-	-	-	-	416,444	416,444	444,000	(27,556)
6401.0103 DB&F FY2012 Credit	-	-	-	-	(30,330)	(30,330)	-	(30,330)
Total 6401.09 DB&F Assessments	-	-	-	-	479,389	479,389	651,250	(171,861)
6401.10 E911 Logo Contest	-	-	-	-	3,842	3,842	11,911	(8,069)
6401.11 Miscellaneous Expense	-	-	-	-	0	0	-	0
6401.12 NASNA Dues	-	-	-	-	205	205	100	105
6401.13 Parking Permits	-	-	-	-	100	100	250	(150)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	72,911	72,911	160,000	(87,089)
6401.0102 AT&T	-	-	-	-	23,320	23,320	23,320	-
Total 6401.15 WSP Cost Recovery	-	-	-	-	96,231	96,231	183,320	(87,089)
6401.16 Meeting Expenses	-	-	-	-	245	245	252	(7)
6401.17 ADA Compliance	-	-	-	-	-	-	1,000	(1,000)
6401.18 AG Legal Fees	-	-	-	-	-	-	25,000	(25,000)
Total 6401 ADMINISTRATION	-	-	-	-	917,258	917,258	1,320,658	(403,400)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	393,396	293,617	-	687,013	1,237,948	(550,935)
6402.03 Equipment SW Maint	-	-	-	-	-	-	40,000	(40,000)
6402.05 Logging RecordMaint	-	-	-	-	-	-	65,000	(65,000)
6402.07 0011 9-1-1MSAG Maint.	387,581	271,589	376,369	436,983	-	1,472,522	1,767,027	(294,505)
6402.08 CAD Maintenance	64,254	-	-	194,269	-	258,523	628,828	(370,305)
6402.10 GPS Maint.	-	-	-	36,366	-	36,366	40,800	(4,434)
6402.12 PowerPhone	-	-	-	-	-	-	5,257	(5,257)
Total 6402 MAINTENANCE	451,835	271,589	769,765	961,236	-	2,454,424	3,784,860	(1,330,436)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	128,305	(128,305)
6403.0102 Long Distance	606	343	422	-	-	1,371	-	1,371
6403.0103 Mileage	-	-	-	10,420	-	10,420	-	10,420
6403.0109 Telcom Trunk	229,758	92,832	232,079	866,914	-	1,421,582	1,615,132	(193,550)
6403.0110 Ocean Safety								
	-	-	-	18,289	-	18,289	-	18,289
	-	-	-	4,104	-	4,104	-	4,104
	-	-	-	864	-	864	-	864
	-	-	-	-	-	-	25,200	(25,200)
Total 6403.0110 Ocean Safety	-	-	-	23,257	-	23,257	25,200	(1,943)
6403.0111 WiringAltDispatch	-	-	-	-	-	-	2,500	(2,500)
Total 6403.01 Telcom Charges	230,364	93,174	232,501	900,590	-	1,456,629	1,771,137	(314,508)
6403.02 EMS Tower Lease	-	-	-	7,539	-	7,539	7,844	(305)
Total 6403 Other RECURRING	230,364	93,174	232,501	908,129	-	1,464,169	1,778,981	(314,812)
Total 6400 RECURRING EXPENSES	682,199	364,763	1,002,266	1,869,365	917,258	4,835,851	6,884,499	(2,048,648)
Total DISBURSEMENTS	697,521	374,548	1,189,889	1,918,926	936,777	5,117,662	8,360,466	(3,242,804)

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

FY 2013 TO-DATE MAY 2013	Hawaii PSAP		
	11 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	2,667	2,667	(0)
6201 911 Goes to WashDC	6,073	5,290	783
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	15,322	23,168	(7,846)
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.	387,581	465,097	(77,516)
6402.08 CAD Maintenance	64,254	67,273	(3,019)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
Total 6402 MAINTENANCE	451,835	932,695	(480,860)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	606		
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	229,758	306,344	(76,586)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
643.0110.3 Mileage	-		
6403.0110 Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety	-		
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	230,364	306,344	(75,980)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	230,364	306,344	(75,980)
Total 6400 RECURRING EXPENSES	682,199	1,239,039	(556,840)
Total DISBURSEMENTS	697,521	1,262,207	(564,686)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

FY 2013 TO-DATE MAY 2013	Kauai PSAP 11 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access 9-1-1 Forum	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 9-1-1 MSAG Maint.	271,589	325,907	(54,318)
6402.08 CAD Maintenance	-		
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
Total 6402 MAINTENANCE	271,589	520,530	(248,941)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	128,305	(128,305)
6403.0102 Long Distance	343		
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	92,832	111,400	(18,569)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
643.0110.3 Mileage	-		
6403.0110 Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety	-		
6403.0111 WiringAltDispatch	-	2,500	(2,500)
Total 6403.01 Telcom Charges	93,174	242,205	(149,031)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	93,174	242,205	(149,031)
Total 6400 RECURRING EXPENSES	364,763	762,735	(397,972)
Total DISBURSEMENTS	374,548	778,541	(403,993)

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

FY 2013 TO-DATE MAY 2013	Maui PSAP 11 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access 9-1-1 Forum	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			
Total 6301 CAD Replac/Upgrade	229,050	311,050	(82,000)
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	181,154	1,148,358	(967,204)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	393,396	373,000	20,396
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	376,369	451,643	(75,274)
6402.08 CAD Maintenance	-	161,555	(161,555)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-	5,257	(5,257)
Total 6402 MAINTENANCE	769,765	991,455	(221,690)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	422		422
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	232,079	278,495	(46,416)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
643.0110.3 Mileage	-		
6403.0110 Ocean Safety - Other	-		
Total 6403.0110 Ocean Safety	-		
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	232,501	278,495	(45,994)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	232,501	278,495	(45,994)
Total 6400 RECURRING EXPENSES	1,002,266	1,269,950	(267,684)
Total DISBURSEMENTS	1,189,889	2,433,640	(1,243,751)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

	ADMIN		
FY 2013 TO-DATE MAY 2013	**11 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	-	12,870	(12,870)
6222 TriTech CAD Users	-		
Total 6200 CONFERENCES	**19,519**	**40,128**	**(20,609)**
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	304,597	333,125	(28,528)
6401.02 ElectronSignatur	180	200	(20)
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	19,866	27,000	(7,134)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	93,275	207,250	(113,975)
6401.0102 DB&F Rev Assessment	416,444	444,000	(27,556)
6401.0103 DB&F FY2012 Credit	(30,330)		(30,330)
Total 6401.09 DB&F Assessments	**479,389**	**651,250**	**(171,861)**
6401.10 E911 Logo Contest	3,842	11,911	(8,069)
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	245	252	(7)
6401.17 ADA Compliance	-	1,000	(1,000)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	**917,258**	**1,320,658**	**(403,400)**
Total 6400 RECURRING EXPENSES	**917,258**	**1,320,658**	**(403,400)**
Total DISBURSEMENTS	**936,777**	**1,360,786**	**(424,009)**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending May 31, 2013

FY 2013 TO-DATE MAY 2013	Oahu PSAP		
	11 mos.	Annual Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access 9-1-1 Forum	3,800	3,800	-
6201 911 Goes to WashDC	21,708	20,931	777
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	38,917	54,570	(15,653)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	6,105	(6,105)
6301.032 Consulting	-	2,500	(2,500)
Total 6301.03 Honolulu Fire Dept.	-	8,605	(8,605)
6301.06 Maui PD	-		
6301 CAD Replac/Upgrade - Other	-		
Total 6301 CAD Replac/Upgrade	-	8,605	(8,605)
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	178,605	(167,961)
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	10,420		10,420
6403.0109 Telcom Trunk	866,914	918,893	(51,979)
6403.0110 Ocean Safety			
6403.0110.1 CML	18,289		18,289
6403.0110.2 Centrex	4,104		4,104
643.0110.3 Mileage	864		864
6403.0110 Ocean Safety - Other	-	25,200	(25,200)
Total 6403.0110 Ocean Safety	23,257	25,200	(1,943)
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	900,590	944,093	(43,503)
6403.02 EMS Tower Lease	7,539	7,844	(305)
Total 6403 Other RECURRING	908,129	951,937	(43,808)
Total 6400 RECURRING EXPENSES	1,869,365	2,292,117	(422,752)
Total DISBURSEMENTS	1,918,926	2,525,292	(606,366)

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	88,083	24,533	27.9%	63,544	72.1%

(*) 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	88,083	24,533	27.9%	63,544	72.1%	6	0.0%	6,362	7.2%
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	413,624	118,446	28.6%	295,144	71.4%	34	0.0%	32,157	7.8%

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

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			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	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May	45,673	11,234	24.7%	45.8%	34,306	75.3%	54.0%	133	0.3%	1,663	3.6%
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	186,791	48,548	26.1%	41.0%	137,647	73.9%	46.6%	596	0.3%	6,140	3.3%
AVG PER MO	37,358	9,710			27,529			119		1,228	

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)									
		Wireline			Wireless			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	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May	17,891	5,565	31.3%	22.7%	12,209	68.7%	19.2%	117	0.7%	627	3.5%
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	84,911	26,750	31.7%	22.6%	57,515	68.3%	19.5%	646	0.8%	3,184	3.7%
AVG PER MO	16,982	5,350			11,503			129		637	

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

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 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	9,085	3,043	33.5%	12.4%	6,041	66.5%	9.5%	1	0.0%		7,617	83.8%
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	**40,770**	**12,906**	**31.7%**	**10.9%**	**27,835**	**68.3%**	**9.4%**	**29**	**0.1%**		**33,191**	**81.4%**

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	4,790	1,828	41.4%	7.5%	2,592	58.6%	4.1%	370	7.7%		1,124	23.5%
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	**24,855**	**9,989**	**43.5%**	**8.4%**	**12,959**	**56.5%**	**4.4%**	**1,907**	**7.7%**		**6,567**	**26.4%**
AVG PER MO	**4,971**	**1,998**			**2,592**			**381**			**1,313**	

