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, October 10, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

AGENDA

I. Call to Order, Public Notice, Quorum

II. Public testimony on all agenda items.

III. Introductions

IV. Review and Approval of Last Meeting's Minutes

V. Presentation of results of E911 Fund Annual CPA Audit by Dwayne Takeno, Partner, PKF Pacific Hawaii LLP

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

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

      ii. Request for funding (HPD) Intrado phone to be installed at the command console - $5,000.

      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

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VII. **PSAP Status Updates**
   a. Kauai – Mark Begley
   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
   b. Wireless E911 Timeline update.
   c. Others

IX. **Announcements**
   a. **Next Meeting Date**: Thursday, November 14, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.
      i. **Future meeting dates (10am-12noon)**
         1. December 12, 2013;Kalanimoku Building, 322B
         2. January 16, 2014, Kalanimoku Bui9lding, 322B.
         3. February 13, 2014, Kalanimoku Building, 322B.
         4. March 13, 2014, Kalanimoku Building, 322B.
         5. April 17, 2014, Kalanimoku Building, 322B.
         6. May 15, 2014, Kalanimoku, Building, 322B.
         7. June 19, 2014, Kalanimoku, Building, 322B.
   b. **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, October 10, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

Meeting Minutes

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

Board staff members: Thera Bradshaw, Courtney Tagupa, Stella Kam, and Kerry Yoneshige.

Observers: Dwayne Takeno (PKF), Clement Chan(DIT), Clayton Kau(HPD), Aaron Correia(HPD), Thalia Burns (HPD), Sharon Garcia (HPD), Tony Ramirez (Akimeka), Diana Chun (EMS), Brandon Raines (KauaiPD), Tina Metivier (Intrado), and Jeffrey Riewer (AT&T).

I. Call to Order, Public Notice, Quorum

    a. The meeting was called to order at 10:30 am.

II. Public testimony on all agenda items.

    a. The Board Chair requested of those in attendance who wish to give testimony on any agenda item to please come forward.   There was no one who came forward.

III. Introductions

    a. Introductions were made of all in attendance.

IV. Review and Approval of Last Meeting's Minutes

    a. Sonny Bhagowalia motioned to accept the minutes of September 2013 board meeting. The motion was seconded and approved unanimously by voice vote without discussion.

V. Presentation of results of E911 Fund Annual CPA Audit by Dwayne Takeno, Partner, PKF Pacific Hawaii LLP

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a. Dwayne Takeno presented the results of the FY 2013 Annual Audit and stated the following:

    i. The audit report received an unqualified opinion which is an acknowledgment by the auditor that the financial statements presented fairly, in all material respects, the financial position of the E911 Fund as of June 30, 2013.

    ii. The auditor did recommend that although the Board has implemented internal controls over its cash receipts and disbursements procedures, the Board should extend internal controls by providing increased management oversight over financial reporting to offset the inherent risks of inadequate segregation of duties.

    iii. Thera Bradshaw joined Kerry Yoneshige and Courtney Tagupa prior to the Board meeting to address the audit finding of insufficient segregation of duties. Kerry Yoneshige recommended that the additional management oversight should include formal signatures from the Finance Chair and the Executive Director to acknowledge that relevant financial reports have been reviewed and approved.

    iv. Lisa Hiraoka asked Dwayne Takeno of PKF if the procedure acknowledged by Thera Bradshaw and Kerry Yoneshige was sufficient to address the finding of lack of segregation of duties. Mr. Takeno responded in the affirmative.

    v. Kiman Wong motioned to approve the E911 Fund Audit report. The motion was seconded and approved unanimously by voice vote without discussion.

VI. Committee Updates by Committee Chairs

a. Finance Committee – Kiman Wong

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

        1. Kiman Wong stated the following:

            a. Monthly Revenue received: $535,692.

  b. Monthly Disbursements: $171,682.

  c. Monthly Net Receipts: $364,010.

  d. Bank balance: $10,133,025.

  e. Unencumbered cash balance: $8,852,699.

 i. Others

  1. The Finance Committee approved funding not-to-exceed $5,000 for the HPD-Intrado phone to be installed at the command console.

b. Technical Committee – Victor Ramos

 i. Investigative Regulatory Committee Update.

  1. Marshall Kanehailua has been appointed to Chair the Investigative Regulatory Committee with Davlynn Racadio as Vice Chair.

  2. Victor Ramos expressed his appreciation for the leadership of Steven Schutte as well as the exceptional work of the members of the committee.

 ii. Investigative Committee on NG911 Planning update

  1. No updates at this time.

 iii. FCC updates

  1. No updates at this time.

 iv. Others

  1. Tony Ramirez of Akimeka at the request of the E911 Board Chair provided a briefing with regards to the E911 Testing Services Akimeka provides to the PSAPs in an effort to clarify some confusion with the WSPs:

   a. Mr. Ramirez opened by mentioning that Akimeka does not perform "Connectivity Testing" of any type. He mentioned that type of testing was a responsibility between the responsible Service Provider and the Local Exchange Carrier (Hawaiian Telcom).

b. Mr. Ramirez mentioned that Akimeka performs Wireless 911 Testing associated with its "Wireless E911 Ongoing Maintenance" activities which includes the upkeep of the Wireless E911 Database (CRS, GIS, and TVW validations). These offerings were the same for all the PSAPs and he read the testing provisions directly from the Honolulu Police Department's Akimeka Contract.

c. The Testing requirements will be in accordance with the NENA E911 Wireless Maintenance Call Routing and Testing Validation Standard Document 57-002 and does provide the following:

   i. Akimeka will deploy resources, <u>upon request</u> by the Primary PSAP, to assist in the wireless testing activities when implementing five (5) or more cell sites (towers) regardless of the number of sectors.

   ii. Akimeka will assist telephonically, upon request of the Primary PSAP, to assist in the wireless testing activities involving less than five (5) cell sites (towers) regardless of the number of sectors. If on-site testing is required, resulting in the deployment of Akimeka resources, charges will apply on a cost plus basis and billed directly to the PSAP.

   iii. Akimeka will track and report on all wireless test conducted during the calendar month by WSP on a monthly basis via the Monthly Status Report.

c. Communications Committee-Steven Schutte
  i. 2014 Legislative Investigative Committee
     1. Thera Bradshaw, in Steven Schutte's absence, stated the following:
        a. Following the October Joint Committee Meeting there was a meeting with the Legislative Investigative Committee.
        b. There will be a presentation at the November Board meeting of an overview of the financial projections for prepaid wireless revenue and expenses.
        c. The committee has reached out to the Retail Merchants of Hawaii so the committee can work collectively with them. One of the key issues for the retail merchants is the collection/administration costs for revenue collection on prepaid wireless surcharges.
        d. Other issues involve prepaid surcharge collection challenges for large and small businesses.
        e. Although CTIA is recommending that the E911 Board take a revenue neutral position in setting the fee for prepaid wireless, our financial projections reflect that the fee should remain the same until actual information regarding the revenue and costs associated with prepaid wireless can be analyzed.
        f. Kerry Yoneshige requested that the Board submit a justification sheet for prepaid wireless to him today in anticipation of legislative action on the prepaid wireless fee. Thera Bradshaw accepted the action item.

