NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAI'I
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

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

AGENDA

I. Call to Order, Public Notice, Quorum

II. Executive Session- pursuant to HRS 92F-5(a)(2), to discuss the performance evaluation of the TKC Executive Director Contract.

III. Public testimony on all agenda items.

IV. Introductions

V. Review and Approval of Last Meeting's Minutes

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

　　　　i. Review of FY 2014 Cash Flow & Budget Financial Report.

　　　　i. Others

　　b. Technical Committee – Victor Ramos

　　　　i. Investigative Regulatory Committee Update.

　　　　ii. Investigative Committee on NG911 Planning update

　　　　iii. FCC updates

　　　　iv. Others

　　c. Communications Committee-Steven Schutte

　　　　i. 2014 Investigative Legislative Committee

　　　　ii. Others

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

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

b. Oahu – Dave Kajihiro

c. Molokai – Victor Ramos

d. Maui – Clayton Tom

e. Hawaii - Marshall Kanehailua

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

   a. Request for Funding approval

      i. NASNA Conference (Nov2013, Albuquerque, NM)–

         1. Thera Bradshaw - $2000.

         2. Courtney Tagupa - $2,750.

      ii. Approval of the exercise of final option year 2 of the TKC Consulting Group 9-1-1 Executive Director Contract through December 10, 2014 ($341,250) at no additional cost.

   b. Wireless E911 Timeline update.

   c. Others

IX. **Announcements**

   a. The independent CPA auditor will be presenting the results of the annual audit of the E911 Fund at the October Board meeting.

   b. **Next Meeting Date**: Thursday, October 10, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

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

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

         3. January 16, 2014, Kalanimoku Bui9lding, 322B.

         4. February 13, 2014, Kalanimoku Building, 322B.

         5. March 13, 2014, Kalanimoku Building, 322B.

         6. April 17, 2014, Kalanimoku Building, 322B.

         7. May 15, 2014, Kalanimoku, Building, 322B.

         8. June 19, 2014, Kalanimoku, Building, 322B.

   c. **Others**.

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

XI.   **Adjournment**

STATE OF HAWAI'I
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

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

Meeting Minutes

Board members present: Clayton Tom (Chair), Victor Ramos, Marshall Kanehailua, Mark Begley, Roy Irei, Lisa Hiraoka, Mark Wong, Sonny Bhagowalia, Steve Schutte, Ryan Freitas, Kiman Wong and Dave Kajihiro.
Board members absent: None

Staff present: Thera Bradshaw, Courtney Tagupa, Stella Kam and Kerry Yoneshige.

Observers: Kenison Tejada (HFD), Tony Ramirez (Akimeka, LLC), Jeff Riewer (AT&T), Davlynn Racadio (MPD), Mary Boyd (Intrado), and Victoria Garcia (OIMT).

I. Call to Order, Public Notice, Quorum

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

II. Executive Session- pursuant to HRS 92F-5(a)(2), to discuss the performance evaluation of the TKC Executive Director Contract.

   a. The board members along with staff members Thera Bradshaw, Stella Kam and Kerry Yoneshige were sequestered into a separate conference room.

III. Public testimony on all agenda items.

   a. The Board Chair requested if anyone in attendance who wishes to give testimony on any agenda item, to please do so at this time.   There was no response to this request.

IV. Introductions

   a. Introductions were made of all in attendance.

V. Review and Approval of Last Meeting's Minutes

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1. Steven expressed his appreciation to the Board for their support for the individuals who attended the APCO Conference in Anaheim.

VII. PSAP Status Updates

a. Kauai – Mark Begley

    1. Implementation efforts with TriTech continue.

    2. Preparation to go live with NG911 in November continues.

    3. Efforts continue with the alternate dispatch center later this year.

b. Oahu – Dave Kajihiro

    1. Thalia Burns of HPD provided a briefing on the progress of the CAD update.

        a. Project is on schedule.

        b. Cutover is planned for December 8.

        c. Underwent an upgrade in the software to a more current version.

        d. Working with Intrado team to prepare for training that will take place next week.

c. Molokai – Victor Ramos

    i. Transitioning continues from the main dispatch center in Kaunakakai to the temporary dispatch center at the Molokai Fire Station.

    ii. Efforts are continuing to secure property to house the permanent dispatch center.

d. Maui – Clayton Tom

    i. No updates at this time.

e. Hawaii - Marshall Kanehailua

    i. Mary Boyd provided the following briefing:

        1. Intrado completed the cutover and only experienced 2 issues: hardware failure at the Fire Department that has been replaced; and an intermittent delay at answer time and a fix has been put in place and there has not been a

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

2. An action item was accepted by Thera Bradshaw to determine if the State of Hawaii Logo could be placed on the proposed educational publication.

ii. Sonny Bhagowalia stated the following:

1. The Hawaii wireless initiative is being recalibrated with the joint programs with federal, state and local governments. We are making sure that we make public safety a priority and discuss all the wireless initiatives with HPD, Coast Guard, and FBI and others are part of this meeting.

2. Because there is a nexus with 911 and there may be opportunity for discussions regarding interoperability and the priority of 911 on the system.

3. The Hawaii Broadband Initiative resulted in $20M in funding to secure the two transpacific landing sites in Hawaii so there can be more internet fiber.

4. Of the $20M the HBI will spend $6M with local carriers for a 1 Gigabit pilot. If there is any interest as far as how it relates to 911 Sonny will be happy to discuss.

5. This matter will be placed on the agenda for next month for further discussion during the Technical Committee meeting in October 2013.

IX. Announcements

a. The independent CPA auditor will be presenting the results of the annual audit of the E911 Fund at the October Board meeting.

b. **Next Meeting Date**: Thursday, October 10, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.

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

   1. November 14, 2013;Kalanimoku Building, 322B
   2. December 12, 2013;Kalanimoku Building, 322B
   3. January 16, 2014, Kalanimoku Bui9lding, 322B

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

FIRST HAWAIIAN BANK ACCOUNT:

General Fund

Budget Analysis				
FY 2014	**Actuals**		**Annual**	**% of Budget**
	August	**Fiscal YTD**	**Budget**	**Expended**
Receipts:				
Enhanced 911 Surcharge Collection	752,107	1,507,778	9,050,000	16.7%
Interest Income	129	352	2,000	17.6%
Receipts	752,236	1,508,130	9,052,000	16.7%
Disbursements:				
Conference Travel	8,643	8,643	(157,332)	-5.5%
Non-Recurring Expenses	(682)	(2,306)	(2,052,925)	0.1%
Recurring Expenses:				
Administration	(28,716)	(62,889)	(1,253,469)	5.0%
Maintenance	(363,650)	(363,650)	(3,278,600)	11.1%
Telecommunications	(210,209)	(210,291)	(1,927,936)	10.9%
Other			(7,600)	0.0%
Disbursements	(594,614)	(630,494)	(8,677,862)	7.3%
Net Receipts/(Disbursements)	157,622	877,636	374,138	
Cash Flow Analysis				
Net Receipts/(Disbursements)	$ 157,622	877,636		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				623,525
FY 2012 (HFD/EDS/HPD)	(51,105)	(51,105)		987,801
FY 2013	(181,539)	(405,266)		
Total Cash Outflow	(232,644)	(456,371)		
Net Cash Inflow/(Outflow)	(75,022)	421,266		
Bank Balance Analysis:				
ADD: July 1, 2013 Beginning Balance		9,347,748		
Net Bank Balance		9,769,014		
Outstanding Ecumb/Accruals		(1,611,326)		
Unencumbered Cash Balance		8,157,687		

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

DESCRIPTION	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
MONTH OF AUGUST 2013						
Total RECEIPTS	-	-	-	-	752,237	752,237
DISBURSEMENTS:						
6200 CONFERENCES						
6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)
Total 6200 CONFERENCES	3,134	-	2,329	(10,605)	(3,500)	(8,643)
6300 Non-RECURRING						
6303 Computers						
6303.06 GeoComm	-	-	-	682	-	682
Total 6303 Computers	-	-	-	682	-	682
Total 6300 Non-RECURRING	-	-	-	682	-	682
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.08 Board Member Travel	-	-	-	-	2,312	2,312
6401.11 Miscellaneous Expense	(0)	-	-	-	-	(0)
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel	-	-	-	-	(2,033)	(2,033)
Total 6401.15 WSP Cost Recovery	-	-	-	-	(2,033)	(2,033)
Total 6401 ADMINISTRATION	(0)	-	-	-	28,716	28,716
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	-	-	-	207,404	-	207,404
6402.07 0011 9-1-1MSAG Maint.	25,637	-	0	-	-	25,637
6402.09 CAD System Maint						
6402.1003 Honolulu Police Dept	-	-	-	130,609	-	130,609
Total 6402.09 CAD System Maint	-	-	-	130,609	-	130,609
Total 6402 MAINTENANCE	25,637	-	0	338,013	-	363,650
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	30	-	54	-	-	84
6403.0109 Telcom Trunk	25,529	-	23,208	157,814	-	206,550
6403.0110 Ocean Safety						
6403.0110.1 CML	-	-	-	1,730	-	1,730
6403.0110.2 Centrex	-	-	-	832	-	832
6403.0110.3 Mileage	-	-	-	1,014	-	1,014
Total 6403.0110 Ocean Safety	-	-	-	3,575	-	3,575
Total 6403.01 Telcom Charges	25,559	-	23,262	161,389	-	210,209
Total 6403 Other RECURRING	25,559	-	23,262	161,389	-	210,209
Total 6400 RECURRING EXPENSES	51,196	-	23,262	499,402	28,716	602,575
Total DISBURSEMENTS	54,330	-	25,590	489,478	25,216	594,614

