

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

**Enhanced 911 Board Meeting  
Thursday, June 14, 2012  
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. Oath of Office for all new Board members**
- V. Approval of Last Meeting's Minutes**
- VI. Committee Updates by Committee Chairs**
  - a. Finance Committee – Kiman Wong
  - b. Technical Committee – Victor Ramos
  - c. Communications Committee- Gordon Bruce
- VII. PSAP Status Updates**
  - a. Kauai – Brandon Raines
  - b. Oahu – Gordon Bruce
  - c. Molokai – Victor Ramos
  - d. Maui – Clayton Tom
  - e. Hawaii - Paul Ferreira
- VIII. Items for Discussion, Consideration and Action**
  - a. Investigative Committee recommendation on the TKC Executive Director contract services one year extension option.
  - b. Election of new Board Chair.
  - c. Review of the Monthly Cash Flow Report
  - d. Update on status of FY 2012 projects

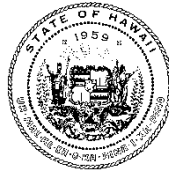
- i. HFD Fire/EMS CAD Upgrade
  - ii. Kauai CAD Upgrade
  - iii. Others
- e. New Board member status:
  - i. Kevin Paul, HawTel
  - ii. Bart Huber, HPD
- f. Wireless E911 Timeline update
- g. Request for funding for FY 2013 Conference Travel.
- h. Determination of threshold for payment (without Finance Committee and Board approval) of funded items in the Strategic Budget Plan that have overspent their budgets.
- i. Requests for approval for adjustments of FY 2012 Strategic Budget Plan Funding:
  - i. Maui PD – CAD Equipment Upgrade \$229,050.
  - ii. Maui PD – Virtual Management System \$798,308.
  - iii. Hawaii PD- Internet Call Taker License \$1,256.
  - iv. Oahu PD- Telecom Trunk Charges & Other telecom Charges \$46,500.
  - v. Oahu PD- Imagery License \$22,911.
  - vi. Others
- j. Discussion & Approval of FY 2013-2017 Strategic Budget Plan.
- k. Procurement of Auditor for 3 year period-Update.

## **IX. Announcements**

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

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

## **XI. Adjourn**



STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

**Enhanced 911 Board Meeting**  
**Thursday, June 14, 2012**  
**Kalanimoku Bldg., Room 322B, 1151 Punchbowl St., Honolulu**  
**10 am to 12 noon**

**MINUTES**

**Board members present:** Paul Ferreira (Chair), Victor Ramos, Clayton Tom, Goldie Cross, Dean Seki, Roy Irei, Su Shin, James LaClair, Gordon Bruce, Kiman Wong, and Brandon Raines.

**Board members absent:** Jeffrey Ono.

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

**Guests:** Bart Huber (HPD), Steve Schutte (Verizon), Mark Begley, Patty Dukes (EMS), Ah Lan Leong (HPD), Morris Tamanaha (Navy Regional HI), Aaron Correira (HPD) and Marshall Kanehailua (HawPD).

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

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

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

No public testimony was requested at this time.

**III. Introductions**

*Introductions were made of all in attendance.*

**IV. Oath of Office for all new Board members**

*The Oath of Office was administered by Paul Ferreira to:*

*Mr. Kiman Wong*

*Mr. Roy Irei*

*Ms. Su Shin*

*Mr. Marshall Kanehailua*

*Mr. Steve Schutte*

*Mr. Clayton Tom*

*Mr. Victor Ramos*

Mr. Mark Begley

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

*Mr. James LaClair motioned to approve the minutes of the July 2012 Board meeting. The motion was seconded and approved unanimously by voice vote without discussion.*

**VI. Committee Updates by Committee Chairs**

a. Finance Committee – Kiman Wong

No updates at this time.

b. Technical Committee – Victor Ramos

No updates at this time.

c. Communications Committee- Gordon Bruce

No updates at this time.

**VII. PSAP Status Updates**

a. Kauai – Brandon Raines

Mr. Brandon Raines stated the following:

- i. As the board is aware, Kauai continues to experience contractual and technical challenges implementing our Next Generation 911 solution with VisionAir/911-Inc and Hawaiian Telcom.*
- ii. Despite many hours spent on all sides, we have not been able to resolve key issues required in order to move forward.*
- iii. During our most recent meetings with Hawaiian Telcom, we discovered several critical items that will affect the entire state and need to be discussed further by this group. These include:*
- iv. Hawaiian Telcom has no immediate plans to deliver a Next Generation 911 solution until the i3 standards have been established and ratified. This includes Hawaii County which will effectively be IP-based, but not Next Generation 911.*
- v. Hawaiian Telcom will not support an IP-based 911 delivery solution that is not Solacom from end-to-end. This prevents PSAPs from deciding upon the technology choice inside their facilities and seems to conflict with the existing tariff language on demarcation.*
- vi. There is a general lack of clarity on all sides regarding how the current tariff applies to the implementation of IP-based 911 services, much less Next Generation 911 capabilities.*

Given the complexity of the situation and circumstances, there is no way for us to resolve these issues today. However, we would like to solicit the board's assistance by requesting the following action items to address related statewide implications.

- i. *Add an agenda item to the July Technical Committee and Board meetings to resume this discussion (e.g. Technical Plans and Issues for NG911 Delivery in Hawaii).*
- ii. *Work within the Technical Committee to “stand up” the agreed upon Investigative Regulatory Committee as soon as possible.*
- iii. *Review the recent PSAP status reports from Kauai and Hawaii counties which document our challenges and experiences in implementing these newer 911 technologies.*
- iv. *I realize that everyone is busy, so I took the liberty of preparing an excerpt of our May status report along with the minutes from our most recent discussion with Hawaiian Telecom. Also, I included a relevant excerpt from Hawaii County’s May status report. I am handing this out now and ask that you all review it before our July meetings so that we can have a productive discussion*
- v. *Thanks for your consideration and support as we all work together to move this forward.*

***Mr. James LaClair welcomes discussion on this matter. These are complex issues that have many sides to them. The NG911 standards are not set.***

***Mr. Ferreira requested that an update of the status on Kauai NG911 implementation be placed on the Technical Committee Meeting Agenda.***

***Mr. Ferreira requested that the investigative committee select a Chair at the next Board meeting.***

**b. Oahu – Gordon Bruce**

Mr. Bruce stated the following:

- i. *Oahu is working with HPD regarding their CAD upgrade.*
- ii. *We are also awaiting the status of Fire on their final contract in terms of CAD direction.*
- iii. *The question has come regarding whether Ocean Safety can be considered a PSAP. We have reached out to the legal department to opine on this as soon as possible.*
- iv. *Mr. Correia expressed his concern regarding the Solecom. HPD has to make a decision soon.*
- v. *Mr. Tamanaha also expressed the same concerns regarding Solecom.*

**c. Molokai – Victor Ramos**

- i. *Nothing to report*

**d. Maui – Clayton Tom**

- i. *Nothing to report*

**e. Hawaii - Paul Ferreira**

- i. Nothing to report.

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

- a. Investigative Committee recommendation on the TKC Executive Director contract services one year extension option.

*This matter is deferred until the next meeting.*

- b. Election of new Board Chair.

*Mr. Victor Ramos motioned to nominate Mr. Clayton Tom as the new Board Chair. The motion was seconded and approved by voice vote without discussion with Mr. Tom abstaining.*

*The election for Vice Chair will be held at the next meeting.*

- c. Review of the Monthly Cash Flow Report

- i. Cash receipts (month) - \$750,957.
- ii. Cash receipts (year-to-date) - \$7,909,432.
- iii. Cash disbursements (month) - \$1,553,480.
- iv. Cash disbursements (year-to-date) - \$4,801,464.

- d. Update on status of FY 2012 projects

- i. HFD Fire/EMS CAD Upgrade:

The contract is close to completion to allow for an encumbrance for FY 2012.

- ii. Kauai CAD Upgrade:

The contract amendment was signed and executed. The mobile CAD is progressing and expects it to be completed in the August timeframe.

The existing encumbrance for this CAD upgrade will be carried over to FY 2013 so it will not impact the FY 2013 budget.

- iii. Others

- e. New Board member status:

- i. Kevin Paul, HawTel

*Mr. Kevin Paul has completed his application process and is awaiting confirmation.*

ii. Bart Huber, HPD

*We anticipate Mr. Huber's appointment shortly.*

f. Wireless E911 Timeline update: *None at this time.*

g. Request for funding for FY 2013 Conference Travel.

*There is a policy being formulated subject to Board approval that will provide guidance to the application and approval process and post conference responsibilities. A request should be submitted as far in advance of the conference as possible.*

h. Determination of threshold for payment (without Finance Committee and Board approval) of funded items in the Strategic Budget Plan that have overspent their budgets.

*Mr. Gordon Bruce motioned to accept the threshold of not to exceed 10% or \$50,000 which will permit overspent budgets at yearend to avoid having to return to the Board to request authority to exceed their budgets. There will also be an additional requirement to provide the Board with a reconciliation of the budgets that were overspent at or below this threshold. The motion was seconded and approved unanimously by voice vote without discussion.*

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

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

*Mr. James LaClair motioned to approve the CAD Equipment Upgrade. The motion was seconded and approved by voice vote without discussion with Clayton Tom and Victor Ramos abstaining.*

ii. Maui PD – Virtual Management System \$798,308.

*Mr. James LaClair motioned to approve the VMS system. The motion was seconded and approved by voice vote with Mr. Tom and Mr. Ramos abstaining.*

iii. Hawaii PD- Intergraph Call Taker License \$1,256.

*Mr. Clayton Tom motioned to approve the Intergraph Call Taker License. The motion was approved by voice vote with Mr. Paul Ferreira abstaining.*

- iv. Oahu PD- Telecom Trunk Charges & Other telecom Charges \$46,500.

*Mr. Victor Ramos motioned to approve the Telecom Trunk Charges. The motion was seconded and approved by voice vote with Mr. Bruce abstaining.*

- v. Oahu PD- Imagery License \$22,911.

*Ms. Goldie Cross motioned to approve the Imagery License. The motion was seconded and approved by voice vote with Mr. Bruce abstaining.*

- vi. Others

- j. Discussion & Approval of FY 2013-2017 Strategic Budget Plan.

*This matter is deferred until the next meeting.*

- k. Procurement of Auditor for 3 year period-Update.

*The procurement process through HePS has begun and will be completed at the end of June with the results to be presented at the July meeting.*

## **IX. Announcements**

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

- b. **Others-** *Mr. Paul Ferreira expressed his appreciation for the assistance of the Board and Committee members.*

- i. *Ms. Goldie Cross also expressed her appreciation to the Board.*
  - ii. *Mr. Brandon Raines expressed his appreciation as well and offered to remain as a Technical Committee member.*
  - iii. *Mr. Gordon Bruce expressed his appreciation as well.*
  - iv. *Ms. Thera Bradshaw expressed her appreciation to the departing members.*

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



**XI. Adjournment; The meeting was adjourned at 10:54 am.**

APPROVED

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

|                                                |                          |                   |                          |
|------------------------------------------------|--------------------------|-------------------|--------------------------|
| <b>FIRST HAWAIIAN BANK ACCOUNT:</b>            |                          |                   |                          |
| <b>General Fund</b>                            | <b>Prior Month</b>       |                   | <b>Ending</b>            |
|                                                | <b>Inception-to-Date</b> |                   | <b>Inception-to-Date</b> |
| <b>ITEM</b>                                    | <b>Cash Flow</b>         | <b>Current</b>    | <b>Cash Flow</b>         |
|                                                | <b>Balance</b>           | <b>Month</b>      | <b>Balance</b>           |
| <b>Cash Inflow:</b>                            |                          |                   |                          |
| Enhance 911 Surcharge Collection               | \$ 58,533,028.95         | 750,285.19        | \$ 59,283,314.14         |
| Other Income                                   | \$ 11,555.22             |                   | \$ 11,555.22             |
| Interest Income                                | \$ 1,825,700.50          | 672.18            | \$ 1,826,372.68          |
| <i>Prior Period Interest Income Adjustment</i> | \$ (257,236.01)          |                   | \$ (257,236.01)          |
| Net Interest Income                            | \$ 1,568,464.49          | \$ 672.18         | \$ 1,569,136.67          |
|                                                |                          |                   |                          |
| <b>Subtotal Cash Inflow</b>                    | \$ 60,113,048.66         | \$ 750,957.37     | \$ 60,864,006.03         |
| <b>Cash Outflow:</b>                           |                          |                   |                          |
| Act 79 Fund Transfer to State                  | \$ (16,000,000.00)       |                   | \$ (16,000,000.00)       |
| PSAP Reimbursement                             | \$ (23,004,051.75)       | (1,524,316.45)    | \$ (24,528,368.20)       |
| Board Member Travel Expense                    | \$ (110,302.65)          | (2,079.92)        | \$ (112,382.57)          |
| DB&F Revenue Assessments                       | \$ (2,822,022.61)        |                   | \$ (2,822,022.61)        |
| DB&F Administrative Expense Assess.            | \$ (793,696.42)          |                   | \$ (793,696.42)          |
| WSP Reimbursement                              | \$ (973,051.18)          |                   | \$ (973,051.18)          |
| Consultant-Intrado, Inc.                       | \$ (439,260.41)          |                   | \$ (439,260.41)          |
| Consultant-Exec Director                       | \$ (2,048,666.88)        | (27,083.33)       | \$ (2,075,750.21)        |
| Audit Expense                                  | \$ (36,586.88)           |                   | \$ (36,586.88)           |
| Other Board Related Expenses                   | \$ (5,797.34)            |                   | \$ (5,797.34)            |
|                                                |                          |                   |                          |
| <b>Subtotal Cash Outflow</b>                   | \$ (46,233,436.12)       | \$ (1,553,479.70) | \$ (47,786,915.82)       |
|                                                |                          |                   |                          |
| Bank Balance                                   | \$ 13,879,612.54         | \$ (802,522.33)   | \$ 13,077,090.21         |
|                                                |                          |                   |                          |
| Encumbrances                                   | \$ (2,329,628.28)        |                   | (2,329,628.28)           |
|                                                |                          |                   |                          |
| Unencumbered Cash                              | \$ 11,549,984.26         | \$ (802,522.33)   | \$ 10,747,461.93         |

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

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

|                                 | Hawaii<br>PSAP | Kauai<br>PSAP | Maui<br>PSAP | Oahu<br>PSAP | ADMIN     | TOTAL     |                  |                           |       |
|---------------------------------|----------------|---------------|--------------|--------------|-----------|-----------|------------------|---------------------------|-------|
| FISCAL YEAR-TO-DATE MAY 2012    | 11 mos.        | 11 mos.       | 11 mos.      | 11 mos.      | 11 mos.   | 11 mos.   | Annual<br>Budget | \$ Over/(Under)<br>Budget |       |
| <b>TOTAL RECEIPTS</b>           | -              | -             | -            | -            | 7,909,432 | 7,909,432 | 8,130,000        | (220,568)                 | 97.3% |
| <b>DISBURSEMENTS</b>            |                |               |              |              |           |           |                  |                           |       |
| <b>Total CONFERENCES</b>        | 5              | -             | -            | 17,322       | 20,243    | 37,570    | 204,300          | (166,730)                 | 18.4% |
| <b>Non-RECURRING</b>            |                |               |              |              |           |           |                  |                           |       |
| Total CAD Replacement/Upgrade   | -              | -             | -            | 404,680      | -         | 404,680   | 4,411,500        | (4,006,820)               |       |
| Total Computers                 | -              | -             | 102,582      | 9,424        | -         | 112,007   | 156,000          | (43,993)                  |       |
| Total Training                  | -              | -             | -            | -            | 1,763     | 1,763     | 31,000           | (29,237)                  |       |
| <b>Total Non-RECURRING</b>      | -              | -             | 102,582      | 414,104      | 1,763     | 518,450   | 4,598,500        | (4,080,050)               | 11.3% |
| <b>RECURRING EXPENSES</b>       |                |               |              |              |           |           |                  |                           |       |
| Total ADMINISTRATION            | -              | -             | -            | -            | 762,075   | 762,075   | 1,348,683        | (586,608)                 |       |
| Total MAINTENANCE               | 471,767        | 232,384       | 363,731      | 963,600      | -         | 2,031,482 | 3,732,612        | (1,701,130)               |       |
| Total Other RECURRING           | 229,758        | 93,225        | 208,855      | 920,050      | -         | 1,451,887 | 1,651,620        | (199,733)                 |       |
| <b>Total RECURRING EXPENSES</b> | 701,525        | 325,609       | 572,586      | 1,883,649    | 762,075   | 4,245,444 | 6,732,915        | (2,487,471)               | 63.1% |
| <b>Total DISBURSEMENTS</b>      | 701,530        | 325,609       | 675,169      | 2,315,075    | 784,081   | 4,801,464 | 11,535,715       | (6,734,251)               | 41.6% |

***Note: Details of fiscal year-to-date expenditures are on pages 6 & 7.  
Details of expenditures against each PSAP's annual budget are on pages 8-12.***

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

| FY2012 FORECAST                      | HAWAII           | KAUAI          | MAUI             | OAHU             | ADMIN            | TOTAL             | BUDGET            | VAR            |
|--------------------------------------|------------------|----------------|------------------|------------------|------------------|-------------------|-------------------|----------------|
| DESCRIPTION                          | Forecast         | Forecast       | Forecast         | Forecast         | Forecast         | Forecast          |                   | Forecast       |
| <b>DISBURSEMENTS:</b>                |                  |                |                  |                  |                  |                   |                   |                |
| E911 Logo Contest                    |                  |                |                  |                  |                  | -                 | 11,911            | (11,911)       |
| Bank Charge                          |                  |                |                  |                  | 72               | 72                |                   | 72             |
| Audit Expense                        |                  |                |                  |                  | 12,042           | 12,042            | 12,042            | -              |
| Board Member Travel                  |                  |                |                  |                  | 24,650           | 24,650            | 24,650            | -              |
| NASNA Dues                           |                  |                |                  |                  | 100              | 100               | 100               | -              |
| Docusign (Electronic Signature)      |                  |                |                  |                  | 180              | 180               | 200               | (20)           |
| Board Meeting Venue Fee              |                  |                |                  |                  | 180              | 180               | 600               | (420)          |
| Parking Permits                      |                  |                |                  |                  | 200              | 200               | 180               | 20             |
| Exec. Dir. Svcs                      |                  |                |                  |                  | 325,000          | 325,000           | 325,000           | -              |
| DB&F Admin. Exp. Assess              |                  |                |                  |                  | 335,000          | 335,000           | 374,000           | (39,000)       |
| DB&F Revenue Assessment              |                  |                |                  |                  | 443,750          | 443,750           | 440,000           | 3,750          |
| WSP Cost Recovery                    |                  |                |                  |                  |                  | -                 |                   | -              |
| Sprint/Nextel                        |                  |                |                  |                  | 160,000          | 160,000           | 160,000           | -              |
| Administration                       | -                | -              | -                | -                | 1,301,174        | 1,301,174         | 1,348,683         | (47,509)       |
| 9-1-1MSAG Services                   | 450,166          | 309,846        | 436,521          | 507,631          |                  | 1,704,164         | 1,704,164         | -              |
| CAD Maintenance                      | 61,233           |                | 115,825          | 227,460          |                  | 404,518           | 410,152           | (5,634)        |
| Tritech CAD System Maintenance       |                  |                |                  |                  |                  | -                 |                   | -              |
| EMS                                  |                  |                |                  |                  |                  | -                 | 92,820            | (92,820)       |
| Honolulu Fire Dept.                  |                  |                |                  |                  |                  | -                 | 112,200           | (112,200)      |
| Excom911 Logging Recorder Maint      |                  |                |                  | 60,775           |                  | 60,775            | 65,000            | (4,225)        |
| Intergraph Call Taker License        | 35,396           |                |                  |                  |                  | 35,396            | 34,140            | 1,256          |
| Imagery License Agreement            | 304,800          | 204,825        | 408,396          | 323,816          |                  | 1,241,837         | 1,234,136         | 7,701          |
| Positron Equip SW Maintenance        |                  |                |                  |                  |                  | -                 | 40,000            | (40,000)       |
| GeoComm Maintenance                  |                  |                |                  | 36,400           |                  | 36,400            | 40,000            | (3,600)        |
| Maintenance                          | 851,595          | 514,671        | 960,742          | 1,156,082        | -                | 3,483,090         | 3,732,612         | (249,522)      |
| EMS Tower Lease                      |                  |                |                  | 7,539            |                  | 7,539             | 7,690             | (151)          |
| Telecom Charges                      |                  |                |                  |                  |                  | -                 | 0                 | -              |
| Telecom Trunk                        | 306,344          | 111,398        | 278,495          | 946,881          |                  | 1,643,118         | 1,618,730         | 24,388         |
| Other Telecom Chgs                   |                  |                |                  | 11,353           |                  | 11,353            |                   | 11,353         |
| Ocean Safety CML Charges             |                  |                |                  | 25,500           |                  | 25,500            | 25,200            | 300            |
| Mileage                              |                  |                |                  | 10,407           |                  | 10,407            | 0                 | 10,407         |
|                                      |                  |                |                  |                  |                  | -                 |                   | -              |
| Subtotal RECURRING                   | 1,157,939        | 626,069        | 1,239,236        | 2,157,763        | 1,301,174        | 6,482,181         | 6,732,915         | (250,734)      |
| <b>NONRECURRING:</b>                 |                  |                |                  |                  |                  |                   |                   |                |
| CAD Upgrade                          |                  |                |                  |                  |                  |                   |                   | -              |
| Honolulu Fire Dept./EMS              |                  |                |                  | 1,400,000        |                  | 1,400,000         | 1,400,000         | -              |
| Honolulu Police Dept.                |                  |                |                  | 3,011,500        |                  | 3,011,500         | 3,011,500         | -              |
| Maui Police Department               |                  |                | 229,050          |                  |                  | 229,050           |                   | 229,050        |
| Computers                            |                  |                |                  |                  |                  |                   | 0                 | -              |
| EMS CAD Live Rounting                |                  |                |                  | 9,424            |                  | 9,424             | 20,000            | (10,576)       |
| EMS Tritech-GeoComm Interface        |                  |                |                  | 30,000           |                  | 30,000            | 30,000            | -              |
| Computer Equipment                   |                  |                | 102,582          |                  |                  | 102,582           | 106,000           | (3,418)        |
| Virtual Management System            |                  |                | 793,308          |                  |                  | 793,308           |                   | 793,308        |
| Training                             |                  |                |                  |                  |                  |                   | 0                 | -              |
| RTO Training for CADS                |                  |                |                  |                  |                  |                   | 15,000            | (15,000)       |
| CAD System Training                  |                  |                |                  |                  |                  | -                 |                   | -              |
| Solecom Training                     |                  |                |                  |                  | 1,309            | 1,309             | 10,000            | (8,691)        |
| TriTech CAD System Admin Train (HFD) |                  |                |                  |                  |                  | -                 | 6,000             | (6,000)        |
| Subtotal Non-RECURRING               | -                | -              | 1,124,940        | 4,450,924        | 1,309            | 5,577,173         | 4,598,500         | 978,673        |
| <b>Conferences:</b>                  |                  |                |                  |                  |                  |                   |                   |                |
| 911 Goes to Washington Conf          | 3,853            |                | 8,241            | 5,298            | 1,706            | 19,097            | 42,600            | (23,503)       |
| APCO Conference                      |                  |                |                  | 11,743           |                  | 11,743            | 39,000            | (27,257)       |
| Intergraph Conference                |                  |                |                  |                  |                  | -                 | 12,000            | (12,000)       |
| Motorola CAD User's                  |                  |                |                  |                  |                  | -                 | 12,000            | (12,000)       |
| NASNA Conference                     |                  |                |                  |                  | 1,361            | 1,361             | 3,000             | (1,639)        |
| Navigator                            |                  |                |                  |                  |                  | -                 | 3,000             | (3,000)        |
| Nena Conference                      | 5,000            |                | 5,000            | 10,000           | 1,500            | 21,500            | 37,200            | (15,700)       |
| NG911 Technology Forum               |                  |                |                  |                  | 17,178           | 17,178            | 30,000            | (12,822)       |
| Pictometry Future View Confer        |                  |                |                  |                  |                  | -                 | 16,500            | (16,500)       |
| TriTech CAD Users                    |                  |                |                  |                  |                  | -                 | 9,000             | (9,000)        |
| Subtotal Conferences                 | 8,853            | -              | 13,241           | 27,041           | 21,745           | 70,879            | 204,300           | (133,421)      |
| <b>TOTAL FY2012 FORECAST</b>         | <b>1,166,791</b> | <b>626,069</b> | <b>2,377,418</b> | <b>6,635,727</b> | <b>1,324,228</b> | <b>12,130,233</b> | <b>11,535,715</b> | <b>594,518</b> |
| % of Budget                          | 9.6%             | 5.2%           | 19.6%            | 54.7%            | 10.9%            | 100.0%            |                   |                |