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

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO EMS								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	7,550	2,960	40.2%	12.1%	4,401	59.8%	6.9%	189	2.5%	154	2.0%
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	**37,479**	**15,149**	**41.5%**	**12.8%**	**21,320**	**58.5%**	**37.0%**	**1,010**	**2.7%**	**689**	**1.8%**
AVG PER MO	**7,496**	**3,030**			**4,264**			**202**		**138**	

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)					
	TOTAL YTD	January	February	March	April	May	June
2013	**38,818**	3,061	4,333	15,074	13,256	3,094	
	AVG PER MO	July	August	September	October	November	December
	7,764						

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 – May 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/10/13	AT&T Mobility	1	9	Oahu PSAP/ Akimeka	Pass
05/24/13	AT&T Mobility	2	8	Oahu PSAP/ Akimeka	Pass
05/24/13	T-Mobile (Connectivity Test)	1	1	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – May 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 have been cancelled going forward.
	The weekly conference calls will focus on the Intrado Viper deployment. Candice Ng, replacing Reno Abihai, as the Project Manager from Hawaiian Telcom, Inc., will be coordinating and hosting the conference calls going forward.
	The conference call was re-named "NG9-1-1 Checkpoint" and the focus will be on all of the Intrado Viper installation work across all State of Hawai'i PSAPs.
05/01/13 -- Pending	Upon review of the Sprint/Nextel CRS, Akimeka discovered that only a portion of the updates had been completed. An updated CRS for all State of Hawaii jurisdictions were re-sent to Sprint/Nextel in order to complete the Annual Audit process.
05/01/13 -- Pending	Verizon Wireless is reviewing the validated CRSs sent to them on April 10, 2013 by Akimeka.
05/01/13 -- Pending	T-Mobile is reviewing the validated CRSs and requested an extension to complete the entire project to June 30, 2013.
05/01/13 -- Pending	Akimeka returned the validated and updated CRSs to AT&T Mobility on May 9, 2013. AT&T Mobility is in the process of reviewing the CRSs.

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

Bi-monthly
Conference
Call with
Intrado

The May 13, 2013 conference call and May 27, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

1) Grounding Bar and Twist Lock Receptacle Requirements -- The Oahu PSAPs continue to work on this. Oahu EMS confirmed that they have the proper grounding.

2) Additional Site Visits -- Additional site visits will be conducted at HPD - Kapolei and Honolulu Fire Department (HFD).

3) PBX Integration -- Follow-up calls will be scheduled.

4) PowerMap -- A follow-up meeting will be scheduled for June 5, 2013.

5) Installation Schedule -- Hardware, cabling, and equipment is scheduled to be installed as follows:

PSAP	Date
Oahu EMS	06/25/13 – 06/27/13
Oahu Ocean Safety	06/28/13 – 07/01/13
HPD - Kapolei	07/02/13 – 07/05/13 (excluding 07/04/13)
HPD-Main	07/10/13 – 08/08/13 (no work between 07/15/13 – 07/19/13)
HFD	08/05/13 – 08/09/13

05/15/13

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 -- Installation of callboxes at Kamakau School on Oahu is pending due to GeoComm mapping discrepancies.

2) Annual Audits – Mobi PCS is completed and the other Wireless Service Providers (WSPs) are in progress.

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

05/15/13
(continued)

3) Viper Installation Update

   a) Training positions have been assigned to each PSAP.

   b) Training dates have not been determined.

   c) Kauai County expressed concern of not having a permanent training room or area to install their Intrado Viper equipment. Alternative permanent training sites are under review for the County.

   d) A moratorium "No Testing" email will be distributed to all Service Providers during equipment, training, and cutover periods.

4) LTE Updates -- Akimeka shared information received from Intrado outlining voice over LTE networks and its impact on addressing and calltaking. Questions will be sent to Intrado by Akimeka with regards to re-bidding and addressing. A response is forthcoming.

5) PSAP Updates -- Both Hawai‘i County and Maui County shared events and issues with their respective PSAPs.

05/16/13

The Oahu PSAPs received the following Intrado Viper training and migration plan and schedule from Hawaiian Telcom, Inc. (HTI):

Activity	HPD	HFD	EMS	Ocean Safety
Training	09/04/13 – 10/02/13	09/04/13 – 09/18/13	09/03/13 – 09/19/13	09/03/13 – 09/24/13
Final Prep for Migration	10/07/13	10/07/13	10/07/13	10/07/13
Migration to Intrado Viper (Go Live)	10/08/13	10/08/13	10/08/13	10/08/13
On-site Support	10/08/13 – 10/11/13	10/08/13 – 10/11/13	10/08/13 – 10/11/13	10/08/13 – 10/11/13
Depart Site	10/24/13	10/24/13	10/23/13	10/23/13

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 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 May 31, 2013, there have been no further updates. Discussions to utilize Intrado's PowerMap solution are underway.

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## MSAG

Current Month – May 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	497	335	292	4	4	8	27	4,253	162	0	361	0	0	0
Revised categories and report format changes effective May 2012.														

During the month of May 2013, 335 9-1-1Net requests were completed relating to the MSAG database, with 4,253 customer ANI/ALI records updated as a direct result. 162 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.

On May 29, 2013, HPD PMT requested Akimeka's assistance to research and verify a 9-1-1 caller's address location. The 9-1-1 caller reported her address as 840946 LAHAINA ST, however, the caller's ALI displayed as 840688 ALA MAHIKU ST APT 163A. Upon investigation, Akimeka discovered that the 9-1-1 caller's telephone number (TN) was previously assigned to the address of 840688 Ala Mahiku St, Makaha (Apt 163 A) and was in the ALI database as such prior to January 22, 2009, as confirmed by Intrado.

This TN was reassigned and provided to a new customer on January 22, 2009. The TN was not processed and reassigned to the new location by Hawaiian Telcom, Inc. (HTI) in accordance with the proper SOI process to reassign the TN and the update the ALI database.

As such, Akimeka submitted the ALI-DR to the address location of 840946 Lahaina St, in Makaha for this particular TN.

There are 361 TN CRs in Referred status as of May 31, 2013. TNCRs for a MSAG Community change were processed for a resort which accounts for the high number of TNCRs in Referred status.

There are no records in Suspended status as of May 31, 2013.

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## MSAG (continued)

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	497	335	292	4	4	8	27	4,253	162	0	361	0	0	0
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	1,814	1,400	1,112	36	135	34	83	28,929	413	1				
AVG PER MO	363	280	222	7	27	7	17	5,786	83	0				

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 **May 31, 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 a total of 327 transactions (91.9%) in 9-1-1Net as of 05/31/13; 29 transactions (8.1%) 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.

- **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 **May 31, 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 -- 10/01/12		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			
Moanalua V	09/18/12	09/27/12	COMPLETED -- 10/30/12		10/05/12	Not loaded by AVS
Catlin Pk	09/18/12	09/27/12	COMPLETED -- 11/12/12			
Halsey T	09/18/12	09/27/12	COMPLETED -- 02/01/13			
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			
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	COMPLETED -- 05/31/13			

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 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
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	COMPLETED -- 05/31/13		11/30/12	**12/31/12**
Ewa Beach	12/10/12	01/14/13	COMPLETED -- 05/01/13		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	COMPLETED -- 05/01/13		02/08/13; 02/22/13	**02/28/13**

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

The Phase III effort is 100% completed. All of the 9-1-1Net transactions have been processed and are complete.

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## 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 **May 31, 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	05/15/13	In Progress	PENDING TNCRs	03/22/13	03/28/13
Maili	04/04/13	04/18/13	05/23/13	05/31/13		04/05/13	04/10/13
Sunset	04/19/13	04/30/13	04/24/13	05/01/13		04/19/13	04/23/13
Hauula	04/19/13	04/30/13	04/17/13	05/01/13		05/03/13	05/07/13
Waianae	05/01/13	05/16/13	05/24/13	In Progress	PENDING TNCRs	05/17/13	05/23/13
Nanakuli	05/17/13	05/30/13	05/22/13	05/31/13		05/31/13	
Laie	05/31/13	06/07/13	05/16/13	05/31/13			
Makua	06/10/13	06/19/13	05/21/13	05/21/13	Moved this up due to the small amount of records	05/31/13	
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
May 1, 2013 – May 31, 2013

- ## Geographic Information System (GIS)

Mapping Layers Updated – May 2013

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	05/21/13 -- 05/24/13		Spatially corrected 545 address points and populated the location type.
	05/20/13		Spatially corrected thirty-seven (37) address points in Waimanalo. Added location names for Makapuu Lighthouse, Makai Ocean Research Facility and Sea Life Park.
	05/06/13		Corrected MSAG Community names in Maili
Common Place Name			Moved and corrected Barbers Pt Child Dev to its correct location. Added suite or space numbers and descriptions to twenty-six (26) ABC common places.
	05/31/13		Deleted record ID 11505 Aloha Gas Stadium and record ID 12176 Control Data Bldg based on the MAY 17 2013 error report; deleted record ID 11908 Camp Hauula and record ID 13627 Kakela Bch Pk and corrected the name of West Oahu Community to West Oahu Comm Churc based on the MAY 3 2013 error report; deleted record ID 172214 Borders Pearlridge and corrected the name of McDonald's Pearl City to McDonald's PC Gateway based on the APR 19 2013 error report; and deleted record ID 173343 H1W Exit 8A, added alias names to H3W Honolulu Off and H3E KBay Off, and spatially corrected H1W H2N Off based on the NOV 3 2013 error report.
	05/30/13 --,05/31/13		Spatially corrected one (1) military error and two (2) errors on the MAY 21 2013 TCAD error report.
	05/29/13		Corrected one (1) MAY 21 2013 TCAD error and began reviewing TCAD military errors. Spatially corrected five (5) errors and completed fourteen (14) reviews
			Moved and corrected eight (8) common places within Stadium Mall to their correct locations.
			Began review of the Common Places Alias spreadsheet and matched and added 161 new aliases.
	05/28/13		Deleted duplicate record ID 16443 Safeway Aiea. Moved and corrected eight (8) common places within Waimalu Plz to their correct locations, and modified MSAG Community name for 76Gas Waimalu, 7Eleven Waimalu, and six (6) common places in Newtown Sqr from Aiea to Pearl City.
			Corrected two (2) MAY 21 2013 TCAD errors and researched three (3) for follow-up.
			Created one (1) new common place: 7Eleven Waimalu
	05/24/13		Deleted record ID 12974 Makino Restaurant and created one (1) new common place in its place: Coconut Willys. Deleted twenty-two (22) record IDs linked to common places that no longer exist. Replaced and assigned them to new Akimeka IDs and linked them to the common places that currently exist in its place.
			Reviewed and corrected 437 comments in the feature class that were inconsistent and spatially corrected, corrected address, and added alias name for Cemetery Nanakuli.