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

FISCAL YEAR-TO-DATE AUGUST 2013	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
TOTAL RECEIPTS	-	-	-	-	1,508,130	1,508,130
DISBURSEMENTS:						
6200 CONFERENCES						
6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)
Total 6200 CONFERENCES	3,134	-	2,329	(10,605)	(3,500)	(8,643)
6300 Non-RECURRING						
6301 CAD Replac/Upgrade						
6301.03 Honolulu Fire Dept.						
6301.032 Consulting	-	-	-	1,625	-	1,625
Total 6301.03 Honolulu Fire Dept.	-	-	-	1,625	-	1,625
Total 6301 CAD Replac/Upgrade	-	-	-	1,625	-	1,625
6303 Computers						
6303.06 GeoComm	-	-	-	682	-	682
Total 6303 Computers	-	-	-	682	-	682
Total 6300 Non-RECURRING	-	-	-	2,306	-	2,306
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	56,875	56,875
6401.05 Audit Expense	-	-	-	-	5,000	5,000
6401.08 Board Member Travel	-	-	-	-	3,020	3,020
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-	-	-	-	28	28
6401.0102 DB&F Rev Assessment	-	-	-	-	-	-
Total 6401.09 DB&F Assessments	-	-	-	-	28	28
6401.11 Miscellaneous Expense	(0)	-	-	-	-	(0)
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel	-	-	-	-	(2,033)	(2,033)
Total 6401.15 WSP Cost Recovery	-	-	-	-	(2,033)	(2,033)
Total 6401 ADMINISTRATION	(0)	-	-	-	62,889	62,889
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	-	-	-	207,404	-	207,404
6402.07 0011 9-1-1M SAG Maint.	26,758	-	(1,121)	-	-	25,637
6402.09 CAD System Maint						
6402.1003 Honolulu Police Dept	-	-	-	130,609	-	130,609
Total 6402.09 CAD System Maint	-	-	-	130,609	-	130,609
Total 6402 MAINTENANCE	26,758	-	(1,121)	338,013	-	363,650
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	84	28	54	-	-	166
6403.0109 Telcom Trunk	25,529	-	23,208	157,814	-	206,550
6403.0110 Ocean Safety						
6403.0110.1 CML	-	-	-	1,730	-	1,730
6403.0110.2 Centrex	-	-	-	832	-	832
6403.0110.3 Mileage	-	-	-	1,014	-	1,014
Total 6403.0110 Ocean Safety	-	-	-	3,575	-	3,575
Total 6403.01 Telcom Charges	25,612	28	23,262	161,389	-	210,291
Total 6403 Other RECURRING	25,612	28	23,262	161,389	-	210,291
Total 6400 RECURRING EXPENSES	52,371	28	22,140	499,402	62,889	636,830
Total DISBURSEMENTS	55,505	28	24,469	491,103	59,389	630,494

FY 2014 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2014 STP	2,410,833.00	2,879,497.00	1,207,745.00	730,061.00	1,253,469.00	157,332.00	8,638,937.00	6/6/2013
Viper Installation Cutover		600.00	600.00	600.00		(1,800.00)	-	6/6/2013
APCO Conference (Aug 2013)		4,830.00			2,415.00	(7,245.00)		5/14/2013
APCO Conference (Aug 2013)		1,250.00			425.00	(1,675.00)		6/6/2013
APCO Conference (Aug 2013)					1,000.00	(1,000.00)	-	6/6/2013
APCO Conference (Aug 2013)		5,300.00				(5,300.00)		6/6/2013
HFD/EDS CAD Upgrade-CAD Licensing		6,105.00					6,105.00	7/11/2013
HFD/EDS CAD Upgrade-CAD Consulting		2,500.00					2,500.00	7/11/2013
APCO Conference (Aug 2013)		2,500.00		6,978.00		(9,478.00)	-	7/11/2013
Intrado Viper System-HFD (TBD)		30,320.00					30,320.00	8/15/2013
Viper Installation Cutover				115.20		(115.20)	-	8/15/2013
							-	
Totals	2,410,833.00	2,932,902.00	1,208,345.00	737,754.20	1,257,309.00	130,718.80	8,677,862.00	

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

- ## PSAP Operations

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	84,313	24,525	29.1%	59,778	70.9%

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

9-1-1 Call Volume – Calendar Year 2013

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned to Total**
December									
November									
October									
September									
August	84,313	24,525	29.1%	59,778	70.9%	10	0.0%	5,978	7.1%
July	82,126	24,169	29.4%	57,953	70.6%	4	0.0%	6,109	7.4%
June (1)	78,280	22,713	29.0%	55,559	71.0%	8	0.0%	5,877	7.5%
May	88,083	24,533	27.9%	63,544	72.1%	6	0.0%	6,362	7.2%
April	82,580	23,276	28.2%	59,300	71.8%	4	0.0%	6,531	7.9%
March	83,530	24,031	28.8%	59,488	71.2%	11	0.0%	6,663	8.0%
February	77,226	21,968	28.4%	55,255	71.6%	3	0.0%	5,998	7.8%
January	82,205	24,638	30.0%	57,557	70.0%	10	0.0%	6,603	8.0%
TOTAL YTD	**658,343**	**189,853**	**28.8%**	**468,434**	**71.2%**	**56**	**0.0%**	**50,121**	**7.6%**
AVG PER MO	**82,293**	**23,732**		**58,554**		**7**		**6,265**	

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

(1)   There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

- **PSAP Operations** (continued)

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August (4)	37,794	9,974	26.5%	40.7%	27,687	73.5%	46.3%	133	0.4%	1,207	3.2%
July (4)	8,797	2,343	26.8%	9.7%	6,415	73.2%	11.1%	39	0.4%	298	3.4%
June (3)	39,073	10,087	25.9%	44.4%	28,857	74.1%	51.9%	129	0.3%	1,038	2.7%
May	45,673	11,234	24.7%	45.8%	34,306	75.3%	54.0%	133	0.3%	1,663	3.6%
April (2)	32,275	8,371	26.0%	36.0%	23,825	74.0%	40.2%	79	0.2%	1,173	3.6%
March (1)	30,899	8,101	26.3%	33.7%	22,713	73.7%	38.2%	85	0.3%	1,021	3.3%
February	37,587	9,829	26.2%	44.7%	27,632	73.8%	50.0%	126	0.3%	1,282	3.4%
January	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
TOTAL YTD	272,455	70,952	26.1%	37.4%	200,606	73.9%	42.8%	897	0.3%	8,683	3.2%
AVG PER MO	34,057	8,869			25,076			112		1,085	

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

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

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

(3) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.

(4) There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.

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

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

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

| OAHU CIVILIAN | | TRANSFERRED TO URGENT RESPONSE (HPDURS) | | | | | | | | Abandoned | |
| | | Wireline | | | Wireless | | | Admin | | | |
2013	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August	18,628	5,997	32.4%	24.5%	12,526	67.6%	21.0%	105	0.6%	1,096	5.9%
July	20,050	6,824	34.1%	28.2%	13,193	65.9%	22.8%	33	0.2%	4,112	20.5%
June (1)	15,788	5,254	33.5%	23.1%	10,429	66.5%	18.8%	105	0.7%	1,038	6.6%
May	17,891	5,565	31.3%	22.7%	12,209	68.7%	19.2%	117	0.7%	627	3.5%
April	18,191	5,179	28.7%	22.3%	12,897	71.3%	21.7%	115	0.6%	683	3.8%
March	17,427	5,488	31.7%	22.8%	11,823	68.3%	19.9%	116	0.7%	678	3.9%
February	15,225	5,016	33.3%	22.8%	10,066	66.7%	18.2%	143	0.9%	544	3.6%
January	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
TOTAL YTD	**139,377**	**44,825**	**32.4%**	**23.6%**	**93,663**	**67.6%**	**20.0%**	**889**	**0.6%**	**9,430**	**6.8%**
AVG PER MO	**17,422**	**5,603**			**11,708**			**111**		**1,179**	

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

(1)   There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

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

- ## PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August (4)	7,744	2,521	32.6%	10.3%	5,218	67.4%	8.7%	5	0.1%	6,271	81.0%
July (4)	1,816	596	32.9%	2.5%	1,218	67.1%	2.1%	2	0.1%	1,475	81.2%
June (3)	8,263	2,822	34.2%	12.4%	5,436	65.8%	9.8%	5	0.1%	6,893	83.4%
May	9,085	3,043	33.5%	12.4%	6,041	66.5%	9.5%	1	0.0%	7,617	83.8%
April (2)	7,031	2,173	30.9%	9.3%	4,855	69.1%	8.2%	3	0.0%	5,934	84.4%
March (1)	7,435	2,385	32.1%	9.9%	5,047	67.9%	8.5%	3	0.0%	5,906	79.4%
February	8,364	2,514	30.1%	11.4%	5,839	69.9%	10.6%	11	0.1%	6,488	77.6%
January	8,855	2,791	31.6%	11.3%	6,053	68.4%	10.5%	11	0.1%	7,246	81.8%
TOTAL YTD	58,593	18,845	32.2%	9.9%	39,707	67.8%	8.5%	41	0.1%	47,830	81.6%
AVG PER MO	7,324	2,356			4,963			5		5,979	

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

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

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

(3) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.

(4) There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.

- **PSAP Operations** (continued)

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

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August	3,344	1,071	34.1%	4.4%	2,068	65.9%	3.5%	205	6.1%	287	8.6%
July	5,105	1,919	40.8%	7.9%	2,779	59.2%	4.8%	407	8.0%	1,201	23.5%
June (1)	4,467	1,655	39.6%	7.3%	2,523	60.4%	4.5%	289	6.5%	1,088	24.4%
May	4,790	1,828	41.4%	7.5%	2,592	58.6%	4.1%	370	7.7%	1,124	23.5%
April	4,539	1,853	43.5%	8.0%	2,403	56.5%	4.1%	283	6.2%	1,301	28.7%
March	5,025	2,008	42.8%	8.4%	2,679	57.2%	4.5%	338	6.7%	1,345	26.8%
February	4,752	1,910	44.4%	8.7%	2,392	55.6%	4.3%	450	9.5%	1,298	27.3%
January	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
TOTAL YTD	37,771	14,634	41.9%	7.7%	20,329	58.1%	4.3%	2,808	7.4%	9,143	24.2%
AVG PER MO	4,721	1,829			2,541			351		1,143	

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

(1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August	7,309	2,857	40.3%	11.6%	4,238	59.7%	7.1%	214	2.9%	123	1.7%
July	6,854	2,788	41.8%	11.5%	3,887	58.2%	6.7%	179	2.6%	110	1.6%
June (1)	6,651	2,665	41.2%	11.7%	3,806	58.8%	6.9%	180	2.7%	92	1.4%
May	7,550	2,960	40.2%	12.1%	4,401	59.8%	6.9%	189	2.5%	154	2.0%
April	7,288	2,939	41.3%	12.6%	4,169	58.7%	7.0%	180	2.5%	114	1.6%
March	7,670	3,124	41.8%	13.0%	4,348	58.2%	7.3%	198	2.6%	119	1.6%
February	6,965	2,909	42.8%	13.2%	3,890	57.2%	7.0%	166	2.4%	119	1.7%
January	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
TOTAL YTD	58,293	23,459	41.4%	12.4%	33,251	58.6%	57.8%	1,583	2.7%	1,014	1.7%
AVG PER MO	7,287	2,932			4,156			198		127	

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

(1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.