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

| <b>MONTH OF MAY 2012</b>             | <b>Hawaii<br/>PSAP</b> | <b>Kauai<br/>PSAP</b> | <b>Maui<br/>PSAP</b> | <b>Oahu<br/>PSAP</b> | <b>ADMIN</b>  | <b>TOTAL</b>     |
|--------------------------------------|------------------------|-----------------------|----------------------|----------------------|---------------|------------------|
| <b>DISBURSEMENTS:</b>                |                        |                       |                      |                      |               |                  |
| <b>Non-RECURRING</b>                 |                        |                       |                      |                      |               |                  |
| CAD Replacement/Upgrade              |                        |                       |                      |                      |               |                  |
| Hawai'i Police Dept                  | 0                      | 0                     | 0                    | 404,680              | 0             | 404,680          |
| <b>Total CAD Replacement/Upgrade</b> | <b>0</b>               | <b>0</b>              | <b>0</b>             | <b>404,680</b>       | <b>0</b>      | <b>404,680</b>   |
| Computers                            |                        |                       |                      |                      |               |                  |
| EMS CAD Live Rounting                | 0                      | 0                     | 0                    | 9,424                | 0             | 9,424            |
| <b>Total Computers</b>               | <b>0</b>               | <b>0</b>              | <b>0</b>             | <b>9,424</b>         | <b>0</b>      | <b>9,424</b>     |
| Training                             | 0                      | 0                     | 0                    | 0                    | 455           | 455              |
| <b>Total Non-RECURRING</b>           | <b>0</b>               | <b>0</b>              | <b>0</b>             | <b>414,104</b>       | <b>455</b>    | <b>414,559</b>   |
| <b>RECURRING EXPENSES</b>            |                        |                       |                      |                      |               |                  |
| <b>ADMINISTRATION</b>                |                        |                       |                      |                      |               |                  |
| 0010 Exec Dir. Services              | 0                      | 0                     | 0                    | 0                    | 27,083        | 27,083           |
| Board Member Travel                  | 0                      | 0                     | 0                    | 0                    | 2,080         | 2,080            |
| <b>Total ADMINISTRATION</b>          | <b>0</b>               | <b>0</b>              | <b>0</b>             | <b>0</b>             | <b>29,163</b> | <b>29,163</b>    |
| <b>MAINTENANCE</b>                   |                        |                       |                      |                      |               |                  |
| 0001 Call Taker License              | 35,396                 | 0                     | 0                    | 0                    | 0             | 35,396           |
| 0002 Imagery License Agreement       | 0                      | 0                     | 0                    | 323,816              | 0             | 323,816          |
| 0011 9-1-1MSAG Maint.                | 75,028                 | 25,820                | 36,373               | 225,614              | 0             | 362,835          |
| CAD Maintenance                      | 61,233                 | 0                     | 0                    | 184,184              | 0             | 245,417          |
| <b>Total MAINTENANCE</b>             | <b>171,657</b>         | <b>25,820</b>         | <b>36,373</b>        | <b>733,615</b>       | <b>0</b>      | <b>967,465</b>   |
| <b>Other RECURRING</b>               |                        |                       |                      |                      |               |                  |
| 0005 Telcom Charges                  |                        |                       |                      |                      |               |                  |
| Long Distance Charges                | 0                      | 29                    | 0                    | 0                    | 0             | 29               |
| Mileage                              | 0                      | 0                     | 0                    | 946                  | 0             | 946              |
| Telcom Trunk Charges                 | 51,057                 | 9,283                 | 0                    | 78,907               | 0             | 139,247          |
| Telecom Ocean Safety CML Chges       | 0                      | 0                     | 0                    | 2,071                | 0             | 2,071            |
| <b>Total 0005 Telcom Charges</b>     | <b>51,057</b>          | <b>9,312</b>          | <b>0</b>             | <b>81,924</b>        | <b>0</b>      | <b>142,293</b>   |
| <b>Total Other RECURRING</b>         | <b>51,057</b>          | <b>9,312</b>          | <b>0</b>             | <b>81,924</b>        | <b>0</b>      | <b>142,293</b>   |
| <b>Total RECURRING EXPENSES</b>      | <b>222,714</b>         | <b>35,132</b>         | <b>36,373</b>        | <b>815,538</b>       | <b>29,163</b> | <b>1,138,921</b> |
| <b>Total DISBURSEMENTS</b>           | <b>222,714</b>         | <b>35,132</b>         | <b>36,373</b>        | <b>1,229,642</b>     | <b>29,618</b> | <b>1,553,480</b> |

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

| STATE OF HAWAII                                          |                                           |                             |                                   |
|----------------------------------------------------------|-------------------------------------------|-----------------------------|-----------------------------------|
|                                                          |                                           |                             |                                   |
| <b>ENHANCED 911 BOARD</b>                                |                                           |                             |                                   |
| <b>ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011</b> |                                           |                             |                                   |
|                                                          |                                           |                             |                                   |
| <b>Vendor</b>                                            | <b>FY 2011<br/>ENCUMBRANCE<br/>Amount</b> | <b>AMOUNT PAID<br/>DOWN</b> | <b>ENCUMBRANCE<br/>CARRY-OVER</b> |
| C&C of Honolulu, Hawaii, Maui, Kauai Counties            | 1,556.51                                  | (1,556.51)                  | -                                 |
| MSAG Services-Hawaii PSAP                                | 36,311.62                                 | (36,311.62)                 | -                                 |
| MSAG Services-Kauai PSAP                                 | 50,012.62                                 | (50,012.62)                 | -                                 |
| MSAG Services-Maui PSAP                                  | 35,140.93                                 | (35,140.93)                 | -                                 |
| CAD Upgrade- (Kauai PSAP)                                | 3,800,000.00                              | (1,470,371.72)              | 2,329,628.28                      |
| Integrgraph Conference-Hawai'i County PSAP               | 8,270.54                                  | (8,270.54)                  | -                                 |
| Nena Conference- Hawaii PSAP                             | 19,559.05                                 | (19,559.05)                 | -                                 |
| Telcom-Oahu PSAP                                         | 2,070.12                                  | (2,070.12)                  | -                                 |
| Telcom-Oahu PSAP                                         | 350.00                                    | (350.00)                    | -                                 |
| Imagery Services-Hawaii PSAP                             | 1,070,342.18                              | (1,070,342.18)              | -                                 |
| WSP Cost Recovery (Direct Payment)                       | 72,500.00                                 | (72,500.00)                 | -                                 |
| §36-27, HRS Revenue Assessment                           | 108,378.55                                | (108,378.55)                | -                                 |
| §36-30, HRS Administrative Assessment                    | 184,490.86                                | (184,490.86)                | -                                 |
| <b>TOTAL</b>                                             | <b>5,388,982.98</b>                       | <b>(3,059,354.70)</b>       | <b>2,329,628.28</b>               |

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

|                                      | Hawaii<br>PSAP | Kauai<br>PSAP | Maui<br>PSAP | Oahu<br>PSAP | ADMIN     | TOTAL     |                  |                           |       |
|--------------------------------------|----------------|---------------|--------------|--------------|-----------|-----------|------------------|---------------------------|-------|
| FISCAL YEAR-TO-DATE MAY 2012         | 11 mos.        | 11 mos.       | 11 mos.      | 11 mos.      | 11 mos.   | 11 mos.   | Annual<br>Budget | \$ Over/(Under)<br>Budget |       |
| <b>TOTAL RECEIPTS</b>                | -              | -             | -            | -            | 7,909,432 | 7,909,432 | 8,130,000        | (220,568)                 | 97.3% |
| <b>DISBURSEMENTS</b>                 |                |               |              |              |           |           |                  |                           |       |
| <b>CONFERENCES</b>                   |                |               |              |              |           |           |                  |                           |       |
| 911 Goes to Washington Conf          | -              | -             | -            | 5,298        | 1,706     | 7,004     | 42,600           | (35,596)                  |       |
| APCO Conference                      | -              | -             | -            | 11,743       | -         | 11,743    | 39,000           | (27,257)                  |       |
| Intergraph Conference                | -              | -             | -            | -            | -         | -         | 12,000           | (12,000)                  |       |
| Motorola CAD User's                  | -              | -             | -            | -            | -         | -         | 12,000           | (12,000)                  |       |
| NASNA Conference                     | -              | -             | -            | -            | 1,361     | 1,361     | 3,000            | (1,639)                   |       |
| Navigator                            | -              | -             | -            | -            | -         | -         | 3,000            | (3,000)                   |       |
| Nena Conference                      | 5              | -             | -            | 281          | -         | 286       | 37,200           | (36,914)                  |       |
| NG911 Technology Forum               | -              | -             | -            | -            | 17,176    | 17,176    | 30,000           | (12,824)                  |       |
| Pictometry Future View Confer        | -              | -             | -            | -            | -         | -         | 16,500           | (16,500)                  |       |
| TriTech CAD Users                    | -              | -             | -            | -            | -         | -         | 9,000            | (9,000)                   |       |
| <b>Total CONFERENCES</b>             | 5              | -             | -            | 17,322       | 20,243    | 37,570    | 204,300          | (166,730)                 | 18.4% |
| <b>Non-RECURRING</b>                 |                |               |              |              |           |           |                  |                           |       |
| <b>CAD Replacement/Upgrade</b>       |                |               |              |              |           |           |                  |                           |       |
| Hawai'i Police Dept                  | -              | -             | -            | -            | -         | -         | -                | -                         |       |
| Honolulu Fire Dept.                  | -              | -             | -            | -            | -         | -         | 1,400,000        | (1,400,000)               |       |
| Honolulu Police Dept.                | -              | -             | -            | 404,680      | -         | 404,680   | 3,011,500        | (2,606,820)               |       |
| <b>Total CAD Replacement/Upgrade</b> | -              | -             | -            | 404,680      | -         | 404,680   | 4,411,500        | (4,006,820)               |       |
| <b>Computers</b>                     |                |               |              |              |           |           |                  |                           |       |
| EMS CAD Live Rounting                | -              | -             | -            | 9,424        | -         | 9,424     | 20,000           | (10,576)                  |       |
| EMS Trittech-GeoComm Interface       | -              | -             | -            | -            | -         | -         | 30,000           | (30,000)                  |       |
| Computers - Other                    | -              | -             | 102,582      | -            | -         | 102,582   | 106,000          | (3,418)                   |       |
| <b>Total Computers</b>               | -              | -             | 102,582      | 9,424        | -         | 112,007   | 156,000          | (43,993)                  |       |
| <b>Training</b>                      |                |               |              |              |           |           |                  |                           |       |
| RTO Training for CADS                | -              | -             | -            | -            | -         | -         | 15,000           | (15,000)                  |       |
| TriTech CAD System Admin Train       | -              | -             | -            | -            | -         | -         | 6,000            | (6,000)                   |       |
| Training - Other                     | -              | -             | -            | -            | 1,763     | 1,763     | 10,000           | (8,237)                   |       |
| <b>Total Training</b>                | -              | -             | -            | -            | 1,763     | 1,763     | 31,000           | (29,237)                  |       |
| <b>Total Non-RECURRING</b>           | -              | -             | 102,582      | 414,104      | 1,763     | 518,450   | 4,598,500        | (4,080,050)               | 11.3% |

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

(Continuation from previous page)

|                                     | Hawaii<br>PSAP | Kauai<br>PSAP | Maui<br>PSAP | Oahu<br>PSAP | ADMIN     | TOTAL     |                  |                           |       |
|-------------------------------------|----------------|---------------|--------------|--------------|-----------|-----------|------------------|---------------------------|-------|
| FISCAL YEAR-TO-DATE MAY 2012        | 11 mos.        | 11 mos.       | 11 mos.      | 11 mos.      | 11 mos.   | 11 mos.   | Annual<br>Budget | \$ Over/(Under)<br>Budget |       |
| <b>TOTAL RECEIPTS</b>               | -              | -             | -            | -            | 7,909,432 | 7,909,432 | 8,130,000        | (220,568)                 | 97.3% |
| <b>DISBURSEMENTS</b>                |                |               |              |              |           |           |                  |                           |       |
| <b>RECURRING EXPENSES</b>           |                |               |              |              |           |           |                  |                           |       |
| <b>ADMINISTRATION</b>               |                |               |              |              |           |           |                  |                           |       |
| 0010 Exec Dir. Services             | -              | -             | -            | -            | 297,917   | 297,917   | 325,000          | (27,083)                  |       |
| 0012 Electronic Signature Svcs      | -              | -             | -            | -            | 180       | 180       | 180              | (0)                       |       |
| Audit Expense                       | -              | -             | -            | -            | 12,042    | 12,042    | 12,042           | (0)                       |       |
| Bank Charge                         | -              | -             | -            | -            | 72        | 72        | -                | 72                        |       |
| Board & Committee Venue             | -              | -             | -            | -            | 180       | 180       | 600              | (420)                     |       |
| Board Member Travel                 | -              | -             | -            | -            | 19,721    | 19,721    | 24,650           | (4,929)                   |       |
| <b>DB&amp;F Assessments</b>         |                |               |              |              |           |           |                  |                           |       |
| DB&F Admin. Exp. Assess             | -              | -             | -            | -            | 51,192    | 51,192    | 374,000          | (322,808)                 |       |
| DB&F Revenue Assessment             | -              | -             | -            | -            | 300,244   | 300,244   | 440,000          | (139,756)                 |       |
| <b>Total DB&amp;F Assessments</b>   | -              | -             | -            | -            | 351,436   | 351,436   | 814,000          | (462,564)                 |       |
| E911 Logo Contest                   | -              | -             | -            | -            | -         | -         | 11,911           | (11,911)                  |       |
| NASNA Dues                          | -              | -             | -            | -            | 100       | 100       | 100              | -                         |       |
| Parking Permits                     | -              | -             | -            | -            | 200       | 200       | 200              | -                         |       |
| WSP Cost Recovery                   |                |               |              |              |           |           |                  |                           |       |
| Sprint/Nextel                       | -              | -             | -            | -            | 80,227    | 80,227    | 160,000          | (79,773)                  |       |
| <b>Total WSP Cost Recovery</b>      | -              | -             | -            | -            | 80,227    | 80,227    | 160,000          | (79,773)                  |       |
| <b>Total ADMINISTRATION</b>         | -              | -             | -            | -            | 762,075   | 762,075   | 1,348,683        | (586,608)                 |       |
| <b>MAINTENANCE</b>                  |                |               |              |              |           |           |                  |                           |       |
| 0001 Call Taker License             | 35,396         | -             | -            | -            | -         | 35,396    | 34,140           | 1,256                     |       |
| 0002 Imagery License Agreement      | -              | -             | -            | 323,816      | -         | 323,816   | 1,234,136        | (910,320)                 |       |
| 0003 Equipment SW Maint             | -              | -             | -            | -            | -         | -         | 40,000           | (40,000)                  |       |
| 0007 Maintenance                    | -              | -             | -            | -            | -         | -         | 40,000           | (40,000)                  |       |
| 0008 Logging Recorder Maint         | -              | -             | -            | 60,775       | -         | 60,775    | 65,000           | (4,225)                   |       |
| 0011 9-1-1MSAG Maint.               | 375,138        | 232,384       | 363,731      | 394,824      | -         | 1,366,078 | 1,704,164        | (338,086)                 |       |
| CAD Maintenance                     | 61,233         | -             | -            | 184,184      | -         | 245,417   | 410,152          | (164,735)                 |       |
| <b>CAD System Maintenance</b>       |                |               |              |              |           |           |                  |                           |       |
| EMS                                 | -              | -             | -            | -            | -         | -         | 92,820           | (92,820)                  |       |
| Honolulu Fire Dept.                 | -              | -             | -            | -            | -         | -         | 112,200          | (112,200)                 |       |
| <b>Total CAD System Maintenance</b> | -              | -             | -            | -            | -         | -         | 205,020          | (205,020)                 |       |
| <b>Total MAINTENANCE</b>            | 471,767        | 232,384       | 363,731      | 963,600      | -         | 2,031,482 | 3,732,612        | (1,701,130)               |       |
| <b>Other RECURRING</b>              |                |               |              |              |           |           |                  |                           |       |
| 0005 Telcom Charges                 |                |               |              |              |           |           |                  |                           |       |
| Long Distance Charges               | -              | 393           | (16)         | -            | -         | 377       | -                | 377                       |       |
| Mileage                             | -              | -             | -            | 10,407       | -         | 10,407    | -                | 10,407                    |       |
| Telcom Frame Relay & CIR            | -              | -             | -            | 11,353       | -         | 11,353    | -                | 11,353                    |       |
| Telcom Trunk Charges                | 229,758        | 92,832        | 208,871      | 867,975      | -         | 1,399,435 | 1,618,730        | (219,295)                 |       |
| Telecom Ocean Safety CML Chges      | -              | -             | -            | 22,776       | -         | 22,776    | 25,200           | (2,424)                   |       |
| <b>Total 0005 Telcom Charges</b>    | 229,758        | 93,225        | 208,855      | 912,510      | -         | 1,444,348 | 1,643,930        | (199,582)                 |       |
| EMS Tower Lease                     | -              | -             | -            | 7,539        | -         | 7,539     | 7,690            | (151)                     |       |
| <b>Total Other RECURRING</b>        | 229,758        | 93,225        | 208,855      | 920,050      | -         | 1,451,887 | 1,651,620        | (199,733)                 |       |
| <b>Total RECURRING EXPENSES</b>     | 701,525        | 325,609       | 572,586      | 1,883,649    | 762,075   | 4,245,444 | 6,732,915        | (2,487,471)               | 63.1% |
| <b>Total DISBURSEMENTS</b>          | 701,530        | 325,609       | 675,169      | 2,315,075    | 784,081   | 4,801,464 | 11,535,715       | (6,734,251)               | 41.6% |



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

|                              |                                      | Hawaii PSAP |               |                        |
|------------------------------|--------------------------------------|-------------|---------------|------------------------|
| FISCAL YEAR-TO-DATE MAY 2012 |                                      | 11 mos.     | Annual Budget | \$ Over/(Under) Budget |
| <b>TOTAL RECEIPTS</b>        |                                      | -           |               |                        |
| <b>DISBURSEMENTS</b>         |                                      |             |               |                        |
| CONFERENCES                  |                                      |             |               |                        |
|                              | 911 Goes to Washington Conf          | -           | 6,000         | (6,000)                |
|                              | APCO Conference                      | -           | 9,000         | (9,000)                |
|                              | Intergraph Conference                | -           | 6,000         | (6,000)                |
|                              | Motorola CAD User's                  | -           |               |                        |
|                              | NASNA Conference                     | -           |               |                        |
|                              | Navigator                            | -           |               |                        |
|                              | Nena Conference                      | 5           | 9,000         | (8,995)                |
|                              | NG911 Technology Forum               | -           |               |                        |
|                              | Pictometry Future View Confer        | -           |               |                        |
|                              | TriTech CAD Users                    | -           |               |                        |
|                              | <b>Total CONFERENCES</b>             | 5           | 30,000        | (29,995)               |
| Non-RECURRING                |                                      |             |               |                        |
|                              | CAD Replacement/Upgrade              |             |               |                        |
|                              | Hawai'i Police Dept                  | -           |               |                        |
|                              | Honolulu Fire Dept.                  | -           |               |                        |
|                              | Honolulu Police Dept.                | -           |               |                        |
|                              | <b>Total CAD Replacement/Upgrade</b> | -           |               |                        |
|                              | Computers                            |             |               |                        |
|                              | EMS CAD Live Rounting                | -           |               |                        |
|                              | EMS Trittech-GeoComm Interface       | -           |               |                        |
|                              | Computers - Other                    | -           |               |                        |
|                              | <b>Total Computers</b>               | -           |               |                        |
|                              | Training                             |             |               |                        |
|                              | RTO Training for CADS                | -           |               |                        |
|                              | TriTech CAD System Admin Train       | -           |               |                        |
|                              | Training - Other                     | -           |               |                        |
|                              | <b>Total Training</b>                | -           |               |                        |
|                              | <b>Total Non-RECURRING</b>           | -           |               |                        |
| RECURRING EXPENSES           |                                      |             |               |                        |
| MAINTENANCE                  |                                      |             |               |                        |
|                              | 0001 Call Taker License              | 35,396      | 34,140        | 1,256                  |
|                              | 0002 Imagery License Agreement       | -           | 353,260       | (353,260)              |
|                              | 0003 Equipment SW Maint              | -           | 40,000        | (40,000)               |
|                              | 0007 Maintenance                     | -           |               |                        |
|                              | 0008 Logging Recorder Maint          | -           |               |                        |
|                              | 0011 9-1-1MSAG Maint.                | 375,138     | 450,166       | (75,028)               |
|                              | CAD Maintenance                      | 61,233      | 66,867        | (5,634)                |
|                              | CAD System Maintenance               |             |               |                        |
|                              | EMS                                  | -           |               |                        |
|                              | Honolulu Fire Dept.                  | -           |               |                        |
|                              | <b>Total CAD System Maintenance</b>  | -           |               |                        |
|                              | <b>Total MAINTENANCE</b>             | 471,767     | 944,433       | (472,666)              |
| Other RECURRING              |                                      |             |               |                        |
|                              | 0005 Telcom Charges                  |             |               |                        |
|                              | Long Distance Charges                | -           |               |                        |
|                              | Mileage                              | -           |               |                        |
|                              | Telcom Frame Relay & CIR             | -           |               |                        |
|                              | Telcom Trunk Charges                 | 229,758     | 306,344       | (76,586)               |
|                              | Telecom Ocean Safety CML Chges       | -           |               |                        |
|                              | <b>Total 0005 Telcom Charges</b>     | 229,758     | 306,344       | (76,586)               |
|                              | EMS Tower Lease                      | -           |               |                        |
|                              | <b>Total Other RECURRING</b>         | 229,758     | 306,344       | (76,586)               |
|                              | <b>Total RECURRING EXPENSES</b>      | 701,525     | 1,250,777     | (549,252)              |
| <b>Total DISBURSEMENTS</b>   |                                      | 701,530     | 1,280,777     | (579,247)              |