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ii. Others

VII. **PSAP Status Updates**

    a. Kauai – Mark Begley

        i. Brandon Raines reported that implementation efforts with TriTech continue and the big focus is the NG911 cutover. Kauai remains on track for November 5 & 6 for this event depending on the timing of the Oahu cutover.

        ii. Kauai is working with HawTelcom on the Alternate Dispatch Center which should be completed by next year.

    b. Oahu – Dave Kajihiro

        i. The Intrado cutover is delayed tentatively until October 22 and 23.

        ii. The CAD cutover is tentatively scheduled for December 8 but may be rescheduled due to programming problems with Motorola.

    c. Molokai – Victor Ramos

        i. Nothing to report at this time.

    d. Maui – Clayton Tom

        i. Nothing to report at this time.

    e. Hawaii - Marshall Kanehailua

        i. There have not been any call delays since October 1 on the Intrado hardware.

        ii. The Solacom equipment was removed on October 5.

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

    a. Request for Funding approval

        i. Request for funding for the (HPD) Intrado phone to be installed at their command console - $5,000.

        ii. Marshall Kanehailua motioned to approve funding in the amount not-to-exceed $5,000. The motion was seconded and approved unanimously by voice vote without discussion.

    b. Wireless E911 Timeline update.

           i. None at this time.

    c. Others

           i. The Board Chair stated that the Technical and Finance Committees and the Board acknowledged their support for travel expense reimbursement for neighbor island PSAPs to attend the Oahu cutover tentatively scheduled for October 22 and 23.   A request for Board approval for travel expenditures will be placed on the agenda in November. Each neighbor island PSAPs will be allowed two members to attend.

IX. Announcements

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

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4. March 13, 2014, Kalanimoku Building, 322B.
5. April 17, 2014, Kalanimoku Building, 322B.
6. May 15, 2014, Kalanimoku, Building, 322B.
7. June 19, 2014, Kalanimoku, Building, 322B.

b. **Others**.

      i. Tony Ramirez advised that Akimeka is willing to talk with connection service providers regarding testing support.

      ii. Roy Irei stated that the holiday season may be restrictive and there may be need for increased coordination by the connection service providers to accommodate PSAPs for possible new sectors, sites, upgrades, etc. during the holiday season.

      iii. Sonny Bhagowalia provided a reminder of the upcoming Hawaii Digital Summit meeting on November 21 at the Hilton Hawaiian Village. All government employees are admitted for free. There is an opportunity for E911 to conduct an information session

meeting at the conference. Further information will be forwarded. In addition, there is a recognition opportunity at the conference for the positive work of the Board with the Governor to present the recognition citations. Lastly, Sonny mentioned that this month is Cyber Security Awareness Month.

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

XI. Adjournment : The meeting was adjourned at 11:10 am.

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

FIRST HAWAIIAN BANK ACCOUNT:

General Fund

Budget Analysis				
FY 2014	**Actuals**		**Annual**	**% of Budget**
	September	Fiscal YTD	Budget	Expended
Receipts:				
Enhanced 911 Surcharge Collection	535,487	2,043,265	9,050,000	22.6%
Interest Income	205	557	2,000	27.9%
Receipts	535,692	2,043,822	9,052,000	22.6%
Disbursements:				
Conference Travel	(2,965)	5,678	(157,292)	-3.6%
Non-Recurring Expenses		(2,306)	(2,052,925)	0.1%
Recurring Expenses:				
Administration	(33,396)	(96,284)	(1,244,938)	7.7%
Maintenance	(107,148)	(470,799)	(3,278,600)	14.4%
Telecommunications	(28,173)	(238,464)	(1,927,936)	12.4%
Other			(7,600)	0.0%
Disbursements	(171,682)	(802,175)	(8,669,291)	9.3%
Net Receipts/(Disbursements)	364,010	1,241,647	382,709	
Cash Flow Analysis				
Net Receipts/Disbursements	$ 364,010	1,241,647		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				623,525
FY 2012 (HFD/EDS/HPD)		(51,105)		987,801
FY 2013		(405,266)		
Total Cash Outflow	-	(456,371)		
Net Cash Inflow/(Outflow)	364,010	785,277		
Bank Balance Analysis:				
ADD: July 1, 2013 Beginning Balance		9,347,748		
Net Bank Balance		10,133,025		
Outstanding Ecumb/Accruals		(1,611,326)		
Unencumbered Cash Balance		8,521,699		

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

MONTH OF SEPTEMBER 2013	Hawaii PSAP	Kauai PSAP	Oahu PSAP	Admin	TOTAL
TOTAL RECEIPTS	-	-	-	535,692	535,692
DISBURSEMENTS					
6200 CONFERENCES					
6204 APCO Conference	-	-	-	2,507	2,507
6214 Nena Conference	-	-	-	-	-
6225 VIPER CUTOFF	-	458	-	-	458
Total 6200 CONFERENCES	-	458	-	2,507	2,965
6400 RECURRING EXPENSES					
6401 ADMINISTRATION					
6401.01 Exec Dir. Services	-	-	-	28,638	28,638
6401.05 Audit Expense	-	-	-	2,375	2,375
6401.08 Board Member Travel	888	-	-	1,496	2,384
6401.10 E911 Logo Contest	-	-	-	-	-
Total 6401 ADMINISTRATION	888	-	-	32,509	33,396
6402 MAINTENANCE					
6402.07 0011 9-1-1MSAG Maint.	25,637	-	45,145	-	70,782
6402.11 GeoComm Maint	-	-	36,366	-	36,366
Total 6402 MAINTENANCE	25,637	-	81,511	-	107,148
6403 Other RECURRING					
6403.01 Telcom Charges					
6403.0102 Long Distance	35	-	-	-	35
6403.0103 Mileage	-	-	946	-	946
6403.0109 Telcom Trunk	25,529	-	-	-	25,529
6403.0110 Ocean Safety					
6403.0110.1 CML	-	-	1,663	-	1,663
Total 6403.0110 Ocean Safety	-	-	1,663	-	1,663
Total 6403.01 Telcom Charges	25,564	-	2,609	-	28,173
Total 6403 Other RECURRING	25,564	-	2,609	-	28,173
Total 6400 RECURRING EXPENSES	52,089	-	84,120	32,509	168,717
Total DISBURSEMENTS	52,089	458	84,120	35,015	171,682