Oahu Civilian E9-1-1 Status Report
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- ## PSAP Operations (continued)

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

Notes:

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2013	**TOTAL YTD**	January	February	March	April	May	June
	91,854	3,061	4,333	15,074	13,256	3,094	4,038
	AVG PER MO	July	August	September	October	November	December
	11,482	39,504	9,494				

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 24 – 31, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from April 1 - 7, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured on June 3, 2013 from midnight to 9:30 a.m. HST as reported by Hawaiian Telcom due to corruption in the file.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues on June 11, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from July 7, 2013 through August 3, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

- ## PSAP Operations (continued)

Wireless Test – August 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/16/13	AT&T Mobility	1	6	Oahu PSAP/ Akimeka	Pass
08/23/13	AT&T Mobility	1	1	Oahu PSAP/ Akimeka	Pass
08/23/13	Sprint	1	1	Oahu PSAP/ Akimeka	Pass
08/28/13	Verizon Wireless	1	3	Oahu PSAP/ Akimeka	Pass
08/28/13	T-Mobile	1	9	Oahu PSAP/ Akimeka	Pass
08/29/13	Verizon Wireless	1	3	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – August 2013

08/02/13   Sprint notified the State of Hawaiʻi PSAPs that over the next twelve months additional testing due to upgrades and changes to the Sprint network will be requested and scheduled with PSAP approval.

08/15/13   AT&T Mobility notified the State of Hawaiʻi PSAPs that due to upcoming network upgrades and changes, AT&T Mobility will be requesting additional testing with PSAP approval.

08/28/13   The State of Hawaiʻi PSAPs monthly scheduled PSAP Round Table Forum was cancelled due to the County of Hawaiʻi Intrado Viper implementation.

08/30/13   Mobi PCS continues to work with their SMS vendor to update their "bounce back message" in order to provide the FCC recommended verbiage on the message. When Mobi PCS customers text 9-1-1, currently the message reads: "This campaign is not currently available through your service providers" versus the FCC recommended verbiage of "There is no text-to-911 service available. Make a voice call to 911 or use another means to contact emergency services."

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – August 2013 (continued)

08/30/13	Akimeka personnel, along with T-Mobile personnel, completed the T-Mobile Annual Audit. Although there were no corrections required for addressing, several discrepancies were discovered during the audit: sectors needed to be updated due to new technology, sectors were added due to new technology and need to be tested, and inactive sectors needed to be deleted from the Wireless 9-1-1 database.
	The Annual Audits have proven to be invaluable in ensuring that discrepancies are identified and resolved to maintain an accurate Wireless 9-1-1 database.

- ## MSAG

Current Month – August 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
OAHU CIVILIAN	431	429	422	0	0	5	2	19,758	1	1	4	1	0	0

Revised categories and report format changes effective May 2012.

During the month of August 2013, 429 9-1-1Net requests were completed relating to the MSAG database, with 19,758 customer ANI/ALI records updated as a direct result. One (1) TN CR transaction and one (1) ALI-DR transaction were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are four (4) TN CRs and one ALI-DR in Referred status as of August 31, 2013.

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

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

Year-to-Date (YTD) Summary – 2013

OAHU CIVILIAN		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August	431	429	422	0	0	5	2	19,758	1	1	4	1	0	0
July	324	296	277	5	6	3	5	4,306	27	1	4	1	0	0
June	664	295	284	2	7	2	0	11,378	366	3	11	0	0	0
May	497	335	292	4	4	8	27	4,253	162	0	361	0	0	0
April	489	390	288	6	82	3	11	4,115	99	0	1	0	0	0
March	424	326	277	7	11	9	22	4,917	98	0	60	0	0	0
February	234	209	160	5	24	8	12	6,471	25	0	9	0	0	0
January	170	140	95	14	14	6	11	9,173	29	1	0	0	0	0
TOTAL YTD	3,233	2,420	2,095	43	148	44	90	64,371	807	6				
AVG PER MO	404	303	262	5	19	6	11	8,046	101	1				

(*) Applies to Change Request Category Only

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

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

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

- ## MSAG (continued)

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase II Status

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

Below is the latest status of the Phase II work effort as of **August 31, 2013**:

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	COMPLETED -- 08/12/13	

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

- ## **MSAG** (continued)

MSAG Communities Project (continued)

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

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Pearl Harbor	PEARL HBR	86	**COMPLETED -- 08/12/13**	Nine (9) records did not receive the new community name. Eight (8) were due to overlapping with existing records (0 TNs) and one (1) Akimeka does not have the authorization to change.
Regional Dispatch Center	PEARL HBR	3	**IN PROGRESS**	
Ford Island	FORD ISL	147	**IN PROGRESS**	
Schofield Bks	SCHOFIELD	661	**IN PROGRESS**	

In the month of August 2013, four (4) existing OMIL MSAG Communities were "Completed" and three (3) are "In Progress". Ford Island was added to the list and is "In Progress".

A total of 695 MSAG transactions have been completed thus far – 28.2% Complete. An estimated 1,772 MSAG transactions remain to be submitted and processed with the addition of Ford Island.

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

MSAG Community and Street Segment Sweep – Phase V

A meeting was held with the Oahu Civilian PSAPs and Akimeka on August 7, 2013, to review the Phase V project scope, schedule and timeline. Approval was received to proceed with Phase V and Phase VI after the completion of Phase V.

Below is the latest status of the Phase V work effort as of **August 31, 2013**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Pearl HBR	08/01/13	08/14/13	**IN PROGRESS**		Pending 3 Transactions	08/23/13	
Ford ISL	08/15/13	09/03/13	**IN PROGRESS**			08/23/13	
Makalapa	09/04/13	09/06/13					
Aliamanu	09/09/13	09/13/13					
Salt Lake	09/16/13	09/23/13					
Kalihi	09/24/13	10/21/13					
Nuuanu	10/22/13	11/06/13					
Downtown	11/07/13	11/18/13					
Kakaako	11/19/13	11/26/13					
Ala Moana	11/27/13	12/04/13					
Honolulu	12/05/13	12/16/13					

Oahu Civilian E9-1-1 Status Report
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- ## **MSAG** (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase V (continued)

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Punchbowl	12/17/13	12/26/13					
Makiki	12/27/14	01/07/14					
Manoa	01/08/14	01/23/14					
McCully	01/24/14	02/04/14					
Ft DeRussy	02/05/14	02/06/14					
Waikiki	02/07/14	02/20/14					
Kaimuki	02/21/14	03/10/14					
Kapahulu	03/11/14	03/18/14					
Kahala	03/19/14	03/27/14					
Waialae	03/28/14	04/08/14					
Aina Haina	04/09/14	04/18/14					
Hawaii Kai	04/21/14	05/09/14					

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

Mapping Layers Updated – August 2013

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

	OAHU CIVILIAN		
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	08/29/13 -- 08/30/13		Spatially corrected 406 address points in Kailua. Added five (5) alias addresses.
	08/28/13		Spatially corrected seventy-seven (77) address points in Waimanalo and 135 in Kailua. Added nine (9) alias addresses. Deleted record ID 316561 41-1741 Kalanianaole Hwy and record ID 88266 495 Wanaao Rd.
	08/26/13		Corrected spatial and MSAG Community for address point 3375 Salt Lake Blvd
	08/22/13 -- 08/23/13		Added 319 new address points in Catlin Pk
	08/21/13		Spatially corrected 531 address points in Waimanalo
	08/02/13 -- 08/05/13		Spatially corrected 347 address points in Waimanalo. Deleted record ID 86772 410544 Kumuhau St and record ID 67327 410609 Humuniki St. Added addresses to their corresponding address points.
	08/02/13		Added fifty-six (56) new address points in Miller Pk

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

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

Mapping Layers Updated – August 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name	08/30/13		Deleted records for ASB Pearl City, Windward Town & Coun, Sizzler Kailua, BOH Kapolei SC, CPB Kailua Do Quijo, and Pali Ctr
			Corrected names for forty-seven (47) common places records
			Added new common places for DH State Monument and Kapolei Hale
			Corrected address for BOH Kapolei
	08/29/13		Corrected MSAG Community Name of ninety-nine (99) common places in AMR, NCTAMS PAC, and Salt Lake.
		08/23/13	Delivered updated Common Places to HPD
	08/22/13		Corrected MSAG Community Name of six (6) common places in Hickam and MCBH
	08/20/13		Reviewed JUL 30 2013 TCAD errors. All errors were military or freeway. There were no new errors to correct.
	08/19/13		Created three (3) new common places based off of the GIS Corrections JUL 26 2013 report: H1E Wakea Off, H1W Kalaeloa Off, and H2S Honolulu Off.
			Corrected MSAG Community Name of twenty (20) common places in Pearl Hbr, Makalapa, and Aliamanu.
	08/12/13		Edited thirteen (13) common places.
	08/09/13		Reviewed the GIS Corrections JUL 25 2013 report and added aliases to seventy-three (73) freeway common places.
	08/07/13 -- 08/09/13		Edited 280 common places for the Freeway Renaming project and completed the project. Deleted duplicate record ID 10593 H2N Wahiawa Off and record ID 549 MFE H1E.
	08/01/13 -- 08/07/13		Edited 149 and added eight (8) common places for the Freeway Renaming project. Deleted record ID 10957 MFE from H1W since the route did not exist. Deleted duplicate record ID 173274 H1E Pearl City W and record ID 11055 H3E from H1E.