Oahu Civilian E9-1-1 Status Report
May 1, 2013 – May 31, 2013

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

Mapping Layers Updated – May 2013 (continued)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Common Place Name (continued)	05/23/13 -- 05/24/13		Moved and corrected ten (10) common places within Waipio SC to their correct locations, corrected four (4) common places with the Gentry Business Park Center, moved and modified the MSAG Community for Kahe Point Beach Pk and Kahe Point, corrected common place name Kamaaina The to The Kamaaina, and added alias name Maili Pink Market to Maile Pink Market.
	05/23/13		Began correcting MAY 21 2013 TCAD errors. Completed two (2) corrections and researched one (1) for follow-up.
			Corrected MSAG Community names of seventy-seven (77) common places from Waianae to Nanakuli
	05/22/13		Corrected three (3) TCAD Freeway errors and researched one (1) for follow-up from the MAY 6 2013 error report. Work was halted pending receipt of the street matrix standards from HPD PMT.
	05/21/13		Corrected location and address for Kaena Point Waialua and the location for Kaena Point Waianae
	05/20/13 -- 05/21/13		Reviewed TCAD Freeway errors on the MAY 6 2013 error report and corrected twelve (12) errors.
	05/20/13		Added alias name, Oahu Baptist Network, to nineteen (19) common places.
	05/17/13		Created two (2) new common places: H1W Exit 8A and H1E Makakilo OP based off of the NOV 3 2012 report and moved Longs Mililani Mauka to its correct location based off of a site visit performed on the GIS Corrections MAR 8 2013 report
			Created one (1) new common place: West Oahu Community based on a site visit and deleted record ID 173266 Oahu Baptist Network.
	05/16/13		Created one (1) new common place: Burger King AMR based off of the GIS Corrections NOV 3 2012 report
			Completed four (4) corrections, deleted two (2), and created two (2) new common places: Mililani Missionary and H2N Exit 8 based off of the GIS Corrections MAY 3 2013 report

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – May 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)	05/15/13		Moved eight (8) common places within Aiea SC to their correct locations
			Updated names and alias names for three (3) common places and created four (4) new common places: Nancy's Kitchen, BWS Kunia 2, BWS Kunia Rsvr, and OTS Alapai Transit based off of site visits performed on the GIS Corrections APR 19 2013 report
	05/10/13		Reviewed the MAY 6 2013 TCAD errors and completed four (4) corrections
	05/08/13 -- 05/09/13		Corrected the address for eleven (11) common places and the MSAG Community names of twenty-six (26) common places from Waialua to Mokuleia
	05/06/13		Added building numbers to twenty-one (21) common places for Kuhio Homes and corrected location, address, police beat, police subbeat, tow boundary and MSAG Community name for H1E Hickam Off and H1E Nimitz Off PH based off the GIS Corrections JAN 13 2013 report.
	05/03/13		Created two (2) new common places: CCH DPR Storage and Friendship Christian; corrected Hickam Off From H1E and PFE Puuloa based off of the GIS Corrections NOV 2 2012 report; and corrected MSAG Community name from Honolulu to Mapunapuna for MFE Puuloa OP.
			Moved Hongwanji Ewa to its correct location and deleted duplicate record ID 13230; corrected subbeat and name of Mahiko Ewa Co to Ewa Mahiko Pk Cmplex; corrected address from 911205 Renton Rd to 911145 Renton Rd, police subbeat from 326F to 326E, and the location of the Ewa Mahiko Pk; corrected location and name of Lanakila Baptist MS to Lanakila Baptist HS and added alias names of Lanakila Baptist Intermediate and High School and Lanakila Baptist MS; and moved Post Office Ewa, FCU Ewa, Ewa Sugar Mill to their correct locations.
	05/02/13		Reviewed the APR 22 2013 TCAD errors and completed three (3) corrections
			Corrected MSAG Community names for three (3) common places from Laie to Hauula
			Moved HFD Kahuku 13, CC Yard Kahuku, HPD Kahuku, and RS Kahuku to their correct locations
			Reviewed the APR 9 2013 TCAD errors and completed five (5) corrections
			Created one (1) new common place: Gunstock Ranch based off of the APR 19 2013 GIS Corrections report

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

Mapping Layers Updated – May 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)	05/01/13		Added alias names to TJMaxx Pearlridge and Honolulu Intl Countr
			Moved Womens Alcohol Treat and two (2) Aloha Gas Kalihi locations to their correct locations
			Researched twenty-one (21) reported errors, corrected seven (7) and deleted three (3) based off of the GIS Corrections APR 19 2013 report
			Replaced alias name for Queen's Med Ctr West based off of the GIS Corrections MAR 22 2013 report
			Corrected name of Arizona Off from H1W to Arizona from H1W based off of the GIS Corrections NOV 3 2012 report
Fire Districts			
Fire Response Areas			
MSAG Communities (aka Towns)	05/10/13		Updated border between Mokuleia and Waialua and Ewa Beach and Kalaeloa
Medic Beats			
Medic Response Areas	05/17/13		Added the color values for the TriTech CAD system upgrade
	05/06/13		EMS recently modified the written boundary between Nanakuli and Waianae and asked Akimeka if this change can be included in the TriTech CAD system upgrade. Akimeka reviewed the latest boundary descriptions, made the corrections, and provided the update to TriTech.
Net_Junctions	05/20/13		Populated new MSAG Community updates and returned edits to HPD for the CAD upload
	05/06/13		Received geoprocessed Net_Junctions from HPD and populated the MSAG Community field with the latest updates
Police Beats			
Police Districts	05/22/13		Deleted the original Police Districts feature class and created a new feature class with the corrected Police Districts layer containing the updated coastlines.
			Validated topology on Police Districts: marked thirty-three (33) gaps as an exception with no gaps or overlaps to correct.
	05/21/13 -- 05/22/13		Corrected Police Districts for District 7, District 6, District 1, District 5, District 3, District 8, District 2, and District 4 based off of the updated coastline layer.

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – May 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 Response Areas	05/16/13		Corrected one (1) overlap in Police Subbeat 431X Police Subbeat 085E has two duplicate, inconsistent and overlapping polygons. Marked four (4) overlaps related to this conflict as an exception.
	05/14/13		Deleted original Police Subbeat feature class and created a new feature class with the corrected Police Subbeats containing the updated coastlines
	05/10/13		Corrected land boundary between Police Subbeat 333G and 333M. Validated topology on Police Subbeats, marked twenty-one (21) gaps as an exception, corrected three (3) gaps, marked four (4) overlaps as exceptions, and corrected one (1) overlap.
	05/08/13 -- 05/09/13		Reviewed thirty-three (33) bookmarks and fourteen (14) bookmarks with Police Subbeat boundary conflcts. Cut Police Beat 325D into a multi-part polygon to resolve any conflicts with the coastline.
	05/06/13 -- 05/08/13		Corrected Police Subbeats based off of the updated Coastline layer
Street Centerlines	05/29/13 -- 05/31/13		Added Makapuu Lighthouse Trail; corrected segments that have improper ramp names; spatially corrected segments of Waiawa Rd and corrected the ranges; corrected street name errors for ingress segments; corrected street name for Independence Rd to Independence St as indicated for the Kalaeloa properties; and corrected segment ranges on Kaahumanu St in order for common place alignment to structures.
	05/22/13 -- 05/24/13		Split Jarrett While Rd at community boundary; split the Oahu Railway; deleted segment of Kaukai Rd; split Farrington Hwy between Kapolei and Nanakuli; deleted segment of Kona St that went over the conference center; spatially corrected Kalanianaole Hwy from Haunauma Bay to Makapuu Lighthouse; split Kalanianaole Hwy in order to add an intersection with Koko Head Crater trail at Blowhole; spatially corrected ingress for Koko Head Rifle RD; spatially corrected Makapuu Lighthouse Rd and ended segment where the trail begins; and overrode twenty-three (23) gap errors as valid in Nanakuli.
	05/21/13		Split Satellite Tracking Station Rd at community boundary; populated new MSAG Community of Makua; spatially corrected Lower Campus Rd, Pope Rd, East West Rd, and Correa Rd; flipped Army St in Waianae; and corrected street range gaps on Alamihi St, Hale Ekahi Dr, Hoaha St, Kamailenu St and Kawili St.

Akimeka logo

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Mapping Layers Updated – May 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
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	05/20/13		Populated latest Address Errors and Overrides from the CAD
	05/17/13		Continued correcting street names for all ramps. Spatially corrected on ramp and off ramp in Ewa Beach at Kunia Rd and H1.
	05/16/13		With approval, began correcting street names for all ramps
			Added Koko Head Rail and Koko Head Blowhole trails
			Spatially corrected Jeep Trails in Mokuleia and a segment of Pump Rd that crossed over the shopping center
	05/14/13		Corrected Pali and S Kuakini intersection. Spatially corrected all of Farrington Hwy in Mokuleia. Split Farrington Hwy at boundary between Waialua and Mokuleia.
			Updated speed limit for Oahu Railway to 1 mph so it would be routable but only secondary to main roads
	05/10/13		Spatially corrected segments of Puuiki St. Spatially aligned Cane Haul Rd and added new segments at the intersection. Corrected routing issues on Kaiwi St. Corrected gaps on Waialua Beach Rd.
	05/09/13		Worked on updates to new MSAG Community of Mokuleia. Corrected routing issues with HFD vehicles on Hawaii Kai Dr.
	05/08/13		Spatially aligned Kaonohi St with the Police Beat boundary for 375 and 378. Corrected street name from Franklin D Roosevelt Ave, which exceeds the character limitation, to FD Roosevelt Ave as requested by HPD.
	05/06/13		Calculated cost for routing information. Snapped Ashley Rd to Kam Hwy intersection and spatially corrected all of Ashley Rd.
	05/03/13		Extended range for Mahiaina St to cover a 911 caller's address that was outside of the range
	05/02/13		Re-addressed Renton Rd to correct geocoding errors in Ewa Beach. Spatially corrected Renton Rd since the road continued onto Oahu Railway instead of stopping at Kihi St. Deleted Park Row. Added segments for Oahu Railway.