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

FYTD SEPTEMBER 2013 (3 MOS.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Admin	TOTAL		
DESCRIPTION	3 mos	3 mos	3 mos	3 mos	3 mos	3 mos	Annual Budget	$ Over/(Under) Budget
TOTAL RECEIPTS	-	-	-	-	2,043,822	2,043,822	-	2,043,822
DISBURSEMENTS:								
6200 CONFERENCES								
6204 APCO Conference	-	-	-	-	2,507	2,507	24,658	(22,151)
6212 NASNA Conference	-	-	-	-	-	-	4,500	(4,500)
6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)	-	(8,643)
6225 VIPER CUTOFF	-	458	-	-	-	458	1,915	(1,457)
6200 CONFERENCES - Other	-	-	-	-	-	-	126,219	(126,219)
Total 6200 CONFERENCES	3,134	458	2,329	(10,605)	(993)	(5,678)	157,292	(162,970)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	-	-	-	99,000	(99,000)
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.03 Honolulu Fire Dept.								
6301.031 Licensing	-	-	-	-	-	-	6,105	(6,105)
6301.032 Consulting	-	-	-	1,625	-	1,625	2,500	(875)
6301.03 Honolulu Fire Dept. - Other	-	-	-	-	-	-	72,000	(72,000)
Total 6301.03 Honolulu Fire Dept.	-	-	-	1,625	-	1,625	80,605	(78,980)
Total 6301 CAD Replac/Upgrade	-	-	-	1,625	-	1,625	1,679,605	(1,677,980)
6303 Computers								
6303.06 GeoComm	-	-	-	682	-	682	150,000	(149,318)
6303.15 NG911 Record Syst.	-	-	-	-	-	-	110,000	(110,000)
6303.16 ViperInstall	-	-	-	-	-	-	30,320	(30,320)
Total 6303 Computers	-	-	-	682	-	682	290,320	(289,638)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)
6306.12 TriTechCADSystAdm								
6306.121 CAD Tritech HFD	-	-	-	-	-	-	20,000	(20,000)
6306.122 CAD TriTech EMS	-	-	-	-	-	-	7,000	(7,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	27,000	(27,000)
6306.13 OT Viper Training	-	-	-	-	-	-	48,000	(48,000)
Total 6306 Training	-	-	-	-	-	-	83,000	(83,000)
Total 6300 Non-RECURRING	-	-	-	2,306	-	2,306	2,052,925	(2,050,619)

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

FYTD SEPTEMBER 2013 (3 MOS.) DESCRIPTION	Hawaii PSAP 3 mos	Kauai PSAP 3 mos	Maui PSAP 3 mos	Oahu PSAP 3 mos	Admin 3 mos	TOTAL 3 mos	Annual Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	85,513	85,513	341,250	(255,738)
6401.02 ElectronSignatur	-	-	-	-	-	-	189	(189)
6401.05 Audit Expense	-	-	-	-	7,375	7,375	11,500	(4,125)
6401.06 Bank Charge	-	-	-	-	-	-	108	(108)
6401.08 Board Member Travel	888	-	-	-	4,516	5,403	28,988	(23,585)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	28	28	238,000	(237,972)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	-	454,444	(454,444)
Total 6401.09 DB&F Assessments	-	-	-	-	28	28	692,444	(692,416)
6401.10 E911 Logo Contest	-	-	-	-	-	-	4,034	(4,034)
6401.11 Miscellaneous Expense	(0)	-	-	-	(1)	(1)	500	(501)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	-	-	210	(210)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	(2,033)	(2,033)	-	(2,033)
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	(2,033)	(2,033)	140,000	(142,033)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	25,000	(25,000)
Total 6401 ADMINISTRATION	887	-	-	-	95,397	96,284	1,244,938	(1,148,654)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	207,404	-	207,404	874,698	(667,295)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	52,396	-	(1,121)	45,145	-	96,420	1,654,959	(1,558,539)
6402.08 CAD Maintenance	-	-	-	-	-	-	633,862	(633,862)
6402.09 CAD System Maint								
6402.1003 Honolulu Police Dept	-	-	-	130,609	-	130,609	-	130,609
Total 6402.09 CAD System Maint	-	-	-	130,609	-	130,609	-	130,609
6402.11 GeoComm Maint	-	-	-	36,366	-	36,366	50,000	(13,634)
6402.13 Software Maintenance								
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,306	(4,306)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	4,306	(4,306)
Total 6402 MAINTENANCE	52,396	-	(1,121)	419,524	-	470,799	3,278,600	(2,807,801)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
6403.0102 Long Distance	119	28	54	-	-	201	1,440	(1,239)
6403.0103 Mileage	-	-	-	946	-	946	-	946
6403.0109 Telcom Trunk	51,057	-	23,208	157,814	-	232,079	1,657,050	(1,424,971)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	3,392	-	3,392	24,858	(21,466)
6403.0110.2 Centrex	-	-	-	832	-	832	-	832
6403.0110.3 Mileage	-	-	-	1,014	-	1,014	11,353	(10,339)
Total 6403.0110 Ocean Safety	-	-	-	5,238	-	5,238	36,211	(30,973)
6403.0112 HPD CML Viper	-	-	-	-	-	-	132,285	(132,285)
Total 6403.01 Telcom Charges	51,176	28	23,262	163,997	-	238,464	1,927,936	(1,689,472)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	51,176	28	23,262	163,997	-	238,464	1,935,536	(1,697,072)
Total 6400 RECURRING EXPENSES	104,460	28	22,140	583,521	95,397	805,547	6,459,074	(5,653,527)
TOTAL DISBURSEMENTS	107,594	486	24,469	575,223	94,404	802,175	8,669,291	(7,867,116)

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
Executive Director 2nd Opt Year					(8,531.00)		(8,531.00)	9/12/2013
NASNA Conference (Nov2013)					4,500.00	(4,500.00)		9/12/2013
							-	
Totals	2,410,833.00	2,932,902.00	1,208,345.00	737,754.20	1,253,278.00	126,218.80	8,669,331.00	

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

Summary of Encumbrances/Accruals:

							Q1	9/30/2013
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
CAD Upgrade:			623,524.70			623,524.70		623,524.70
FY 2012 Encumbrances:						-		
CAD Upgrades:								
EMS/FIRE	253,156.46					253,156.46	51,105.01	202,051.45
HPD	785,750.00					785,750.00		785,750.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	51,105.01	987,801.45
FY 2013 Accruals								
DB&F Rev. Assessment					38,407.23	38,407.23	38,407.23	-
DB&F Admin. Assessment					65,482.45	65,482.45	65,482.45	-
NENA Conference	24,500.00	7,000.00		3,500.00	3,500.00	38,500.00	38,500.00	-
WSP Recovery-Sprint					72,911.00	72,911.00	72,911.00	-
MSAG & GIS		38,758.07	27,158.91	37,636.89		103,553.87	103,553.87	-
Ocean Safety-Telecom	1,662.66					1,662.66	1,662.66	-
HawTelcom CML Positions		23,207.88	9,283.15	51,057.32		83,548.35	83,548.35	-
Board & Committee Travel					1,200.00	1,200.00	1,200.00	-
Total FY 2013 Accruals	26,162.66	68,965.95	36,442.06	92,194.21	181,500.68	405,265.56	405,265.56	-
Total Encumbrances/Accruals	1,065,069.12	68,965.95	659,966.76	92,194.21	181,500.68	2,067,696.72	456,370.57	1,611,326.15