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

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

Mapping Layers Updated – August 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Districts			
Fire Response Areas	08/19/13		Corrected boundary for Station 39 and Station 18 at Keolu Intersection
Fire Stations	08/19/13		Added address to one (1) Fire Station record
	08/14/13		Removed special characters and HQ from five (5) records.
MSAG Communities (aka Towns)	08/27/13		Corrected boundary for Waimanalo, Kailua, and Kaneohe
	08/16/13		Updated boundaries to Miller Pk, Halsey T, Aliamanu, and Catlin Pk
			Corrected Makalapa and Aiea boundary to military fence line
Medic Beats			
Medic Response Areas	08/27/13		Corrected boundary for Medic 3 and Medic 9
Net_Junctions	08/27/13		Populated with the most recent MSAG Community updates and delivered Aloha geodatabase to HPD
	08/12/13		Populated with the most recent MSAG Community updates
Police Beats	08/26/13 – 08/29/13		Corrected boundaries for Beats 450, 451, 453, 454, 455, 456, 458, 459, 461, and 462 according to the written descriptions. This is an ongoing project.
Police Districts			
Police Response Areas			

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

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

Mapping Layers Updated – August 2013 (continued)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
Street Centerlines	08/29/13		Updated AMR, Salt Lake, and NCTAMS PAC. Spatially corrected segments of Kam Hwy.
	08/28/13		Spatially corrected segments on Kailua Rd, Kamahele St, Kaumana Pl, Kawainui St, Kuulei Rd, Maluniu Ave, Kalaheo Ave, and Wanaao Rd.
	08/27/13		Calculated cost for twenty-seven (27) new Street Centerlines. Spatially corrected segments of Pali Hwy and Kapaa Quarry Rd.
	08/26/13		Spatially corrected forty-seven (47) Street Centerlines
		08/23/13	Delivered Street Centerlines data to HPD, HFD, and EMS
	08/23/13		Increased range on Kaikohola St to accommodate new TNs -- pending approved development maps prior to feature additions
	08/19/13		Corrected one way codes for freeway exits
			Continued to populate census tract information for HFD and EMS CAD systems
			Corrected gaps on Awiki St, Bell St, Boothe Rd, Carlos Long St, Center St, Claudine St, College Walk, Crater Rd, and Diamond Head Rd.
	08/16/13		Split Luapele Dr at boundary to Makalapa
			Updated streets in Makalapa
	08/06/13		Added new exit for H1W Exit 27
	08/01/13 -- 08/06/13		Worked on Freeway Renaming project. Corrected one way codes, elevations, and speed limits for on ramps and off ramps. Reconstructed the Honolulu International Airport on ramp and off ramp system. Completed the Freeeway Renaming project.
Trails	08/19/13		Removed special character and corrected the name of one (1) Hiking Trail record
	08/15/13		Removed special characters from seventy-five (75) Hiking Trail records and corrected the name of sixty-seven (67).

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

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

Mapping Layers Updated – August 2013 (continued)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
WSP Cell Sectors	08/27/13		Per VZW CRS
		08/26/13	
	08/26/13		Per T-Mobile CRS
			Per VZW CRS
	08/23/13		Per AT&T Mobility CRS
		08/19/13	
	08/14/13		Per VZW CRS
		08/13/13	
	08/05/13	**08/05/13**	Per VZW CRS
WSP Cell Towers	08/27/13		Per VZW CRS
		08/26/13	
	08/26/13		Per T-Mobile CRS
			Per VZW CRS
	08/23/13		Per AT&T Mobility CRS
		08/19/13	
	08/14/13		Per VZW CRS
		08/13/13	
	08/05/13	**08/05/13**	Per VZW CRS
	OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
Surf Breaks	08/20/13		Created based on GPS coordinates provided by Ocean Safety
	SPECIAL REQUESTS		
Tow Boundaries			

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

Current Month GIS Activities – August 2013

08/15/13   Akimeka exported the table of all Common Places edited in the Freeway Renaming Project for HPD.

08/20/13   Using GPS coordinates provided by Ocean Safety, Akimeka converted to decimal degrees, created dbf, defined appropriate projection, and built a new Surf Breaks layer.

TriTech CAD System Upgrade

During the month of August 2013 following a GIS deliverable to HFD and EMS, EMS CAD Administrator, Tom Barrientos, notified Akimeka that both HFD and EMS are on one CAD system so GIS updates can be sent to the one system.

1. Akimeka followed-up to confirm that HFD and EMS will no longer require GIS data updates from Akimeka for the TriTech CAD systems that had currently been in place.

2. On August 12, 2013, HPD confirmed that HFD and EMS are now on one CAD system which is the new TriTech CAD upgrade. Akimeka will continue to deliver GIS updates to HFD and EMS under the unified CAD system on a bi-weekly scheduled basis.

Police Beats Corrections

The Police Beats was previously identified as a layer requiring corrective action in preparation for the ESZ/ESN project and ensuring spatial accuracy.

The agreed to Police Beats correction process established between HPD and Akimeka is as follows:

1. Akimeka will begin the review and correction process starting geographically with Waimanalo and move counter-clockwise in the same manner as the MSAG Community and Street Segment Sweep project, leaving downtown Honolulu last and completing the project with Hawaii Kai.

2. The correction process that Akimeka will follow is:

    a. Akimeka will review HPD's written descriptions of the Police Beat boundaries.

    b. If any discrepancies between the Police Beats layer and the written descriptions are identified, the discrepancy will be recorded by Akimeka in an Excel file document.

        1) The discrepancies will be sent to HPD PMT for coordination with the necessary personnel within HPD, specifically the Districts associated with those response areas.

        2) Corrective action required will be communicated back to Akimeka in order to perform the necessary action items.

    c. If there are no discrepancies, it will so be noted in the Excel file document that "no correction is required".

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

Police Beats Corrections (continued)

      d. Any discrepancies requiring spatial alignment with imagery and supporting layers (Street Centerlines, MSAG Communities, etc.) will be made by Akimeka to the GIS data.

      e. Any corrections made to the GIS data will be recorded in the Comments, Editor, and Date fields within the Police Beats layer, as well as the Excel file document.

Akimeka began correcting the Police Beats layer on August 26, 2013 following the last GIS data deliverable of August 23, 2013. This way, the correction process would begin at the start of the next editing week.

Akimeka completed ten (10) Police Beats (450, 451, 453, 454, 455, 456, 458, 459, 461, and 462) boundary corrections. All were satisfied by the written descriptions however required alignment of the boundaries with the satellite imagery and Street Centerlines.

Akimeka will be working with HPD PMT to establish an upload process associated with the Police Beats corrections. Currently, it was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates. As such, Akimeka will work with HPD PMT to ensure the recommendations remain as is.

Freeway Updates

During the month of August 2013, Akimeka successfully completed the Freeway Renaming project and submitted the GIS data with these updates to Intrado for the new Power Map 4.1 system and second validation. These updates were also included in the bi-weekly GIS data deliverables.

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

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs

A unanimous decision from the Oahu Civilian PSAPs was made to move forward utilizing Akimeka's GIS data.

Honolulu/Akimeka Validation Report – July 29, 2013

All of the Mandatory Corrections (Required) and Recommended Corrections (Suggested) were completed as of August 31, 2013.

Data Delivery to Intrado – August 12, 2013

On August 12, 2013, Akimeka prepared and delivered the second dataset to Intrado for validation. In this dataset, GIS edits for Street Centerlines and Common Places pertaining to the Freeway Renaming project were included. The corrections made to the freeway names in the Street Centerlines concluded the mandatory correction required for special characters. The thirty-four (34) gaps in the ESZ/ESN layer were also identified as valid exceptions.

Subsequently, Akimeka discovered on August 15, 2013, an issue with the Common Places layer address field. Akimeka contacted Intrado to inform them of the issue and requested that a layer with the correct concatenated address be submitted for the new system. As such, Akimeka preferred to send the correct Common Places layer for the PowerMap 4.1 install.

Adam Iten, Senior Technical Project Manager with Intrado, responded and agreed to use the Common Places update for the validation and install CD.

Projection Issue – August 30, 2013

On August 30, 2013, Adam Iten, Senior Technical Project Manager with Intrado, notified Akimeka that the WGS 84 Web Mercator will not work with PowerMap. Intrado re-projected the GIS data that Akimeka delivered to NAD 83 HARN State Plane Hawaii 3 FIPS 5103 Feet and requested approval to use this projection.

1. Akimeka worked with Intrado to gain a better understanding as to why the WGS 84 Web Mercator does not work since it was agreed to previously that the projected coordinate system of WGS 84 Web Mercator would be used and all of the Oahu GIS data will be in one spatial reference.

2. Akimeka informed Intrado that the goal is to have the entire State of Hawaii on a common projection within the PowerMap system. This can only be achieved by using the WGS 84 Web Mercator. Utilizing a State Plane projection, although accurate for an individual County is not accurate for a statewide dataset.

3. Adam Iten later advised that Intrado recently learned that the use of the WGS 84 Web Mercator projection is too recent to be used in the PowerMap's MapObjects list of coordinates. Adam confirmed that WGS 84 Web Mercator can be used in MapFlex 5 (formerly known as PowerMap 5). The inclusion of a statewide dataset will not be used until the release of MapFlex 5. As such, Akimeka agreed to use NAD 83 HARN as an acceptable projection for PowerMap 4.1. Once MapFlex is deployed, WGS 84 Web Mercator will need to be used.

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

Intrado PowerMap Implementation for the Oahu Civilian PSAPs (continued)

PowerMap Install CD – August 30, 2013

On August 30, 2013, Intrado prepared and sent the PowerMap 4.1 Install CD to the Hawaiian Telcom location where the Intrado installation technicians will be installing the new system.

Common Places Discrepancies

On August 6, 2013, while performing the necessary processes associated with uploading and performing routine testing of the GIS data, HPD PMT recognized that Common Places location names and addresses had numerous discrepancies and would require corrective action prior to being uploaded into the live Production CAD.

1. HPD PMT notified Akimeka of the discrepancies.

2. It was agreed that there would be no uploads to the Production CAD system until the discrepancies were resolved and corrected.

3. Akimeka worked with a sense of urgency to take corrective action with the Common Places location names and addresses.

On August 30, 2013, HPD PMT and Akimeka met to review the remaining discrepancies and correct the Common Places layer during the meeting to ensure the corrections met HPD PMT's expectations.

Ocean Safety Requirements

Subsequent to Akimeka's meetings with Ocean Safety, Akimeka continued to work on Ocean Safety's layers in order to assist with Ocean Safety's dispatch and response operations. In addition to all of Akimeka's priorities and deliverables, Akimeka was able to complete the Surf Breaks layer for Ocean Safety utilizing the GPS coordinates provided by Ocean Safety. Akimeka plans to create the new "Dive Locations" layer for Ocean Safety during the month of September 2013.