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

Mapping Layers Updated – May 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)			
WSP Cell Towers	05/22/13 -- 05/23/13		Per AT&T Mobility CRS
	05/09/13		AT&T Mobility Annual Audit
SPECIAL REQUESTS			
Tow Jurisdictions	05/16/13		Reviewed boundaries and corrected nine (9) overlaps for Tow Boundary TZ08.

Current Month GIS Activities – May 2013

05/01/13 -- Ongoing — Akimeka continued to work on a new Zip Code layer. This is an ongoing project to edit the zip code boundaries for the Motorola CAD.

05/01/13 -- Ongoing — Akimeka updated the spreadsheet list of common places that need to be verified by GPS. This is an ongoing project.

05/06/13 — Akimeka reviewed the CAD generated Street Check Utility and populated error identification in the Street Centerlines.

05/06/13 — Akimeka prepared the GIS deliverable for the Motorola PremierOne CAD system to test the import process of the new system at HPD.

05/08/13 — Akimeka sent TriTech the Medic Response Areas layer with the Nanakuli/Waianae boundary updates as requested by EMS to be included in the new TriTech CAD system upgrade.

05/08/13 -- 05/09/13 — Akimeka corrected four (4) City boundaries for Honolulu and three (3) City boundaries for Airport, Hickam, Pearl Harbor, For Island, Aiea, McGrew Pt, Pearl City, PC Peninsula, Waipahu, Ewa Beach, LLL West Loch, and Puuloa based off of the updated coastline layer for the current Motorola Premier CAD.

05/13/13 — Akimeka performed site visits on common places in Kalaeloa, Ewa Beach, Waipahu, Waipio, Mililani, Aiea, AMR, and Mapunapuna to collect and verify data by GPS.

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

Current Month GIS Activities – May 2013 (continued)

05/14/13 -- 05/15/13	Akimeka corrected City boundaries for Kalaeloa, Kapolei, three (3) City boundaries for Waianae, Waialua, Haleiwa, Kahuku, Laie, Hauula and Kaaawa and three (3) City boundaries for Kaneohe, MCBH Kaneohe, Kailua, Bellows AFB, and Waimanalo based off of the updated coastline layer for the current Motorola Premier CAD. Akimeka also corrected City land boundaries for Puuloa, Ewa Beach, Kalaeloa, Kapolei, Waianae, Kunia, Wahiawa, NAVCAMS Waianae, Hauula, Kaaawa, and Kaneohe for the current Motorola Premier CAD.
05/16/13	As identified on the GIS Corrections report, Akimeka contacted Helemano Fire Department in order to verify if Oli Ct does exist since HPD received a call from an address there. Peter Takushi from HFD informed Akimeka that the street does exist and is a brand new development on Helemano. HFD has not received any development maps for this from CCH DPP as yet.
05/16/13	Akimeka reviewed five (5) bookmarks regarding City boundary conflicts for the current Motorola Premier CAD and validated the topology on the City layer. As such, three (3) gaps were marked as an exception and thirteen (13) gaps and fourteen (14) overlaps were corrected.
05/16/13	Akimeka deleted the original City feature class and created a new feature class with the corrected City layer containing the updated coastlines for the current Motorola Premier CAD.
05/24/13	Akimeka identified Address Points in Waimanalo that DPP reported as missing.

GIS Data Requirements for TriTech CAD Systems

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

1. On May 6, 2013, Akimeka received a request from EMS, Diana Chun, to modify a boundary between two response areas in the new Medic Response Areas layer which was created by Akimeka in preparation for the TriTech CAD upgrade.

   a. The boundary update is in response to a recent review within EMS regarding their policies and procedures protocol for the Nanakuli area of coverage. There was an unofficial understanding with the Dispatch Supervisor to extend the boundary to St John's Rd since the response time between Nanakuli and Waianae is approximately the same.

   b. Akimeka agreed to review EMS's request and determine what would be needed for this boundary correction as well as coordination with TriTech to ensure that this update can be received by the new TriTech CAD system.

      1) The corrections described in the written policies and procedures were made to the Medic Response Area layers by Akimeka.

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

GIS Data Requirements for TriTech CAD Systems (continued)

c. On May 8, 2013, Akimeka sent Diana Chun of EMS a screenshot of the new boundary for approval before forwarding the update to TriTech.

 1) Upon immediate approval, Akimeka uploaded the new Medic Response Areas layer to the Akimeka ftp site for TriTech to download into their new CAD system.

d. On May 17, 2013, Chuck Alexander from TriTech confirmed that the changes to the Medic Response Areas provided by Akimeka were added to the new TriTech CAD system.

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 in progress. It was discovered that some layers require more than simple coastline corrections in order to be completed. The status of the layers completed and the layers targeted for completion by the end of June 2013 are as follows:

Layer	Status	Completion Date
Cities for HPD CAD	Completed	05/16/13
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	TBD – Requires further discussion with EMS
Police Beats	Completed	04/09/13
Police Districts	Completed	05/22/13
Police SubBeats	Completed	05/14/13
Tow Boundaries	Completed	04/22/13
Zip Code	In Progress	End of June 2013

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

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.

On May 7, 2013, Akimeka met with HPD PMT to work on the GIS data upload requirements and process for the Motorola PremierOne CAD system.

1. Using the documentation provided by Motorola, HPD PMT and Akimeka began working on the GIS data upload while documenting the process. Paula Acosta from Motorola previously provided a Quick Steps document and Motorola PremierOne GIS Setup for CAD document. Throughout the upload process, significant discrepancies in the Motorola documents were noted. In many cases, the written instructions did not align with the screenshots. The screenshots were oftentimes the complete opposite instruction from the written description. However, HPD PMT and Akimeka continued to work with what was provided while utilizing the limited amount of resources that were available.

2. HPD PMT retrieved the data from a jump drive that Akimeka had prepared with the latest GIS data for Street Centerlines, Address Points, and Landmarks (formerly known as Common Places) and added the data to a folder on the workstation.

3. Unfortunately, prior to beginning the upload process, it was discovered that there were many folders with similar geodatabases which created confusion since the documents provided by Motorola did not match what was described in the document.

4. In order to clean-up the workstation and start a process, it was agreed among HPD PMT to start from scratch and create a new PremierOne geodatabase in the folder location that works best for them and can be used on a going forward basis.

5. HPD PMT successfully used the Create PremierOne Geodatabase tool in the PremierOne Import Tools to create the new geodatabase.

   a. The target workspace used the new folder setup.

   b. The input schema XML file stored locally was used for basing the geodatabase.

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

HPD CAD System GIS Data Uploads (continued)

Process Development and Validation (continued)

6. Using the various Import tools, HPD PMT successfully uploaded the Akimeka source data into the Motorola PremierOne geodatabase.

   a. The Address Points Import tool was used to import the Address Points. To improve the process and eliminate additional steps in the upload process, it was agreed that Akimeka will provide HPD PMT with the Address Part Fields in a single concatenated field going forward.

   b. The Common Place Import tool was used to import the Landmarks. Although HPD initially requested that the layer name be changed to Landmarks, in order to eliminate any confusion, HPD PMT requested that Akimeka change the name of the layer back to Common Places. Akimeka agreed to do so accordingly.

   c. The Street Centerline Import tool was used to import the Street Centerlines. To improve the process and eliminate additional steps, it was agreed that Akimeka will provide HPD PMT with the Street Name Part Fields in a single concatenated field going forward.

7. While attempting to create the Routing Feature Dataset (which is used for vehicle routing), the option to create the new network dataset was "grayed out" and would not allow this to be added.

   a. HPD PMT and Akimeka tried various options to create the new network dataset however, were not successful and Motorola's assistance would be required.

Intrado PowerMap Implementation for the State of Hawaii

On May 22, 2013, a conference call among Intrado, HPD, CCH DPP, and Akimeka was held to discuss Intrado's PowerMap deployment for the State of Hawaii. Intrado provided an overview of the PowerMap deployment, confirmed which PSAPs will move to PowerMap with the Hawaii NG9-1-1 implementation and shared the initial deployment process relative to the GIS data and PowerMap.

On behalf of Hawaiian Telcom, Inc. (HTI), the Intrado PowerMap solution is being implemented for the State of Hawaii NG9-1-1 deployment.

1. Currently, the Neighbor Island PSAPs (Hawaii, Kauai, Maui, and Molokai) are on PowerMap Release 4.0 and not on Release 4.1, Intrado's plan is to upgrade these PSAPs to Release 4.1 until Release 5.0 is available which is targeted for later this summer.

2. Intrado will wait if the Oahu PSAPs are moving to PowerMap. If yes, then the Oahu PSAPs will be deployed with Release 4.1 until Release 5.0 is available.

3. The Enterprise server is located at HTI Headquarters on Oahu. This is where the GIS data will be sent and pushed to the PSAPs at each County.

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Intrado PowerMap Implementation for the State of Hawaii (continued)

4. Prior to uploading to the Enterprise server, Intrado will request the GIS data for the PSAPs/Counties that will be using PowerMap in order to run validations.

   a. Validations will include air checks – parity, gaps, overlaps, character limitations, etc.

   b. The GIS data can be sent in the form of shapefiles or a geodatabase with feature classes

   c. Error reports from the checks are sent back, corrections made, and the process continues until errors are resolved and the data is ready for the Enterprise server.

   d. CCH DPP was not clear as to which data would be needed since they no longer maintain the 9-1-1 GIS data.