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

|                              |                                      | Kauai PSAP |               |                        |
|------------------------------|--------------------------------------|------------|---------------|------------------------|
| FISCAL YEAR-TO-DATE MAY 2012 |                                      | 11 mos.    | Annual Budget | \$ Over/(Under) Budget |
| <b>TOTAL RECEIPTS</b>        |                                      | -          |               |                        |
| <b>DISBURSEMENTS</b>         |                                      |            |               |                        |
| CONFERENCES                  |                                      |            |               |                        |
|                              | 911 Goes to Washington Conf          | -          | 3,600         | (3,600)                |
|                              | APCO Conference                      | -          |               |                        |
|                              | Intergraph Conference                | -          |               |                        |
|                              | Motorola CAD User's                  | -          |               |                        |
|                              | NASNA Conference                     | -          |               |                        |
|                              | Navigator                            | -          |               |                        |
|                              | Nena Conference                      | -          | 7,200         | (7,200)                |
|                              | NG911 Technology Forum               | -          |               |                        |
|                              | Pictometry Future View Confer        | -          | 10,500        | (10,500)               |
|                              | TriTech CAD Users                    | -          |               |                        |
|                              | <b>Total CONFERENCES</b>             | -          | 21,300        | (21,300)               |
| Non-RECURRING                |                                      |            |               |                        |
| CAD Replacement/Upgrade      |                                      |            |               |                        |
|                              | Hawai'i Police Dept                  | -          |               |                        |
|                              | Honolulu Fire Dept.                  | -          |               |                        |
|                              | Honolulu Police Dept.                | -          |               |                        |
|                              | <b>Total CAD Replacement/Upgrade</b> | -          |               |                        |
| Computers                    |                                      |            |               |                        |
|                              | EMS CAD Live Rounting                | -          |               |                        |
|                              | EMS TriTech-GeoComm Interface        | -          |               |                        |
|                              | Computers - Other                    | -          |               |                        |
|                              | <b>Total Computers</b>               | -          |               |                        |
| Training                     |                                      |            |               |                        |
|                              | RTO Training for CADS                | -          |               |                        |
|                              | TriTech CAD System Admin Train       | -          |               |                        |
|                              | Training - Other                     | -          |               |                        |
|                              | <b>Total Training</b>                | -          |               |                        |
|                              | <b>Total Non-RECURRING</b>           | -          |               |                        |
| RECURRING EXPENSES           |                                      |            |               |                        |
| MAINTENANCE                  |                                      |            |               |                        |
|                              | 0001 Call Taker License              | -          |               |                        |
|                              | 0002 Imagery License Agreement       | -          | 202,909       | (202,909)              |
|                              | 0003 Equipment SW Maint              | -          |               |                        |
|                              | 0007 Maintenance                     | -          |               |                        |
|                              | 0008 Logging Recorder Maint          | -          |               |                        |
|                              | 0011 9-1-1MSAG Maint.                | 232,384    | 309,846       | (77,462)               |
|                              | CAD Maintenance                      | -          |               |                        |
|                              | CAD System Maintenance               |            |               |                        |
|                              | EMS                                  | -          |               |                        |
|                              | Honolulu Fire Dept.                  | -          |               |                        |
|                              | <b>Total CAD System Maintenance</b>  | -          |               |                        |
|                              | <b>Total MAINTENANCE</b>             | 232,384    | 512,755       | (280,371)              |
| Other RECURRING              |                                      |            |               |                        |
|                              | 0005 Telcom Charges                  |            |               |                        |
|                              | Long Distance Charges                | 393        |               | 393                    |
|                              | Mileage                              | -          |               |                        |
|                              | Telcom Frame Relay & CIR             | -          |               |                        |
|                              | Telcom Trunk Charges                 | 92,832     | 114,998       | (22,167)               |
|                              | Telecom Ocean Safety CML Chges       | -          |               |                        |
|                              | <b>Total 0005 Telcom Charges</b>     | 93,225     | 114,998       | (21,773)               |
|                              | EMS Tower Lease                      | -          |               |                        |
|                              | <b>Total Other RECURRING</b>         | 93,225     | 114,998       | (21,773)               |
|                              | <b>Total RECURRING EXPENSES</b>      | 325,609    | 627,753       | (302,144)              |
| <b>Total DISBURSEMENTS</b>   |                                      | 325,609    | 649,053       | (323,444)              |

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

|                              |                                      | Maui PSAP |               |                        |
|------------------------------|--------------------------------------|-----------|---------------|------------------------|
| FISCAL YEAR-TO-DATE MAY 2012 |                                      | 11 mos.   | Annual Budget | \$ Over/(Under) Budget |
| <b>TOTAL RECEIPTS</b>        |                                      | -         |               |                        |
| <b>DISBURSEMENTS</b>         |                                      |           |               |                        |
| CONFERENCES                  |                                      |           |               |                        |
|                              | 911 Goes to Washington Conf          | -         | 6,000         | (6,000)                |
|                              | APCO Conference                      | -         |               |                        |
|                              | Intergraph Conference                | -         | 6,000         | (6,000)                |
|                              | Motorola CAD User's                  | -         |               |                        |
|                              | NASNA Conference                     | -         |               |                        |
|                              | Navigator                            | -         |               |                        |
|                              | Nena Conference                      | -         | 6,000         | (6,000)                |
|                              | NG911 Technology Forum               | -         |               |                        |
|                              | Pictometry Future View Confer        | -         | 6,000         | (6,000)                |
|                              | TriTech CAD Users                    | -         |               |                        |
|                              | <b>Total CONFERENCES</b>             | -         | 24,000        | (24,000)               |
| Non-RECURRING                |                                      |           |               |                        |
| CAD Replacement/Upgrade      |                                      |           |               |                        |
|                              | Hawai'i Police Dept                  | -         |               |                        |
|                              | Honolulu Fire Dept.                  | -         |               |                        |
|                              | Honolulu Police Dept.                | -         |               |                        |
|                              | <b>Total CAD Replacement/Upgrade</b> | -         |               |                        |
| Computers                    |                                      |           |               |                        |
|                              | EMS CAD Live Rounting                | -         |               |                        |
|                              | EMS Trittech-GeoComm Interface       | -         |               |                        |
|                              | Computers - Other                    | 102,582   | 106,000       | 3,418                  |
|                              | <b>Total Computers</b>               | 102,582   | 106,000       | 3,418                  |
| Training                     |                                      |           |               |                        |
|                              | RTO Training for CADS                | -         | 15,000        | (15,000)               |
|                              | TriTech CAD System Admin Train       | -         |               | -                      |
|                              | Training - Other                     | -         |               | -                      |
|                              | <b>Total Training</b>                | -         | 15,000        | (15,000)               |
|                              | <b>Total Non-RECURRING</b>           | 102,582   | 121,000       | (18,418)               |
| RECURRING EXPENSES           |                                      |           |               |                        |
| MAINTENANCE                  |                                      |           |               |                        |
|                              | 0001 Call Taker License              | -         |               |                        |
|                              | 0002 Imagery License Agreement       | -         | 377,062       | (377,062)              |
|                              | 0003 Equipment SW Maint              | -         |               |                        |
|                              | 0007 Maintenance                     | -         |               |                        |
|                              | 0008 Logging Recorder Maint          | -         |               |                        |
|                              | 0011 9-1-1MSAG Maint.                | 363,731   | 436,521       | (72,790)               |
|                              | CAD Maintenance                      | -         | 115,825       | (115,825)              |
|                              | CAD System Maintenance               |           |               |                        |
|                              | EMS                                  | -         |               |                        |
|                              | Honolulu Fire Dept.                  | -         |               |                        |
|                              | <b>Total CAD System Maintenance</b>  | -         |               |                        |
|                              | <b>Total MAINTENANCE</b>             | 363,731   | 929,408       | (565,677)              |
| Other RECURRING              |                                      |           |               |                        |
|                              | 0005 Telcom Charges                  |           |               |                        |
|                              | Long Distance Charges                | (16)      |               | (16)                   |
|                              | Mileage                              | -         |               |                        |
|                              | Telcom Frame Relay & CIR             | -         |               |                        |
|                              | Telcom Trunk Charges                 | 208,871   | 278,495       | (69,624)               |
|                              | Telecom Ocean Safety CML Chges       | -         |               |                        |
|                              | <b>Total 0005 Telcom Charges</b>     | 208,855   | 278,495       | (69,640)               |
|                              | EMS Tower Lease                      | -         |               |                        |
|                              | <b>Total Other RECURRING</b>         | 208,855   | 278,495       | (69,640)               |
|                              | <b>Total RECURRING EXPENSES</b>      | 572,586   | 1,207,903     | (635,317)              |
|                              | <b>Total DISBURSEMENTS</b>           | 675,169   | 1,352,903     | (677,734)              |

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

|                                      | Oahu<br>PSAP |                  |                           |
|--------------------------------------|--------------|------------------|---------------------------|
| FISCAL YEAR-TO-DATE MAY 2012         | 11 mos.      | Annual<br>Budget | \$ Over/(Under)<br>Budget |
| <b>TOTAL RECEIPTS</b>                | -            |                  |                           |
| <b>DISBURSEMENTS</b>                 |              |                  |                           |
| <b>CONFERENCES</b>                   |              |                  |                           |
| 911 Goes to Washington Conf          | 5,298        | 24,000           | (18,702)                  |
| APCO Conference                      | 11,743       | 27,000           | (15,257)                  |
| Intergraph Conference                | -            |                  |                           |
| Motorola CAD User's                  | -            | 12,000           | (12,000)                  |
| NASNA Conference                     | -            |                  |                           |
| Navigator                            | -            | 3,000            | (3,000)                   |
| Nena Conference                      | 281          | 12,000           | (11,719)                  |
| NG911 Technology Forum               | -            |                  |                           |
| Pictometry Future View Confer        | -            |                  |                           |
| TriTech CAD Users                    | -            | 9,000            | (9,000)                   |
| <b>Total CONFERENCES</b>             | 17,322       | 87,000           | (69,678)                  |
| <b>Non-RECURRING</b>                 |              |                  |                           |
| <b>CAD Replacement/Upgrade</b>       |              |                  |                           |
| Hawai'i Police Dept                  |              |                  |                           |
| Honolulu Fire Dept.                  | -            | 1,400,000        | (1,400,000)               |
| Honolulu Police Dept.                | 404,680      | 3,011,500        | (2,606,820)               |
| <b>Total CAD Replacement/Upgrade</b> | 404,680      | 4,411,500        | (4,006,820)               |
| <b>Computers</b>                     |              |                  |                           |
| EMS CAD Live Rounting                | 9,424        | 20,000           | (10,576)                  |
| EMS Trittech-GeoComm Interface       | -            | 30,000           | (30,000)                  |
| Computers - Other                    | -            |                  |                           |
| <b>Total Computers</b>               | 9,424        | 50,000           | (40,576)                  |
| <b>Training</b>                      |              |                  |                           |
| RTO Training for CADS                | -            |                  |                           |
| TriTech CAD System Admin Train       | -            | 6,000            | (6,000)                   |
| Training - Other                     | -            |                  |                           |
| <b>Total Training</b>                | -            | 6,000            | (6,000)                   |
| <b>Total Non-RECURRING</b>           | 414,104      | 4,467,500        | (4,053,396)               |
| <b>RECURRING EXPENSES</b>            |              |                  |                           |
| <b>MAINTENANCE</b>                   |              |                  |                           |
| 0001 Call Taker License              | -            |                  |                           |
| 0002 Imagery License Agreement       | 323,816      | 300,905          | 22,911                    |
| 0003 Equipment SW Maint              | -            |                  |                           |
| 0007 Maintenance                     | -            | 40,000           | (40,000)                  |
| 0008 Logging Recorder Maint          | 60,775       | 65,000           | (4,225)                   |
| 0011 9-1-1MSAG Maint.                | 394,824      | 507,631          | (112,807)                 |
| CAD Maintenance                      | 184,184      | 227,460          | (43,276)                  |
| CAD System Maintenance               |              |                  |                           |
| EMS                                  | -            | 92,820           | (92,820)                  |
| Honolulu Fire Dept.                  | -            | 112,200          | (112,200)                 |
| <b>Total CAD System Maintenance</b>  | -            | 205,020          | (205,020)                 |
| <b>Total MAINTENANCE</b>             | 963,600      | 1,346,016        | (382,416)                 |
| <b>Other RECURRING</b>               |              |                  |                           |
| 0005 Telcom Charges                  |              |                  |                           |
| Long Distance Charges                | -            |                  | -                         |
| Mileage                              | 10,407       |                  | 10,407                    |
| Telcom Frame Relay & CIR             | 11,353       |                  | 11,353                    |
| Telcom Trunk Charges                 | 867,975      | 918,893          | (50,918)                  |
| Telecom Ocean Safety CML Chges       | 22,776       | 25,200           | (2,424)                   |
| <b>Total 0005 Telcom Charges</b>     | 912,510      | 944,093          | (31,583)                  |
| EMS Tower Lease                      | 7,539        | 7,690            | (151)                     |
| <b>Total Other RECURRING</b>         | 920,050      | 951,783          | (31,733)                  |
| <b>Total RECURRING EXPENSES</b>      | 1,883,649    | 2,297,799        | (414,150)                 |
| <b>Total DISBURSEMENTS</b>           | 2,315,075    | 6,852,299        | (4,537,224)               |

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

|                                |                                      |         |           | ADMIN     |               |                        |
|--------------------------------|--------------------------------------|---------|-----------|-----------|---------------|------------------------|
| FISCAL YEAR-TO-DATE MAY 2012   |                                      |         |           | 11 mos.   | Annual Budget | \$ Over/(Under) Budget |
| <b>TOTAL RECEIPTS</b>          |                                      |         |           | 7,909,432 | 8,130,000     | (220,568)              |
| <b>DISBURSEMENTS</b>           |                                      |         |           |           |               |                        |
| <b>CONFERENCES</b>             |                                      |         |           |           |               |                        |
|                                | 911 Goes to Washington Conf          | 1,706   | 3,000     | (1,294)   |               |                        |
|                                | APCO Conference                      | -       | 3,000     | (3,000)   |               |                        |
|                                | Intergraph Conference                | -       |           |           |               |                        |
|                                | Motorola CAD User's                  | -       |           |           |               |                        |
|                                | NASNA Conference                     | 1,361   | 3,000     | (1,639)   |               |                        |
|                                | Navigator                            | -       |           |           |               |                        |
|                                | Nena Conference                      | -       | 3,000     | (3,000)   |               |                        |
|                                | NG911 Technology Forum               | 17,176  | 30,000    | (12,824)  |               |                        |
|                                | Pictometry Future View Confer        | -       |           |           |               |                        |
|                                | TriTech CAD Users                    | -       |           |           |               |                        |
|                                | <b>Total CONFERENCES</b>             | 20,243  | 42,000    | (21,757)  |               |                        |
| <b>Non-RECURRING</b>           |                                      |         |           |           |               |                        |
| <b>CAD Replacement/Upgrade</b> |                                      |         |           |           |               |                        |
|                                | Hawai'i Police Dept                  | -       |           |           |               |                        |
|                                | Honolulu Fire Dept.                  | -       |           |           |               |                        |
|                                | Honolulu Police Dept.                | -       |           |           |               |                        |
|                                | <b>Total CAD Replacement/Upgrade</b> | -       |           |           |               |                        |
| <b>Computers</b>               |                                      |         |           |           |               |                        |
|                                | EMS CAD Live Rounting                | -       |           |           |               |                        |
|                                | EMS Trittech-GeoComm Interface       | -       |           |           |               |                        |
|                                | Computers - Other                    | -       |           |           |               |                        |
|                                | <b>Total Computers</b>               | -       |           |           |               |                        |
| <b>Training</b>                |                                      |         |           |           |               |                        |
|                                | RTO Training for CADS                | -       |           |           |               |                        |
|                                | TriTech CAD System Admin Train       | -       |           |           |               |                        |
|                                | Training - Other                     | 1,763   | 10,000    | (8,237)   |               |                        |
|                                | <b>Total Training</b>                | 1,763   | 10,000    | (8,237)   |               |                        |
|                                | <b>Total Non-RECURRING</b>           | 1,763   | 10,000    | (8,237)   |               |                        |
| <b>RECURRING EXPENSES</b>      |                                      |         |           |           |               |                        |
| <b>ADMINISTRATION</b>          |                                      |         |           |           |               |                        |
|                                | 0010 Exec Dir. Services              | 297,917 | 325,000   | (27,083)  |               |                        |
|                                | 0012 Electronic Signature Svcs       | 180     | 180       | (0)       |               |                        |
|                                | Audit Expense                        | 12,042  | 12,042    | (0)       |               |                        |
|                                | Bank Charge                          | 72      |           | 72        |               |                        |
|                                | Board & Committee Venue              | 180     | 600       | (420)     |               |                        |
|                                | Board Member Travel                  | 19,721  | 24,650    | (4,929)   |               |                        |
| <b>DB&amp;F Assessments</b>    |                                      |         |           |           |               |                        |
|                                | DB&F Admin. Exp. Assess              | 51,192  | 374,000   | (322,808) |               |                        |
|                                | DB&F Revenue Assessment              | 300,244 | 440,000   | (139,756) |               |                        |
|                                | <b>Total DB&amp;F Assessments</b>    | 351,436 | 814,000   | (462,564) |               |                        |
|                                | E911 Logo Contest                    | -       | 11,911    | (11,911)  |               |                        |
|                                | NASNA Dues                           | 100     | 100       | -         |               |                        |
|                                | Parking Permits                      | 200     | 200       | -         |               |                        |
| <b>WSP Cost Recovery</b>       |                                      |         |           |           |               |                        |
|                                | Sprint/Nextel                        | 80,227  | 160,000   | (79,773)  |               |                        |
|                                | <b>Total WSP Cost Recovery</b>       | 80,227  | 160,000   | (79,773)  |               |                        |
|                                | <b>Total ADMINISTRATION</b>          | 762,075 | 1,348,683 | (586,608) |               |                        |
|                                | <b>Total MAINTENANCE</b>             | -       |           |           |               |                        |
|                                | <b>Total RECURRING EXPENSES</b>      | 762,075 | 1,348,683 | (586,608) |               |                        |
|                                | <b>Total DISBURSEMENTS</b>           | 784,081 | 1,400,683 | (616,602) |               |                        |

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – May 2012

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

| PSAP              | Total  | Wireline | %     | Wireless | %     |
|-------------------|--------|----------|-------|----------|-------|
| OAHU CIVILIAN (*) | 84,865 | 25,020   | 29.5% | 59,832   | 70.5% |

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

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

| OAHU CIVILIAN |         | TOTAL PSAP 9-1-1 CALL VOLUME |                               |            |                               |            |                 |            |                      |
|---------------|---------|------------------------------|-------------------------------|------------|-------------------------------|------------|-----------------|------------|----------------------|
|               |         | Wireline                     |                               | Wireless   |                               | Admin      |                 | Abandoned  |                      |
| 2012          | Total   | # of Calls                   | %to Total Wireline & Wireless | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls | % Abandoned to Total |
| December      |         |                              |                               |            |                               |            |                 |            |                      |
| November      |         |                              |                               |            |                               |            |                 |            |                      |
| October       |         |                              |                               |            |                               |            |                 |            |                      |
| September     |         |                              |                               |            |                               |            |                 |            |                      |
| August        |         |                              |                               |            |                               |            |                 |            |                      |
| July          |         |                              |                               |            |                               |            |                 |            |                      |
| June          |         |                              |                               |            |                               |            |                 |            |                      |
| May           | 84,865  | 25,020                       | 29.5%                         | 59,832     | 70.5%                         | 13         | 0.0%            | 7,380      | 8.7%                 |
| April         | 80,313  | 23,708                       | 29.5%                         | 56,597     | 70.5%                         | 8          | 0.0%            | 7,449      | 9.3%                 |
| March         | 84,388  | 25,100                       | 29.7%                         | 59,280     | 70.3%                         | 8          | 0.0%            | 7,866      | 9.3%                 |
| February      | 76,894  | 23,457                       | 30.5%                         | 53,431     | 69.5%                         | 6          | 0.0%            | 6,843      | 8.9%                 |
| January       | 83,434  | 25,004                       | 30.0%                         | 58,409     | 70.0%                         | 21         | 0.0%            | 7,257      | 8.7%                 |
| TOTAL YTD     | 409,894 | 122,289                      | 29.8%                         | 287,549    | 70.2%                         | 56         | 0.0%            | 36,795     | 9.0%                 |
| AVG PER MO    | 81,979  | 24,458                       |                               | 57,510     |                               | 11         |                 | 7,359      |                      |

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

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations (continued)

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

| OAHU CIVILIAN |         | TRANSFERRED TO CALL TAKERS (HPDCT )                                     |                                |                     |            |                                |                     |            |                 |            |                     |
|---------------|---------|-------------------------------------------------------------------------|--------------------------------|---------------------|------------|--------------------------------|---------------------|------------|-----------------|------------|---------------------|
|               |         | Wireline                                                                |                                |                     | Wireless   |                                |                     | Admin      |                 |            |                     |
| 2012          | Total   | # of Calls                                                              | % to Total Wireline & Wireless | % of Total Wireline | # of Calls | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | %to Total Calls | # of Calls | %Abandoned to Total |
| December      |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| November      |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| October       |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| September     |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| August        |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| July          |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| June          |         |                                                                         |                                |                     |            |                                |                     |            |                 |            |                     |
| May           | 41,206  | 11,408                                                                  | 27.8%                          | 48.1%               | 29,679     | 72.2%                          | 52.4%               | 119        | 0.3%            | 983        | 2.4%                |
| April         | 37,868  | 10,664                                                                  | 28.3%                          | 45.0%               | 27,070     | 71.7%                          | 47.8%               | 134        | 0.4%            | 976        | 2.6%                |
| March (**)    | 37,668  | 10,464                                                                  | 27.9%                          | 41.7%               | 27,101     | 72.1%                          | 45.7%               | 103        | 0.3%            | 1,192      | 3.2%                |
| February (*)  | 32,309  | 9,312                                                                   | 28.9%                          | 39.7%               | 22,912     | 71.1%                          | 42.9%               | 85         | 0.3%            | 743        | 2.3%                |
| January       | 40,526  | 11,639                                                                  | 28.8%                          | 46.5%               | 28,806     | 71.2%                          | 49.3%               | 81         | 0.2%            | 1,095      | 2.7%                |
| TOTAL YTD     | 189,577 | 53,487                                                                  | 28.3%                          | 36.6%               | 135,568    | 71.7%                          | 39.4%               | 522        | 0.3%            | 4,989      | 2.6%                |
| AVG PER MO    | 37,915  | 10,697                                                                  |                                |                     | 27,114     |                                |                     | 104        |                 | 998        |                     |
| Note:         |         | Total Calls include Administrative calls that are not direct 911 calls. |                                |                     |            |                                |                     |            |                 |            |                     |

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

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

| OAHU CIVILIAN |                                                                         | TRANSFERRED TO URGENT RESPONSE (HPDURS) |                                |                     |            |                                |                     |            |                  |            |                      |
|---------------|-------------------------------------------------------------------------|-----------------------------------------|--------------------------------|---------------------|------------|--------------------------------|---------------------|------------|------------------|------------|----------------------|
|               |                                                                         | Wireline                                |                                |                     | Wireless   |                                |                     | Admin      |                  |            |                      |
| 2012          | Total                                                                   | # of Calls                              | % to Total Wireline & Wireless | % of Total Wireline | # of Calls | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December      |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| November      |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| October       |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| September     |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| August        |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| July          |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| June          |                                                                         |                                         |                                |                     |            |                                |                     |            |                  |            |                      |
| May           | 15,111                                                                  | 5,304                                   | 35.4%                          | 22.4%               | 9,698      | 64.6%                          | 17.1%               | 109        | 0.7%             | 655        | 4.3%                 |
| April         | 14,643                                                                  | 5,147                                   | 35.4%                          | 21.7%               | 9,391      | 64.6%                          | 16.6%               | 105        | 0.7%             | 607        | 4.1%                 |
| March         | 15,658                                                                  | 5,501                                   | 35.4%                          | 21.9%               | 10,053     | 64.6%                          | 17.0%               | 104        | 0.7%             | 800        | 5.1%                 |
| February      | 14,410                                                                  | 5,216                                   | 36.4%                          | 22.2%               | 9,121      | 63.6%                          | 17.1%               | 73         | 0.5%             | 955        | 6.6%                 |
| January       | 15,220                                                                  | 5,166                                   | 34.2%                          | 20.7%               | 9,949      | 65.8%                          | 17.0%               | 105        | 0.7%             | 620        | 4.1%                 |
| TOTAL YTD     | 75,042                                                                  | 26,334                                  | 35.3%                          | 18.0%               | 48,212     | 64.7%                          | 14.0%               | 496        | 0.7%             | 3,637      | 4.8%                 |
| AVG PER MO    | 15,008                                                                  | 5,267                                   |                                |                     | 9,642      |                                |                     | 99         |                  | 727        |                      |
| Note:         | Total Calls include Administrative calls that are not direct 911 calls. |                                         |                                |                     |            |                                |                     |            |                  |            |                      |