SPAWAR Meeting on Addressing for MCBH

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

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

- ## PSAP Operations

9-1-1 Call Volume – August 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,058	2,615	32.5%	5,443	67.5%
MOLOKAI	266	157	59.0%	109	41.0%
MAUI COUNTY	8,324	2,772	33.3%	5,552	66.7%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned of Total**
December									
November									
October									
September									
August	8,058	2,615	32.5%	5,443	67.5%	0	0.0%	1,227	15.2%
July	8,502	2,795	32.9%	5,707	67.1%	0	0.0%	1,284	15.1%
June	8,282	2,623	31.7%	5,649	68.3%	10	0.1%	1,199	14.5%
May	8,828	2,809	31.8%	6,017	68.2%	2	0.0%	1,374	15.6%
April	8,030	2,402	29.9%	5,628	70.1%	0	0.0%	1,298	16.2%
March	8,484	2,668	31.4%	5,816	68.6%	0	0.0%	1,374	16.2%
February (1)	6,797	2,093	30.8%	4,703	69.2%	1	0.0%	1,146	16.9%
January	8,459	2,690	31.8%	5,768	68.2%	1	0.0%	1,240	14.7%
TOTAL YTD	**65,440**	**20,695**	**31.6%**	**44,731**	**68.4%**	**14**	**0.0%**	**10,142**	**15.5%**
AVG PER MO	**8,180**	**2,587**		**5,591**		**2**		**1,268**	

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

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

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August	266	157	59.0%	109	41.0%	0	0.0%	32	12.0%
July	247	143	57.9%	104	42.1%	0	0.0%	46	18.6%
June	243	146	60.1%	97	39.9%	0	0.0%	39	16.0%
May	328	177	54.0%	151	46.0%	0	0.0%	44	13.4%
April	254	150	59.1%	104	40.9%	0	0.0%	42	16.5%
March	339	189	55.8%	150	44.2%	0	0.0%	58	17.1%
February	213	140	65.7%	73	34.3%	0	0.0%	24	11.3%
January	262	147	56.1%	115	43.9%	0	0.0%	39	14.9%
TOTAL YTD	**2,152**	**1,249**	**58.0%**	**903**	**42.0%**	**0**	**0.0%**	**324**	**15.1%**
AVG PER MO	**269**	**156**		**113**		**0**		**41**	

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

Notes:

(1)   Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

(2)   "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(3)   "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – August 2013

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

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

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – August 2013

08/02/13   Sprint notified the State of Hawaiʻi PSAPs that over the next twelve months additional testing due to upgrades and changes to the Sprint network will be requested and scheduled with PSAP approval.

08/15/13   AT&T Mobility notified the State of Hawaiʻi PSAPs that due to upcoming network upgrades and changes, AT&T Mobility will be requesting additional testing with PSAP approval.

08/28/13   The State of Hawaiʻi PSAPs monthly scheduled PSAP Round Table Forum was cancelled due to the County of Hawaiʻi Intrado Viper implementation.

08/30/13   Mobi PCS continues to work with their SMS vendor to update their "bounce back message" in order to provide the FCC recommended verbiage on the message. When Mobi PCS customers text 9-1-1, currently the message reads: "This campaign is not currently available through your service providers" versus the FCC recommended verbiage of "There is no text-to-911 service available. Make a voice call to 911 or use another means to contact emergency services."

08/30/13   Akimeka personnel, along with T-Mobile personnel, completed the T-Mobile Annual Audit.   Although there were no corrections required for addressing, several discrepancies were discovered during the audit: sectors needed to be updated due to new technology, sectors were added due to new technology and need to be tested, and inactive sectors needed to be deleted from the Wireless 9-1-1 database.

The Annual Audits have proven to be invaluable in ensuring that discrepancies are identified and resolved to maintain an accurate Wireless 9-1-1 database.

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 08/31/13) – No further updates.

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

- ## MSAG

Current Month – August 2013

| 2013 | | 9-1-1NET REQUESTS | | | | | | | | | In Referred Status as of Report Month End (c) | | In Suspended Status as of Report Month End (d) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | |
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
MAUI COUNTY	109	14	1	0	4	9	0	8	95	0	108	1	0	0
Revised categories and report format changes effective May 2012.														

<u>Note:</u> The Intrado 9-1-1Net was not available on August 20, 2013 from 12:00 p.m. – 12:30 p.m. (HST)

During the month of August 2013, fourteen (14) 9-1-1Net requests were completed relating to the Maui County MSAG database, with eight (8) customer ANI/ALI records updated as a direct result. Ninety-five (95) TN CRs were submitted to 9-1-1Net for updates and corrections. The 95 TN CRs were submitted due to the ESN x99 clean-up effort. Valid streets and address ranges were identified and validated against the GIS to ensure synchronization. These addresses were already in existence in the GIS so no GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 108 TN CRs and one (1) ALI-DR in Referred status as of August 31, 2013.

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

- ## MSAG (continued)

Year-to-Date (YTD) – 2013

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August	109	14	1	0	4	9	0	8	95	0	108	1	0	0
July	32	13	1	0	5	5	2	19	13	6	42	1	0	0
June	44	26	10	4	5	6	1	209	15	3	27	0	0	0
May	172	48	16	2	23	4	3	250	123	1	35	12	0	0
April	72	52	19	0	27	5	1	295	18	2	27	12	0	0
March	120	35	6	1	14	14	0	33	79	6	28	11	0	0
February	44	39	9	1	17	12	0	44	5	0	29	11	1	1
January	63	61	11	0	43	6	1	405	2	0	52	18	0	0
TOTAL YTD	**656**	**288**	**73**	**8**	**138**	**61**	**8**	**1,263**	**350**	**18**				
AVG PER MO	**82**	**36**	**9**	**1**	**17**	**8**	**1**	**158**	**44**	**2**				

(*) Applies to Change Request Category Only

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

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

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

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

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

	MAUI COUNTY			
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
CALLER LOCATION				
Address Points	Maui/Molokai		**08/28/13**	
	Maui	08/26/13 -- 08/30/13		Added six (6) new address points, corrected one (1) address point, and added seven (7) address points per DSA
	Maui/Molokai		**08/14/13**	
	Maui	08/09/13		Added one (1) address point per DSA
				Updated address for TMK 27012121 from 1770 Kauhikoa Rd to 1208 Kane Rd per DSA
				Deleted 210 Pico Tract Rd, Haiku per DSA
	Molokai	08/05/13		Updated address for TMK 257001003 back to 10249 KAMEHAMEHA V HWY per DSA request
		08/02/13		Added 10413 Kamehameha V Hwy, Kaunakakai, 10061 Kamehameha V Hwy, Kauanakakai, and 10263 Kamehameha V Hwy per DSA
	Maui	08/02/13		Added 2473 Upper Kanaio Rd, Kula, 204 Waipalani Rd, Haiku, and 1008 Anapuni PL, Kaanapali per DSA
				Updated 423 Kanai PLk Wailuku to 523 Kanai PL and added 523A Kanai PL, Wailuku per DSA
				Updated 17 Burns Rd, Haiku to 7 Maluaina Rd, Haiku from DSA
Emergency Callboxes				
Fire Stations				
Medic Stations				
Milepost Markers				
Points of Interest (POI)	Maui	08/29/13		Added Puu Kukui Elementary School
Police Stations				
Schools	Maui	08/29/13		Added Puu Kukui Elementary School
Tsunami Evacuation Zones				
Tsunami Roadblocks	N/A for Maui County			
WSP Cell Towers				

(*) *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
August 1, 2013 – August 31, 2013

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

> **9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on**
> **E9-1-1 systems and are NG9-1-1 i3 ready**

Type of Layer	Island	Akimeka GIS Server — Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
ESZ/ESN				
Fire Beats (Includes Medic Beats)				
Fire Districts (Includes Medic Districts)				
Fire Response Areas				
MSAG Communities (aka Towns)				
Medic Response Areas				
Ocean Rescue Boundaries				
Police Beats				
Police Districts				
Police Response Areas				
WSP Cell Sectors				
RESPONSE ROUTING				
Street Centerlines	Maui	08/29/13		Changed Waiinu Rd, Wailuku Street Centerline range to accommodate newly added addresses
	Maui/Molokai		**08/28/13**	
	Maui/Molokai		**08/14/13**	
	Maui	08/02/13		Adjusted high range on Kanai PL from 423 to 523
				Adjusted low range on Maluaina Rd, Haiku

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

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

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
VISUAL REFERENCE				
Coastline				
Major Roads				
Parcels				
Trails				
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		**08/28/13**	
	Maui	08/27/13		Added a new gate code per SR#595
	Maui	08/26/13		Added new gate code for Koa Subdivision per SR#598
				Updated gate code for Puunoa Subdivision per SR#608
HCS Monsanto Fields				
Tow Boundaries				

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

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

Current Month GIS Activities – August 2013

08/30/13   Akimeka performed an Intergraph update that included: Address Points, Gate Codes, and Street Centerlines layers.

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

- ## Service Requests Transactions

Open Service Requests – August 2013 (July 30, 2013 – August 28, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	07/24/13	596	Map Is Not Working	9-1-1 Map	High	Akimeka requested assistance from Maui County IT to restart the Pictometry server. It was determined that the Pictometry hardware (NAS Server) was not functioning properly. Akimeka is awaiting repair or replacement of the Pictometry server in order to re-connect to the PowerMap application.
2	07/24/13	597	Map Needs to be Updated	9-1-1 Map	Normal	TN information submitted to 9-1-1Net. TN is in "Referred" status as of August 28, 2013.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2013

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	2	4	2	2	3	0	1	0	0	0	0
July	12	10	4	7	4	5	6	0	0	0	0
June	4	3	2	2	2	2	1	0	0	0	0
May	2	1	1	1	1	1	0	0	0	0	0
April	4	4	0	2	2	2	2	0	0	0	0
March	7	7	0	3	3	4	4	0	0	0	0
February	3	3	0	3	3	0	0	0	0	0	0
January	0	1	0	0	1	0	0	0	0	0	0
2012 Carryover	1	0	1	1	0	0	0	0	0	0	0
TOTAL	35	33	2	21	19	14	14	0	0	0	0

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

- **Service Requests Transactions** (continued)

Year-to-Date (YTD) Summary – 2013 (continued)

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

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

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

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

- ## PSAP Operations

Solacom 9-1-1 Call Volume – August 2013

PSAP	Total	Wireline/VoIP	%	Wireless	%
HAWAII (*)	10,331	3,248	31.6%	7,036	68.4%

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

Calls volumes for the month of August 2013 as reported via the Solacom system covers the period August 1 – 28, 2013 as of 2:29 a.m. (HST) prior to the Intrado Viper conversion.