5. HPD PMT requested that the decision for the Oahu PSAPs to move forward with PowerMap be deferred until Thalia Burns returns from vacation. Also, HPD, as the Primary PSAP, would like to coordinate and discuss with the Secondary PSAPs (HFD, EMS, and Ocean Safety) to get an agreement.

6. Intrado agreed to wait on a decision from the Oahu PSAPs and as such, the remaining items on the agenda will resume once a decision is made. A follow-up meeting will be scheduled with Intrado, the Oahu PSAPs, and Akimeka.

Oahu GIS Data Discussion

On May 23, 2013, HPD PMT and Akimeka held a conference call to discuss various GIS items as follows:

1. <u>Naming Standards for Freeways, Exits, On Ramps, Off Ramps, Overpasses and Underpasses</u>

   a. Akimeka shared and discussed some of the naming conflicts and potential causes for errors that have been identified in the naming standards between the Street Centerlines and Common Places data.

   b. HPD PMT mentioned that there is a standard in place for Common Place features on the Freeways, which include Freeways, Exits, On Ramps, etc., and will provide Akimeka with a matrix of their naming standards.

   c. HPD uses the names of the Common Places to help assist dispatchers with providing officers in the field with direction on where to go or where the incident is located.

   d. Since the naming conflicts primarily reside in the Street Centerlines, it was agreed that the after the Freeways are corrected, the exits and off ramps will be reviewed and corrected on an individual case basis.

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

Oahu GIS Data Discussion (continued)

    e. HPD PMT would like to see the Freeways renamed to reflect how 9-1-1 callers refer to them as well as how the dispatchers would like to see them. For example, instead of E H1 FWY, HPD PMT would like the pre-directional to be a directional suffix such as H1E FWY.

2. Plan to Add Corrected Coastlines to the Current Motorola CAD System

    a. Akimeka provided a status on the progress with the Coastline corrections. All of the identified layers have been completed with the exception of the Medic Districts and Zip Code layers.

    b. There are numerous discrepancies in the interior boundaries which Akimeka is currently correcting for HPD.

    c. The Zip Code layer will reflect the exact zip code boundaries that are identified with civic addresses.

    d. It was agreed that once Akimeka is completed with the remaining coastline corrections, a meeting will be scheduled to discuss the upload of the new layers into the current Motorola CAD system.

3. Hiking Trails

    a. Akimeka asked if HPD PMT would like the Hiking Trails attributed with pseudo ranges so hiking features can be identified.

    b. The proposed hiking features which can be added to the Common Places layer include the following examples: Trail Heads, Waterfalls, Lookouts, Rest Areas, Shelters, Camping Areas, Stairs, etc.

    c. HPD PMT agreed that these additional resources in the Common Places data would be extremely beneficial and a valuable resource for a dispatcher since many 9-1-1 calls received are from lost or injured hikers on Oahu.

    d. HPD PMT provided Akimeka with approval to proceed with adding hiking features and adding pseudo ranges to the Hiking Trails in the Street Centerlines layer.

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Oahu GIS Data Discussion (continued)

4. Bus Stops

   a. Akimeka informed HPD PMT that they have data for all of the Bus Stops on Oahu.

   b. As such, Akimeka asked if HPD PMT has heard from Motorola as to whether or not multiple layers can be searched the same way as the Common Places layer. This dictates what capabilities are involved with adding additional features such as bus stop locations. If separated layers can be searched, HPD can create and/or add multiple different layers versus a convoluted Common Places layer. This will enable the dispatcher to toggle on or off at a dispatch console and still provide the searching capability.

   c. HPD PMT confirmed that they have not heard back from Motorola yet.

   d. HPD PMT sees the value of having this information available. While awaiting Motorola's response, HPD PMT agreed to present the idea of having the bus stop information to the dispatchers and get their inputs.

5. Common Places and Street Centerline Alias Table

   a. For the Motorola PremierOne CAD system, both the Street Centerlines and Common Places aliases are maintained within the PremierOne geodatabase in a separate table. The table in the geodatabase was previously populated with the extract from the current Motorola CAD system.

   b. Akimeka proposed that in order to start the new Motorola PremierOne CAD system with current and accurate information, Akimeka is willing to work with HPD PMT to "clean up" any bad or old aliases so that the updated alias table can be maintained going forward.

   c. HPD PMT agreed that they would like Akimeka's assistance and will schedule this when Akimeka is ready to meet on the corrected coastlines.

SPAWAR Meeting on Addressing for MCBH

There has been no further information or correspondence with regards to this project.

Maui County E9-1-1 Status Report
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- ## PSAP Operations

9-1-1 Call Volume – May 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,828	2,809	31.8%	6,017	68.2%
MOLOKAI	328	177	54.0%	151	46.0%
MAUI COUNTY	9,156	2,986	32.6%	6,168	67.4%

(*) 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	8,828	2,809	31.8%	6,017	68.2%	2	0.0%	1,374	15.6%
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	**40,598**	**12,662**	**31.2%**	**27,932**	**68.8%**	**4**	**0.0%**	**6,432**	**15.8%**
AVG PER MO	**8,120**	**2,532**		**5,586**		**1**		**1,286**	

Note: *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.

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## 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	328	177	54.0%	151	46.0%	0	0.0%	44	13.4%
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	1,396	803	57.5%	593	42.5%	0	0.0%	207	14.8%
AVG PER MO	279	161		119		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 – May 2013

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/06/13	T-Mobile	Maui	1	12	Maui PSAP/ Akimeka	Pass
05/30/13	AT&T Mobility	Maui	2	6	Maui PSAP/ Akimeka	Pass

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 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 Hawaiʻi have been cancelled going forward. The weekly conference calls will focus on the Intrado Viper deployment. Candice Ng, replacing Reno Abihai, as the Project Manager from Hawaiian Telcom, Inc., will be coordinating and hosting the conference calls going forward. The conference call was re-named "NG9-1-1 Checkpoint" and the focus will be on all of the Intrado Viper installation work across all State of Hawaiʻi PSAPs.
05/01/13 -- Pending	Upon review of the Sprint/Nextel CRS, Akimeka discovered that only a portion of the updates had been completed. An updated CRS for all State of Hawaii jurisdictions were re-sent to Sprint/Nextel in order to complete the Annual Audit process.
05/01/13 -- Pending	Verizon Wireless is reviewing the validated CRSs sent to them on April 10, 2013 by Akimeka.
05/01/13 -- Pending	T-Mobile is reviewing the validated CRSs and requested an extension to complete the entire project to June 30, 2013.
05/01/13 -- Pending	Akimeka returned the validated and updated CRSs to AT&T Mobility on May 9, 2013. AT&T Mobility is in the process of reviewing the CRSs.
Bi-monthly Conference Call with Intrado	The May 2, 2013 conference call and May 16, 2013 conference call was convened as scheduled. The May 30, 2013 conference call was cancelled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were: 1) Grounding Bar and Twist Lock Receptacle Requirements -- The Maui PSAP continues to work on the grounding and twist lock receptacle issues and should have this completed by June 12, 2013. The Molokai PSAP will ensure that the proper grounding and twist lock receptacles are in place when Intrado is ready for Molokai. 2) Training -- Intrado will be setting up training and production workstations temporarily for the Maui PSAP for pre-migration training classes and will re-install to the final location. 3) Installation Schedule -- Hardware, cabling, and equipment is scheduled to be installed for the Maui PSAP in December 2013 and the Molokai PSAP from January 7 - 10, 2014.

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

05/15/13   The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on May 15, 2013. Items discussed were:

1) Sandwich Isles Communications Callboxes -- Installation of callboxes at Kamakau School on Oahu is pending due to GeoComm mapping discrepancies.

2) Annual Audits – Mobi PCS is completed and the other Wireless Service Providers (WSPs) are in progress.

3) Viper Installation Update

    a) Training positions have been assigned to each PSAP.

    b) Training dates have not been determined.

    c) Kauai County expressed concern of not having a permanent training room or area to install their Intrado Viper equipment. Alternative permanent training sites are under review for the County.

    d) A moratorium "No Testing" email will be distributed to all Service Providers during equipment, training, and cutover periods.

4) LTE Updates -- Akimeka shared information received from Intrado outlining voice over LTE networks and its impact on addressing and calltaking. Questions will be sent to Intrado by Akimeka with regards to re-bidding and addressing. A response is forthcoming.

5) PSAP Updates -- Both Hawai'i County and Maui County shared events and issues with their respective PSAPs.

05/16/13   Maui County received the following Intrado Viper training and migration plan and schedule from Hawaiian Telcom, Inc. (HTI):

Activity	Maui PSAP Schedule	Molokai PSAP Schedule
Training	01/17/14 – 01/28/14	01/13/14 – 01/17/14
Final Prep for Migration	01/29/14	01/20/14
Migration to Intrado Viper (Go Live)	01/31/14	01/21/14
On-site Support	01/30/14 – 02/04/14	01/21/14 – 01/24/14
Depart Site	02/04/14	01/24/14

Note: Schedule date for Molokai PSAP is dependent on construction completion of the new Molokai PSAP Center.

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of May 31, 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 – 05/31/13) – No further updates.

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## MSAG

Current Month – May 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	172	48	16	2	23	4	3	250	123	1	35	12	0	0
Revised categories and report format changes effective May 2012.														

During the month of May 2013, forty-eight (48) 9-1-1Net requests were completed relating to the Maui County MSAG database, with 250 customer ANI/ALI records updated as a direct result. 125 TN CR and one (1) ALI DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are thirty-five (35) TN CRs and twelve (12) ALI-DRs in Referred status as of May 31, 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. One (1) ALI-DR is a direct result of a 9-1-1 call and is pending update approval from Hawaiian Telcom, Inc. (HTI).

There are no records in Suspended status as of May 31, 2013.