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

FYTD SEPTEMBER 2013 (3 MOS.)	Hawaii PSAP		
DESCRIPTION	3 mos	Annual Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	52,396	480,444	(428,048)
6402.08 CAD Maintenance	-	64,255	(64,255)
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	-	-	-
Total 6402.09 CAD System Maint	-	-	-
6402.11 GeoComm Maint	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	4,306	(4,306)
Total 6402.13 Software Maintenance	-	4,306	(4,306)
Total 6402 MAINTENANCE	52,396	549,005	(496,609)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	119	480	(361)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	51,057	306,348	(255,291)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper	-	-	-
Total 6403.01 Telcom Charges	51,176	306,828	(255,652)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	51,176	306,828	(255,652)
Total 6400 RECURRING EXPENSES	103,572	855,833	(752,261)
TOTAL DISBURSEMENTS	106,706	2,410,833	(2,304,127)

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

FYTD SEPTEMBER 2013 (3 MOS.)	Kauai PSAP		
DESCRIPTION	3 mos	Annual Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	186,810	(186,810)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	330,423	(330,423)
6402.08 CAD Maintenance	-	-	-
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	-	-	-
Total 6402.09 CAD System Maint	-	-	-
6402.11 GeoComm Maint	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	-	517,233	(517,233)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	100,950	(100,950)
6403.0102 Long Distance	28	480	(452)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	-	111,398	(111,398)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper	-	-	-
Total 6403.01 Telcom Charges	28	212,828	(212,800)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	28	212,828	(212,800)
Total 6400 RECURRING EXPENSES	28	730,061	(730,033)
TOTAL DISBURSEMENTS	486	737,754	(737,268)

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

FYTD SEPTEMBER 2013 (3 MOS.)	Maui PSAP		
DESCRIPTION	3 mos	Annual Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	387,888	(387,888)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	(1,121)	302,350	(303,471)
6402.08 CAD Maintenance	-	169,607	(169,607)
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	-	-	-
Total 6402.09 CAD System Maint	-	-	-
6402.11 GeoComm Maint	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	(1,121)	859,845	(860,966)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	54	480	(426)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	23,208	292,420	(269,212)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper	-	-	-
Total 6403.01 Telcom Charges	23,262	292,900	(269,638)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	23,262	292,900	(269,638)
Total 6400 RECURRING EXPENSES	22,140	1,152,745	(1,130,605)
TOTAL DISBURSEMENTS	24,469	1,208,345	(1,183,876)

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

FYTD SEPTEMBER 2013 (3 MOS.)	Oahu PSAP		
DESCRIPTION	3 mos	Annual Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	207,404	300,000	(92,597)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	45,145	541,742	(496,597)
6402.08 CAD Maintenance	-	400,000	(400,000)
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	130,609	-	130,609
Total 6402.09 CAD System Maint	130,609	-	130,609
6402.11 GeoComm Maint	36,366	50,000	(13,634)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	419,524	1,352,517	(932,993)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	946	-	946
6403.0109 Telcom Trunk	157,814	946,884	(789,070)
6403.0110 Ocean Safety			
6403.0110.1 CML	3,392	24,858	(21,466)
6403.0110.2 Centrex	832	-	832
6403.0110.3 Mileage	1,014	11,353	(10,339)
Total 6403.0110 Ocean Safety	5,238	36,211	(30,973)
6403.0112 HPD CML Viper	-	132,285	(132,285)
Total 6403.01 Telcom Charges	163,997	1,115,380	(951,383)
6403.02 EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING	163,997	1,122,980	(958,983)
Total 6400 RECURRING EXPENSES	583,521	2,475,497	(1,891,976)
TOTAL DISBURSEMENTS	575,223	2,932,902	(2,357,679)

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

FYTD SEPTEMBER 2013 (3 MOS.)	Admin		
DESCRIPTION	3 mos	Annual Budget	$ Over/(Under) Budget
TOTAL RECEIPTS	2,043,822	-	2,043,822
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	2,507	3,800	(1,293)
6212 NASNA Conference	-	4,500	(4,500)
6214 Nena Conference	(3,500)	-	(3,500)
6225 VIPER CUTOFF	-	-	-
6200 CONFERENCES - Other	-	126,219	(126,219)
Total 6200 CONFERENCES	(993)	134,519	(135,512)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	85,513	341,250	(255,738)
6401.02 ElectronSignatur	-	189	(189)
6401.05 Audit Expense	7,375	11,500	(4,125)
6401.06 Bank Charge	-	108	(108)
6401.08 Board Member Travel	5,404	28,988	(23,584)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	28	238,000	(237,972)
6401.0102 DB&F Rev Assessment	-	454,444	(454,444)
Total 6401.09 DB&F Assessments	28	692,444	(692,416)
6401.10 E911 Logo Contest	-	4,034	(4,034)
6401.11 Miscellaneous Expense	(1)	500	(501)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	-	210	(210)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	(2,033)	-	(2,033)
6401.15 WSP Cost Recovery - Other	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery	(2,033)	140,000	(142,033)
6401.17 ADA Compliance	-	500	(500)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	96,285	1,244,938	(1,148,653)
Total 6400 RECURRING EXPENSES	96,285	1,244,938	(1,148,653)
TOTAL DISBURSEMENTS	95,292	1,379,457	(1,284,165)

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

- ## PSAP Operations

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	81,643	23,547	28.8%	58,086	71.2%

(*) 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	81,643	23,547	28.8%	58,086	71.2%	10	0.0%	5,996	7.3%
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	**739,986**	**213,400**	**28.8%**	**526,520**	**71.2%**	**66**	**0.0%**	**56,117**	**7.6%**
AVG PER MO	**82,221**	**23,711**		**58,502**		**7**		**6,235**	

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	40,597	10,701	26.4%	45.4%	29,824	73.6%	51.3%	72	0.2%	1,355	3.3%
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	**313,052**	**81,653**	**26.2%**	**38.3%**	**230,430**	**73.8%**	**43.8%**	**969**	**0.3%**	**10,038**	**3.2%**
AVG PER MO	**34,784**	**9,073**			**25,603**			**108**		**1,115**	

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 URGENT RESPONSE (HPDURS)						Admin		Abandoned	
		Wireline			Wireless						
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September	17,772	5,458	30.9%	23.2%	12,193	69.1%	21.0%	121	0.7%	704	4.0%
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	157,149	50,283	32.2%	23.6%	105,856	67.8%	20.1%	1,010	0.6%	10,134	6.4%
AVG PER MO	17,461	5,587			11,762			112		1,126	

**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 DROP | | | | | | | | Abandoned | |
| | | Wireline | | | Wireless | | | Admin | | | |
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September	8,286	2,714	32.8%	11.5%	5,568	67.2%	9.6%	4	0.0%	6,997	84.4%
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	**66,879**	**21,559**	**32.3%**	**10.1%**	**45,275**	**67.7%**	**8.6%**	**45**	**0.1%**	**54,827**	**82.0%**
AVG PER MO	**7,431**	**2,395**			**5,031**			**5**		**6,092**	

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.