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations (continued)

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

| OAHU CIVILIAN                                                                        |               | TRANSFERRED TO DROP |                                |                     |               |                                |                     |            |                  |               |                      |
|--------------------------------------------------------------------------------------|---------------|---------------------|--------------------------------|---------------------|---------------|--------------------------------|---------------------|------------|------------------|---------------|----------------------|
| 2012                                                                                 | Total         | Wireline            |                                |                     | Wireless      |                                |                     | Admin      |                  | Abandoned     |                      |
|                                                                                      |               | # of Calls          | % to Total Wireline & Wireless | % of Total Wireline | # of Calls    | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls    | % Abandoned to Total |
| December                                                                             |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| November                                                                             |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| October                                                                              |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| September                                                                            |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| August                                                                               |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| July                                                                                 |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| June                                                                                 |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |
| May                                                                                  | 9,782         | 3,172               | 32.4%                          | 13.4%               | 6,610         | 67.6%                          | 11.7%               | 0          | 0.0%             | 7,901         | 80.8%                |
| April                                                                                | 9,511         | 3,055               | 32.1%                          | 12.9%               | 6,454         | 67.9%                          | 11.4%               | 2          | 0.0%             | 7,932         | 83.4%                |
| March (**)                                                                           | 8,768         | 2,951               | 33.7%                          | 11.8%               | 5,815         | 66.3%                          | 9.8%                | 2          | 0.0%             | 7,517         | 85.7%                |
| February (*)                                                                         | 7,681         | 2,567               | 33.4%                          | 10.9%               | 5,109         | 66.6%                          | 9.6%                | 5          | 0.1%             | 6,237         | 81.2%                |
| January                                                                              | 9,496         | 3,168               | 33.4%                          | 12.7%               | 6,325         | 66.6%                          | 10.8%               | 3          | 0.0%             | 7,861         | 82.8%                |
| <b>TOTAL YTD</b>                                                                     | <b>45,238</b> | <b>14,913</b>       | <b>33.0%</b>                   | <b>10.2%</b>        | <b>30,313</b> | <b>67.0%</b>                   | <b>8.8%</b>         | <b>12</b>  | <b>0.0%</b>      | <b>37,448</b> | <b>82.8%</b>         |
| <b>AVG PER MO</b>                                                                    | <b>9,048</b>  | <b>2,983</b>        |                                |                     | <b>6,063</b>  |                                |                     | <b>2</b>   |                  | <b>7,490</b>  |                      |
| <b>Note:</b> Total Calls include Administrative calls that are not direct 911 calls. |               |                     |                                |                     |               |                                |                     |            |                  |               |                      |

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

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

| OAHU CIVILIAN                                                                        |               | TRANSFERRED TO FIRE (HFD) |                                |                     |               |                                |                     |              |                  |              |                      |
|--------------------------------------------------------------------------------------|---------------|---------------------------|--------------------------------|---------------------|---------------|--------------------------------|---------------------|--------------|------------------|--------------|----------------------|
| 2012                                                                                 | Total         | Wireline                  |                                |                     | Wireless      |                                |                     | Admin        |                  | Abandoned    |                      |
|                                                                                      |               | # of Calls                | % to Total Wireline & Wireless | % of Total Wireline | # of Calls    | % to Total Wireline & Wireless | % of Total Wireless | # of Calls   | % to Total Calls | # of Calls   | % Abandoned to Total |
| December                                                                             |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| November                                                                             |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| October                                                                              |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| September                                                                            |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| August                                                                               |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| July                                                                                 |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| June                                                                                 |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |
| May                                                                                  | 5,734         | 2,207                     | 41.5%                          | 9.3%                | 3,110         | 58.5%                          | 5.5%                | 417          | 7.3%             | 1,429        | 24.9%                |
| April                                                                                | 4,595         | 1,896                     | 45.2%                          | 8.0%                | 2,298         | 54.8%                          | 4.1%                | 401          | 8.7%             | 1,375        | 29.9%                |
| March                                                                                | 5,100         | 2,252                     | 47.7%                          | 9.0%                | 2,472         | 52.3%                          | 4.2%                | 376          | 7.4%             | 1,407        | 27.6%                |
| February                                                                             | 5,070         | 2,059                     | 43.5%                          | 8.8%                | 2,675         | 56.5%                          | 5.0%                | 336          | 6.6%             | 1,310        | 25.8%                |
| January                                                                              | 5,183         | 2,096                     | 43.2%                          | 8.4%                | 2,752         | 56.8%                          | 4.7%                | 335          | 6.5%             | 1,267        | 24.4%                |
| <b>TOTAL YTD</b>                                                                     | <b>25,682</b> | <b>10,510</b>             | <b>44.1%</b>                   | <b>7.2%</b>         | <b>13,307</b> | <b>55.9%</b>                   | <b>3.9%</b>         | <b>1,865</b> | <b>7.3%</b>      | <b>6,788</b> | <b>26.4%</b>         |
| <b>AVG PER MO</b>                                                                    | <b>5,136</b>  | <b>2,102</b>              |                                |                     | <b>2,661</b>  |                                |                     | <b>373</b>   |                  | <b>1,358</b> |                      |
| <b>Note:</b> Total Calls include Administrative calls that are not direct 911 calls. |               |                           |                                |                     |               |                                |                     |              |                  |              |                      |

Note: Includes Ocean Safety



## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations (continued)

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

| OAHU CIVILIAN     |               | TRANSFERRED TO EMS |                                |                     |               |                                |                     |            |                  |            |                      |
|-------------------|---------------|--------------------|--------------------------------|---------------------|---------------|--------------------------------|---------------------|------------|------------------|------------|----------------------|
| 2012              | Total         | Wireline           |                                |                     | Wireless      |                                |                     | Admin      |                  | Abandoned  |                      |
|                   |               | # of Calls         | % to Total Wireline & Wireless | % of Total Wireline | # of Calls    | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December          |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| November          |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| October           |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| September         |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| August            |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| July              |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| June              |               |                    |                                |                     |               |                                |                     |            |                  |            |                      |
| May               | 7,211         | 3,036              | 42.9%                          | 12.8%               | 4,033         | 57.1%                          | 7.1%                | 142        | 2.0%             | 120        | 1.7%                 |
| April             | 6,985         | 2,852              | 41.9%                          | 12.0%               | 3,958         | 58.1%                          | 7.0%                | 175        | 2.5%             | 117        | 1.7%                 |
| March             | 7,364         | 3,144              | 43.7%                          | 12.5%               | 4,056         | 56.3%                          | 6.8%                | 164        | 2.2%             | 135        | 1.8%                 |
| February          | 6,878         | 2,950              | 43.8%                          | 12.6%               | 3,778         | 56.2%                          | 7.1%                | 150        | 2.2%             | 116        | 1.7%                 |
| January           | 6,910         | 2,951              | 43.9%                          | 11.8%               | 3,778         | 56.1%                          | 6.5%                | 181        | 2.6%             | 105        | 1.5%                 |
| <b>TOTAL YTD</b>  | <b>35,348</b> | <b>14,933</b>      | <b>43.2%</b>                   | <b>10.2%</b>        | <b>19,603</b> | <b>56.8%</b>                   | <b>33.6%</b>        | <b>812</b> | <b>2.3%</b>      | <b>593</b> | <b>1.7%</b>          |
| <b>AVG PER MO</b> | <b>7,070</b>  | <b>2,987</b>       |                                |                     | <b>3,921</b>  |                                |                     | <b>162</b> |                  | <b>119</b> |                      |

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

#### Notes:

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

| OAHU CIVILIAN |            | MISCELLANEOUS CALLS<br>(Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls) |              |            |         |          |          |
|---------------|------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|------------|---------|----------|----------|
| 2012          | TOTAL YTD  | January                                                                                                                                                                                                 | February (*) | March (**) | April   | May      | June     |
|               | 39,007     | 6,099                                                                                                                                                                                                   | 10,546       | 9,830      | 6,711   | 5,821    |          |
|               | AVG PER MO | July                                                                                                                                                                                                    | August       | September  | October | November | December |
|               | 7,801      |                                                                                                                                                                                                         |              |            |         |          |          |

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

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

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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#### • PSAP Operations (continued)

##### Wireless Test – May 2012

| Date     | WSP           | Sites Tested | Sectors Tested | Tested By             | Test Pass/Fail |
|----------|---------------|--------------|----------------|-----------------------|----------------|
| 05/17/12 | T-Mobile      | 1            | 4              | Oahu PSAP/<br>Akimeka | Pass           |
| 05/17/12 | T-Mobile      | 1            | 2              | Oahu PSAP/<br>Akimeka | Fail           |
| 05/25/12 | AT&T Mobility | 2            | 6              | Oahu PSAP/<br>Akimeka | Fail           |
| 05/25/12 | AT&T Mobility | 2            | 6              | Oahu PSAP/<br>Akimeka | Pass           |

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

Weekly (Every Thursday)      The State of Hawaii PSAPs and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.

05/17/12 -- 05/31/12      Representatives from the City & County of Honolulu PSAPs received an email from Crystal Beelen of the Department of Emergency Management (DEM) regarding a distressed 9-1-1 caller. The location of the 9-1-1 caller could not be secured by the dispatcher. The 9-1-1 caller hung up. When the PSAP contacted the respective Wireless Service Provider (WSP) for assistance, the WSP would not initially release the caller's address until they confirmed that 9-1-1 Dispatch was calling.

A meeting was scheduled for May 31, 2012 to ensure that all of the Oahu PSAPs had access to the exigent circumstances procedures. Representatives from Wavecom Solutions, Verizon Wireless, Sandwich Isle Communication, Mobi PCS, HPD, EMS, DIT, DEM, and Akimeka were in attendance. At the meeting, it was recommended that all of the Oahu PSAPs provide a 24 x 7 contact telephone number that service providers can use to contact the PSAP with the requested information. DEM agreed to send this out to all service providers using DEM's letterhead.

05/22/12 -- 05/26/12      HPD granted AT&T Mobility's request for a temporary tower. The tower was needed for the 2012 Honolulu Lantern Lighting Ceremony at Magic Island which normally has 40,000 guests. The first test scheduled for May 25, 2012 was cancelled due to gusty wind conditions. A second test was scheduled for May 26, 2012. The test was successfully completed at approximately 8:00 a.m.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

In accordance with the April 23, 2012 agreements, Akimeka began the wireless maintenance transition from DIT to Akimeka.

Ivan Zavala from Akimeka and Sheldon Kono from DIT worked together to load, test, and ensure proper data was being delivered and the tower will plot a Wireless Phase I call as well as the accuracy of the tower number and sectors.

Following the successful test on May 14, 2012, Akimeka issued a new Call Routing Sheet (CRS) to T-Mobile and a new test date of May 17, 2012 was requested.

On May 17, 2012, Akimeka facilitated the T-Mobile wireless test at the Oahu Civilian Primary PSAP (HPD). The test was considered successful after the 9-1-1 call plotted both Wireless Phase I (WPH I) and Wireless Phase II (WPH II) data elements. All sectors were tested including the sectors overlaying into the Military PSAP.

This test confirmed that the new tower naming format would display and plot accurately and validated that the operation of the rebid feature in the CML was operational. When a wireless 9-1-1 test call was presented as a Wireless Phase I (WPH I) call upon initial delivery and a rebid was performed, Wireless Phase II (WPH II) information was returned consistently – 100% of the time.

With some adjustments by DIT, it was agreed to move forward and load the rest of the Wireless Service Providers (WSP) into the GeoComm system using the new tower naming schema.

During the test process, Akimeka observed that the source of the data being displayed was being retrieved from the GIS mapping layer rather than the ALI datastream. Akimeka will submit recommendations to HPD/PSAP with regards to the GeoComm mapping system configurations in order to retrieve the data from the correct source.

- **MSAG**

#### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. HPD/PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, HPD/PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that HTI approved the Oahu Combine project and processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

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- **MSAG (continued)**

### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)** **(continued)**

On May 16, 2012, the following was agreed to for Oahu and all State of Hawaii PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawaii.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawaii (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

| MSAG Record Number Changes           | Timeline                     |
|--------------------------------------|------------------------------|
| Up to and including 250 MSAG records | 7 business days to complete  |
| 251 – 500 MSAG records               | 12 business days to complete |
| 501 – 750 MSAG records               | 17 business days to complete |
| 751+ MSAG records                    | Timeline to be agreed upon   |

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

|                  |                                                                                                                                                                                                                                                                                                                        |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALI DR           | Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.                                                                                                                                                                                                                     |
| TN CR - Single   | Single TN request with routine urgency. No transaction restriction.                                                                                                                                                                                                                                                    |
| TN CR - Multiple | <p>Must be identified as an addressing special project. There must be at least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.</p> <p>This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit.</p> |

On behalf of the PSAPs across the State of Hawaii, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

- **MSAG (continued)**

#### Report Changes Due to New Intrado Functionality

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd\even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The "Customer Addresses Affected (\*)" footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported "Customer Address Change Requests Submitted" is captured under the "ALI Discrepancy Request (ALI-DR) Submitted" column.
4. The "Definitions" chart has been updated as well.

#### Current Month – May 2012

| 2012          |     | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                   | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |                      |
|---------------|-----|-------------------|-------|-------|--------|----------|--------|--------|------------------|-----------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|----------------------|
|               |     | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                   |                                                                       |                                                    |                      |
|               |     | PSAP              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) | # of<br>Transactions |
| OAHU CIVILIAN | 180 | 180               | 0     | 179   | 0      | 1        | 0      | 0      | 0                | 0                                 | 0                                                                     | 0                                                  | 0                    |

Revised categories and report format changes effective May 2012.

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

- MSAG (continued)

### Year-to-Date (YTD) Summary – 2012

| OAHU CIVILIAN                               |     | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                          | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |                      |
|---------------------------------------------|-----|-------------------|-------|-------|--------|----------|--------|--------|------------------|------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|----------------------|
|                                             |     | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                          |                                                                       |                                                    |                      |
|                                             |     | 2012              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected<br>(*) | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) | # of<br>Transactions |
| December                                    |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| November                                    |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| October                                     |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| September                                   |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| August                                      |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| July                                        |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| June                                        |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| May                                         | 180 | 180               | 0     | 179   | 0      | 1        | 0      | 0      | 0                | 0                                        | 0                                                                     | 0                                                  | 0                    |
| April (*)                                   | 0   | 0                 | 0     | 0     | 0      | 0        | 0      | 0      | 0                | 0                                        | 0                                                                     | 0                                                  | 0                    |
| March                                       | 300 | 300               | 0     | 300   | 0      | 0        | 0      | 0      | 0                |                                          | 0                                                                     | 0                                                  | 0                    |
| February                                    | 241 | 241               | 2     | 237   | 0      | 2        | 0      | 0      | 0                |                                          | 0                                                                     | 0                                                  | 0                    |
| January                                     | 69  | 69                | 0     | 69    | 0      | 0        | 0      | 0      | 0                |                                          | 0                                                                     | 0                                                  | 0                    |
| TOTAL YTD                                   | 790 | 790               | 2     | 785   | 0      | 3        | 0      | 0      | 0                | 0                                        | 0                                                                     |                                                    |                      |
| AVG PER MO                                  | 158 | 158               | 0     | 157   | 0      | 1        | 0      | 0      | 0                | 0                                        | 0                                                                     |                                                    |                      |
| (*) Applies to Change Request Category Only |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |

(\*) Applies to Change Request Category Only

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

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

|                     |     |                                                                                                                                 |
|---------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Definitions:</b> | (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 what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka. |

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

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- **MSAG (continued)**

### **MSAG Communities Project**

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

To date, HPD/PSAP has not received a formal response from Hawaiian Telcom, Inc. (HTI) regarding this critical project. As such, HPD/PSAP is not able to fulfill its responsibility under the E9-1-1 tariff to maintain the MSAG.

- **Geographic Information System (GIS)**

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

- |                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 05/02/12 --<br>05/04/12 | Akimeka created a new point layer for Beach Right of Ways based on information provided by Diana Chun from EMS. This information was collected by Ocean Safety.<br><br>The layer was uploaded to Akimeka's server on May 4, 2012.                                                                                                                                                                                                                           |
| 05/03/12 --<br>05/22/12 | Akimeka updated the WSP Cell Towers layer based on Call Routing Sheets (CRSs) received from various Wireless Service Providers (WSPs).                                                                                                                                                                                                                                                                                                                      |
| 05/04/12                | Akimeka added metadata to the following layers: Police Beats and Police Response Areas.                                                                                                                                                                                                                                                                                                                                                                     |
| 05/04/12                | Akimeka deleted all of the extra fields in the Street Centerlines layer that are not required for the Motorola PremierOne CAD. LGRID and RGRID were added to meet one of Motorola's geofile build requirements. Metadata was also added.                                                                                                                                                                                                                    |
| 05/07/12 --<br>05/14/12 | Akimeka corrected the EMS boundaries to align with the Parcels boundaries and added the metadata.                                                                                                                                                                                                                                                                                                                                                           |
| 05/09/12                | At the request of Patty Dukes, Chief of EMS, Akimeka created and sent a pdf copy of the Oahu proposed Medic Beats.                                                                                                                                                                                                                                                                                                                                          |
| 05/17/12 --<br>05/24/12 | Akimeka reviewed and analyzed the Fire Beats layer. This layer is titled "FirstInAreas" by the City & County of Honolulu DPP GIS. It is also known as Engine Company Administrative Boundaries according to the HFD Policy and Procedures, Section 5: Response Boundaries. Each polygon represents an engine company's boundary.<br><br>The coastline for this layer was edited to match with the Police Beats, Medic Beats, and MSAG Community coastlines. |

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

##### Current Month GIS Activities – May 2012 (continued)

- 05/17/12 -- Akimeka reviewed and analyzed the Fire Districts layer. This layer is called  
05/29/12 "Battalion Boundaries" by HFD but is the same as the Fire Districts.
- The coastline for this layer was edited to match with the Police Beats, Medic Beats, Fire Beats, and MSAG Community coastlines.
- 05/22/12 Akimeka reviewed TriTech's GIS Overview and Minimum Requirements VisiCAD Mapping Features and GIS Link document provided by Greg Middleton, TriTech Solutions Specialist.

#### Motorola PremierOne GIS Data Requirements

On May 2, 2012, HPD/PSAP and Akimeka met to discuss and review HPD's Police Beats and Sub-beat Names in order to validate correctness prior to submitting data to Motorola to build the Geofile file for the Motorola PremierOne CAD.

1. Courtesy of Curtis Maeshiro, a brief history of how he and the HPD staff created the first police beat and sub-beat boundaries for the City & County of Honolulu during the 1980's was shared. Initially, these boundaries were established pre-Geographic Information System (GIS) and had to be drawn in by hand manually.

The Beat Boundaries were always the more important boundaries as they were used for dispatching which continues at HPD/PSAP today. As the Beat Boundaries changed over time, the Sub-beats lagged behind a bit. As such, the Sub-beat Names do not match the naming schema of the Beat Names.

2. After all of the Police Beats Names and Boundaries were reviewed, it was agreed by HPD that the names and boundaries of the police beats are correct.
3. To address the Sub-beats Names and Boundaries, it was agreed that Akimeka will work with Curtis Maeshiro and IT Department at a later date to correct the names and boundaries. Akimeka will also work with HPD to create a proposal for correcting the alignment of the Sub-beat Boundaries and possible renaming.
4. With HPD's approval, Akimeka was authorized to deliver to Motorola all of the layers required by Motorola for staging their PremierOne CAD system.

On May 4, 2012, the following layers, using WGS 1984 spatial reference, were delivered to Motorola via Motorola's ftp site: Police Beats, Police Reporting Districts, Street Centerlines, and Common Places.



## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

#### **Emergency Medical Services (EMS) Medic Districts and Beats**

On April 17, 2012, Akimeka met with Emergency Medical Services (EMS) personnel to discuss building an EMS District layer and EMS Beat layer. Based on the paper maps provided by EMS, Akimeka began to create Medic Beats and define boundaries. Akimeka also received confirmation from the Military on EMS jurisdictions on the military bases.

A follow-up meeting was held with EMS and Akimeka personnel on April 24, 2012 to review the newly created Medic Beats and Boundaries. Subsequent to the meeting, Akimeka began to create Medic Districts and define boundaries.

On May 9, 2012, EMS and Akimeka met to discuss and review the Medic Beats and their respective boundaries for EMS response requirements. Each of the Medic Beats and Boundaries around the entire island of Oahu was reviewed, using streets as a good reference guide for each boundary.

1. Aiea's boundary with Honolulu was reviewed in detail and decided by EMS that the boundary designation is good for now. The boundary may require some minor changes in the future depending on where some units may be going.
2. Ewa Beach was added as a new medic beat. Previously the beat had existed but was removed because of a hospital closing in that area and the Waipahu units took over in Ewa Beach. The intersection of Renton Road and Fort Weaver Road was used as a general boundary on the north. On the west, Coral Sea Road was used as the boundary and extends south to the ocean.
3. It was agreed that Akimeka will add all of the small islands around Oahu, such as Chinaman's Hat and Rabbit Island, to the Medic Beats layer.
4. It was also agreed that Akimeka will provide EMS with a pdf map which includes all sixteen (16) of the Medic Beats with the changes agreed upon.

On May 10, 2012, Akimeka received approval from Patricia Dukes, Chief of EMS, to proceed with EMS' Beats and Boundaries. Akimeka agreed to coordinate with EMS before creating the Emergency Service Zone (ESZ)/Emergency Service Number (ESN) layer to ensure that the boundaries are accurate and final.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

#### **Honolulu Fire Department (HFD) Battalion and First In Response Areas**

On May 16, 2012, Akimeka met with Honolulu Fire Department (HFD) personnel, City & County of Honolulu Department of Information Technology (DIT) and Department of Public Planning (DPP) representatives who support E9-1-1 operations, and TriTech (via phone). The purpose of the meeting was to discuss the HFD's Battalion Boundaries (Districts) and Response Areas (Beats) and determine if those are existing boundaries used for their dispatch and response.

Akimeka provided an overview of the project to synchronize the MSAG and GIS databases. Akimeka also explained the need for creating ESZs/ESNs utilizing the Police, Fire, and EMS Beats, why this is important, and how it used to display primary response information to the dispatchers.

The meeting covered the following areas:

1. Current Boundaries
2. MSAG
3. CAD Data Update Process
4. CAD Reference Imagery
5. TriTech CAD

As a result of the meeting, the following action items were agreed to:

1. Battalion Chief Kenison Tejada will request the latest copy of the Battalion Boundaries, Response Boundaries, and Fire Stations from DPP GIS.
2. HFD and Akimeka agreed to schedule a follow-up meeting to verify the data once the Battalion Boundaries layer, Response Areas layer, and the Fire Stations layers are received and reviewed by HFD and Akimeka. Akimeka will use the HFD Policy and Procedures Section 5: Battalion Boundaries to compare with the GIS layers that will be provided by DPP.
3. Akimeka will also continue to work and meet with Geoff Shon, prior to his retirement at the end of May 2012, to hopefully transfer his knowledge base and experience and document these boundaries for dispatch purposes.

On May 23, 2012, a follow-up meeting was held with HFD and Akimeka. The purpose of the meeting was to discuss HFD's Battalion Boundaries and First In Areas and obtain HFD's approval for Akimeka to move forward to create the ESZ/ESN.