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 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	172	48	16	2	23	4	3	250	123	1	35	12	0	0
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	471	235	61	4	124	41	5	1,027	227	9				
AVG PER MO	94	47	12	1	25	8	1	205	45	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
May 1, 2013 – May 31, 2013

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

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Address Points				
	Maui	05/31/13		Added multiple addresses from the DSA Address layer. This is an ongoing project.
	Maui	05/30/13		Made corrections to meet the Intergraph CAD requirements
				Corrected the street name for Pokakaa Loop, Kahului, per the Maui County Street Naming Authority
	Maui/Molokai		**05/29/13**	
	Maui	05/21/13 -- 05/28/13		Added 103 addresses from the DSA Address layer. This is an ongoing project.
	Maui/Molokai		**05/15/13**	
	Maui	05/07/13		Added and changed common name and added one (1) POI address point as requested by Maui Dispatch.
	Maui	05/06/13 -- 05/20/13		Added three (3) addresses received from DSA and 205 addresses from the DSA Address layer. This is an ongoing project.
Emergency Callboxes	Maui		**05/07/13**	A special PowerMap update was performed at the request of T-Mobile and Maui Dispatch
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest				

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

Maui County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## Mapping Layers Updated/Loaded Into GIS – May 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)				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines				
	Maui	05/30/13		Made corrections to meet the Intergraph CAD requirements
				Corrected the street name for Pokakaa Loop, Kahului, per the Maui County Street Naming Authority
	Maui/Molokai		**05/29/13**	
	Maui	05/24/13		
	Maui	05/20/13		Modified ranges to fit new address points
	Maui	05/16/13		Extended range for Wiliokai Way, Lahaina
	Maui/Molokai		**05/15/13**	
	Maui	05/10/13		Modified range for Napoko Pl, Kula
	Maui	05/07/13		Added the first phase of the Lahaina Bypass which stretches from Lahainaluna Rd to Keawe St. Also extended the range for Lakau Pl, Kihei.
	Maui	05/06/13		Corrected range for Niheu St and Upper Kimo Dr
	Maui	05/01/13		Extended range for Lower Kula Rd to fit the new addresses added from the DSA Address layer
Trails				
WSP Cell Towers				
	Maui/Molokai		**05/15/13**	
	Maui		**05/07/13**	A special PowerMap update was performed at the request of T-Mobile and Maui Dispatch
	Maui		**05/02/13**	Performed a special PowerMap update at the request of T-Mobile
	Maui	05/01/13		Per T-Mobile CRS
				AT&T Mobility Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Building Footprints			**05/07/13**	A special PowerMap update was performed at the request of T-Mobile and Maui Dispatch
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				

(*) *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 – May 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)				
Medical Facilities				
Parcels	Maui	05/28/13 -- 05/31/13		Updated according to new County Parcels layer. This is an ongoing project.
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				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				

(*) *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
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- ## Mapping Layers Updated/Loaded Into GIS – May 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)				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		**05/29/13**	
	Maui	05/28/13		Added a new gate code for Pineapple Hill per SR#581
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

Current Month GIS Activities – May 2013

05/03/13   Akimeka collected GPS location data for Lahaina Bypass.

05/08/13   Akimeka picked up the updated Parcel layer from the Real Property Tax Division.

05/29/13 -- 05/30/13   Akimeka prepared and completed an Intergraph CAD push for Maui for: Address Points, Gate Codes, Street Centerlines, WSP Cell Towers, and the Common Name lookup table.

- ## **Service Requests Transactions**

Open Service Requests – May 2013 (Apri 27, 2013 – May 29, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/13	580	Incorrect Address: TN= (808) 875-8837	MSAG - ANI/ALI Discrepancy	High	TN information submitted to 9-1-1Net and awaiting approval from PNLI.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 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	2	1	1	1	1	1	0	0	0	0	0
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	17	16	1	10	10	7	6	0	0	0	0

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 (continued)

2013	MOLOKAI PSAP TOTAL Created	Closed	Open	911 Map Created	Closed	MSAG Created	Closed	Request Training Created	Closed	Suggestions Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2012 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

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

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

Hawai'i County E9-1-1 Status Report
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- ## PSAP Operations

9-1-1 Call Volume – May 2013

PSAP	Total	Wireline/VoIP	%	Wireless	%
HAWAII (*)	11,511	3,554	31.0%	7,895	69.0%

(*) 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	11,511	3,554	31.0%	7,895	69.0%	62	0.5%	N/A	N/A	N/A	N/A
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	**56,026**	**17,768**	**31.8%**	**38,061**	**68.2%**	**197**	**0.4%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO	**11,205**	**3,554**		**7,612**		**39**		**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
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

| HAWAII | | TRANSFERRED TO FIRE | | | | | | | | | | Abandoned | |
| | | Wireline/VoIP | | | Wireless | | | Unknown | | 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	%to Total Calls	# of Calls	%Abandoned to Total
December													
November													
October													
September													
August													
July													
June													
May	2,221	924	42.0%	26.0%	1,276	58.0%	16.2%	21	0.9%	N/A	N/A	N/A	N/A
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	**11,241**	**4,816**	**43.3%**	**27.1%**	**6,294**	**56.7%**	**16.5%**	**131**	**1.2%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO	**2,248**	**963**			**1,259**			**26**		**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.)

- ## PSAP Operations (continued)

Wireless Test – May 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/06/13	AT&T Mobility	2	12	Hawai`i PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – May 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 Hawaiʻi have been cancelled going forward.

The weekly conference calls will focus on the Intrado Viper deployment. Candice Ng, replacing Reno Abihai, as the Project Manager from Hawaiian Telcom, Inc., will be coordinating and hosting the conference calls going forward.

The conference call was re-named "NG9-1-1 Checkpoint" and the focus will be on all of the Intrado Viper installation work across all State of Hawaiʻi PSAPs. |
05/01/13 -- Pending	Upon review of the Sprint/Nextel CRS, Akimeka discovered that only a portion of the updates had been completed. An updated CRS for all State of Hawaii jurisdictions were re-sent to Sprint/Nextel in order to complete the Annual Audit process.
05/01/13 -- Pending	Verizon Wireless is reviewing the validated CRSs sent to them on April 10, 2013 by Akimeka.
05/01/13 -- Pending	T-Mobile is reviewing the validated CRSs and requested an extension to complete the entire project to June 30, 2013.
05/01/13 -- Pending	Akimeka returned the validated and updated CRSs to AT&T Mobility on May 9, 2013. AT&T Mobility is in the process of reviewing the CRSs.

Hawaiʻi County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

Bi-monthly Conference Call with Intrado	The May 9, 2013 conference call and May 23, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

1) <u>May 29, 2013 Site Visit</u> -- Intrado and Hawaiian Telcom, Inc. (HTI) would like to meet with the County of Hawaiʻi Primary PSAP (Police) to review the installation area for the Viper back room hardware and rack. The area in the server room was agreed to by all parties.

2) <u>Grounding Bar and Twist Lock Receptacle Requirements</u> -- The County of Hawaiʻi PSAPs continue to work on this at each of their locations. A target completion date of June 12, 2013 was established and agreed to to allow for the equipment installation work to proceed from June 25 - July 9, 2013.

3) <u>PowerMap</u> -- There will be a new monitor for PowerMap. As such, the individual CPUs under the workstations will be removed post conversion.

4) <u>Installation Schedule</u> -- Hardware, cabling, and equipment is scheduled to be installed for the County of Hawaii PSAPs from June 25 - July 9, 2013.

05/15/13	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> -- Installation of callboxes at Kamakau School on Oahu is pending due to GeoComm mapping discrepancies.

2) <u>Annual Audits</u> – Mobi PCS is completed and the other Wireless Service Providers (WSPs) are in progress.

3) <u>Viper Installation Update</u>

   a) Training positions have been assigned to each PSAP.

   b) Training dates have not been determined.

   c) Kauai County expressed concern of not having a permanent training room or area to install their Intrado Viper equipment. Alternative permanent training sites are under review for the County.

   d) A moratorium "No Testing" email will be distributed to all Service Providers during equipment, training, and cutover periods.

4) <u>LTE Updates</u> -- Akimeka shared information received from Intrado outlining voice over LTE networks and its impact on addressing and calltaking. Questions will be sent to Intrado by Akimeka with regards to re-bidding and addressing. A response is forthcoming.

5) <u>PSAP Updates</u> -- Both Hawaiʻi County and Maui County shared events and issues with their respective PSAPs.

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

05/16/13   The County of Hawai'i PSAPs received the following Intrado Viper training and migration plan and schedule from Hawaiian Telcom, Inc. (HTI):

Activity	Date
Training	08/13/13 – 08/21/13
Final Prep for Migration	08/26/13
Migration to Intrado Viper (Go Live)	08/27/13
On-site Support	08/27/13 – 08/30/13
Depart Site	08/30/13

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of May 31, 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 – 05/31/13) – No further updates.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of May 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 three (3) trouble reports in the month of May 2013. As of May 31, 2013, a total of **437** 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	May 2013	
Audio Issues	178	1	0	1	0	3	183
No ANI/ALI Transferring to the CAD	50	0	0	0	0	0	50
Feature Not Working and Screen Problems	39	0	8	2	3	0	52
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	0	0	0	0	14
Transfer Issues to Secondary PSAP (Fire)	9	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	0	0	0	0	6
Call History Not Complete or Available	6	0	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	0	117
Total Trouble Reports	**398**	**15**	**11**	**6**	**4**	**3**	**437**

Of the 437 reported troubles, feedback and/or resolution has been received on 175 (40.0%) of the trouble reports.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of May 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. There are no further discussions with regards to the Solacom conversion.

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 May 31, 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 May 31, 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
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of May 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 Hawai'i County Police PSAP requested that the delay be set at five (5) seconds since this produced the highest results of WPH II initial call delivery at 35.7%.

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

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

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

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

   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 May 31, 2013, the 5-second delay is still removed and the PSAP continues to monitor the delay in the delivery of the ANI/ALI. There has been no improvement in the ANI/ALI delivery speed.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of May 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 May 31, 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.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of May 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 May 31, 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.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

8. Transfer Calls Between Hilo PSAP and Maui PSAP (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 Hawai`i 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 May 31, 2013.

9. 9-1-1 Calls With No Audio and No ANI/ALI Information – These are old issues that have resurfaced. Sergeant Ing reported that from June 22 – 23, 2012, the Hawai'i 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.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

10. Call History From a Previous Call Does Not Populate the CAD – 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 Hawai'i Police PSAP that HTI initiated a change request to Solacom to resolve this issue. It was reported that this functionality will be added and included into the Solacom Release 11 scheduled for October 2, 2012.