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

- ## **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	2,758	831	31.3%	3.5%	1,824	68.7%	3.1%	103	3.7%	91	3.3%
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	40,529	15,465	41.1%	7.2%	22,153	58.9%	4.2%	2,911	7.2%	9,234	22.8%
AVG PER MO	4,503	1,718			2,461			323		1,026	

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	7,251	2,835	39.8%	12.0%	4,287	60.2%	7.4%	129	1.8%	138	1.9%
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	65,544	26,294	41.2%	12.3%	37,538	58.8%	65.2%	1,712	2.6%	1,152	1.8%
AVG PER MO	7,283	2,922			4,171			190		128	

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)

Notes:

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

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

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

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
	TOTAL YTD	**January**	**February**	**March**	**April**	**May**	**June**
2013	**96,833**	3,061	4,333	15,074	13,256	3,094	4,038
	AVG PER MO	**July**	**August**	**September**	**October**	**November**	**December**
	10,759	39,504	9,494	4,979			

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 – September 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/27/13	AT&T Mobility	1	1	Oahu PSAP/ Akimeka	Fail

Current Month PSAP Operations Activities – September 2013

09/16/13   Motorola informed the Honolulu Police Department (HPD) and Akimeka that the implementation of the Motorola PremierOne CAD has been delayed due to a software issue with address verification. As such, the subsequent follow up meeting was cancelled.

- ## MSAG

Report Changes

Effective with this month's report, the MSAG statistics charts below have been modified to clearly distinguish between the correction requests in "Referred" status versus "Suspended" status and are highlighted accordingly as follows:

9-1-1Net Status Types	Definition and Notes
Referred	Correction request has been submitted to the Telco via Intrado and is awaiting approval to be updated in 9-1-1Net.
Suspended	Processing of request has been "paused". Correction is put into suspension due to TN fallouts, range overlaps or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

The definitions chart has also been updated accordingly.

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- ## MSAG (continued)

Current Month – September 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	355	349	334	0	1	2	12	10,720	3	3	4	1	0	0

Revised categories and report format changes effective May 2012.

During the month of September 2013, 349 9-1-1Net requests were submitted relating to the MSAG database, with 10,720 customer ANI/ALI records updated as a direct result. Three (3) TN CR transactions and three (3) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are four (4) TN CRs and one (1) ALI-DR in Referred status as of September 30, 2013.

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

Year-to-Date (YTD) Summary – 2013

OAHU CIVILIAN		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September	355	349	334	0	1	2	12	10,720	3	3	4	1	0	0
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	3,588	2,769	2,429	43	149	46	102	75,091	810	9				
AVG PER MO	399	308	270	5	17	5	11	8,343	90	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. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

- ## 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 **September 30, 2013**:

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	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	

- ## **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.
Ford Island	FORD ISL	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	IN PROGRESS	
Schofield Bks	SCHOFIELD	661	IN PROGRESS	

In the month of September 2013, Ford Island was "Completed".

A total of 842 MSAG transactions have been completed thus far – 34.1% Complete. An estimated 1,625 MSAG transactions remain to be submitted and processed.

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 **September 30, 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	08/12/13	09/03/13	Data was not loaded due to discrepancies with the Common Places	08/23/13	
Ford ISL	08/15/13	09/03/13	08/19/13	09/03/13		08/23/13	
Makalapa	09/04/13	09/06/13	09/06/13	09/06/13		09/06/13	09/11/13
Aliamanu	09/09/13	09/13/13	09/18/13	09/19/13		09/20/13	09/23/13
Salt Lake	09/16/13	09/23/13	09/23/13	09/23/13		09/20/13	09/23/13
Kalihi	09/24/13	10/21/13	IN PROGRESS				
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					

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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					

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- ## Geographic Information System (GIS)

Mapping Layers Updated – September 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	09/26/13		Added seventy-eight (78) new address points in Moanalua T
	09/23/13 -- 09/30/13		Spatially corrected 1,031 address points in Kailua, and fifty (50) address points in Waimanalo. Added eighteen (18) alias addresses, three (3) apartment numbers, and one (1) apartment letter, corrected one (1) address, and identified missing addresses that require site visits.
	09/12/13 -- 09/20/13		Spatially corrected 1,242 address points in Kailua and seventy-five (75) address points in Waimanalo. Added sixty-one (61) new address points in Maloelap and twenty-two (22) in Moanalua T. Added eighteen (18) alias addresses and identified missing addresses that require site visits. Added two (2) apartment letter. Deleted record ID 84924 1376 Kehaulani Dr which was a duplicate address location. Deleted sixteen (16) addresses that were not identifiable. Corrected record ID 313440 from 1234 Mokulua Dr to 1232 Mokulua Dr.
	09/11/13		Received new development Ewa by Gentry Area 14. Georeferenced blueprint and added 235 new address points.
	09/03/13 -- 09/11/13		Spatially corrected 2,236 address points in Kailua and 119 in Waimanalo. Added eighty-six (86) new address points in Maloelap. Added eighteen (18) alias addresses and identified missing addresses that require site visits. Corrected record ID 86738 TMK from 41018024 to 41018043. Corrected record ID 84354 frtom 47-674 Paopua Loop to 674 Paopua Loop. Deleted record ID 103231 47-740A Ahuimanu Loop which was a duplicate record that was geocoded and populated incorrectly. Corrrected record ID 87325 TMK from 42021062 to 42051062.