The current boundaries for both the Battalion and First In Areas layers were reviewed by both HFD and Akimeka prior to the meeting based on the data received as a result of the May 16, 2012 meeting among HFD, CCH DIT, CCH DPP, and Akimeka.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

#### **Honolulu Fire Department (HFD) Battalion and First In Response Areas (continued)**

The process for loading GIS data to the CAD was also discussed in detail. There was also preliminary discussion on the proposed TriTech upgrade project

As a result of the meeting, the following action items were agreed to:

1. Akimeka will use the approved First In Areas in order to move forward with the ESZ/ESN project.
2. Akimeka will include the small islands and adjust the coastline around Oahu in order to be consistent with the response areas for the other public safety agencies.
3. Battalion Chief Kenison Tejada will follow up with Tommy Takeshita (Akimeka) and TriTech regarding the CML display and CAD secondary response units.
4. Jon Sakamoto agreed to follow up with TriTech to discuss the capabilities of the GIS Link utility and if it can import a corrected shapefile of the Response Areas without having to rebuild some of the CAD components. Because the current Response Areas contain some gaps, overlaps, and uncorrected boundaries, Akimeka recommended that HFD assess based on the findings of their CAD Administrator if updates can be performed to the layer by Akimeka and then be imported back into the CAD without affecting CAD operations or requiring the rebuilding of any of the CAD components.

Since this was the last meeting to include Captain Geoff Shon who is retiring. Akimeka will await word from Battalion Chief Kenison Tejada on who will be named to take his place in future meetings. Captain Geoff Shon's participation and insights were invaluable to help move the project along.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

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

On May 25, 2012, a meeting with the Oahu Civilian PSAPs (HPD, HFD, EMS), City & County of Honolulu representatives supporting E9-1-1 from DIT and DPP, and Akimeka was held to discuss the current process, proposed process, transfer of knowledge, and target implementation. Currently, the City & County of Honolulu maintains and is the steward of the data and process for updating GIS data for all three PSAP CAD systems. The process whereby GIS source data collection, correction, validation, synchronization and submission needs to be developed to sustain E9-1-1 PSAP operations and the CAD systems.

The meeting covered the following areas:

1. GIS Data Stewardship
2. GI Data Transfer and Schedule
3. Governance for GIS Updates and Process

The current process for addressing was provided by Ken Schmidt and Jim Hayden from DPP GIS. This included discussion on the process for addresses and streets for new subdivisions as well as address changes by land owners. DPP GIS agreed to share the detailed flowcharts with HPD and Akimeka to ensure a better and completed understanding of the documented current processes.

Ken and Jim also shared information regarding the new standard Address Guide Document received from the United States Postal Service (USPS). DPP GIS agreed to share the Address Guide Document.

A general overview of the GIS Address Points layer was also provided by DPP GIS. DPP GIS agreed to provide HPD and Akimeka with the GIS Address Points layer and will help define the delivery process and schedule for future updates to the GIS Address Points layer.

In accordance with the Governance Process, it was agreed that as the Program Management Team (PMT), HPD will be included on all GIS layers transferred to or processed by Akimeka. Akimeka will only transfer data to the County agencies with the approval of the HPD PMT.

The CAD update process was discussed. The current schedule for processing updates to the PSAP Street Centerlines is done on an adhoc basis. Updates are done several times a year as coordinated with DPP GIS.

There was discussion regarding the CAD update process and schedule which should be done on a more regular and scheduled basis. It was agreed that the proposed monthly updates be established across all of the PSAPs beginning with HPD and HFD and EMS would follow.

Each PSAP has a different process established with DPP GIS for editing Street Centerline data. Transferring data to and from the PSAPs was also discussed. It was agreed that HPD, DPP GIS and Akimeka should meet to discuss details on documenting a process for editing and transferring data updating stewardship to Akimeka. A follow-up technical meeting was tentatively scheduled for May 31, 2012.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

#### **Oahu Street Centerline Project Update – May 2012 (continued)**

A follow-up technical meeting was held on May 31, 2012 with the Oahu Civilian PSAP (HPD), City & County of Honolulu representatives supporting E9-1-1 from DPP, and Akimeka to further discuss DPP's address assignment workflows and process to resolve address errors encountered within the scope of HPD and Akimeka's scope of work.

The meeting covered the following areas:

1. Assignment of Site Addresses
2. Maintenance of DPP Datasets
3. How to Integrate Akimeka's Feature Edits with DPP's Workflows

The current process for the assignment of addresses as it relates to the GIS data update process was provided by Ken Schmidt and Jim Hayden. DPP is still reviewing the detailed flowcharts that define this address process. Once approved by DPP, Akimeka and HPD requested that they receive a copy in order to gain a better understanding of the processes and systems.

Jason Balmut from DPP shared the "Guidelines for Addressing Procedures" document which is a combination of the FGDC standards and the USPS Publication 28 standards. Akimeka and HPD were both provided printed copies of the "Guidelines for Addressing Procedures". An electronic copy will be provided to HPD and Akimeka following the meeting for review.

The address points file process was also discussed. The file is regularly updated and posted on the ftp website. Akimeka and HPD will use the ftp site as the initial place to transfer and receive the data. Jon Hodge from DPP agreed to review and ensure the file is up-to-date. Akimeka agreed to assist HPD in transferring the address points to Motorola.

DPP discussed address review and authority. It was determined that Jim Hayden would be the primary contact for address errors or discrepancies. Jim's knowledge of DPP's address processes and PSAP systems provide an excellent initial point of contact. Akimeka and HPD agreed to thoroughly review addresses prior to requesting DPP's assistance. The process with Jim will begin once HPD implements a standard processing of the ANI/ALI discrepancies.

HPD, DPP, and Akimeka also agreed to work together to move forward and ensure that processes used to update the Aloha geodatabase are documented. DPP agreed to have Jim Hayden assist in the next update to ensure all knowledge is captured and documented. HPD will provide guidance on when the next update will take place.

It was also discovered during the meeting that EMS is upgrading its TriTech CAD system in the very near future. Jim Hayden suggested that Akimeka contact EMS to gain a better understanding of the scope and timeline.

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

### • PSAP Operations

#### 9-1-1 Call Volume – May 2012

| PSAP     | Total | Wireline | %     | Wireless | %     |
|----------|-------|----------|-------|----------|-------|
| MAUI (*) | 8,762 | 2,880    | 32.9% | 5,882    | 67.1% |
| MOLOKAI  | 291   | 190      | 65.3% | 101      | 34.7% |

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

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

| MAUI PSAP  |        | TOTAL PSAP 9-1-1 CALL VOLUME |                               |            |                               |            |                 |            |                      |
|------------|--------|------------------------------|-------------------------------|------------|-------------------------------|------------|-----------------|------------|----------------------|
|            |        | Wireline                     |                               | Wireless   |                               | Admin      |                 | Abandoned  |                      |
| 2012       | Total  | # of Calls                   | %to Total Wireline & Wireless | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls | % Abandoned of Total |
| December   |        |                              |                               |            |                               |            |                 |            |                      |
| November   |        |                              |                               |            |                               |            |                 |            |                      |
| October    |        |                              |                               |            |                               |            |                 |            |                      |
| September  |        |                              |                               |            |                               |            |                 |            |                      |
| August     |        |                              |                               |            |                               |            |                 |            |                      |
| July       |        |                              |                               |            |                               |            |                 |            |                      |
| June       |        |                              |                               |            |                               |            |                 |            |                      |
| May        | 8,762  | 2,880                        | 32.9%                         | 5,882      | 67.1%                         | 0          | 0.0%            | 1,857      | 21.2%                |
| April      | 8,322  | 2,751                        | 33.1%                         | 5,571      | 66.9%                         | 0          | 0.0%            | 1,336      | 16.1%                |
| March      | 8,277  | 2,771                        | 33.5%                         | 5,506      | 66.5%                         | 0          | 0.0%            | 1,250      | 15.1%                |
| February   | 7,767  | 2,551                        | 32.8%                         | 5,216      | 67.2%                         | 0          | 0.0%            | 1,243      | 16.0%                |
| January    | 8,465  | 2,716                        | 32.1%                         | 5,749      | 67.9%                         | 0          | 0.0%            | 1,404      | 16.6%                |
| TOTAL YTD  | 41,593 | 13,669                       | 32.9%                         | 27,924     | 67.1%                         | 0          | 0.0%            | 7,090      | 17.0%                |
| AVG PER MO | 8,319  | 2,734                        |                               | 5,585      |                               | 0          |                 | 1,418      |                      |

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

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

### • PSAP Operations (continued)

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

| MOLOKAI PSAP      |              | TOTAL PSAP 9-1-1 CALL VOLUME |                               |            |                               |            |                 |            |                      |
|-------------------|--------------|------------------------------|-------------------------------|------------|-------------------------------|------------|-----------------|------------|----------------------|
|                   |              | Wireline                     |                               | Wireless   |                               | Admin      |                 | Abandoned  |                      |
| 2012              | Total        | # of Calls                   | %to Total Wireline & Wireless | # of Calls | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls | % Abandoned of Total |
| December          |              |                              |                               |            |                               |            |                 |            |                      |
| November          |              |                              |                               |            |                               |            |                 |            |                      |
| October           |              |                              |                               |            |                               |            |                 |            |                      |
| September         |              |                              |                               |            |                               |            |                 |            |                      |
| August            |              |                              |                               |            |                               |            |                 |            |                      |
| July              |              |                              |                               |            |                               |            |                 |            |                      |
| June              |              |                              |                               |            |                               |            |                 |            |                      |
| May               | 291          | 190                          | 65.3%                         | 101        | 34.7%                         | 0          | 0.0%            | 40         | 13.7%                |
| April             | 201          | 118                          | 58.7%                         | 83         | 41.3%                         | 0          | 0.0%            | 30         | 14.9%                |
| March             | 286          | 164                          | 57.3%                         | 122        | 42.7%                         | 0          | 0.0%            | 47         | 16.4%                |
| February          | 285          | 191                          | 67.0%                         | 94         | 33.0%                         | 0          | 0.0%            | 38         | 13.3%                |
| January           | 390          | 211                          | 54.1%                         | 179        | 45.9%                         | 0          | 0.0%            | 59         | 15.1%                |
| <b>TOTAL YTD</b>  | <b>1,453</b> | <b>874</b>                   | <b>60.2%</b>                  | <b>579</b> | <b>39.8%</b>                  | <b>0</b>   | <b>0.0%</b>     | <b>214</b> | <b>14.7%</b>         |
| <b>AVG PER MO</b> | <b>291</b>   | <b>175</b>                   |                               | <b>116</b> |                               | <b>0</b>   |                 | <b>43</b>  |                      |

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

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 2012

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

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

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### • PSAP Operations (continued)

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

|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Weekly<br>(Every<br>Thursday) | The State of Hawaii PSAPs and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 05/14/12                      | At the request of the PSAP, Akimeka installed the printer drivers for three (3) PowerMap workstations. At this time, those workstations have the ability to print from PowerMap.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 05/15/12                      | On May 16, 2012, Maui Dispatch reported ANI/ALI failures to HTI. A series of failures occurred on May 15, 2012 at 1:48 p.m. The Maui Dispatch Supervisor also reported that the Maui out dial trunks had an unusual call information window (red with a black telephone). HTI is investigating.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 05/15/12 --<br>05/31/12       | <p>A trouble ticket for the Molokai PSAP was opened with AT&amp;T Mobility's ENOC in Atlanta due to a dropped 9-1-1 call on May 15, 2012 at approximately 7:20 p.m. The call was received as a Wireless Phase I (WPH I) call with a high confidence factor of 7,887. The dispatcher proceeded to re-bid the call four (4) times with no success and the 9-1-1 caller hung up. Since the dispatcher could not reach the 9-1-1 caller, rescue was dispatched to the area. When the 9-1-1 caller called back, it was discovered that the 9-1-1 caller was actually across the street from the police station.</p> <p>John Schickinger from AT&amp;T Mobility investigated the trouble and discovered the following. An option was not turned on between AT&amp;T Mobility and Intrado which affected the re-bidding process. Secondly, there is only one tower on Molokai. The next nearest tower is 25 miles away on another island.</p> <p>AT&amp;T Mobility fixed the option problem and a new test has been scheduled for June 7, 2012 at 9:00 a.m.</p> |



## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

*Updates as of May 31, 2012 are noted below:*

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

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

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

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

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

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

**Update (7/1/11 – 5/31/12)** – No further updates.

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

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- **PSAP Operations (continued)**

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

*Updates as of May 31, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 5/31/12)** – No further updates.

- **MSAG**

**MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. The Oahu Civilian Primary PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date as to when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, Oahu Civilian Primary PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

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

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- **MSAG (continued)**

### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)** **(continued)**

On May 16, 2012, the following was agreed to for the State of Hawaii PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawaii.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawaii (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

| MSAG Record Number Changes           | Timeline                     |
|--------------------------------------|------------------------------|
| Up to and including 250 MSAG records | 7 business days to complete  |
| 251 – 500 MSAG records               | 12 business days to complete |
| 501 – 750 MSAG records               | 17 business days to complete |
| 751+ MSAG records                    | Timeline to be agreed upon   |

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

|                  |                                                                                                                                                                                                                                                                                                                 |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALI DR           | Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.                                                                                                                                                                                                              |
| TN CR - Single   | Single TN request with routine urgency. No transaction restriction.                                                                                                                                                                                                                                             |
| TN CR - Multiple | Must be identified as an addressing special project. There must be at least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.<br><br>This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit. |

On behalf of the PSAPs across the State of Hawaii, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **MSAG (continued)**

#### **Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd\even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The “Customer Addresses Affected (\*)” footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported “Customer Address Change Requests Submitted” is captured under the “ALI Discrepancy Request (ALI-DR) Submitted” column.
4. The “Definitions” chart has been updated as well.

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

- MSAG (continued)

### Current Month – May 2012

| 2012        |       | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                   | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |
|-------------|-------|-------------------|-------|-------|--------|----------|--------|--------|------------------|-----------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|
|             |       | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                   |                                                                       |                                                    |
|             |       | PSAP              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) |
| MAUI COUNTY | 1,043 | 992               | 902   | 20    | 29     | 14       | 27     | 26,718 | 50               | 1                                 | 7                                                                     | 7                                                  |

Revised categories and report format changes effective May 2012.

During the month of May 2012, 992 9-1-1Net requests were completed relating to the Maui County MSAG database, with 26,718 customer ANI/ALI records updated as a direct result. 51 ALI transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are seven (7) records in Suspended status as of May 31, 2012, affecting seven (7) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

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

## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

#### • MSAG (continued)

#### Year-to-Date (YTD) – 2012

| MAUI COUNTY                                 |       | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                          | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                               |                      |
|---------------------------------------------|-------|-------------------|-------|-------|--------|----------|--------|--------|------------------|------------------------------------------|-----------------------------------------------------------------------|---------------------------------------------------------------|----------------------|
|                                             |       | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                          |                                                                       |                                                               |                      |
|                                             |       | 2012              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected<br>(*) | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>Request<br>(ALI DR)<br>Submitted<br>(b) | # of<br>Transactions |
| December                                    |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| November                                    |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| October                                     |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| September                                   |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| August                                      |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| July                                        |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| June                                        |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |
| May                                         | 1,043 | 992               | 902   | 20    | 29     | 14       | 27     | 26,718 | 50               | 1                                        | 7                                                                     | 7                                                             |                      |
| April                                       | 695   | 495               | 434   | 16    | 15     | 24       | 6      | 12,707 |                  | 200                                      | 7                                                                     | 7                                                             |                      |
| March                                       | 359   | 342               | 320   | 7     | 1      | 11       | 3      | 8,948  |                  | 17                                       | 10                                                                    | 10                                                            |                      |
| February                                    | 160   | 160               | 137   | 3     | 4      | 6        | 10     | 2,834  |                  | 0                                        | 10                                                                    | 10                                                            |                      |
| January                                     | 131   | 131               | 108   | 1     | 3      | 19       | 0      | 4,007  |                  | 0                                        | 10                                                                    | 10                                                            |                      |
| TOTAL YTD                                   | 2,388 | 2,120             | 1,901 | 47    | 52     | 74       | 46     | 55,214 | 50               | 218                                      |                                                                       |                                                               |                      |
| AVG PER MO                                  | 478   | 424               | 380   | 9     | 10     | 15       | 9      | 11,043 | 50               | 44                                       |                                                                       |                                                               |                      |
| (*) Applies to Change Request Category Only |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                               |                      |

(\*) Applies to Change Request Category Only

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

|                     |     |                                                                                                                                 |
|---------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Definitions:</b> | (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 what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka. |

## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **MSAG (continued)**

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

| Island  | Total # of Street Segments | # of Street Segments Assigned New ESNs | % Complete |
|---------|----------------------------|----------------------------------------|------------|
| Maui    | 5,000                      | 4,965                                  | 99.3%      |
| Lanai   | 112                        | 112                                    | 100.0%     |
| Molokai | 500                        | 500                                    | 100.0%     |

Significant progress has been made to complete the project. Lanai and Molokai are 100.0% complete. This completes the assignment of ESNs to existing street segments. Going forward, ESN assignments to new street segments will part of the ongoing maintenance effort.

Maui is close to completion and is expected to be at 100% complete by June 2012.

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

## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

- Mapping Layers Updated/Loaded Into GIS – May 2012

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

|                                                                |              | MAUI COUNTY                      |                                  |                                                                                                                           |
|----------------------------------------------------------------|--------------|----------------------------------|----------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                  | Island       | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                                                             |
|                                                                |              | Date Created/<br>Edits Performed |                                  |                                                                                                                           |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |              |                                  |                                  |                                                                                                                           |
| Address Points                                                 | Maui         | 05/24/12                         |                                  | Made corrections to meet Intergraph requirements                                                                          |
|                                                                | Maui         | 05/18/12                         |                                  | Assigned MSLINKs to meet Intergraph requirements                                                                          |
|                                                                | Maui         | 05/14/12                         |                                  | Added two (2) new address points per DSA and verified nine (9) addresses on Kapohue Road sent by DSA                      |
|                                                                | Maui         | 05/10/12                         |                                  | Added one (1) address points assigned by DSA                                                                              |
|                                                                | Maui/Molokai |                                  | 05/09/12                         |                                                                                                                           |
|                                                                | Maui         | 05/09/12                         |                                  | Added two (2) address points per DSA and spatially corrected the address points. This is an ongoing project.              |
|                                                                | Maui         | 05/08/12                         |                                  | Added nine (9) new address points per DSA and five (5) new address points from KIVA                                       |
|                                                                | Maui         | 05/07/12                         |                                  | Corrected FEA_MSLINK for three (3) address points to meet Intergraph CAD standards                                        |
|                                                                | Molokai      | 05/07/12                         |                                  | Corrected thirty-five (35) address points and added one (1) address point at Kepuhi Place per DSA                         |
|                                                                | Maui         | 05/04/12                         |                                  |                                                                                                                           |
|                                                                | Maui         | 05/03/12                         |                                  | Corrected street name in Spreckelsville from Cane Road to Cane Place as confirmed by the County's street naming authority |
| Emergency Callboxes                                            |              |                                  |                                  |                                                                                                                           |
| Fire Beats                                                     |              |                                  |                                  |                                                                                                                           |
| Fire Districts                                                 |              |                                  |                                  |                                                                                                                           |
| Fire Response Areas                                            |              |                                  |                                  |                                                                                                                           |
| Fire Stations                                                  |              |                                  |                                  |                                                                                                                           |
| Major Roads                                                    |              |                                  |                                  |                                                                                                                           |
| MSAG Address Points<br>(aka Pseudo Address Points)             |              |                                  |                                  |                                                                                                                           |
| MSAG Communities<br>(aka Towns)                                |              |                                  |                                  |                                                                                                                           |
| Medic Beats                                                    |              |                                  |                                  |                                                                                                                           |
| Medic Districts                                                |              |                                  |                                  |                                                                                                                           |
| Medic Response Areas                                           |              |                                  |                                  |                                                                                                                           |
| Medic Stations                                                 |              |                                  |                                  |                                                                                                                           |

(\*) 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, 2012 – May 31, 2012

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

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

| MAUI COUNTY                                                            |              |                                  |                                  |                                                                                                                                                                                  |
|------------------------------------------------------------------------|--------------|----------------------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                          | Island       | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                                                                                                                    |
|                                                                        |              | Date Created/<br>Edits Performed |                                  |                                                                                                                                                                                  |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically)         |              |                                  |                                  |                                                                                                                                                                                  |
| Milepost Markers                                                       | Maui/Molokai |                                  | 05/09/12                         |                                                                                                                                                                                  |
| Points of Interest                                                     | Maui         | 05/17/12                         |                                  | Added Napili Park                                                                                                                                                                |
|                                                                        | Maui/Molokai |                                  | 05/09/12                         |                                                                                                                                                                                  |
|                                                                        | Maui         | 05/07/12                         |                                  |                                                                                                                                                                                  |
| Police Beats                                                           |              |                                  |                                  |                                                                                                                                                                                  |
| Police Districts                                                       |              |                                  |                                  |                                                                                                                                                                                  |
| Police Response Areas                                                  |              |                                  |                                  |                                                                                                                                                                                  |
|                                                                        |              |                                  |                                  |                                                                                                                                                                                  |
| Police Stations                                                        |              |                                  |                                  |                                                                                                                                                                                  |
| Schools                                                                |              |                                  |                                  |                                                                                                                                                                                  |
| Street Centerlines                                                     | Maui         | 05/30/12                         |                                  | Deleted street centerlines for roads that were not built. Corrected road classification types and assigned 1-1 ranges to synchronize with the MSAG.                              |
|                                                                        | Maui         | 05/25/12                         |                                  | Investigated 1 - 9999 ranges                                                                                                                                                     |
|                                                                        | Maui         | 05/24/12                         |                                  | Made a correction to meet Intergraph CAD requirements                                                                                                                            |
|                                                                        | Maui         | 05/18/12                         |                                  | Validated errors found on error report                                                                                                                                           |
|                                                                        | Maui         | 05/16/12                         |                                  | Corrected gaps in street centerline ranges. This is an ongoing project.                                                                                                          |
|                                                                        | Maui/Molokai |                                  | 05/09/12                         |                                                                                                                                                                                  |
|                                                                        | Maui         | 05/09/12                         |                                  | Corrected errors flagged in Akimeka's validation report                                                                                                                          |
|                                                                        | Maui         | 05/08/12                         |                                  | Added one (1) new street centerline and range to follow the data received from DSA. Corrected gaps in ranges flagged by Akimeka's validation report. This is an ongoing project. |
|                                                                        | Maui         | 05/07/12                         |                                  | Corrected range overlaps and gaps found in the validation report                                                                                                                 |
| Trails                                                                 |              |                                  |                                  |                                                                                                                                                                                  |
|                                                                        |              |                                  |                                  |                                                                                                                                                                                  |
| WSP Cell Towers                                                        | Maui/Molokai |                                  | 05/09/12                         |                                                                                                                                                                                  |
|                                                                        | Maui         | 05/01/12                         |                                  | Per VZW CRS                                                                                                                                                                      |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |              |                                  |                                  |                                                                                                                                                                                  |
| Churches                                                               |              |                                  |                                  |                                                                                                                                                                                  |
| Gas Stations                                                           |              |                                  |                                  |                                                                                                                                                                                  |
| Food & Beverage                                                        |              |                                  |                                  |                                                                                                                                                                                  |
| Hospitals                                                              |              |                                  |                                  |                                                                                                                                                                                  |
| Lodging                                                                | Maui/Molokai |                                  | 05/09/12                         |                                                                                                                                                                                  |
|                                                                        |              | 05/07/12                         |                                  |                                                                                                                                                                                  |
| Medical 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.

## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

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

| MAUI COUNTY                                                            |        |                                  |                                  |                   |
|------------------------------------------------------------------------|--------|----------------------------------|----------------------------------|-------------------|
| Type of Layer                                                          | Island | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks     |
|                                                                        |        | Date Created/<br>Edits Performed |                                  |                   |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |        |                                  |                                  |                   |
| Parcels                                                                |        |                                  |                                  |                   |
| Parks<br>(Includes National Parks)                                     | Maui   | 05/17/12                         |                                  | Added Napili Park |
|                                                                        |        |                                  |                                  |                   |
| Park Polygon                                                           | Maui   | 05/17/12                         |                                  | Added Napili Park |
|                                                                        |        |                                  |                                  |                   |
| Post Offices                                                           |        |                                  |                                  |                   |
| Subdivisions                                                           |        |                                  |                                  |                   |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically)           |        |                                  |                                  |                   |
| Airports                                                               |        |                                  |                                  |                   |
| Bridges                                                                |        |                                  |                                  |                   |
| Coastline                                                              |        |                                  |                                  |                   |
| Coastal Names                                                          |        |                                  |                                  |                   |
| Emergency<br>Operation Centers<br>(EOC)                                |        |                                  |                                  |                   |
|                                                                        |        |                                  |                                  |                   |
| Emergency<br>Shelters                                                  |        |                                  |                                  |                   |
|                                                                        |        |                                  |                                  |                   |
| Government<br>Buildings                                                |        |                                  |                                  |                   |
|                                                                        |        |                                  |                                  |                   |
| Harbors                                                                |        |                                  |                                  |                   |
| Helipads                                                               |        |                                  |                                  |                   |
| Hydrology Layers                                                       |        |                                  |                                  |                   |
| - Dams                                                                 |        |                                  |                                  |                   |
| - Ponds                                                                |        |                                  |                                  |                   |
| - Streams<br>(Includes Rivers)                                         |        |                                  |                                  |                   |
|                                                                        |        |                                  |                                  |                   |
| - Waterfalls                                                           |        |                                  |                                  |                   |
| Ocean Rescue<br>Boundaries                                             |        |                                  |                                  |                   |
|                                                                        |        |                                  |                                  |                   |
| Ocean Safety<br>(Includes Lifeguard<br>Stands)                         |        |                                  |                                  |                   |
|                                                                        |        |                                  |                                  |                   |

(\*) 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, 2012 – May 31, 2012

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

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

| MAUI COUNTY                                                  |              |                                  |                                  |                                                                                            |
|--------------------------------------------------------------|--------------|----------------------------------|----------------------------------|--------------------------------------------------------------------------------------------|
| Type of Layer                                                | Island       | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                              |
|                                                              |              | Date Created/<br>Edits Performed |                                  |                                                                                            |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically) |              |                                  |                                  |                                                                                            |
| Tsunami Evacuation Zones                                     |              |                                  |                                  |                                                                                            |
| Tsunami Heights                                              |              |                                  |                                  |                                                                                            |
| United States National Grid (50K)                            |              |                                  |                                  |                                                                                            |
| United States National Grid (500K)                           |              |                                  |                                  |                                                                                            |
| Waste Water Plants                                           |              |                                  |                                  |                                                                                            |
| SPECIAL REQUESTS                                             |              |                                  |                                  |                                                                                            |
| Gate Codes                                                   | Maui         | 05/29/12                         |                                  | Added a new gate code for Puunoa Subdivision per Service Request #478                      |
|                                                              | Maui         | 05/17/12                         |                                  | Added a gate code and changed one gate code per Service Request #474 and #475 respectively |
|                                                              | Maui/Molokai |                                  | 05/09/12                         |                                                                                            |
|                                                              | Maui         | 05/07/12                         |                                  | Changed gate code for Plantation Estates per Service Request #469                          |
| HCS Monsanto Fields                                          |              |                                  |                                  |                                                                                            |
| Tow Jurisdictions                                            |              |                                  |                                  |                                                                                            |

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

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

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

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

#### Current Month GIS Activities – May 2012

- 05/09/12 Akimeka corrected an overlapping label issue in PowerMap. Labels from layers that are also included in the Points of Interest (POI) layer were removed to prevent overlapping duplicate labels.
- 05/14/12 At the request of the PSAP, Akimeka created and delivered two (2) situational maps. These maps will be used for special operational purposes.
- 05/23/12 ESN boundaries for Maui were updated by Akimeka.
- 05/24/12 Akimeka prepared and pushed the following layers for an Intergraph CAD map update: Address Points, Street Centerlines, WSP Cell Towers, Lodging, Gate Codes, and Parks Polygon.

### • Service Requests Transactions

#### Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012)

| MAUI PSAP |          |          |                                               |                           |         |                                                                                                                                                                    |
|-----------|----------|----------|-----------------------------------------------|---------------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| #         | Date     | Ticket # | Description                                   | Category                  | Urgency | Comments                                                                                                                                                           |
| 1         | 03/08/12 | 450      | <u>Incorrect Community:</u> TN = 808/573-6214 | MSAG - AN/ALI Discrepancy | Normal  | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>In referred status and pending approval from HTI as of 5/29/12. |
| 2         | 05/29/12 | 478      | Gate Code Update                              | Suggestions               | Normal  | Gate code was added. Awaiting PowerMap update in June 2012. Service Request will be closed at that time.                                                           |

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

| MOLOKAI PSAP |      |          |             |          |         |          |
|--------------|------|----------|-------------|----------|---------|----------|
| #            | Date | Ticket # | Description | Category | Urgency | Comments |
|              |      |          | NONE        |          |         |          |
|              |      |          |             |          |         |          |

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

## Maui County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

#### • Service Requests Transactions (continued)

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

| MAUI PSAP      |           |           |          | SERVICE REQUEST CATEGORIES |          |          |          |                  |          |             |          |
|----------------|-----------|-----------|----------|----------------------------|----------|----------|----------|------------------|----------|-------------|----------|
| 2012           | TOTAL     |           |          | 911 Map                    |          | MSAG     |          | Request Training |          | Suggestions |          |
|                | Created   | Closed    | Open     | Created                    | Closed   | Created  | Closed   | Created          | Closed   | Created     | Closed   |
| December       |           |           |          |                            |          |          |          |                  |          |             |          |
| November       |           |           |          |                            |          |          |          |                  |          |             |          |
| October        |           |           |          |                            |          |          |          |                  |          |             |          |
| September      |           |           |          |                            |          |          |          |                  |          |             |          |
| August         |           |           |          |                            |          |          |          |                  |          |             |          |
| July           |           |           |          |                            |          |          |          |                  |          |             |          |
| June           |           |           |          |                            |          |          |          |                  |          |             |          |
| May            | 4         | 5         | 2        | 2                          | 3        | 0        | 1        | 0                | 0        | 2           | 1        |
| April          | 3         | 4         | 3        | 0                          | 0        | 2        | 2        | 0                | 0        | 1           | 2        |
| March          | 6         | 4         | 4        | 1                          | 1        | 4        | 3        | 0                | 0        | 1           | 0        |
| February       | 2         | 0         | 2        | 1                          | 0        | 1        | 0        | 0                | 0        | 0           | 0        |
| January        | 1         | 1         | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 1           | 1        |
| 2011 Carryover | 0         | 0         | 0        | 0                          | 0        | 0        | 0        | 0                | 0        | 0           | 0        |
| <b>TOTAL</b>   | <b>16</b> | <b>14</b> | <b>2</b> | <b>4</b>                   | <b>4</b> | <b>7</b> | <b>6</b> | <b>0</b>         | <b>0</b> | <b>5</b>    | <b>4</b> |

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

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

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – May 2012

| PSAP       | Total  | Wireline/<br>VoIP | %     | Wireless | %      |
|------------|--------|-------------------|-------|----------|--------|
| HAWAII (*) | 10,403 | 3,659             | 35.3% | 6,705    | 64.7%% |

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

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

| HAWAII            |               | TOTAL PSAP 9-1-1 CALL VOLUME |                                      |               |                                      |            |                     |            |                     |            |                         |
|-------------------|---------------|------------------------------|--------------------------------------|---------------|--------------------------------------|------------|---------------------|------------|---------------------|------------|-------------------------|
|                   |               | Wireline/VoIP                |                                      | Wireless      |                                      | Unknown    |                     | Admin      |                     | Abandoned  |                         |
| 2012              | Total         | # of Calls                   | % to Total<br>Wireline &<br>Wireless | # of Calls    | % to Total<br>Wireline &<br>Wireless | # of Calls | % to Total<br>Calls | # of Calls | % to Total<br>Calls | # of Calls | % Abandoned<br>to Total |
| December          |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| November          |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| October           |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| September         |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| August            |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| July              |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| June              |               |                              |                                      |               |                                      |            |                     |            |                     |            |                         |
| May               | 10,403        | 3,659                        | 35.3%                                | 6,705         | 64.7%                                | 39         | 0.4%                | N/A        | N/A                 | N/A        | N/A                     |
| April             | 10,327        | 3,412                        | 33.2%                                | 6,874         | 66.8%                                | 41         | 0.4%                | N/A        | N/A                 | N/A        | N/A                     |
| March (*)         | 10,651        | 3,563                        | 33.6%                                | 7,050         | 66.4%                                | 38         | 0.4%                | N/A        | N/A                 | N/A        | N/A                     |
| February (*)      | 7,863         | 2,688                        | 34.3%                                | 5,143         | 65.7%                                | 32         | 0.4%                | N/A        | N/A                 | N/A        | N/A                     |
| January           | 10,875        | 3,690                        | 33.9%                                | 7,185         | 66.1%                                |            |                     | 0          | 0.0%                | 1,105      | 10.2%                   |
| <b>TOTAL YTD</b>  | <b>50,119</b> | <b>17,012</b>                | <b>34.0%</b>                         | <b>32,957</b> | <b>66.0%</b>                         | <b>150</b> | <b>0.3%</b>         | <b>N/A</b> | <b>N/A</b>          | <b>N/A</b> | <b>N/A</b>              |
| <b>AVG PER MO</b> | <b>10,024</b> | <b>3,402</b>                 |                                      | <b>6,591</b>  |                                      | <b>38</b>  |                     | <b>N/A</b> |                     | <b>N/A</b> |                         |

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations

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

| HAWAII                                                                               |               | TRANSFERRED TO FIRE |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
|--------------------------------------------------------------------------------------|---------------|---------------------|--------------------------------|---------------------|--------------|--------------------------------|---------------------|------------|------------------|------------|------------------|------------|----------------------|
|                                                                                      |               | Wireline/VoIP       |                                |                     | Wireless     |                                |                     | Unknown    |                  | Admin      |                  | Abandoned  |                      |
| 2012                                                                                 | Total         | # of Calls          | % to Total Wireline & Wireless | % of Total Wireline | # of Calls   | % to Total Wireline & Wireless | % of Total Wireless | # of Calls | % to Total Calls | # of Calls | % to Total Calls | # of Calls | % Abandoned to Total |
| December                                                                             |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| November                                                                             |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| October                                                                              |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| September                                                                            |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| August                                                                               |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| July                                                                                 |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| June                                                                                 |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |
| May                                                                                  | 3,111         | 1,498               | 49.0%                          | 40.9%               | 1,557        | 51.0%                          | 23.2%               | 56         | 1.8%             | N/A        | N/A              | N/A        | N/A                  |
| April                                                                                | 2,886         | 1,200               | 42.1%                          | 35.2%               | 1,647        | 57.9%                          | 24.0%               | 39         | 1.4%             | N/A        | N/A              | N/A        | N/A                  |
| March (*)                                                                            | 2,121         | 904                 | 43.0%                          | 25.4%               | 1,199        | 57.0%                          | 17.0%               | 18         | 0.8%             | N/A        | N/A              | N/A        | N/A                  |
| February (*)                                                                         | 1,818         | N/A                 |                                |                     |              |                                |                     |            |                  | N/A        | N/A              | N/A        | N/A                  |
| January                                                                              | 2,157         | 948                 | 43.9%                          | 25.7%               | 1,209        | 56.1%                          | 16.8%               |            |                  | 0          | 0.0%             | 52         | 2.4%                 |
| <b>TOTAL YTD</b>                                                                     | <b>12,093</b> | <b>4,550</b>        | <b>44.8%</b>                   | <b>26.7%</b>        | <b>5,612</b> | <b>55.2%</b>                   | <b>17.0%</b>        | <b>113</b> | <b>0.9%</b>      | <b>N/A</b> | <b>N/A</b>       | <b>N/A</b> | <b>N/A</b>           |
| <b>AVG PER MO</b>                                                                    | <b>2,419</b>  | <b>1,138</b>        |                                |                     | <b>1,403</b> |                                |                     | <b>38</b>  |                  | <b>N/A</b> |                  | <b>N/A</b> |                      |
| <b>Note:</b> Total Calls include Administrative calls that are not direct 911 calls. |               |                     |                                |                     |              |                                |                     |            |                  |            |                  |            |                      |

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

#### Notes:

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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### • PSAP Operations (continued)

#### Wireless Test – May 2012

| Date     | WSP              | Sites Tested | Sectors Tested | Tested By | Test Pass/Fail |
|----------|------------------|--------------|----------------|-----------|----------------|
| 05/02/12 | Verizon Wireless | 11           | 33             | Akimeka   | Pass           |
| 05/02/12 | Mobi PCS         | 1            | 3              | Akimeka   | Pass           |
| 05/02/12 | AT&T Mobility    | 2            | 12             | Akimeka   | Pass           |

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

- |                               |                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Weekly<br>(Every<br>Thursday) | The State of Hawai'i PSAPs and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. In the best interest of the public, the issues experienced post cutover by the Hawai'i County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls. |
| 05/17/12                      | At the request of Sergeant Matsumoto, Akimeka investigated and provided Sergeant Matsumoto with the City & County of Honolulu website regarding alarms. The website is: <a href="http://www.honolulupd.org/info/burglaralarms.htm">http://www.honolulupd.org/info/burglaralarms.htm</a> .                                                                                              |
| 05/23/12                      | While conducting research with regards to adding Automatic Location Identification (ALI) information for telephone numbers (TNs) with mainland addresses, Hawai'i County received an email from Intrado stating that a solution is not probable for the State of Hawai'i at this time due to geographic limitations of the system and network.                                         |



## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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### • PSAP Operations (continued)

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

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

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

As of May 31, 2012, a total of **196** (141 in February 2012, 31 in March 2012, 17 in April 2012, and 7 in May 2012) trouble reports have been documented as follows:

| Trouble Category                                                                                            | # of Trouble Reports |            |            |          | Total Trouble Reports To-date |
|-------------------------------------------------------------------------------------------------------------|----------------------|------------|------------|----------|-------------------------------|
|                                                                                                             | February 2012        | March 2012 | April 2012 | May 2012 |                               |
| Audio Issues                                                                                                | 107                  | 7          | 6          | 0        | <b>120</b>                    |
| No ANI/ALI information transferring to the CAD                                                              | 10                   | 9          | 5          | 2        | <b>26</b>                     |
| Features not working and screen problems                                                                    | 8                    | 0          | 0          | 1        | <b>9</b>                      |
| Inability to callback 9-1-1 Callers. Ring No Answer/Voicemail. Needed to use PBX as a backup.               | 4                    | 3          | 2          | 0        | <b>9</b>                      |
| Inability to transfer calls to the secondary PSAP (Fire)                                                    | 4                    | 2          | 3          | 0        | <b>9</b>                      |
| Call History not complete or available                                                                      | 2                    | 3          | 0          | 0        | <b>5</b>                      |
| Other (printer not working, miscellaneous reports, TDD not working properly, testing document not provided) | 6                    | 7          | 1          | 4        | <b>18</b>                     |

No documentation and/or feedback/updates have been provided by HTI as to which of the **196** trouble reports have been closed with the PSAP's concurrence.

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

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

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

Feedback and updates provided by HTI as of May 31, 2012 are as follows:

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

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.

2. Inability to Ringback 9-1-1 Callers -- HTI reported that a maintenance update was performed as scheduled on May 9, 2012. The purpose of the maintenance update was to resolve the issue of the intermittent inability to ringback callers.

The Hawai'i County PSAP dispatchers and supervisors performed a review and analysis of the ringback function from May 9, 2012 through May 17, 2012. Results of the analysis are as follows. Of the eighteen (18) ringback calls observed, 83.3% (15) were successful and 16.7% (3) were not successful.

This issue was closed out with the PSAP's concurrence on May 24, 2012. Unfortunately, the trouble ticket was re-opened on May 31, 2012 due to the occurrence of similar ringback issues. The Hawaii County PSAP agreed to continue to monitor this issue throughout the month of June 2012.

3. No ANI/ALI Information Transferring to the CAD -- This issue remains unresolved. On May 26, 2012, Sergeant Ing requested that the 8-second delay be reduced to a 6-second delay in order to evaluate if this would help the information flow easier into the CAD and improve performance. Stephen Douglass from HTI performed the requested change that day. HTI asked if the Hawai'i County dispatchers could monitor the performance of the wireless calls. The dispatchers reported that the problem still exists and there was no noticeable improvement with the ANI/ALI information into the CAD. HTI reported that they would continue to monitor.

On May 30, 2012, at the recommendation of Stephen Douglass and with Sergeant Matsumoto's approval, the second delay was changed from a 6-second delay to a 5-second delay. HTI agreed to continue to monitor and will share their results with the Hawai'i County PSAP.

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

### May 1, 2012 – May 31, 2012

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#### • PSAP Operations (continued)

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

4. Greater Percentage of Wireless Phase I (WPHI I) Calls – HTI continued to adjust and evaluate the second delay within the network. Several attempts were made at re-adjusting the second delay and new software was introduced on May 16, 2012. At the recommendation of HTI, a 5-second delay was implemented on May 31, 2012 and approved by Sergeant Matsumoto. HTI agreed to continue to monitor and will share their results with the Hawai'i County PSAP.

(Note: Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II calls to Wireless Phase I calls. As a result, there are more re-bid requests being required as compared to pre-conversion.)

5. Inability to Transfer Calls to the Secondary PSAP – HTI installed a software maintenance update on May 9, 2012. The purpose of this update was to resolve some operational issues with the original ACD configuration of "priority". The software update appeared to resolve the ACD issue. As such, this issue was closed as of May 22, 2012 by Sergeant Matsumoto and Battalion Chief Gahan. This issue will continue to be monitored during the month of June 2012.
6. No 9-1-1 Recording – This issue has not been resolved. HTI is still working with Solacom to provide an "All Operators Are Busy" recording for the Hawaii County Police queue. Hawai'i County Fire closed this issue, however; Hawai'i County Police requested that this issue remain open.
7. Audio Quality Issues – Battalion Chief Gahan agreed to close this issue.
8. Call History – This is still an open issue. 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 Hawaii 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.

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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### • PSAP Operations (continued)

#### Call Observations Conducted at Primary PSAP

At the request of Sergeant Matsumoto, Akimeka conducted an on-site call observation audit on May 29, 2012. The purpose of the audit was to observe 9-1-1 wireless calls and document if the wireless call was presented upon initial delivery as Wireless Phase I (WHP I) or Wireless Phase II (WPH II).

A total of 75 wireless calls were observed between the hours of 0736 to 1608 hours. Results of the call observation audit by Wireless Service Provider are as follows:

| Wireless Service Provider (WSP) | Total Calls Observed | % of Calls by WSP | Wireless Phase I |              | Wireless Phase II |              |
|---------------------------------|----------------------|-------------------|------------------|--------------|-------------------|--------------|
|                                 |                      |                   | # of Calls       | %            | # of Calls        | %            |
| AT&T Mobility                   | 34                   | 45.3%             | 18               | 52.9%        | 16                | 47.1%        |
| Mobi PCS                        | 5                    | 6.7%              | 3                | 60.0%        | 2                 | 40.0%        |
| Sprint                          | 7                    | 9.3%              | 3                | 42.9%        | 4                 | 57.1%        |
| T-Mobile                        | 7                    | 9.3%              | 3                | 42.9%        | 4                 | 57.1%        |
| Verizon Wireless                | 22                   | 29.3%             | 7                | 31.8%        | 15                | 68.2%        |
| <b>TOTAL</b>                    | <b>75</b>            | <b>100.0%</b>     | <b>34</b>        | <b>45.3%</b> | <b>41</b>         | <b>54.7%</b> |

The total number of wireless calls observed by time periods are as follows:

| Time of Day       | Total Calls Observed | % of Calls by WSP | Wireless Phase I |              | Wireless Phase II |              |
|-------------------|----------------------|-------------------|------------------|--------------|-------------------|--------------|
|                   |                      |                   | # of Calls       | %            | # of Calls        | %            |
| 0736 - 0810 Hours | 6                    | 8.0%              | 3                | 50.0%        | 3                 | 50.0%        |
| 0811 - 1005 Hours | 18                   | 24.0%             | 12               | 66.7%        | 6                 | 33.3%        |
| 1016 - 1353 Hours | 22                   | 29.3%             | 6                | 27.3%        | 16                | 72.7%        |
| 1400 - 1608 Hours | 29                   | 38.7%             | 13               | 44.8%        | 16                | 55.2%        |
| <b>TOTAL</b>      | <b>75</b>            | <b>100.0%</b>     | <b>34</b>        | <b>45.3%</b> | <b>41</b>         | <b>54.7%</b> |

The results of the Call Observation conducted on May 29, 2012 were provided to Sergeant Matsumoto.

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

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

*Updates as of May 31, 2012 are noted below:*

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

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

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

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

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

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

**Update (7/1/11 – 5/31/12)** – No further updates.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

*Updates as of May 31, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 5/31/12)** – No further updates.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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### • MSAG

#### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. The Oahu Civilian Primary PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date as to when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, Oahu Civilian Primary PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call..

On May 16, 2012, the following was agreed to for the State of Hawai'i PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawai'i.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawai'i (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

| MSAG Record Number Changes           | Timeline                     |
|--------------------------------------|------------------------------|
| Up to and including 250 MSAG records | 7 business days to complete  |
| 251 – 500 MSAG records               | 12 business days to complete |
| 501 – 750 MSAG records               | 17 business days to complete |
| 751+ MSAG records                    | Timeline to be agreed upon   |



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

### May 1, 2012 – May 31, 2012

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#### • MSAG (continued)

#### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)** **(continued)**

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

|                  |                                                                                                                                                                                                                                                                                                                 |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALI DR           | Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.                                                                                                                                                                                                              |
| TN CR - Single   | Single TN request with routine urgency. No transaction restriction.                                                                                                                                                                                                                                             |
| TN CR - Multiple | Must be identified as an addressing special project. There must be at least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.<br><br>This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit. |

On behalf of the PSAPs across the State of Hawai'i, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

#### **Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd\even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The "Customer Addresses Affected (\*)" footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported "Customer Address Change Requests Submitted" is captured under the "ALI Discrepancy Request (ALI-DR) Submitted" column.
4. The "Definitions" chart has been updated as well.



## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • MSAG (continued)

#### Current Month – May 2012

| 2012   |     | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                   | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |
|--------|-----|-------------------|-------|-------|--------|----------|--------|--------|------------------|-----------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|
|        |     | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                   |                                                                       |                                                    |
|        |     | PSAP              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) |
| HAWAII | 428 | 259               | 179   | 7     | 21     | 16       | 36     | 5,530  | 158              | 11                                | 8                                                                     | 8                                                  |

Revised categories and report format changes effective May 2012.

Revised categories and report format changes effective May 2012.