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

    A meeting date still has not been scheduled by HTI as of 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 May 31, 2013 and this issue will continue to be monitored.

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

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

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

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

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

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

- ## PSAP Operations (continued)

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

11. Background Ringing on Incoming Calls at the Secondary PSAP (continued)

   On January 23, 2013, a trouble ticket was initiated by the Hawaiʻi 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 May 31, 2013 however the situation will continue to be monitored.

12. Calls Unable to be Answered – The County of Hawaiʻi 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 May 31, 2013 however the situation will continue to be monitored.

13. Positions Busied Out and/or Logged Out – The County of Hawaiʻi 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 Hawaiʻi 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 Hawaiʻi Fire PSAP be established as the failover route if all Solacom positions are busied out and/or logged out at the County of Hawaiʻi Police PSAP.

Hawaiʻi County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

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

Based on HTI's response and recommendation, the County of Hawaiʻi 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 Hawaiʻi 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 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 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 May 31, 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 Hawaiʻi 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 Hawaiʻi County Fire Department</u>

On October 27, 2012, the Hawaiʻi County Fire Dispatch re-located to their back up location at the East Hawaiʻi 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.

Hawaiʻi County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

15. <u>Re-location of Hawaiʻi County Fire Department (continued)</u>

    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. <u>Transfer Call Between Hilo PSAP and Honolulu PSAP</u> – 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. <u>"REFRESH (rebid)" Function Not Working Properly on Wireless 9-1-1 Calls</u> -- 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. <u>Delay in the Delivery of the ANI/ALI Information</u> – Both the County of Hawaiʻi 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.

- ## PSAP Operations (continued)

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

19. Miscellaneous Trouble Reports – 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) Audio Issue – 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) Feature – 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) Feature – 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.

Hawaiʻi County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

19. <u>Miscellaneous Trouble Reports</u> (continued)

4) <u>Other</u> – On March 25, 2013, the County of Hawaiʻi 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) <u>Other</u> – On March 25, 2013, the County of Hawaiʻi 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. There has been further occurrences and the PSAP is continuing to monitor this situation.

6) <u>Other</u> – On March 25, 2013, the County of Hawaiʻi 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) <u>Other</u> – On April 17, 2013, a box appeared on County of Hawaiʻi 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.

In May 2013, there were three (3) audio troubles reported as follows:

1) <u>Audio</u> – On May 19, 2013, two messages were displayed on the County of Hawaiʻi Fire Position 2. The first message appeared in the ticker box with "AUDIO QUALITY ALARM" and the second message appeared on the status bar with "ALARM STREAMING: OK". The PSAP logged the position out and in and there were no subsequent messages that appeared. This incident was reported to HTI.

2) <u>Audio</u> – On May 19, 2013, the County of Hawaiʻi Police Puna position received the following error message: "THE HEADSET DEVICE HAS BEEN REMOVED AND AUDIO HAS BEEN REDIRECTED TO THE SPEAKER. PLEASE NOTE THERE IS ONE-WAY AUDI AND MICROPHONE DOESN'T WORK." The position also busied out.

SPRD Kaneholo discovered that the Solacom headset manager power cable was unplugged beneath the console. After plugging in the power, the console was back in working order. Photos were taken and verified with Roger Skinner of HTI that the connections were correct. It appears that the Solacom headset manager solution with an external power supply has an easily disengaged power cord. The position and connection were tested and the trouble is considered "closed".

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

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

19. Miscellaneous Trouble Reports (continued)

3) Audio – On May 20 – 21, 2013, The County of Hawai'i Police Hilo and Calltaker positions reported having intermittent trouble hearing units from the field when on the telephone. A strong audio feedback was also reported. HTI technicians were dispatched to the PSAP on May 21, 2013. The trouble was isolated and the Calltaker position was repaired. However, HTI determined that the headset manager on the Hilo console was faulty and no replacement was available on island and new equipment would be shipped. As of May 31, 2013, no replacement has been received to date.

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.

- ## MSAG

Current Month – May 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	241	178	31	3	127	13	4	383	62	1		408	9	7	7

Revised categories and report format changes effective May 2012.

During the month of May 2013, 178 9-1-1Net requests were completed relating to the MSAG database, with 383 customer ANI/ALI records updated as a direct result. Sixty-two (62) TN CR and one (1) 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 408 TN CRs and nine (9) ALI-DRs in Referred status as of May 31, 2013. Prior to the TN CR functionality, TN CRs were captured as ALI-DRs. Seven (7) ALI-DRs in Referred status were reported prior to January 2012 and are not a direct result of a live 9-1-1 call. Two (2) ALI-DRs were submitted as a direct result of a 9-1-1 call and are pending update approval for Hawaiian Telcom, Inc. (HTI).

Hawaiʻi County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## MSAG (continued)

Current Month – May 2013 (continued)

There are seven (7) records in Suspended status as of May 31, 2013, affecting seven (7) telephone numbers (TNs).

– Seven (7) suspended records are due to street name discrepancies between the County of Hawaiʻi and homeowners/occupants on Hawaii Belt Road. TN CRs were submitted by Akimeka to update the street names from Mamalahoa Hwy to Hawaii Belt Rd; however, the customers disagree with this change. The County of Hawaiʻi Planning Department is aware of the situation and will contact the homeowners on a case-by-case basis to inform them of the valid street name.

An invalid address could result in a No Record Found (NRF) condition during a 9-1-1 call. Akimeka is tracking the progress of these TN's and will update as soon new information is provided.

As such, Akimeka created an alias for Mamalahoa Hwy and Hawaii Belt Rd which are labeled in the GIS. In addition, in order to assist the dispatchers, Akimeka requested to Intrado that the alias be included in the location or driving directions field. Intrado will not update 9-1-1Net until the customers are notified of the change. These records will remain in suspended status until the County contacts each homeowner/occupant of the street name change.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 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	241	178	31	3	127	13	4	383	62	1	408	9	7	7
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	1,384	678	227	25	357	60	9	3,687	685	21				
AVG PER MO	277	136	45	5	71	12	2	737	137	4				

(*) 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
May 1, 2013 – May 31, 2013

- ## Mapping Layers Updated/Loaded Into GIS – May 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		05/28/13	
	05/16/13		Corrected TMK for 117 addresses
	05/14/13		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			
Street Centerlines		05/28/13	
	05/14/13		Monthly update on Street Centerlines

(*) *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
May 1, 2013 – May 31, 2013

- ## Mapping Layers Updated/Loaded Into GIS – May 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)			
Trails			
WSP Cell Towers			
		05/28/13	
	05/22/13		Per AT&T Mobility CRS
		05/14/13	
	05/09/13 -- 05/13/13		AT&T Mobility Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
		05/28/13	
	05/20/13		Corrected topology errors
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			

(*) *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
May 1, 2013 – May 31, 2013

- ## Mapping Layers Updated/Loaded Into GIS – May 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 Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
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.*

Hawai'i County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS – May 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 **May 14, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		3
# of Street Segments Removed		0
# of New Addresses Added	142	
# of Addresses Removed	2	
# of Street Segment Range Changes		10
# of Street Segment Name Changes		1
# of Address Street Name Changes	0	
# of Address Street Number Changes	2	

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

Hawai'i County E9-1-1 Status Report
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- ## Service Requests Transactions

Open Service Requests – May 2013 (April 27, 2013 – May 29, 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 October 1, 2012. 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 Hawai'i 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 May 28, 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 May 28, 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 May 28, 2013.

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

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May 1, 2013 – May 31, 2013

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2013

	HAWAII			SERVICE REQUEST CATEGORIES							
	TOTAL			911 Map		MSAG		Request Training		Suggestions	
2013	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	2	2	3	1	1	1	1	0	0	0	0
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	26	23	3	1	1	25	22	0	0	0	0

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

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

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Hawai'i County in May 2013.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,412** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on May 17, 2013 for Hawai'i County are reported below.

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

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 February 6, 2013 9-1-1 MSAG Dated 02-01-13		As of May 17, 2013 9-1-1 MSAG Dated 05-01-13	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,413		4,412	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,407		4,406	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,292	97.4%	4,334	98.4%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	88	2.0%	59	1.3%
9-1-1 MSAG Record With No GIS Record	(3)	27	0.6%	13	0.3%
Total 9-1-1 MSAG Records No Match		115	2.6%	72	1.6%

Objective: NENA Recommended Match Rate = 98%

Hawai'i County E9-1-1 Status Report
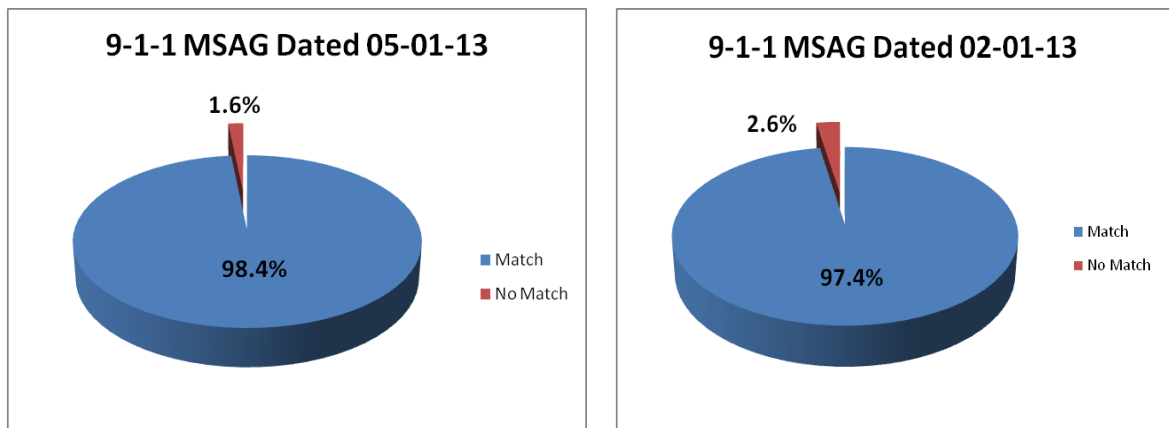## May 1, 2013 – May 31, 2013

- ## 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 – 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 – May 1, 2013 vs. February 1, 2013 MSAG

9-1-1 MSAG Dated 05-01-13
- 1.6% — No Match
- 98.4% — Match

9-1-1 MSAG Dated 02-01-13
- 2.6% — No Match
- 97.4% — Match

Hawai`i County's level of accuracy or 9-1-1 Match percentage improved from 97.4% as of February 1, 2013 to 98.4% as of May 1, 2013

❖   There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai`i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.