Solacom 9-1-1 Call Volume – Calendar Year 2013

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August	10,331	3,248	31.6%	7,036	68.4%	47	0.5%	N/A	N/A	N/A	N/A
July	12,110	3,609	29.9%	8,475	70.1%	26	0.2%	N/A	N/A	N/A	N/A
June	11,324	3,485	30.9%	7,795	69.1%	44	0.4%	N/A	N/A	N/A	N/A
May	11,511	3,554	31.0%	7,895	69.0%	62	0.5%	N/A	N/A	N/A	N/A
April	11,245	3,488	31.1%	7,717	68.9%	40	0.4%	N/A	N/A	N/A	N/A
March	11,586	3,649	31.6%	7,909	68.4%	28	0.2%	N/A	N/A	N/A	N/A
February	10,248	3,274	32.0%	6,944	68.0%	30	0.3%	N/A	N/A	N/A	N/A
January	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
TOTAL YTD	**89,791**	**28,110**	**31.4%**	**61,367**	**68.6%**	**314**	**0.3%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO	**11,224**	**3,514**		**7,671**		**39**		**N/A**		**N/A**	

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

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

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

HAWAII		TRANSFERRED TO FIRE											Abandoned	
		Wireline/VoIP			Wireless			Unknown		Admin				
2013	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total	
December														
November														
October														
September														
August	1,826	764	42.4%	23.5%	1,038	57.6%	14.8%	24	1.3%	N/A	N/A	N/A	N/A	
July	2,340	931	40.4%	25.8%	1,374	59.6%	16.2%	35	1.5%	N/A	N/A	N/A	N/A	
June	2,004	804	40.6%	23.1%	1,178	59.4%	15.1%	22	1.1%	N/A	N/A	N/A	N/A	
May	2,221	924	42.0%	26.0%	1,276	58.0%	16.2%	21	0.9%	N/A	N/A	N/A	N/A	
April	2,205	934	42.9%	26.8%	1,244	57.1%	16.1%	27	1.2%	N/A	N/A	N/A	N/A	
March	2,255	954	42.9%	26.1%	1,268	57.1%	16.0%	33	1.5%	N/A	N/A	N/A	N/A	
February	2,135	947	44.8%	28.9%	1,167	55.2%	16.8%	21	1.0%	N/A	N/A	N/A	N/A	
January	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A	
TOTAL YTD	17,411	7,315	42.5%	26.0%	9,884	57.5%	16.1%	212	1.2%	N/A	N/A	N/A	N/A	
AVG PER MO	2,176	914			1,236			27		N/A		N/A		

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

__Notes:__

(1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.

(2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

(3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

- ## PSAP Operations (continued)

Intrado Viper 9-1-1 Call Volume

HAWAII POLICE		TOTAL PSAP 9-1-1 CALL VOLUME									Abandoned
		Wireline/VoIP		Wireless							
				Total Wireless		Phase II		Phase I			
2013	Total Incoming	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireless	# of Calls	%to Total Wireless		# of Calls
December											
November											
October											
September											
August (1)	1,411	517	36.6%	894	63.4%	564	63.1%	330	36.9%		0
TOTAL YTD	1,411	517	36.6%	894	63.4%	564	63.1%	330	36.9%		0
AVG PER MO	1,411	517		894		564		330			0

(1) Call statistics data collection began at 8:00 a.m. HST on August 28, 2013 following the Intrado Viper conversion. The reported calls included test calls made after the cutover.

- Call statistics data collection began at 8:00 a.m. HST on August 28, 2013 following the conversion. The reported calls include test calls made after the cutover.

- Details between Wireless Phase I (WPH I) and Wireless Phase II (WPH II) calls are also available and reportable. Based on the first four days following the conversion, it appears that **63.1%** of the incoming Wireless 9-1-1 calls are being delivered with Wireless Phase II data.

- Call details for Admin Calls are currently unavailable.

HAWAII FIRE		
2013	Total Incoming	Abandoned Calls
December		
November		
October		
September		
August	305	7
TOTAL YTD	305	7
AVG PER MO	305	7

The PSAPs are still in the process of learning what statistics are available, understanding what is included/counted in the data, and how to extract the data for reporting purposes.

- **PSAP Operations** (continued)

Wireless Test – August 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/09/13	Verizon Wireless	1	3	Hawaii PSAP/ Akimeka	Pass
08/09/13	AT&T Mobility	3	18	Cancelled	

Current Month PSAP Operations Activities – August 2013

08/02/13   Sprint notified the State of Hawai'i PSAPs that over the next twelve months additional testing due to upgrades and changes to the Sprint network will be requested and scheduled with PSAP approval.

08/15/13   AT&T Mobility notified the State of Hawai'i PSAPs that due to upcoming network upgrades and changes, AT&T Mobility will be requesting additional testing with PSAP approval.

08/28/13   The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum was cancelled due to the County of Hawai'i Intrado Viper implementation.

08/30/13   Mobi PCS continues to work with their SMS vendor to update their "bounce back message" in order to provide the FCC recommended verbiage on the message. When Mobi PCS customers text 9-1-1, currently the message reads: "This campaign is not currently available through your service providers" versus the FCC recommended verbiage of "There is no text-to-911 service available. Make a voice call to 911 or use another means to contact emergency services."

08/30/13   Akimeka personnel, along with T-Mobile personnel, completed the T-Mobile Annual Audit. Although there were no corrections required for addressing, several discrepancies were discovered during the audit: sectors needed to be updated due to new technology, sectors were added due to new technology and need to be tested, and inactive sectors needed to be deleted from the Wireless 9-1-1 database.

The Annual Audits have proven to be invaluable in ensuring that discrepancies are identified and resolved to maintain an accurate Wireless 9-1-1 database.

- **PSAP Operations** (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 08/31/13) – No further updates.

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

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013

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

There were no additional trouble reports in the month of August 2013. As of August 28, 2013, a total of **445** trouble reports have been documented since the conversion as follows:

Trouble Category	# of Trouble Reports									Total Trouble Reports to Date
	February - December 2012	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	July 2013	August 2013	
Audio Issues	178	1	0	1	0	3	1	1	0	185
No ANI/ALI Transferring to the CAD	50	0	0	0	0	0	0	0	0	50
Feature Not Working and Screen Problems	39	0	8	2	3	0	0	0	0	52
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	0	0	0	0	0	0	0	14
Transfer Issues to Secondary PSAP (Fire)	9	0	0	0	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	0	0	0	0	0	0	0	6
Call History Not Complete or Available	6	0	0	0	0	0	0	0	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	97	13	3	3	1	0	1	5	0	123
Total Trouble Reports	**398**	**15**	**11**	**6**	**4**	**3**	**2**	**6**	**0**	**445**

Of the 445 reported troubles, feedback and/or resolution has been received on 181 (40.7%) of the trouble reports.

PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Friday) conference calls with the State of Hawai'i PSAPs relative to the Solacom issues. The focus of the conference calls has shifted to the Intrado Viper solution and installation. There are no further discussions with regards to the Solacom conversion.

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

Feedback and updates provided by HTI as of August 28, 2013 are as follows:

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

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

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

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

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

    No further information has been provided as of August 28, 2013 and the issue was not fully resolved prior to the Intrado Viper conversion.

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

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

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

- ## PSAP Operations (continued)

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

2. <u>Inability to Ringback 9-1-1 Callers (continued)</u>

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

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

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

    There have been no updates on this issue to date.

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

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

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

    As of August 28, 2013, this issue was not fully resolved prior to the Intrado Viper installation.

- **PSAP Operations** (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

4. <u>Greater Percentage of Wireless Phase I (WPHI I) Calls</u> – This issue has not been resolved.

    Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II (WPH II) calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II (WPH II) calls to Wireless Phase I (WPH I) calls. As a result, there are more inquiries by the dispatcher for location information and/or more re-bid requests being required as compared to pre-conversion.)

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

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

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

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

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

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

    As of August 28, 2013, the 5-second delay is still removed and the PSAP continues to monitor the delay in the delivery of the ANI/ALI. There has been no improvement in the ANI/ALI delivery speed and this issue was not fully resolved prior to the Intrado Viper conversion.

- **PSAP Operations** (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

5. Inability to Transfer Calls to the Secondary PSAP – **This issue is considered closed.**

   There has been no further occurrences reported as of October 31, 2012 and this issue is considered closed.

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 Hawai'i County Police queue. Hawai'i County Fire closed this issue, however; Hawai'i County Police requested that this issue remain open.

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

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

   A meeting was never scheduled by HTI. As of August 28, 2013, this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

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

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

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

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

7. Call History (continued)

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

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

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

There has been no trouble reported since the upgrade as of August 28, 2013 and this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

No further occurrences were reported in July 2012.

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

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

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

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

- ## PSAP Operations (continued)

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

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

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

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

   No further occurrences have been reported as of August 28, 2013, however this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

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

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

   As of August 28, 2013, this issue was not fully resolved prior to the Intrado Viper conversion.

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

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

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

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

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

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

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

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

    There has been no trouble reported since the upgrade as of August 28, 2013, however this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

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

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

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

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

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

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

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

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

    There have been no further incidents reported as of August 28, 2013, however this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

    There have been no further incidents reported as of August 28, 2013, however this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

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

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

- ## PSAP Operations (continued)

County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

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

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

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

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

A meeting was never scheduled by HTI. As of August 28, 2013, this issue was not fully resolved prior to the Intrado Viper conversion.

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

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

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

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

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

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

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

- ## PSAP Operations (continued)

**County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update –
As of August 28, 2013 (continued)**

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

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

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

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

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

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

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

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

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

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

    2) Restart the affected position.

- **PSAP Operations** (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update –
As of August 28, 2013 (continued)

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

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

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

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

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

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

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

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

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

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

19. Miscellaneous Trouble Reports (continued)

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

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

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

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

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

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

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

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

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

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of August 28, 2013 (continued)

19. Miscellaneous Trouble Reports (continued)

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

In June 2013, there were two (2) troubles reported as follows:

1) Audio – There was another incident relating to the May 19, 2013 County of Hawai'i Fire Position 2 trouble. On June 5, 2013, the County of Hawaii Fire Position 2 experienced another "AUDIO QUALITY ALARM". When the position was logged off and on, the message disappeared. The trouble was reported to HTI.

On July 4, 2013, Fire Position 2 experienced another "AUDIO QUALITY ALARM". The same thing occurred when the position was logged off and on. The message disappeared. This incident was reported to HTI.