During the month of May 2012, 259 9-1-1Net requests were completed relating to the MSAG database, with 5,530 customer ANI/ALI records updated as a direct result. 169 ALI transactions were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

***There are eight (8) records in Suspended status as of May 31, 2012 affecting 8 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Six (6) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases; however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).
- Two (2) suspended records are due to discrepancies between information provided by the Hawai'i County website and information provided by Hawaiian Telcom, Inc. (HTI). HTI will not authorize a change to the database if their information does not agree with the County website. Akimeka met with HTI on January 24, 2012, to discuss new corrective processes to address suspended records and ongoing ALI discrepancies. However, there has been no further discussions or agreements reached.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- MSAG (continued)

### Year-to-Date (YTD) Summary – 2012

| HAWAII COUNTY                               |       | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                          | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |                      |
|---------------------------------------------|-------|-------------------|-------|-------|--------|----------|--------|--------|------------------|------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|----------------------|
|                                             |       | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                          |                                                                       |                                                    |                      |
|                                             |       | 2012              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected<br>(*) | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) | # of<br>Transactions |
| December                                    |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| November                                    |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| October                                     |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| September                                   |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| August                                      |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| July                                        |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| June                                        |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| May                                         | 428   | 259               | 179   | 7     | 21     | 16       | 36     | 5,530  | 158              | 11                                       | 8                                                                     | 8                                                  |                      |
| April                                       | 444   | 361               | 225   | 17    | 36     | 23       | 60     | 7,591  |                  | 83                                       | 8                                                                     | 8                                                  |                      |
| March                                       | 348   | 72                | 33    | 6     | 2      | 27       | 4      | 292    |                  | 276                                      | 11                                                                    | 25                                                 |                      |
| February                                    | 337   | 226               | 142   | 7     | 17     | 49       | 11     | 8,574  |                  | 111                                      | 21                                                                    | 37                                                 |                      |
| January                                     | 203   | 60                | 32    | 0     | 3      | 23       | 2      | 298    |                  | 143                                      | 40                                                                    | 75                                                 |                      |
| TOTAL YTD                                   | 1,760 | 978               | 611   | 37    | 79     | 138      | 113    | 22,285 | 158              | 624                                      |                                                                       |                                                    |                      |
| AVG PER MO                                  | 352   | 196               | 122   | 7     | 16     | 28       | 23     | 4,457  | 158              | 125                                      |                                                                       |                                                    |                      |
| (*) Applies to Change Request Category Only |       |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |

(\*) Applies to Change Request Category Only

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

|                     |     |                                                                                                                                 |
|---------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Definitions:</b> | (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 what is 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, 2012 – May 31, 2012

- Mapping Layers Updated/Loaded Into GIS – May 2012

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

| HAWAII                                                         |                               |                                  |                                                                                                                    |
|----------------------------------------------------------------|-------------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                  | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                                                      |
|                                                                | Date Created/ Edits Performed |                                  |                                                                                                                    |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                                  |                                                                                                                    |
| Address Points                                                 |                               |                                  |                                                                                                                    |
|                                                                | 05/31/12                      |                                  | Added the Common Name "Kona Community School - Adult" to 745000 Puohulihuli Street                                 |
|                                                                |                               | 05/22/12                         |                                                                                                                    |
|                                                                | 05/14 /12 -- 05/17/12         |                                  | Corrected data to meet Intergraph CAD requirements                                                                 |
|                                                                | 05/11/12                      |                                  | Changed MCOMM for 770968 Waiaea Road from Keauhou to Kailua Kona                                                   |
|                                                                | 05/08/12                      | 05/08/12                         | Added Kukio Golf Course as a Point of Interest address point                                                       |
|                                                                | 05/03/12 -- 05/07/12          |                                  | Moved address points to the center of the buildings in corrected parcels                                           |
| Emergency Callboxes                                            |                               |                                  |                                                                                                                    |
| Fire Beats<br>(Includes Medic Beats)                           |                               |                                  |                                                                                                                    |
|                                                                | 05/10/12 -- 05/11/12          |                                  | Edited boundaries to follow Street Centerlines. Edited boundary adjustments to Beat 11, per Battalion Chief Gahan. |
| Fire Districts<br>(Includes Medic Districts)                   |                               | 05/22/12                         |                                                                                                                    |
|                                                                | 05/10/12 -- 05/11/12          |                                  | Edited boundaries to follow Street Centerlines. Edited and merged Beat 1 into Beat 11, per Battalion Chief Gahan.  |
| Fire Response Areas                                            |                               | 05/22/12                         |                                                                                                                    |
|                                                                | 05/10/12                      |                                  | Edited boundaries to follow Street Centerlines. This is an ongoing project.                                        |
| Fire Stations                                                  |                               |                                  |                                                                                                                    |
| Major Roads                                                    |                               | 05/08/12                         |                                                                                                                    |
|                                                                | 05/01/12                      |                                  | Edited the Major Roads to match the Street Centerlines layer                                                       |
| MSAG Address Points<br>(aka Pseudo Address Points)             |                               |                                  |                                                                                                                    |
|                                                                |                               |                                  |                                                                                                                    |
|                                                                |                               |                                  |                                                                                                                    |
|                                                                |                               |                                  |                                                                                                                    |
| MSAG Communities<br>(aka Towns)                                |                               | 05/22/12                         |                                                                                                                    |
|                                                                |                               | 05/08/12                         |                                                                                                                    |
|                                                                | 05/07/12 -- 05/11/12          |                                  | Edited boundaries to follow Street Centerlines. This is an ongoing project.                                        |
| Medic Response Areas                                           | N/A for Hawaii County         |                                  |                                                                                                                    |
| Medic Stations                                                 |                               |                                  |                                                                                                                    |
|                                                                |                               |                                  |                                                                                                                    |
| Milepost Markers                                               |                               |                                  |                                                                                                                    |
|                                                                |                               |                                  |                                                                                                                    |

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

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

### May 1, 2012 – May 31, 2012

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

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

| HAWAII                                                                 |                                  |                                  |                                                                                                            |
|------------------------------------------------------------------------|----------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                          | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                                              |
|                                                                        | Date Created/<br>Edits Performed |                                  |                                                                                                            |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically)         |                                  |                                  |                                                                                                            |
| Points of Interest                                                     |                                  | 05/22/12                         |                                                                                                            |
|                                                                        | 05/18/12                         |                                  |                                                                                                            |
| Police Beats                                                           |                                  |                                  |                                                                                                            |
|                                                                        |                                  |                                  |                                                                                                            |
| Police Districts                                                       |                                  |                                  |                                                                                                            |
|                                                                        |                                  |                                  |                                                                                                            |
| Police Response Areas                                                  |                                  |                                  |                                                                                                            |
|                                                                        |                                  |                                  |                                                                                                            |
| Police Stations                                                        |                                  |                                  |                                                                                                            |
|                                                                        |                                  |                                  |                                                                                                            |
| Schools                                                                |                                  |                                  |                                                                                                            |
| Street Centerlines                                                     |                                  | 05/22/12                         |                                                                                                            |
|                                                                        | 05/17/12                         |                                  | Made corrections to meet Intergraph CAD requirements                                                       |
|                                                                        |                                  | 05/08/12                         |                                                                                                            |
|                                                                        | 05/03/12                         |                                  | Corrected errors identified in the Intergraph CAD error report                                             |
| Trails                                                                 | 05/01/12                         |                                  | Adjusted the alignment of the Street Centerlines to follow Pictometry imagery. This is an ongoing project. |
|                                                                        |                                  |                                  |                                                                                                            |
| WSP Cell Towers                                                        |                                  | 05/22/12                         |                                                                                                            |
|                                                                        | 05/17/12                         |                                  | Per Sprint CRS                                                                                             |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                                  |                                  |                                                                                                            |
| Churches                                                               |                                  | 05/22/12                         |                                                                                                            |
|                                                                        | 05/18/12                         |                                  | Removed hyphen from two (2) street names and added zip codes                                               |
| Gas Stations                                                           |                                  | 05/22/12                         |                                                                                                            |
|                                                                        | 05/18/12                         |                                  |                                                                                                            |
| Food & Beverage                                                        |                                  | 05/22/12                         |                                                                                                            |
|                                                                        | 05/18/12                         |                                  | Removed hyphen from two (2) street names                                                                   |

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

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

### May 1, 2012 – May 31, 2012

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

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

| HAWAII                                                                 |                               |                                  |                                                                                    |
|------------------------------------------------------------------------|-------------------------------|----------------------------------|------------------------------------------------------------------------------------|
| Type of Layer                                                          | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                      |
|                                                                        | Date Created/ Edits Performed |                                  |                                                                                    |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                                  |                                                                                    |
| Hospitals                                                              |                               |                                  |                                                                                    |
| Lodging                                                                |                               | 05/22/12                         |                                                                                    |
|                                                                        | 05/18/12                      |                                  |                                                                                    |
| Medical Facilities                                                     |                               | 05/22/12                         |                                                                                    |
|                                                                        | 05/18/12                      |                                  | Corrected street name and removed Hawaiian diacritical and extra space             |
| Parcels                                                                |                               | 05/22/12                         |                                                                                    |
|                                                                        | 05/10/12                      |                                  | Edited boundaries to follow Street Centerlines. This is an ongoing project.        |
|                                                                        |                               | 05/09/12                         |                                                                                    |
|                                                                        |                               | 05/08/12                         |                                                                                    |
|                                                                        | 05/02/12 -- 05/29/12          |                                  | Edited parcels to overlay with the Street Centerlines. This is an ongoing project. |
| Parks<br>(Includes National Parks)                                     |                               |                                  |                                                                                    |
|                                                                        |                               |                                  |                                                                                    |
|                                                                        |                               | 05/22/12                         |                                                                                    |
| Parks Polygon                                                          |                               |                                  |                                                                                    |
|                                                                        |                               | 05/22/12                         |                                                                                    |
| Post Offices                                                           |                               |                                  |                                                                                    |
| Subdivisions                                                           |                               | 05/22/12                         |                                                                                    |
|                                                                        | 05/18/12                      |                                  | Removed an empty entry                                                             |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically)           |                               |                                  |                                                                                    |
| Airports                                                               |                               | 05/22/12                         |                                                                                    |
|                                                                        | 05/17/12                      |                                  | Removed <Null> values                                                              |
| Bridges                                                                | 05/18/12                      |                                  | Added MSAG Community information                                                   |
| Coastline                                                              |                               |                                  |                                                                                    |
| Coastal Names                                                          |                               |                                  |                                                                                    |
| Critical Infrastructure                                                |                               |                                  |                                                                                    |
|                                                                        |                               |                                  |                                                                                    |
| Emergency Operation Centers (EOC)                                      |                               |                                  |                                                                                    |
|                                                                        |                               |                                  |                                                                                    |

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

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

### May 1, 2012 – May 31, 2012

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

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

| HAWAII                                                       |                                  |                                  |               |
|--------------------------------------------------------------|----------------------------------|----------------------------------|---------------|
| Type of Layer                                                | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|                                                              | Date Created/<br>Edits Performed |                                  |               |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically) |                                  |                                  |               |
| Emergency Shelters                                           |                                  |                                  |               |
|                                                              |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Government Buildings                                         |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Harbors                                                      |                                  |                                  |               |
| Helipads                                                     |                                  |                                  |               |
| Hydrants                                                     |                                  |                                  |               |
| Hydrology Layers                                             |                                  |                                  |               |
| - Dams                                                       |                                  |                                  |               |
| - Ponds                                                      |                                  |                                  |               |
| - Streams<br>(Includes Rivers)                               |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| - Waterfalls                                                 |                                  |                                  |               |
| Ocean Rescue Boundaries                                      |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Ocean Safety<br>(Includes Lifeguard Stands)                  |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Tsunami Evacuation Zones                                     |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Tsunami Heights                                              |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Tsunami Roadblocks                                           |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| United States National Grid (50K)                            |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| United States National Grid                                  |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Volcano Hazard Zones                                         |                                  |                                  |               |
|                                                              |                                  |                                  |               |

(\*) 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, 2012 – May 31, 2012

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

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

| HAWAII                                                       |                                  |                                  |               |
|--------------------------------------------------------------|----------------------------------|----------------------------------|---------------|
| Type of Layer                                                | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|                                                              | Date Created/<br>Edits Performed |                                  |               |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically) |                                  |                                  |               |
| Waste Water Plants                                           |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Wharfs                                                       |                                  |                                  |               |
| SPECIAL REQUESTS                                             |                                  |                                  |               |
| Correctional Facilities                                      |                                  |                                  |               |
|                                                              |                                  |                                  |               |

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

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

### Current Month GIS Activities – May 2012

|          |                                                                                                                                                                                                                     |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 05/02/12 | Akimeka prepared the Address Points, Fire Response Areas, Police Response Areas, and Street Centerlines for an Intergraph CAD push.                                                                                 |
| 05/14/12 | Akimeka validated the Street Centerlines that were flagged as errors for the Intergraph CAD.                                                                                                                        |
| 05/18/12 | Akimeka edited the Power Plants layer and corrected the spelling of one (1) street address and added all zip codes.                                                                                                 |
| 05/22/12 | Akimeka met with the Hawai'i County Police and Fire personnel to present and obtain approval for the ESN/ELT layer.                                                                                                 |
| 05/25/12 | Akimeka prepared the Address Points, Street Centerlines, Fire ESZ, and Police ESZ for an Intergraph CAD update. Akimeka is awaiting approval from the Hawai'i County PSAP to push the update to a test environment. |

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

### Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers. 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 16, 2012. Results are as follows:

| HAWAII COUNTY                     | Address Points Layer | Street Centerlines Layer |
|-----------------------------------|----------------------|--------------------------|
| # of New Street Segments Added    |                      | 19                       |
| # of New Street Segments Removed  |                      | 0                        |
| # of New Addresses Added          | 116                  |                          |
| # of New Addresses Removed        | 17                   |                          |
| # of Street Segment Range Changes |                      | 21                       |
| # of Street Segment Name Changes  |                      | 17                       |
| # of Street Name Changes          | 19                   |                          |
| # of Street Number Changes        | 17                   |                          |

**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

### May 1, 2012 – May 31, 2012

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#### • Service Requests Transactions

#### Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012)

| #  | Date     | Ticket # | Description                                 | Category                   | Urgency | Comments                                                                                                                                                                                                                                                                                                                                                                          |
|----|----------|----------|---------------------------------------------|----------------------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | 06/03/10 | 225      | Verify addresses on Puako Beach Road        | MSAG - ANI/ALI Discrepancy | Normal  | Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).<br><br>Pending visual verification of 157 customer addresses on Puako Beach Rd.<br><br>Arrangements for travel to Puako Beach are in discussion with Hawaii Police. As such, the Service Request is in a valid pending status.                              |
| 2  | 05/12/11 | 327      | <u>Incorrect Address:</u> TN = 808/982-3265 | MSAG - ANI/ALI Discrepancy | Normal  | Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.<br><br>House number has been updated. Received approval on February 7, 2012 to keep the MSAG Communities as initially provided by Akimeka in 2008.<br><br>This transaction is still in "Referred" status pending HTI approval as of 05/29/12. |
| 3  | 09/01/11 | 359      | <u>Incorrect Address:</u> TN = 808/962-6601 | MSAG - ANI/ALI Discrepancy | Low     | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is in "Referred" status since 02/28/12.                                                                                                                                                                                                                                |
| 4  | 09/01/11 | 368      | <u>Incorrect Address:</u> TN = 808/969-1024 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is in "Referred" status since 02/28/12.                                                                                                                                                                                                                                |
| 5  | 11/15/11 | 410      | <u>Incorrect Address:</u> TN = 808/962-0414 | MSAG - ANI/ALI Discrepancy | Low     | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is in "Referred" status since 02/28/12.                                                                                                                                                                                                                                |
| 6  | 01/30/12 | 426      | <u>Incorrect Address:</u> TN = 808/962-6601 | MSAG - ANI/ALI Discrepancy | Low     | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is in "Referred" status since 04/27/12.                                                                                                                                                                                                                                |
| 7  | 03/01/12 | 447      | <u>Incorrect Address:</u> TN = 808/889-5117 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is still in "Referred" status as of 05/29/12.                                                                                                                                                                                                                          |
| 8  | 03/17/12 | 452      | Different name and address                  | MSAG - ANI/ALI Discrepancy | High    | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is still in "Referred" status as of 05/29/12.                                                                                                                                                                                                                          |
| 9  | 03/17/12 | 455      | Oceanic Time Warner Customer – Torrano      | MSAG - No Record Found     | High    | Request for caller information submitted; awaiting additional information from PSAP.                                                                                                                                                                                                                                                                                              |
| 10 | 04/12/12 | 464      | Incorrect Display                           | MSAG - ANI/ALI Discrepancy | Low     | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.<br><br>This TN is still in "Referred" status as of 05/29/12.                                                                                                                                                                                                                          |
| 11 | 05/08/12 | 471      | Kukio Golf Course                           | MSAG - No Record Found     | High    | Request for caller information submitted; pending change in 9-1-1Net.<br><br>ALI-DR is in "Referred" status as of 05/29/12.                                                                                                                                                                                                                                                       |
| 12 | 05/29/12 | 480      | <u>Incorrect Address:</u> TN = 808/967-7587 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending change in 9-1-1Net.                                                                                                                                                                                                                                                                                                             |

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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- **Service Requests Transactions (continued)**

**Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012) (continued)**

| #  | Date     | Ticket # | Description                                 | Category                   | Urgency | Comments                                                                                       |
|----|----------|----------|---------------------------------------------|----------------------------|---------|------------------------------------------------------------------------------------------------|
| 13 | 05/29/12 | 481      | <u>Incorrect Address:</u> TN = 808/965-6430 | MSAG - ANI/ALI Discrepancy | Normal  | MSAG Community is "Pahoa".                                                                     |
| 14 | 05/29/12 | 482      | <u>Incorrect Address:</u> TN = 808/967-7218 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending change in 9-1-1Net.                          |
| 15 | 05/29/12 | 483      | <u>Incorrect Address</u>                    | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending change in 9-1-1Net.                          |
| 16 | 05/29/12 | 484      | <u>Incorrect Address:</u> TN = 808/929-7161 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending change in 9-1-1Net.                          |
| 17 | 05/29/12 | 485      | <u>Address Updated:</u> TN = 808/968-6470   | MSAG - ANI/ALI Discrepancy | Normal  | Caller information has been submitted to 9-1-1Net.                                             |
| 18 | 05/29/12 | 486      | <u>Address Updated:</u> TN = 808/327-4346   | MSAG - ANI/ALI Discrepancy | Low     | Caller information has been submitted to 9-1-1Net.                                             |
| 19 | 05/29/12 | 487      | <u>Address Updated:</u> TN = 808/963-6446   | MSAG - ANI/ALI Discrepancy | Normal  | Caller information has been submitted to 9-1-1Net.                                             |
| 20 | 05/29/12 | 488      | <u>Incorrect Address:</u> TN = 808/966-7008 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.    |
| 21 | 05/29/12 | 489      | <u>Incorrect Address:</u> TN = 808/775-0764 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.    |
| 22 | 05/29/12 | 490      | <u>Incorrect Address:</u> TN = 808/315-8603 | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending approval from Sprint and update in 9-1-1Net. |

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • Service Requests Transactions (continued)

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

| HAWAII         |           |           |           | SERVICE REQUEST CATEGORIES |          |           |           |                  |          |             |          |
|----------------|-----------|-----------|-----------|----------------------------|----------|-----------|-----------|------------------|----------|-------------|----------|
| 2012           | TOTAL     |           |           | 911 Map                    |          | MSAG      |           | Request Training |          | Suggestions |          |
|                | Created   | Closed    | Open      | Created                    | Closed   | Created   | Closed    | Created          | Closed   | Created     | Closed   |
| December       |           |           |           |                            |          |           |           |                  |          |             |          |
| November       |           |           |           |                            |          |           |           |                  |          |             |          |
| October        |           |           |           |                            |          |           |           |                  |          |             |          |
| September      |           |           |           |                            |          |           |           |                  |          |             |          |
| August         |           |           |           |                            |          |           |           |                  |          |             |          |
| July           |           |           |           |                            |          |           |           |                  |          |             |          |
| June           |           |           |           |                            |          |           |           |                  |          |             |          |
| May            | 16        | 9         | 22        | 0                          | 0        | 16        | 9         | 0                | 0        | 0           | 0        |
| April          | 4         | 2         | 15        | 0                          | 1        | 4         | 1         | 0                | 0        | 0           | 0        |
| March          | 10        | 9         | 13        | 0                          | 3        | 10        | 6         | 0                | 0        | 0           | 0        |
| February       | 8         | 11        | 12        | 0                          | 1        | 8         | 10        | 0                | 0        | 0           | 0        |
| January        | 1         | 2         | 15        | 0                          | 2        | 1         | 0         | 0                | 0        | 0           | 0        |
| 2011 Carryover | 16        | 0         | 16        | 7                          | 0        | 9         | 0         | 0                | 0        | 0           | 0        |
| <b>TOTAL</b>   | <b>55</b> | <b>33</b> | <b>22</b> | <b>7</b>                   | <b>7</b> | <b>48</b> | <b>26</b> | <b>0</b>         | <b>0</b> | <b>0</b>    | <b>0</b> |

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,542** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on May 26, 2012 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 – 2012

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                        | Notes | As of February 21, 2012      |       | As of May 26, 2012           |       |
|----------------------------------------------------------------------------------------|-------|------------------------------|-------|------------------------------|-------|
|                                                                                        |       | 9-1-1 MSAG<br>Dated 02-01-12 |       | 9-1-1 MSAG<br>Dated 05-01-12 |       |
|                                                                                        |       | # of<br>Records              | %     | # of<br>Records              | %     |
| Total 9-1-1 MSAG Records Reviewed                                                      |       | 4,560                        |       | 4,542                        |       |
| Less: 9-1-1 MSAG Exception Records                                                     | (1)   | 6                            | 0.1%  | 6                            | 0.1%  |
| Net 9-1-1 MSAG Records Eligible for Comparison                                         |       | 4,554                        |       | 4,536                        |       |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG -- GIS Match -- No Corrections Required) |       | 3,635                        | 79.8% | 3,816                        | 84.1% |
| 9-1-1 MSAG -- GIS No Match<br>Minor Correction Required                                | (2)   | 394                          | 8.7%  | 298                          | 6.6%  |
| 9-1-1 MSAG Record With No GIS Record                                                   | (3)   | 525                          | 11.5% | 422                          | 9.3%  |
| Total 9-1-1 MSAG Records No Match                                                      |       | 919                          | 20.2% | 720                          | 15.9% |

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

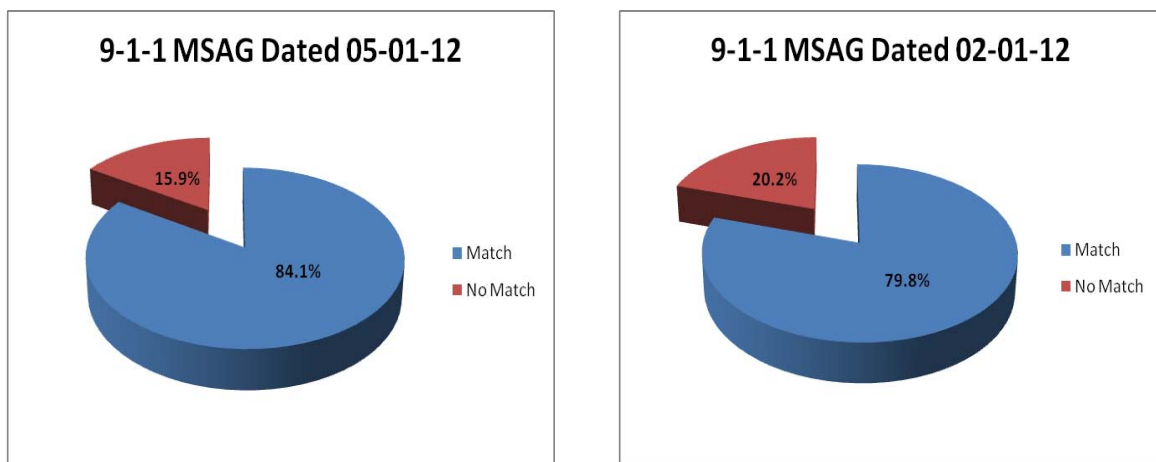
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2012 (continued)

**Notes:**

- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

### Audit Summary Results – May 1, 2012 vs. February 1, 2012 MSAG



***Hawai'i County's level of accuracy or 9-1-1 Match percentage improved from 79.8% as of February 1, 2012 to 84.1% as of May 1, 2012***

- ❖ 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 has helped facilitate Akimeka's synchronization efforts.
- ❖ The number of matching records increased from February 1, 2012. MSAG records were either added or adjusted according to Hawai'i County GIS databases.
- ❖ "MSAG - GIS Minor Corrections" were reduced by 24.4% (394 to 298) from February 2012 to May 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNS) need to be validated by the service providers prior to adjusting an address range.