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

Mapping Layers Updated – September 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		09/20/13	Delivered updated Common Places to HPD
	09/17/13		Utilizing the Common Place Alias extract from the PremierOne CAD, built new database and joined tables to the Common Place layer. Extracted the CAD information to the necessary fields for the PremierOne CAD system alias tables.
			Spatially corrected Library Moanalua to structure
		09/06/13	Delivered updated Common Places to HPD
	09/04/13		Corrected fourteen (14) location names. Deleted DIST CRT WAIANAE.
Fire Districts			
Fire Response Areas			
Fire Stations			
MSAG Communities (aka Towns)	09/23/13 -- 09/26/13		Corrected Haleiwa/sunset boundary and Haleiwa/Waialua boundary
	09/10/13 -- 09/13/13		Corrected boundary to Kaneohe/Kahuluu, Hauula/Punaluu, Hauula/Laie and Kahuku/Laie
Medic Beats			
Medic Response Areas			
Net_Junctions	09/23/13		Populated with the most recent MSAG Community updates and delivered Aloha geodatabase to HPD
	09/09/13		Populated with the most recent MSAG Community updates and delivered Aloha geodatabase to HPD

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

Mapping Layers Updated – September 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Police Beats	09/23/13 -- 09/27/13		Corrected boundaries for Beats 272, 270, and 268 according to the written descriptions. This is an ongoing project.
	09/10/13 -- 09/13/13		Corrected boundaries for Beats 468, 471, 472 ,473, 475, 477, and 478 according to the written descriptions. This is an ongoing project.
	09/03/13		Corrected boundaries for Beats 464, 465, and 467 according to the written descriptions. This is an ongoing project.
Police Districts			
Police Response Areas			
Street Centerlines	09/27/13		Corrected gaps on Humupaa St
	09/24/13		Populated 231 Census Tract boundaries in support of HFD and EMS operations. Added hiking trail for Koko Crater Botanical Gardens. Corrected gaps on Nakini St, Ilauhole St, and Oluolu St. Flipped segment of Arizona St to correct flipped link errors.
	09/23/13		Split Managers Dr at boundary. Added street ranges for Koaleo St.
		09/20/13	Delivered Street Centerlines data to HPD, HFD, and EMS
	09/20/13		Split Moanalua Rd, E Moanalua Fwy, and Ala Napunani at the Salt Lake boundary. Corrected gaps on Whitmore Ave, Pakui St, and Nomilo St.
	09/17/17		Corrected gaps on Gulick Ave, Ginger St, and Glen Ave
	09/13/13		Corrected gaps on Pakini St. Split Radford Dr, Namur Rd, and Marshall Rd at respective boundaries.
	09/11/13		Corrected fifteen (15) gaps on Dole St, Elelupe Rd, Farmers Rd, Farrington Hwy, Forest Ridge Way, and Kamilo St
	09/09/13		Corrected fifty-four (54) Flipped Link errors
		09/06/13	Delivered Street Centerlines data to HPD, HFD, and EMS

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

Mapping Layers Updated – September 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Street Centerlines (continued)	09/06/13		Split Kikania St, Makakilo Dr, Center Dr, and N Nimitz Hwy at associated MSAG Community and Police Beat boundaries
	09/05/13		Identified valid overlap on Funston Rd -- flagged as an exception
			Corrected forty-seven (47) mixed parity issues
			Split segments of H1W FWY, H1E FWY, and 11TH ONTO H1W
			Added two (2) segments for 10th Ave underpass
	09/04/13		Corrected D St range on Hickam to accommodate address for HAFB Police based on HPD's approval and direction
	09/03/13		Corrected street name for Honolulu International Airport Departures
Trails			
WSP Cell Sectors	09/27/13		Per AT&T Mobility CRS
		09/23/13	
	09/17/13		Per VZW CRS
		09/16/13	
	09/12/13		Per Sprint CRS
		09/09/13	
		09/04/13	
WSP Cell Towers	09/27/13		Per AT&T Mobility CRS
		09/23/13	
	09/17/13		Per VZW CRS
		09/16/13	
	09/12/13		Per Sprint CRS
		09/09/13	
		09/04/13	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Surf Breaks			
SPECIAL REQUESTS			
Tow Boundaries			

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

Current Month GIS Activities – September 2013

09/20/13   Akimeka worked on adding new locations utilizing the coordinates provided by Ocean Safety.

TriTech CAD System Upgrade

Subsequent to confirming that HFD and EMS are now on a single TriTech CAD system, during the month of September, Akimeka continued to deliver GIS data on a bi-weekly schedule.

In order to prepare the new CAD system for the correct use of address validation utilizing Address Points, Akimeka coordinated with TriTech and HFD to move the project along and begin the configuration for this layer.

1. On September 17, 2013, Akimeka reached out to Chuck Alexander of TriTech to confirm if the new TriTech CAD system was configured to accept the use of Address Points.

   a. Akimeka has been configuring the 911 Address Points in preparation for the TriTech CAD system. Once HFD and EMS are ready to continue with use of the Address Points, this layer is available.

   b. Chuck asked Jon Sakamoto if HFD is ready for the Address Points for address verification. Chuck advised that when we begin using the Address Points, we may want to start with a small set so Jon can observe the behavior before loading all of the Address Points into the system.

   c. Jon Sakamoto replied that he would like to hold off on adding Address Points at this time until the issues they are experiencing in the test system is resolved. Once that gets resolved, he may be able to use a test build and give it a try. Jon also mentioned that he was not aware Akimeka would be preparing Address Points for the CAD.

2. On September 20, 2013, Akimeka confirmed to Jon that the loading of Address Points will be put on hold until the TriTech CAD issues are resolved.

   a. Once the TriTech CAD issues are fixed, Akimeka asked if Jon could notify Akimeka when HFD is ready to use Address Points.

   b. Akimeka also informed Jon that the Address Points are required for Next Generation 9-1-1 (NG9-1-1) and will help with locating 9-1-1 callers who call from a telephone wireline or VoIP device. Akimeka has been building the Address Points layer for NG9-1-1 purposes which is more accurate than the parcel Address Points provided to HFD by DPP in the past. The DPP Address Points were used as a visual layer only and was not built into the CAD system, so the function for address verification did not exist previously. Address Points will also be necessary for use in the CAD system so that there is an exact match to what is provided to the NG9-1-1 Service Provider (Intrado) for address validation within the NG9-1-1 network.

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

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.

Subsequent to the Police Beat corrections that took place during the month of August 2013, upon loading the GIS data for Street Centerlines in the current Motorola Premier CAD, HPD PMT confirmed that there were no issues with regards to the CAD system recommendations. HPD PMT also reviewed the Police Beats corrections worksheet and confirmed that there were no issues with the document.

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of September 2013. Akimeka completed an additional fourteen (14) Police Beats (464, 465, 467, 468, 469, 471, 472, 473, 475, 477, 478, 480, 270, and 272) boundary corrections which completed District 4 (the entire Windward coast).

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.

Common Places Discrepancies

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.

On September 11, 2013, HPD PMT confirmed that the September 6, 2013 GIS data deliverable was put into the Production CAD and the corrections performed by HPD PMT and Akimeka were accepted by the CAD with no errors.

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

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.

1. On September 10, 2013, Akimeka received additional coordinates for new Surf Break locations to be added to the Surf Breaks layer.

   a. Akimeka replied that the locations will be added to the Surf Breaks layer. Akimeka sent Buck Giles from Ocean Safety a spreadsheet with the records originally submitted for Surf Breaks that had coordinates converted and corrected by Akimeka for their records. Akimeka began adding the new locations during the month of September 2013 and plans to have the remaining additions completed during the month of October 2013 along with the new Dive Locations layer.