2) Other – On June 26, 2013, all of the County of Hawai'i Police Solacom positions were unable to print to the local HP printer. HTI was able to restore the printing capability to all positions on July 1, 2013.

In addition to the audio trouble report, there were an additional five (5) troubles reported as follows:

1) Other – On July 19, 2013, the County of Hawai'i Fire Position 2 experienced trouble with the log on screen. The screen's login title was renamed a current dispatcher's name. This was reported to HTI and HTI remotely re-set the login screen.

2) Other – On July 25, 2013, the County of Hawai'i Fire Position 2 reported that after requesting a re-bid, the equipment continuously repeated the re-bid function until the call was terminated. The trouble was reported to HTI.

3) Other – On July 28, 2013, the County of Hawai'i Fire Position 3 was unable to log in and received the message "UNABLE TO CONNECT TO SERVER". The trouble was reported to HTI and the PSAP was advised to re-boot the position. After re-booting the position, the message disappeared and the dispatcher was able to log in. Subsequently, on July 30, 2013, a HTI technician replaced cables on the position.

4) Other – On July 29, 2013, the Puna position was inoperable due to connectivity issues. The HTI technician re-connected a loose wire to resolve the connectivity issue.

- **PSAP Operations** (continued)

**County of Hawaiʻi Conversion to NG9-1-1 Enabled Solacom Platform Update –
As of August 28, 2013 (continued)**

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

5) <u>Other</u> – On July 29, 2013, the touch screen monitor on the Screener position was not responding correctly to commands entered by the dispatcher. The monitor was replaced by the HTI technician that day.

As of August 28, 2013, these issues were not fully resolved prior to the Intrado Viper conversion.

The County of Hawaiʻi continued to experience trouble with the Solacom system month after month since the initial conversion. This conversion negatively impacted the County of Hawaiʻi's PSAP operations and level of confidence with HTI. In the County's opinion, all of the identified Solacom issues were not properly addressed, supported and fully resolved by Hawaiian Telcom and Solacom to the County's satisfaction prior to the Intrado Viper conversion.

On August 27 – 28, 2013, the County of Hawaiʻi proceeded with the Intrado Viper Migration/ Implementaion and successfully transitioned from the Solacom system.

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

- ## PSAP Operations (continued)

County of Hawai'i Conversion to NG9-1-1 Enabled Intrado Viper Platform

The County of Hawai`i Public Safety Answering Points (PSAPs) – Police and Fire – were the first in the State of Hawai'i to proceed with the Intrado A(Advanced) 9-1-1 Viper Migration/Implementation. The scope of the plan was to replace the existing Solacom NG9-1-1 enabled system with the Intrado Viper NG9-1-1 enabled system. This implementation also provided for the installation of the "Power 911" telephone system, and the integration of the Administrative Phone system into the 911 computer monitor screen, eliminating the desktop telephone instrument requirement.   The implementation was scheduled for August 27 – 28, 2013.

On August 27, 2013, Intrado, Hawaiian Telcom, and PSAP personnel directly involved in the migration/implementation, other County PSAP representatives, and supporting vendors were present to observe and assist with the conversion.

The associated vendors were either on-site or participated via teleconference to ensure the CAD, Radio, PowerMap, and Voice Recorder systems were able to successfully migrate and remain functional post cut-over.

At approximately 10:00 p.m. (HST), all 9-1-1 trucks and network connectivity were routed to the Hawaiian Telcom 9-1-1 back-up system (white phones) and tested to ensure everything was working and operational. Then, Intrado and Hawaiian Telecom personnel commenced with installing the Intrado Viper call handling equipment on each workstation at both PSAPs.

The vendors/representatives for the CAD, PowerMap Mapping, Radio, and Voice Recorder systems also performed their respective system checks and implemented modifications,as needed, to ensure the data required displayed properly and the systems were functioning properly. The workstation position numbers and data stream information were validated and/or adjusted accordingly.

On August 28, 2013, at approximately 8:00 a.m. (HST), the 9-1-1 trunks were removed from the Hawaiian Telcom back-up system and installed onto the Intrado Viper switch in a live environment. , Test calls were made following the cut-over to ensure that all systems were operational and data elements were available as required. Test calls also included transferring 9-1-1 calls to other County PSAPs.

For the first four days following the conversion, there have been no major problems experienced by the County of Hawai'i Primary and Secondary PSAPs from an operational perspective.

One trouble ticket was issued by the County of Hawai'i Fire Department to their CAD vendor.   The ALI data not populating into the CAD system correctly and this issue is being investigated.

- ## MSAG

Current Month – August 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
HAWAII	208	36	14	3	15	4	0	54	168	4	474	2	1	1
Revised categories and report format changes effective May 2012.														

Note: The Intrado 9-1-1Net was not available on August 20, 2013 from 12:00 p.m. – 12:30 p.m. (HST)

During the month of August 2013, thirty-six (36) 9-1-1Net requests were completed relating to the MSAG database, with fifty-four (54) customer ANI/ALI records updated as a direct result. 168 TN CRs and four (4) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. The 168 TN CRs were submitted due to the ESN x99 clean-up effort. Valid streets and address ranges were identified and validated against the GIS to ensure synchronization. These addresses were already in existence in the GIS so no GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 474 TN CRs and two (2) ALI-DRs in Referred status as of August 31, 2013.

There is one (1) record in Suspended status as of August 31, 2013.

- One (1) suspended record is due to street name discrepancies between Hawai'i County and the business owners of Big Island Processing on Pahoa Kalapana Road. A TN CR was submitted by Akimeka to update the street name from Hwy 130 to Pahoa Kalapana Rd, however, the customers disagree with this change. The County of Hawai'i Planning Department sent a letter to the owner to notify them of the new street name. This update will be included in the September 2013 Street Centerlines and Address Points Compare.

As a result of this discrepancy, driving instructions will be added by Akimeka to the TN until the address is updated. This will allow the dispatchers to identify street names as provided by the 9-1-1 caller, which may differ from the county approved street name and dispatch and respond to the correct location.

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August	208	36	14	3	15	4	0	54	168	4	474	2	1	1
July	72	36	9	4	14	8	1	40	34	2	399	1	0	0
June	325	237	9	1	214	13	0	35	87	1	438	0	0	0
May	241	178	31	3	127	13	4	383	62	1	408	9	7	7
April	576	85	14	3	64	4	0	159	482	9	206	9	0	0
March	153	91	6	1	79	5	0	82	59	3	190	9	0	0
February	147	77	28	3	30	16	0	185	66	4	195	9	0	0
January	267	247	148	15	57	22	5	2,878	16	4	330	42	0	0
TOTAL YTD	1,989	987	259	33	600	85	10	3,816	974	28				
AVG PER MO	249	123	32	4	75	11	1	477	122	4				
	(*) Applies to Change Request Category Only													

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

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

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

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

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points		08/27/13	
	08/21/13		Monthly update on Address Points
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)			
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		08/27/13	
	08/14/13		Per VZW CRS
		08/13/13	
	08/07/13		
	08/02/13		Per T-Mobile Annual Audit
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			

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

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

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

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on
E9-1-1 systems and are NG9-1-1 i3 ready*

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
DISPATCH AND RESPONSE			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
MSAG Communities (aka Towns)			
Medic Response Areas	*N/A for Hawaii County*		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors		08/27/13	
	08/14/13		Per VZW CRS
		08/13/13	
	08/07/13		
	08/02/13		Per T-Mobile Annual Audit
RESPONSE ROUTING			
Street Centerlines		08/27/13	
	08/21/13		Monthly update on Street Centerlines
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

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

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

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

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County.
	Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other County agencies.
	For the Street Centerlines and Address Points layer, effective November25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.

Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **August 21, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		4
# of Street Segments Removed		0
# of New Addresses Added	138	
# of Addresses Removed	7	
# of Street Segment Range Changes		12
# of Street Segment Name Changes		3
# of Address Street Name Changes	22	
# of Address Street Number Changes	12	

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
August 1, 2013 – August 31, 2013

- ## Service Requests Transactions

Open Service Requests – August 2013 (July 30, 2013 – August 28, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on October 1, 2012. Field work was conducted in October 2012 to correct the address number discrepancies on Puako Beach Road. Akimeka submitted TN CRs to HTI via Intrado in 9-1-1Net and the County of Hawai`i Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers. The 118 TNs remain in "Referred" status as of August 28, 2013. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.
2	01/14/13	545	Incorrect Address: TN= (808) 327-9712	MSAG - ANI/ALI Discrepancy	Normal	Caller information submitted to 9-1-1Net and awaiting TMK verification from Hawaiian Telcom, Inc. (HTI). TN is still in "Referred" status as of July 30, 2013. Intrado sent an email reminder to HTI on July 9, 2013. TN is still in "Referred" status as of August 28, 2013.

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

Year-to-Date (YTD) Summary – 2013

	HAWAII			SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	4	4	2	0	0	4	4	0	0	0	0
July	2	2	2	0	0	2	2	0	0	0	0
June	1	2	2	0	0	1	2	0	0	0	0
May	2	2	3	1	1	1	1	0	0	0	0
April	9	10	3	0	0	9	10	0	0	0	0
March	4	4	4	0	0	4	4	0	0	0	0
February	4	3	4	0	0	4	3	0	0	0	0
January	6	4	3	0	0	6	4	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**33**	**31**	**2**	**1**	**1**	**32**	**30**	**0**	**0**	**0**	**0**

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

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

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

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

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

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,422** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on August 19, 2013 for Hawai'i County are reported below.