❖   The number of matching records increased slightly from February 1, 2013. MSAG records were either added or adjusted according to Hawai`i County GIS databases.

❖   "MSAG - GIS Minor Corrections" were reduced by 33.0% (88 to 59) from February 2013 to May 2013 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.

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

Audit Summary Results – May 1, 2013 vs. February 1, 2013 MSAG (continued)

❖ "MSAG Record With No GIS Record" was further reduced by 51.9% (27 to 13) from February 2013 to May 2013 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawai'i County records.

❖ Continuous 1 – 9999 ranges were reduced to zero from February 2013 to May 2013. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The last remaining record was corrected and as such all continuous 1 – 9999 ranges have been corrected.

❖ "GIS Record With No MSAG Record" decreased 39.1% (23 to 14) from February 2013 to May 2013 respectively. MSAG records were either added or adjusted according to Hawai'i County GIS databases.

❖ "GIS Record With Minor Corrections" were further reduced by 32.9% (76 to 51) from February 2013 to May 2013 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.

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

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

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the County of Hawai'i Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Hawai'i 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:

HAWAII	Invalid MSAG Records			
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 05-01-13	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 299	2,150	32.8%	2,007	31.3%

These invalid MSAG records represent **31.3%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.
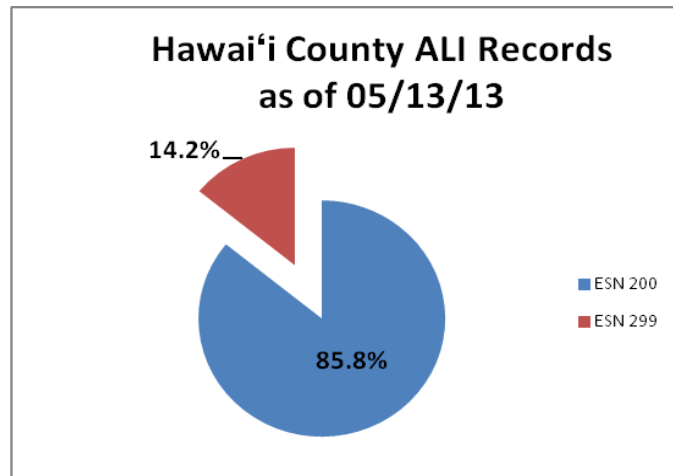
Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Hawai'i County E9-1-1 Status Report
May 1, 2013 – May 31, 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) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of May 13, 2013, **12,877** ESN 299 records, representing **14.2%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.

The total number of ALI records remains relatively consistent.

The number of ESN 299 records decreased from 13,470 to 12,877 (4.4%) from February 2013 to May 2013 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 299 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 299 MSAG records to a valid Hawai'i County ESN and valid MSAG address.

Kauai County E9-1-1 Status Report
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- ## PSAP Operations

9-1-1 Call Volume – May 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,130	962	30.7%	2,168	69.3%

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	3,130	962	30.7%	2,168	69.3%	0	0.0%	622	19.9%
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	**15,714**	**4,909**	**31.3%**	**10,784**	**68.7%**	**21**	**0.1%**	**3,385**	**21.5%**
AVG PER MO	**3,143**	**982**		**2,157**		**4**		**677**	

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
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- ## PSAP Operations (continued)

Wireless Test – May 2013

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

Current Month PSAP Operations Activities – May 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 Hawaiʻi have been cancelled going forward.
	The weekly conference calls will focus on the Intrado Viper deployment. Candice Ng, replacing Reno Abihai, as the Project Manager from Hawaiian Telcom, Inc., will be coordinating and hosting the conference calls going forward.
	The conference call was re-named "NG9-1-1 Checkpoint" and the focus will be on all of the Intrado Viper installation work across all State of Hawaiʻi PSAPs.
05/01/13 -- Pending	Upon review of the Sprint/Nextel CRS, Akimeka discovered that only a portion of the updates had been completed. An updated CRS for all State of Hawaii jurisdictions were re-sent to Sprint/Nextel in order to complete the Annual Audit process.
05/01/13 -- Pending	Verizon Wireless is reviewing the validated CRSs sent to them on April 10, 2013 by Akimeka.
05/01/13 -- Pending	T-Mobile is reviewing the validated CRSs and requested an extension to complete the entire project to June 30, 2013.
05/01/13 -- Pending	Akimeka returned the validated and updated CRSs to AT&T Mobility on May 9, 2013. AT&T Mobility is in the process of reviewing the CRSs.

Kauai County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

Bi-monthly Conference Call with Intrado	The May 6, 2013 conference call and May 20, 2013 conference call was convened as scheduled. Ms. Elle Walters and Ms. Michelle Aldecocea from Intrado hosted the conference calls. Items discussed were:

1) Grounding Bar and Twist Lock Receptacle Requirements -- Kauai County confirmed that the grounding bar and twist lock receptacles were ready for Intrado. Hawaiian Telcom, Inc. (HTI) needs to confirm that they will provide the cabling to the workstations.

2) Training Positions -- Kauai County asked if the training positions could be relocated to another location such as the alternate center. Intrado agreed to assess the request because it may require more network design.

3) Statement of Work (SOW) -- The Intrado Viper equipment installation SOW was received and accepted by Kauai County.

4) Schedule -- Equipment, cabling and hardware installation is scheduled for July 26 - August 1, 2013.

05/15/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on May 15, 2013. Items discussed were:

1) Sandwich Isles Communications Callboxes -- Installation of callboxes at Kamakau School on Oahu is pending due to GeoComm mapping discrepancies.

2) Annual Audits – Mobi PCS is completed and the other Wireless Service Providers (WSPs) are in progress.

3) Viper Installation Update

   a) Training positions have been assigned to each PSAP.

   b) Training dates have not been determined.

   c) Kauai County expressed concern of not having a permanent training room or area to install their Intrado Viper equipment. Alternative permanent training sites are under review for the County.

   d) A moratorium "No Testing" email will be distributed to all Service Providers during equipment, training, and cutover periods.

4) LTE Updates – Akimeka shared information received from Intrado outlining voice over LTE networks and its impact on addressing and calltaking. Questions will be sent to Intrado by Akimeka with regards to re-bidding and addressing. A response is forthcoming.

5) PSAP Updates -- Both Hawai'i County and Maui County shared events and issues with their respective PSAPs.

Kauai County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – May 2013 (continued)

05/23/13   At the request of the Kauai County Police Chief, Akimeka presented the NG9-1-1 PSAP Ready PowerPoint presentation that was given to the E9-1-1 Technical Committee. Present in the meeting were Kauai Police Chief, Darryl Perry, Lieutenant Paul Applegate, and Dispatch Supervisor, Kathleen Langtad.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of May 31, 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 – 05/31/13) – No further updates.

Kauai County E9-1-1 Status Report
May 1, 2013 – May 31, 2013

- ## MSAG

Current Month – May 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	44	6	1	0	1	4	0	231	38	0	39	5	0	0
Revised categories and report format changes effective May 2012.														

During the month of May 2013, six (6) 9-1-1Net requests were completed relating to the MSAG database, with 231 customer ANI/ALI records updated as a direct result. Thirty-eight (38) 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 May 31, 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 no records in Suspended status as of May 31, 2013.

Kauai County E9-1-1 Status Report
May 1, 2013 – May 31, 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	44	6	1	0	1	4	0	231	38	0	39	5	0	0
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	818	57	7	0	35	14	1	254	759	2				
AVG PER MO	164	11	1	0	7	3	0	51	152	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.

Kauai County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS – May 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			
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			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		05/24/13	
	05/09/13		Assigned ranges for Nohili Rd and Tartar Dr, Mana
	05/06/13		Assigned ranges for Nohili Rd, Mana

(*) *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
May 1, 2013 – May 31, 2013

- ## Mapping Layers Updated/Loaded Into GIS – May 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)**			
Trails			
WSP Cell Sectors (Polygon)	05/07/13 -- 05/10/13		AT&T Mobility Annual Audit
	05/01/13		
WSP Cell Towers (Points)		05/24/13	
	05/07/13 -- 05/10/13		
	05/01/13		AT&T Mobility 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	05/23/13		Corrected coastline along ESN 406 boundary
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
May 1, 2013 – May 31, 2013

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

05/02/13	Akimeka corrected a multipart polygon for IRA 221556.
05/02/13 -- 05/03/13	Akimeka ran the Geofile Update Utility and sent three files to the County of Kauai IT: GEO table, Internal ALI table, and IRA table, using the correct projection.
05/14/13	County of Kauai IT ran the Geofile Import Utility tool using the most updated xml files received from Akimeka. Screenshots of the Geofile Import Utility Monitor were emailed to Anita Kask of GeoComm and Charles Leonard of Tritech along with specific questions regarding the process. Although the Monitor showed that all records were processed, none were found to have been imported.
05/23/13	Akimeka corrected the ESN 406 boundary.
05/30/13	County of Kauai IT successfully imported the three (3) geofiles provided by Akimeka into the VisionAIR CAD test environment.

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.

Kauai County E9-1-1 Status Report
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- ## Mapping Layers Updated/Loaded Into GIS – May 2013 (continued)

CAD GIS Upload Process (continued)

Current Status – May 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.

No updated data was copied to the GeoComm computer in May 2013.

Kauai County E9-1-1 Status Report
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- ## Service Requests Transactions

Open Service Requests – May 2013 (April 27, 2013 – May 29, 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

KAUAI				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	0	0	0	0	0	0	0	0	0	0	0
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