2. On September 10, 2013, Akimeka also received a follow up with regards to the lifeguard stands from HPD PMT sent in February 2013. The spreadsheet provided included the list of Lifeguard Towers that Ocean Safety had originally sent to HPD and contained the tower locations and addresses.

3. On September 11, 2013, Akimeka reviewed the spreadsheet against the current GIS data and noted discrepancies between two addresses. Akimeka sent the spreadsheet with comments back to HPD PMT and asked which addresses HPD would like to use for the Common Places layer.

   a. In order to ensure all agencies are on the same page and using the same identified address for Lifeguard Towers, HPD PMT requested that Akimeka hold off on addressing these locations until this can be further discussed as a group with the other agencies.

4. On September 16, 2013, a conference call was held with HFD, EMS, HPD, Ocean Safety, and Akimeka to discuss the lifeguard stands.

   a. During the meeting the spreadsheet Akimeka had sent back to HPD PMT was reviewed and discussed.

      1) Akimeka reviewed the spreadsheet and identified the discrepancies among the addresses and relayed that this is in part because the locations are utilizing pseudo-addresses in the GIS data so that there are no geocoding discrepancies in the CAD systems.

      2) It was agreed that the addresses that were used are general addresses and more accurate pseudo-addresses could be identified and used in the GIS data.

      3) It was also agreed to hold off performing edits to the GIS data until Jim Howe from Ocean Safety can be included in the discussion.

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

Street Utility Check

For more than a year now, Akimeka has been utilizing the Motorola Premier CAD generated reports to assist with identifying potential GIS errors in the Street Centerlines requiring corrections as needed. The need to correct discrepancies from the CAD generated reports were identified as a top priority when the first uploads of Akimeka GIS data began with the Motorola CAD system at HPD.

A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered on September 21, 2012 and September 20, 2013. Below are the results of the comparison.

	09/21/12	09/20/13	Improvement/ Comments
Total Number of GIS Records	**26,797**	**26,951**	**Added 154 records**
Errors Identified			
Zero Errors	5,305	2,193	Reduced errors by 59% (3,112 errors)
Low > High Errors	2	0	Corrected the two (2) identified errors
Mixed Parity Errors	0	0	No Change
Changed Parity Errors	105	0	Corrected all of the identified errors (105 errors)
Address Gap Errors	2,583	1,719	Reduced errors by 33% (864 errors)
Address Overlap Errors	420	0	Corrected all of the identified errors (420 errors)
Flipped Link Errors	1,029	624	Reduced errors by 39% (405 errors)
Total Errors	**9,444**	**4,536**	**Reduced errors by 52% (4,908 errors)**

In addition to Akimeka's internal validation tools, Akimeka will continue to utilize the various CAD reports to further identify and correct the multitude of discrepancies in the GIS data. This is an ongoing and routine process which Akimeka has been using to improve the accuracy of the GIS data for Public Safety.

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

Street Utility Check (continued)

Akimeka plans to continue its work effort to complete corrections of the discrepancies identified and/or identify any valid exceptions which Akimeka will tag with the proper information so the CAD system will accept the record(s) and not jeopardize the full functionality of the CAD system from the upload to RMS. Akimeka plans to complete all Street Utility Check errors prior to the implementation of the Motorola PremierOne CAD "go live" date.

SPAWAR Meeting on Addressing for MCBH

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

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

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

Current Month – September 2013

OAHU CIVILIAN	September 2013			Year-to-Date	
WSP	Date	Sites	Sectors	Sites	Sectors
AT&T	09/27/13	5	11		
		5	11	57	195
Mobi PCS	None				
		0	0	3	7
Nextel					
				83	207
Sprint	09/12/13	1	3		
		1	3	6	12
T-Mobile	None				
		0	0	101	293
Verizon Wireless	09/17/13	1	3		
	09/05/13	16	39		
		17	42	104	298
TOTAL		23	56	354	1,012

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

- ## PSAP Operations

9-1-1 Call Volume – September 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,786	2,458	31.6%	5,328	68.4%
MOLOKAI	238	148	62.2%	90	37.8%
MAUI COUNTY	8,024	2,606	32.5%	5,418	67.5%

(*) 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	7,786	2,458	31.6%	5,328	68.4%	0	0.0%	1,127	14.5%
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	**73,226**	**23,153**	**31.6%**	**50,059**	**68.4%**	**14**	**0.0%**	**11,269**	**15.4%**
AVG PER MO	**8,136**	**2,573**		**5,562**		**2**		**1,252**	

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

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

Maui County E9-1-1 Status Report
September 1, 2013 – September 30, 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	238	148	62.2%	90	37.8%	0	0.0%	36	15.1%
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	2,390	1,397	58.5%	993	41.5%	0	0.0%	360	15.1%
AVG PER MO	266	155		110		0		40	

__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 – September 2013

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/11/13	Verizon Wireless	Maui	1	3	Maui PSAP/ Akimeka	Pass
9/11/13	AT&T Mobility	Maui	1	2	Maui PSAP/ Akimeka	Pass
9/12/13	AT&T Mobility	Molokai	1	1	Maui PSAP/ Akimeka	Pass

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

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – September 2013

09/24/13   Akimeka discovered during its daily maintenance checks of the PowerMap system that the PowerMap Server was not functioning properly due to missing program files in the Server. PowerMap Server's connectivity to each workstation was restored and the plotting of 9-1-1 calls on the PowerMap workstations was validated through test calls. The update function of the PowerMap system will be conducted on September 25, 2013.

09/25/13   Akimeka updated all PowerMap workstations as scheduled with no problems. The PowerMap Server and workstations were stable and functioning properly. The missing files and programs will be re-installed as soon as technical support is established between Intrado, Akimeka, and the Maui County MIS division.

9/26/13   A meeting was held on September 26, 2013 among, the Maui Police Department, Maui County IT and Akimeka to discuss the PowerMap server outage. After much discussion, it was agreed that Akimeka does not have maintenance responsibilities for the PowerMap server under its current contract.

Akimeka agreed to coordinate a gap maintenance contract to update the PowerMap server. This "gap maintenance" agreement would be invoiced to Maui County until the Intrado 9-1-1 mapping system is installed which is targeted for sometime in 2nd Quarter 2014.

During the meeting, it was also discovered that the GIS data being delivered by Akimeka has not been uploaded by Maui County IT to the Intergraph server (Production CAD) for several years. Akimeka agreed to work with and assist Maui County IT by providing a special GIS delivery with the most current GIS data in order to update the Intergraph server in October 2013.

09/30/13   To support the new Medic 15 station, Akimeka added one (1) new ESN (Emergency Service Number) and two (2) new ELTs (English Language Translation) to establish the Medic Station and beat boundary. The ESN and ELT were programmed into the Intrado 9-1-1 database via Hawaiian Telcom, Inc. A successful test was performed by the Maui PSAP to ensure data accuracy.

The new Medic 15 station in Maaleaea is scheduled to "go live" on October 1, 2013.