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

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

Audit Summary Results – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 6, 2013 9-1-1 MSAG Dated 02-01-13 # of Records	%	As of May 17, 2013 9-1-1 MSAG Dated 05-01-13 # of Records	%	As of August 19, 2013 9-1-1 MSAG Dated 08-01-13 # of Records	%
Total 9-1-1 MSAG Records Reviewed		4,413		4,412		4,422	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,407		4,406		4,416	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,292	97.4%	4,334	98.4%	4,381	99.2%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	88	2.0%	59	1.3%	30	0.7%
9-1-1 MSAG Record With No GIS Record	(3)	27	0.6%	13	0.3%	5	0.1%
Total 9-1-1 MSAG Records No Match		115	2.6%	72	1.6%	35	0.8%

Objective: NENA Recommended Match Rate = 98%

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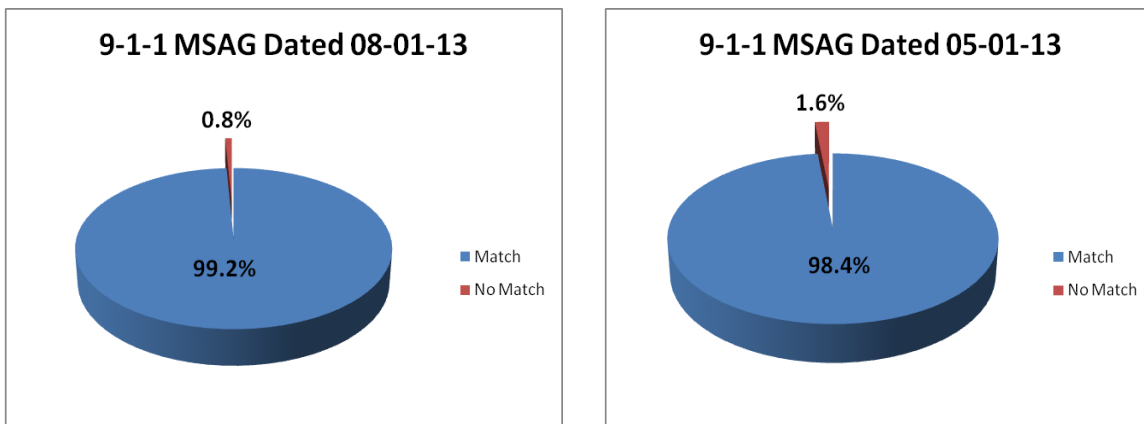## August 1, 2013 – August 31, 2013

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

Audit Summary Results – 2013 (continued)

<u>Notes:</u>

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

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

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

Audit Summary Results – August 1, 2013 vs. May 1, 2013 MSAG

Hawai`i County's level of accuracy or 9-1-1 Match percentage improved from 98.4% as of May 1, 2013 to 99.2% as of August 1, 2013

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

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

❖ "MSAG - GIS Minor Corrections" were significantly reduced by 49.2% (59 to 30) from May 2013 to August 2013 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.

- ## 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 – August 1, 2013 vs. May 1, 2013 MSAG (continued)

❖ "MSAG Record With No GIS Record" was significantly reduced by 61.5% (13 to 5) from May 2013 to August 2013 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawai'i County records.

❖ "GIS Record With No MSAG Record" decreased 71.4% (14 to 4) from May 2013 to August 2013 respectively. MSAG records were either added or adjusted according to Hawai'i County GIS databases.

❖ "GIS Record With Minor Corrections" were further reduced by 43.1% (51 to 29) from May 2013 to August 2013 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.

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

Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

HAWAII	Invalid MSAG Records					
	9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 05-01-13		9-1-1 MSAG Dated 08-01-13	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 299	2,150	32.8%	2,007	31.3%	1,658	27.3%

These invalid MSAG records represent **27.3%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.

TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

- ## 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 Hawaiʻi County. As of August 30, 2013, **12,039** ESN 299 records, representing **14.2%** of Hawaiʻi County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.

Hawaiʻi County ALI Records
as of 08/30/13

14.2%

85.8%

■ ESN 200
■ ESN 299
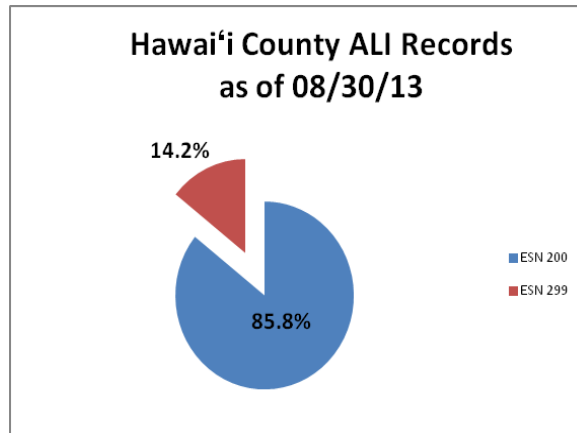
The total number of ALI records remains relatively consistent.

The number of ESN 299 records decreased from 12,877 to 12,039 (6.5%) from May 2013 to August 2013 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 299 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 299 MSAG records to a valid Hawaiʻi County ESN and valid MSAG address.

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

- ## PSAP Operations

9-1-1 Call Volume – August 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,647	1,073	29.4%	2,574	70.6%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August	3,647	1,073	29.4%	2,574	70.6%	0	0.0%	664	18.2%
July	3,566	1,117	31.3%	2,449	68.7%	0	0.0%	616	17.3%
June	3,165	959	30.3%	2,206	69.7%	0	0.0%	664	21.0%
May	3,130	962	30.7%	2,168	69.3%	0	0.0%	622	19.9%
April	3,134	919	29.3%	2,215	70.7%	0	0.0%	664	21.2%
March	3,356	1,091	32.6%	2,257	67.4%	8	0.2%	800	23.8%
February	2,916	926	31.8%	1,990	68.2%	0	0.0%	659	22.6%
January	3,178	1,011	31.9%	2,154	68.1%	13	0.4%	640	20.1%
TOTAL YTD	**26,092**	**8,058**	**30.9%**	**18,013**	**69.1%**	**21**	**0.1%**	**5,329**	**20.4%**
AVG PER MO	**3,262**	**1,007**		**2,252**		**3**		**666**	

__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.

- ## PSAP Operations (continued)

Wireless Test – August 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
08/06/13	AT&T Mobility	5	21	Kauai PSAP/ Akimeka	Pass
08/06/13	AT&T Mobility	2	6	Kauai PSAP/ Akimeka	Fail
08/06/13	Sprint (network connectivity)	1	8	Kauai PSAP	Pass
08/30/13	Sprint	1	3	Cancelled	

Current Month PSAP Operations Activities – August 2013

08/02/13   Sprint notified the State of Hawai'i PSAPs that over the next twelve months additional testing due to upgrades and changes to the Sprint network will be requested and scheduled with PSAP approval.

08/15/13   AT&T Mobility notified the State of Hawai'i PSAPs that due to upcoming network upgrades and changes, AT&T Mobility will be requesting additional testing with PSAP approval.

08/28/13   The State of Hawai'i PSAPs monthly scheduled PSAP Round Table Forum was cancelled due to the County of Hawai'i Intrado Viper implementation.

08/30/13   Mobi PCS continues to work with their SMS vendor to update their "bounce back message" in order to provide the FCC recommended verbiage on the message. When Mobi PCS customers text 9-1-1, currently the message reads: "This campaign is not currently available through your service providers" versus the FCC recommended verbiage of "There is no text-to-911 service available. Make a voice call to 911 or use another means to contact emergency services."

08/30/13   Akimeka personnel, along with T-Mobile personnel, completed the T-Mobile Annual Audit. Although there were no corrections required for addressing, several discrepancies were discovered during the audit: sectors needed to be updated due to new technology, sectors were added due to new technology and need to be tested, and inactive sectors needed to be deleted from the Wireless 9-1-1 database.

The Annual Audits have proven to be invaluable in ensuring that discrepancies are identified and resolved to maintain an accurate Wireless 9-1-1 database.

- **PSAP Operations** (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of August 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 08/31/13) – No further updates.

- ## **MSAG**

Current Month – August 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
KAUAI	58	1	1	0	0	0	0	12	57	0	114	1	0	0
Revised categories and report format changes effective May 2012.														

Note: The Intrado 9-1-1Net was not available on August 20, 2013 from 12:00 p.m. – 12:30 p.m. (HST)

During the month of August 2013, one (1) 9-1-1Net request was completed relating to the MSAG database, with twelve (12) customer ANI/ALI records updated as a direct result. Fifty-seven (57) TN CRs were submitted to 9-1-1Net for updates and corrections due to the ESN x99 clean-up effort. Valid streets and address ranges were identified and validated against the GIS to ensure synchronization. These addresses were already in existence in the GIS so no GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 114 TN CRs and one (1) ALI-DR in Referred status as of August 31, 2013.

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

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

KAUAI		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August	58	1	1	0	0	0	0	12	57	0	114	1	0	0
July	161	9	2	0	5	2	0	5	150	2	78	1	0	0
June	123	5	1	0	3	1	0	14	118	0	60	0	0	0
May	44	6	1	0	1	4	0	231	38	0	39	5	0	0
April	76	11	1	0	9	0	1	2	65	0	39	5	5	5
March	480	17	2	0	10	5	0	3	461	2	102	6	5	5
February	16	16	2	0	10	4	0	3	0	0	28	6	5	5
January	202	7	1	0	5	1	0	15	195	0	206	11	3	3
TOTAL YTD	**1,160**	**72**	**11**	**0**	**43**	**17**	**1**	**285**	**1,084**	**4**				
AVG PER MO	**145**	**9**	**1**	**0**	**5**	**2**	**0**	**36**	**136**	**1**				

(*) Applies to Change Request Category Only

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

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

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

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		08/29/13	
		08/15/13	
	08/05/13		Added two (2) address points per Kauai County Addressing Authority
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			

(∗) *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
August 1, 2013 – August 31, 2013

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines			
Trails			
WSP Cell Sectors (Polygon)		08/29/13	
	08/28/13		Per Sprint CRS
		08/15/13	
WSP Cell Towers (Points)		08/29/13	
	08/28/13		Per Sprint CRS
		08/15/13	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging		08/15/13	
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			

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

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

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

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			

(∗) *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
August 1, 2013 – August 31, 2013

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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 – August 2013

08/15/13   Akimeka prepared the following layers for the GeoComm upload: Address Points, Lodging, WSP Cell Sectors, and WSP Cell Towers.

08/28/13 --   Akimeka prepared the WSP Cell Sectors and WSP Cell Towers layers and emailed the
08/30/13   updated layers to Kauai County IT for a GeoComm update on August 30, 2013.

- **Mapping Layers Updated/Loaded Into GIS – August 2013 (continued)**

CAD GIS Upload Process

Background

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

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

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

Current Status – August 2013

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

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

- ## **Service Requests Transactions**

Open Service Requests – August 2013 (July 30, 2013 – August 28, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2013

KAUAI				SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August	0	1	0	0	0	0	1	0	0	0	0
July	1	0	1	0	0	1	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	1	1	0	0	0	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**3**	**3**	**0**	**0**	**0**	**3**	**3**	**0**	**0**	**0**	**0**

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

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