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

### May 1, 2012 – May 31, 2012

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

#### Audit Summary Results – May 1, 2012 vs. February 1, 2012 MSAG (continued)

- ❖ “MSAG Record With No GIS Record” was further reduced by 19.6% (525 to 422) from February 2012 to May 2012 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.
- ❖ Blank-to-blank ranges were reduced by 30.1% (73 to 51) from February 2012 to May 2012 respectively. These ranges were identified as being invalid due to no assigned address number and have been updated as ESN 299 records. These ranges will be corrected as a special TN CR project.
- ❖ Continuous 1 – 9999 ranges were reduced by 61.9% (139 to 53) from February 2012 to May 2012 respectively. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The remaining 53 records require further research in order to be corrected.
- ❖ “GIS Record With No MSAG Record” was reduced by 20.3% (236 to 188) from February 2012 to May 2012 respectively. MSAG records were either added or adjusted according to Hawai'i County GIS databases, thereby reducing the number of No GIS to MSAG match.
- ❖ “GIS Record With Minor Corrections” were reduced by 26.4% (375 to 276) from February 2012 and May 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ Street segment GIS record errors were reduced by 3.8% (1,018 to 979) from February 2012 to May 2012 respectively. The street segment errors were validated by Hawaii County personnel or databases, corrected, and uploaded into the GIS Street Centerlines layer.
- ❖ 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

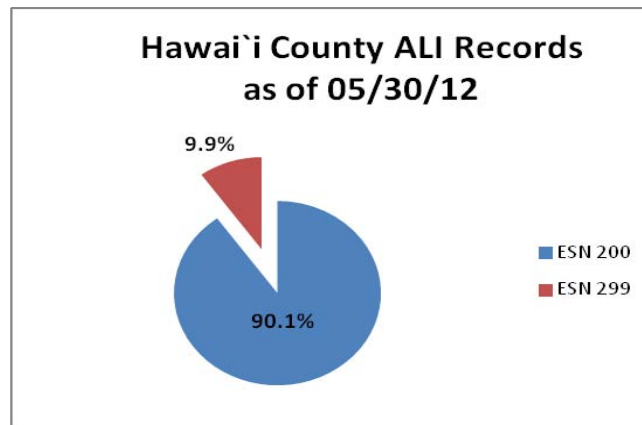
### May 1, 2012 – May 31, 2012

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

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

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of May 30, 2012, **9,153** ESN 299 records, representing **9.9%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.



There has been an increase in the number of ALI discrepancy reports since February 23, 2012 from **5.9% to 9.9%** as of May 30, 2012. The increase in telephone numbers (TNs) with ESN 299 is due to invalid house numbers being assigned to customers by the service providers and identified by Akimeka through its MSAG maintenance efforts. These TN discrepancy records result in a "No Match" condition between the MSAG and GIS databases and affect synchronization results and ultimately 9-1-1 response. As such, split transactions are being submitted in 9-1-1Net to separate the valid TNs from the invalid TNs which are assigned an ESN 299. These ESN 299 invalid records need to be researched and a Telephone Number Change Request (TN CR) submitted by the respective service provider.

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 May 1, 2012 – May 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – May 2012

| PSAP  | Total | Wireline | %     | Wireless | %     |
|-------|-------|----------|-------|----------|-------|
| KAUAI | 3,029 | 1,012    | 33.7% | 1,992    | 66.3% |

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

| KAUAI             |               | TOTAL PSAP 9-1-1 CALL VOLUME |                               |               |                               |            |                 |              |                      |
|-------------------|---------------|------------------------------|-------------------------------|---------------|-------------------------------|------------|-----------------|--------------|----------------------|
|                   |               | Wireline                     |                               | Wireless      |                               | Admin      |                 | Abandoned    |                      |
| 2012              | Total         | # of Calls                   | %to Total Wireline & Wireless | # of Calls    | %to Total Wireline & Wireless | # of Calls | %to Total Calls | # of Calls   | % Abandoned to Total |
| December          |               |                              |                               |               |                               |            |                 |              |                      |
| November          |               |                              |                               |               |                               |            |                 |              |                      |
| October           |               |                              |                               |               |                               |            |                 |              |                      |
| September         |               |                              |                               |               |                               |            |                 |              |                      |
| August            |               |                              |                               |               |                               |            |                 |              |                      |
| July              |               |                              |                               |               |                               |            |                 |              |                      |
| June              |               |                              |                               |               |                               |            |                 |              |                      |
| May               | 3,029         | 1,012                        | 33.7%                         | 1,992         | 66.3%                         | 25         | 0.8%            | 639          | 21.1%                |
| April             | 3,097         | 968                          | 31.3%                         | 2,129         | 68.7%                         | 0          | 0.0%            | 703          | 22.7%                |
| March             | 3,335         | 1,134                        | 34.0%                         | 2,198         | 66.0%                         | 3          | 0.1%            | 676          | 20.3%                |
| February          | 2,934         | 1,032                        | 35.2%                         | 1,899         | 64.8%                         | 3          | 0.1%            | 655          | 22.3%                |
| January           | 3,175         | 916                          | 28.9%                         | 2,259         | 71.1%                         | 0          | 0.0%            | 669          | 21.1%                |
| <b>TOTAL YTD</b>  | <b>15,570</b> | <b>5,062</b>                 | <b>32.6%</b>                  | <b>10,477</b> | <b>67.4%</b>                  | <b>31</b>  | <b>0.2%</b>     | <b>3,342</b> | <b>21.5%</b>         |
| <b>AVG PER MO</b> | <b>3,114</b>  | <b>1,012</b>                 |                               | <b>2,095</b>  |                               | <b>6</b>   |                 | <b>668</b>   |                      |

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

#### **Notes:**

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



## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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#### • PSAP Operations (continued)

##### Wireless Test – May 2012

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

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

05/09/12      A fiber cut that occurred on Oahu around 10:40 a.m. on May 9, 2012, affected 9-1-1 service delivery to Kauai County. When the fiber cut was first identified, around 10:40 a.m., Hawaiian Telcom, Inc. (HTI) contacted the Kauai PSAP to inquire if 9-1-1 service was being affected. At that time, there was no observed impact to the Kauai PSAP.

During the period of 10:40 a.m. and 3:00 p.m., the Plant/CML positions on Kauai lost connectivity and were unable to receive 9-1-1 calls. This was not known to the Kauai PSAP until a 9-1-1 caller called the admin line at approximately 2:30 p.m. 9-1-1 calls were re-routed to the backup white phones at approximately 3:00 p.m. The delay was because a Kauai technician needed to be dispatched to the Lihue central office to input the software in order to re-route the 9-1-1 calls. The commands could not be sent from Oahu due to the loss of connectivity.

The nature of this fiber cut, which was caused by the City & County of Honolulu while digging underground, was that a lot of water/liquid was introduced to the manhole. HTI crews had to wait for the City & County of Honolulu to pump out the water before beginning their repair work. HTI assumed that while the manhole was being pumped dry, additional damage to the fiber cable occurred. HTI gained access to the fiber cable at approximately 5:15 p.m. and priority was given to restore 9-1-1 related inter-island service.

The problem was with the overall telephone network and HTI's ability to route 9-1-1 calls between Kauai and the Plant/CML switch on Oahu which gets the 9-1-1 call, gets the ALI, and then sends both the 9-1-1 call and data back to the Kauai PSAP.

Work was completed on the Oahu fiber cut and 9-1-1 traffic was re-routed back to the Kauai PSAP at 8:15pm that evening. HTI reported that will be working on additional circuit diversity for Kauai.

Due this outage and lack of real-time communication, Acting Assistant Chief asked HTI to provide planned and unplanned outage notification procedures for Kauai County to review and provide input.

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

#### **Current Month PSAP Operations Activities – May 2012 (continued)**

|                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Weekly<br>(Every<br>Thursday) | Beginning with the May 24, 2012 conference call, Kauai County, along with the other PSAPs and Akimeka, participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls. |
|-------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

#### **VisionAIR/911 Inc. Integrated CAD Replacement Project**

On July 10, 2009, the State of Hawaii Wireless Enhanced 911 Board approved Kauai County's request to fund its CAD Upgrade Request for Proposal (RFP) as a special project which would include the Call Taking system and equipment and GeoComm mapping. The Board's commitment to fund the upgrade project was reaffirmed on December 11, 2009.

On November 6 – 8, 2011, Kauai County implemented the VisionAIR CAD system due to operational necessity since their current CAD system was failing. The connectivity issues between VisionAIR/911 Inc. and Hawaiian Telcom, Inc. (HTI), however, were not resolved. As such the VisionAIR CAD is operating off of HTI's current Plant/CML Emergency Telephone System (ETS).

HTI committed to Assistant Chief Begley that they would provide Kauai County with whatever support and cooperation are needed to move the project forward. Several requests were made by VisionAIR/911 Inc., on behalf of Kauai County, to discuss all options and resolve the network connectivity issues.

On December 14, 2011, HTI sent Kauai County, via Assistant Chief Begley, HTI's proposed Statement of Work (SOW) which included technical design drawings and pricing for HTI's solution.

Unfortunately, with the absence of Assistant Chief Begley, the project stalled and was resurrected by Acting Assistant Chief Perez in late April 2012 in order to complete the project.

On May 9, 2012, a meeting was held with representatives from Kauai County, HTI, VisionAIR/911 Inc., Akimeka, and the Executive Director of the State of Hawaii 911 Board. Several issues were discussed, including the County of Hawaii Solacom conversion status. HTI also shared that the reason they changed out their network and system to Solacom was because the Plant/CML platform could no longer be supported.

HTI agreed to track all open issues via an Action Register. A face-to-face meeting every two weeks to ensure the project stays on track and issues are resolved in a timely manner was also agreed to. Allowances would be made for those who are located outside of the State of Hawaii.

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

#### **VisionAIR/911 Inc. Integrated CAD Replacement Project (continued)**

The first status update meeting was held on May 23, 2012. HTI reviewed the current status of the County of Hawaii Solacom conversion and open issues, reviewed the Action Register, and presented two options. Key discussion topics were:

1. Current 9-1-1 Service Delivery to the County of Hawaii – Enhanced 9-1-1 (E9-1-1) vs. Next Generation 9-1-1 (NG9-1-1)

HTI confirmed that they are currently providing E9-1-1 service to the County of Hawaii via an ESInet platform. It is a Next Generation 911 solution and network design working on an IP enabled backbone and is an IP-based private network. However, at this time, according to HTI, video and text are not available and dependent on the wireless carriers. While HTI is setting up a NG ESInet foundation of supporting the next generation of 911 call handling capabilities, wireless carriers need to integrate their networks before services like text and video can be offered over the Solacom platform.

Given that the network is ESInet, Kauai County asked what technology is currently being used between the host selective router and the County of Hawaii PSAP equipment to provide E9-1-1 service. If it is via Ethernet or SIP, Kauai County should be able to receive the same. There should be parity among the PSAPs and what is provided by HTI.

2. Network Connectivity and Compatibility Issues

There has been no movement and dialogue on the compatibility issues. To date, there has been no clarification from HTI as to the incompatibility.

3. ALI Database Access

It was clarified that VisionAIR/911 Inc. is requesting “access to” an ALI feed just as HTI provides today via a splitter cable. Access to the ALI database on a live 9-1-1 is mandated by the current E9-1-1 tariff. HTI agreed to take the action item and confirm that HTI can deliver an ALI feed to VisionAIR/911 Inc.’s equipment.

It was also confirmed that Kauai County is not requesting a redundant ALI server as reflected in HTI’s December 14, 2011 SOW.

Kauai County would also like an electronic file of the ALI database in order to validate the routing of addresses in accordance with the current E9-1-1 tariff.

4. HTI Call Taking Position Options

HTI presented Kauai County with two options as follows:

- a. Option 1- CAMA Solution

This solution allows Kauai County to utilize the VisionAIR platform to process E9-1-1 calls however; it does not support NG9-1-1 capabilities. This option also replaces the Plant/CML positions with Solacom diagnostic workstations.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

### **VisionAIR/911 Inc. Integrated CAD Replacement Project (continued)**

4. HTI Call Taking Position Options (continued)

b. Option 2 – Solacom PSAP Position

This solution is intended to reduce the risk of using a non-standard, one off native SIP-T solution. This option will replace the Plant/CML positions with Solacom positions. This option will also achieve NG9-1-1 capability consistent with all other PSAP positions statewide.

Kauai County questioned why Kauai County would want to have two redundant workstations that have the same features and capability to process a 9-1-1 call as being proposed with Option 2. There should be no issue with interfacing between vendors.

5. Transition Plan from E9-1-1 to NG 9-1-1

With Option 1, Kauai County would not be Next Generation capable. As such, Kauai County asked what HTI's plan is to convert Kauai County from CAMA (under Option 1) to Next Generation 9-1-1 (NG9-1-1) when Next Generation features and services are delivered and the E9-1-1 tariff would no longer apply.

Similarly, when the PSAPs went from Basic 9-1-1 to Enhanced 9-1-1 and with the entry of Wireless 9-1-1, new tariffs were filed accordingly. As such, Kauai County asked if HTI is planning to file a Next Generation 9-1-1 tariff, to include cost recovery, when transitioning from E9-1-1 service. HTI took this as a follow-up action item.

A follow-up meeting is scheduled for June 6, 2012. Kauai County is hopeful that HTI will be able report on all issues raised and provide recommended solutions.

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

*Updates as of May 31, 2012 are noted below:*

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

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

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

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

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

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

**Update (7/1/11 – 5/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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- **PSAP Operations (continued)**

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

*Updates as of May 31, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 5/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **MSAG**

#### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. The Oahu Civilian Primary PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date as to when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, Oahu Civilian Primary PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

On May 16, 2012, the following was agreed to for the State of Hawaii PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawaii.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawaii (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

| MSAG Record Number Changes           | Timeline                     |
|--------------------------------------|------------------------------|
| Up to and including 250 MSAG records | 7 business days to complete  |
| 251 – 500 MSAG records               | 12 business days to complete |
| 501 – 750 MSAG records               | 17 business days to complete |
| 751+ MSAG records                    | Timeline to be agreed upon   |

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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- **MSAG (continued)**

**MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**  
**(continued)**

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

|                  |                                                                                                                                                                                                                                                                                                              |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALI DR           | Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.                                                                                                                                                                                                           |
| TN CR - Single   | Single TN request with routine urgency. No transaction restriction.                                                                                                                                                                                                                                          |
| TN CR - Multiple | Must be identified as an addressing special project. There must be least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.<br><br>This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit. |

On behalf of the PSAPs across the State of Hawaii, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

### **Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd/even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The “Customer Addresses Affected (\*)” footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported “Customer Address Change Requests Submitted” is captured under the “ALI Discrepancy Request (ALI-DR) Submitted” column.
4. The “Definitions” chart has been updated as well.



## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • MSAG (continued)

#### Current Month – May 2012

| 2012  |    | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                   | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |
|-------|----|-------------------|-------|-------|--------|----------|--------|--------|------------------|-----------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|
|       |    | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                   |                                                                       |                                                    |
|       |    | PSAP              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) |
| KAUAI | 28 | 26                | 21    | 0     | 1      | 3        | 1      | 1,696  | 0                | 2                                 | 22                                                                    | 22                                                 |

Revised categories and report format changes effective May 2012.

Revised categories and report format changes effective May 2012.

During the month of May 2012, 26 9-1-1Net requests were completed relating to the MSAG database, with 1,696 customer ANI/ALI records updated as a direct result. Two (2) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are twenty-two (22) records in Suspended status as of May 31, 2012 affecting 22 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Seventeen (17) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Five (5) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

- MSAG (continued)

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

| KAUAI                                       |     | 9-1-1NET REQUESTS |       |       |        |          |        |        |                  |                                          | In Suspended Status<br>as of Report Month End<br>(c)                  |                                                    |                      |
|---------------------------------------------|-----|-------------------|-------|-------|--------|----------|--------|--------|------------------|------------------------------------------|-----------------------------------------------------------------------|----------------------------------------------------|----------------------|
|                                             |     | MSAG TRANSACTIONS |       |       |        |          |        |        | ALI TRANSACTIONS |                                          |                                                                       |                                                    |                      |
|                                             |     | 2012              | TOTAL | Total | Change | Combined | Delete | Insert | Split            | Customer<br>Addresses<br>Affected<br>(*) | County<br>Address<br>Change<br>Request<br>(TN CR)<br>Submitted<br>(a) | ALI<br>Discrepancy<br>(ALI-DR)<br>Submitted<br>(b) | # of<br>Transactions |
| December                                    |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| November                                    |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| October                                     |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| September                                   |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| August                                      |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| July                                        |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| June                                        |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |
| May                                         | 26  | 26                | 21    | 0     | 1      | 3        | 1      | 1,696  | 0                | 2                                        | 22                                                                    | 22                                                 |                      |
| April                                       | 30  | 27                | 14    | 1     | 1      | 11       | 0      | 758    |                  | 3                                        | 23                                                                    | 23                                                 |                      |
| March                                       | 23  | 21                | 10    | 0     | 2      | 8        | 1      | 115    |                  | 2                                        | 18                                                                    | 18                                                 |                      |
| February                                    | 17  | 14                | 10    | 0     | 0      | 3        | 1      | 214    |                  | 3                                        | 33                                                                    | 36                                                 |                      |
| January                                     | 23  | 18                | 5     | 5     | 3      | 5        | 0      | 53     |                  | 5                                        | 33                                                                    | 36                                                 |                      |
| TOTAL YTD                                   | 119 | 106               | 60    | 6     | 7      | 30       | 3      | 2,836  | 0                | 0                                        |                                                                       |                                                    |                      |
| AVG PER MO                                  | 24  | 21                | 12    | 1     | 1      | 6        | 1      | 567    | 0                | 0                                        |                                                                       |                                                    |                      |
| (*) Applies to Change Request Category Only |     |                   |       |       |        |          |        |        |                  |                                          |                                                                       |                                                    |                      |

(\*) Applies to Change Request Category Only

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

|                     |     |                                                                                                                                 |
|---------------------|-----|---------------------------------------------------------------------------------------------------------------------------------|
| <b>Definitions:</b> | (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 what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka. |

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

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

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

| KAUAI                                                          |                               |                                  |                                                                                                            |
|----------------------------------------------------------------|-------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                  | Akimeka GIS Server            | Date Loaded Into PSAP GIS Server | Other/Remarks                                                                                              |
|                                                                | Date Created/ Edits Performed |                                  |                                                                                                            |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                               |                                  |                                                                                                            |
| Address Points                                                 | 05/29/12                      |                                  | Added address point                                                                                        |
|                                                                |                               | 05/10/12                         |                                                                                                            |
| Emergency Callboxes                                            |                               |                                  |                                                                                                            |
| Fire Beats                                                     |                               | 05/10/12                         |                                                                                                            |
| Fire Districts                                                 |                               |                                  |                                                                                                            |
| Fire Response Areas                                            |                               |                                  |                                                                                                            |
| Fire Stations                                                  |                               |                                  |                                                                                                            |
| Incident Response Area                                         |                               |                                  |                                                                                                            |
| Major Roads                                                    |                               |                                  |                                                                                                            |
| MSAG Communities (aka Towns)                                   |                               | 05/10/12                         |                                                                                                            |
| Medic Beats                                                    |                               | 05/10/12                         |                                                                                                            |
| Medic Districts                                                |                               |                                  |                                                                                                            |
| Medic Response Areas                                           |                               |                                  |                                                                                                            |
| Medic Stations                                                 |                               |                                  |                                                                                                            |
| Milepost Markers                                               |                               |                                  |                                                                                                            |
| Points of Interest                                             | 05/30/12                      |                                  |                                                                                                            |
| Police Beats                                                   |                               | 05/10/12                         |                                                                                                            |
| Police Districts                                               |                               |                                  |                                                                                                            |
| Police Response Areas                                          |                               | 05/10/12                         |                                                                                                            |
| Police Stations                                                |                               |                                  |                                                                                                            |
| Schools                                                        |                               |                                  |                                                                                                            |
| Street Centerlines                                             | 05/31/12                      |                                  | Named and ranged Street Centerlines in multiple camps                                                      |
|                                                                |                               | 05/10/12                         |                                                                                                            |
| Trails                                                         |                               |                                  |                                                                                                            |
| WSP Cell Sectors (Polygon)                                     |                               |                                  |                                                                                                            |
| WSP Cell Towers (Points)                                       |                               | 05/24/12                         |                                                                                                            |
|                                                                | 05/18/12                      |                                  | Updated communities and latitude/longitude to various cell towers and validated the locations of all sites |
|                                                                |                               | 05/15/12                         |                                                                                                            |

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

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

- Mapping Layers Updated/Loaded Into GIS – May 2012

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

| KAUAI                                                                  |                                  |                                  |               |
|------------------------------------------------------------------------|----------------------------------|----------------------------------|---------------|
| Type of Layer                                                          | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|                                                                        | Date Created/<br>Edits Performed |                                  |               |
| OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS<br>(Listed Alphabetically) |                                  |                                  |               |
| Churches                                                               |                                  |                                  |               |
| Gas Stations                                                           |                                  |                                  |               |
| Food & Beverage                                                        |                                  |                                  |               |
| Hospitals                                                              |                                  |                                  |               |
| Lodging                                                                |                                  |                                  |               |
| Medical Facilities                                                     |                                  |                                  |               |
| Parcels                                                                |                                  | 05/10/12                         |               |
| Parks                                                                  |                                  |                                  |               |
| Parks Polygon                                                          |                                  |                                  |               |
| Post Offices                                                           |                                  |                                  |               |
| Subdivisions                                                           |                                  |                                  |               |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically)           |                                  |                                  |               |
| Airports                                                               |                                  |                                  |               |
| Bridges                                                                |                                  |                                  |               |
| Coastline                                                              |                                  |                                  |               |
| Coastal Names                                                          |                                  |                                  |               |
| Communications                                                         |                                  |                                  |               |
| Emergency Shelters                                                     |                                  |                                  |               |
| Emergency Operation Centers (EOC)                                      |                                  |                                  |               |
| Government Buildings                                                   |                                  |                                  |               |
| Harbors                                                                |                                  |                                  |               |
| Hydrants                                                               |                                  |                                  |               |
| Hydrology Layers                                                       |                                  |                                  |               |
| - Dams                                                                 |                                  |                                  |               |
| - Ponds                                                                |                                  |                                  |               |
| - Streams (Includes Rivers)                                            |                                  |                                  |               |
| - Waterfalls                                                           |                                  |                                  |               |

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

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

| KAUAI                                                        |                                  |                                  |               |
|--------------------------------------------------------------|----------------------------------|----------------------------------|---------------|
| Type of Layer                                                | Akimeka GIS Server               | Date Loaded Into PSAP GIS Server | Other/Remarks |
|                                                              | Date Created/<br>Edits Performed |                                  |               |
| DISASTER/HOMELAND SECURITY LAYERS<br>(Listed Alphabetically) |                                  |                                  |               |
| Ocean Safety<br>(Includes Lifeguard<br>Stands)               |                                  |                                  |               |
|                                                              |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Tsunami<br>Evacuation Zones                                  |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Tsunami Heights                                              |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| United States<br>National Grid (50K)                         |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| Waste Water Plants                                           |                                  |                                  |               |
| SPECIAL REQUESTS                                             |                                  |                                  |               |
| KCC Building<br>Outline                                      |                                  |                                  |               |
|                                                              |                                  |                                  |               |
| KCC Callboxes                                                |                                  |                                  |               |
|                                                              |                                  |                                  |               |

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

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

### Current Month GIS Activities – May 2012

- 05/04/12 Akimeka performed edits to the ESN layer for Police Beat 150\156 boundary adjustments per Kauai County PSAP's guidance.
- 05/10/12 Akimeka prepared the Police Beats, Police Response Areas, and ESN layer for a GeoComm update and posted these layers to the Akimeka ftp site for Kauai County IT to download.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • Service Requests Transactions

#### Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012)

| # | Date     | Ticket # | Description                               | Category                   | Urgency | Comments                                                              |
|---|----------|----------|-------------------------------------------|----------------------------|---------|-----------------------------------------------------------------------|
| 1 | 09/14/11 | 379      | Incorrect Address - Error in House Number | MSAG - ANI/ALI Discrepancy | Normal  | Request for caller information submitted; pending update in 9-1-1Net. |
| 2 | 05/29/12 | 479      | Incorrect Address - Error in House Number | MSAG - ANI/ALI Discrepancy | Low     | Research in progress.                                                 |

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

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

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

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

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