Open Issues (To be Monitored and Tracked by Akimeka)

With PSAP approval, the open action item to provide a flowchart of the Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW) process will be closed out. Should there be a need in the future, a request will be made by the PSAP accordingly.

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

- ## **MSAG**

Report Changes

Effective with this month's report, the MSAG statistics charts below have been modified to clearly distinguish between the correction requests in "Referred" status versus "Suspended" status and are highlighted accordingly as follows:

9-1-1Net Status Types	Definition and Notes
Referred	Correction request has been submitted to the Telco via Intrado and is awaiting approval to be updated in 9-1-1Net.
Suspended	Processing of request has been "paused". Correction is put into suspension due to TN fallouts, range overlaps or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

The definitions chart has also been updated accordingly.

Current Month – September 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	167	18	4	2	4	8	0	5	148	1	223	0	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 September 2013, eighteen (18) 9-1-1Net requests were submitted relating to the Maui County MSAG database, with five (5) customer ANI/ALI records updated as a direct result. 148 TN CR and one (1) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. The 148 TN CRs were submitted due to the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were in the GIS and it was determined that no GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 223 TN CRs in Referred status as of September 30, 2013.

The TN CRs in "Referred" status are a direct result of the ESN x99 cleanup effort and are awaiting approval from Hawaiian Telcom, Inc. (HTI) and/or the customer in order to update the ALI records. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes.

- ## MSAG (continued)

Current Month – September 2013 (continued)

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

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	167	18	4	2	4	8	0	5	148	1	223	0	0	0
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	823	306	77	10	142	69	8	1,268	498	19				
AVG PER MO	91	34	9	1	16	8	1	141	55	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. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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

<table>
<tr><td colspan="5">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</td></tr>
<tr><td colspan="5">MAUI COUNTY</td></tr>
<tr>
<td rowspan="2">Type of Layer</td>
<td rowspan="2">Island</td>
<td>Akimeka GIS Server</td>
<td rowspan="2">Date Loaded Into PSAP GIS Server</td>
<td rowspan="2">Other/Remarks</td>
</tr>
<tr>
<td>Date Created/ Edits Performed</td>
</tr>
<tr><td colspan="5">CRITICAL 9-1-1 PUBLIC SAFETY LAYERS
(Listed Alphabetically)</td></tr>
<tr><td colspan="5">CALLER LOCATION</td></tr>
<tr>
<td rowspan="10">Address Points</td>
<td>Maui</td>
<td rowspan="2">09/27/13</td>
<td></td>
<td>Added two (2) addresses received from DSA -- one (1) in Waihee and one (1) in Paia.</td>
</tr>
<tr>
<td>Maui</td>
<td></td>
<td>Updated six (6) common names for The Breakers, Lahaina, as requested by Maui Dispatch</td>
</tr>
<tr>
<td>Maui</td>
<td>09/26/13</td>
<td></td>
<td>Added three (3) new addresses in Haiku, one (1) address in Kula, and two (2) addresses in Lahaina as received by DSA</td>
</tr>
<tr>
<td>Maui/Molokai</td>
<td></td>
<td>09/25/13</td>
<td></td>
</tr>
<tr>
<td>Maui</td>
<td>09/25/13</td>
<td></td>
<td>Changed the attribute data for sixteen (16) addresses affected by the Street Centerlines splits. This work is necessary for the Intergraph CAD. Addresses affected were on Hana Hwy, Hana, Hana Hy 360, Hana Hwy, Haiku, Hana Hy 360, Haiku, Kahekili Hwy, Wailuku and Piilani Hwy, Hana and Piilani Hy 31, Hana.</td>
</tr>
<tr>
<td>Maui</td>
<td>09/24/13</td>
<td></td>
<td>Added The Breakers as a common name for five (5) addresses</td>
</tr>
<tr>
<td>Maui/Molokai</td>
<td>09/18/13</td>
<td></td>
<td>Edited to meet Intergraph CAD requirements</td>
</tr>
<tr>
<td>Maui/Molokai</td>
<td></td>
<td>09/11/13</td>
<td></td>
</tr>
<tr>
<td>Maui</td>
<td>09/10/13 -- 09/11/13</td>
<td></td>
<td>Added fourteen (14) addresses received from DSA</td>
</tr>
<tr>
<td>Maui</td>
<td>09/03/13 --09/16/13</td>
<td></td>
<td>Added eight (8) addresses received from DSA and spatially corrected seven (7) address points</td>
</tr>
<tr><td>Emergency Callboxes</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Fire Stations</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Medic Stations</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Milepost Markers</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Points of Interest (POI)</td><td>Maui</td><td>09/24/13</td><td></td><td>Corrected a misspelled park -- Keonekai Park, Kihei</td></tr>
<tr><td>Police Stations</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Schools</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Tsunami Evacuation Zones</td><td></td><td></td><td></td><td></td></tr>
<tr><td>Tsunami Roadblocks</td><td colspan="4">N/A for Maui County</td></tr>
<tr><td rowspan="2">WSP Cell Towers</td><td>Maui/Molokai</td><td></td><td>09/25/13</td><td></td></tr>
<tr><td>Maui</td><td>09/23/13</td><td></td><td>Per VZW CRS</td></tr>
</table>

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

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

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)				
DISPATCH AND RESPONSE				
ESZ/ESN	Maui	09/27/13		Updated ESZ 301, 305, 315, 327, and 328 boundaries
Fire Beats	Maui	09/27/13		Updated Eng 1 and Eng 3 Fire Beat boundaries
Fire Districts				
Fire Response Areas				
	Maui	09/27/13		Updated Fire Response Area 100 and 301 boundaries
MSAG Communities (aka Towns)				
Medic Beats	Maui	09/27/13		Updated Medic Beat 1, 4 and 15 boundaries
	Maui	09/11/13		Updated Medic Beat 1 and Beat 3 boundaries to create new Medic Beat 15
Medic Response Areas				
Ocean Rescue Boundaries				
Police Beats	Maui	09/27/13		Updated Police Beats 4 - 10, 6 - 40, and 1 - 12
Police Districts	Maui	09/27/13		Updated Lahaina and Kihei Police District boundaries
Police Response Areas				
WSP Cell Sectors	Maui/Molokai		**09/25/13**	
	Maui	09/23/13		Per VZW CRS
RESPONSE ROUTING				
Street Centerlines	Maui	09/26/13		Extended street segment for Awalau Rd, Haiku
	Maui/Molokai		**09/25/13**	
	Maui	09/24/13 -- 09/25/13		Split ten (10) Street Centerlines segments at Fire, Medic, and Police Beat boundaries. Street Centerlines affected were on Hana Hwy and Hana Hy 360, Hana & Haiku, Kahekili Hwy, Wailuku and Piilani Hwy and Pililani Hy, Hana and changed the ranges.
	Maui/Molokai	09/18/13		Edited data to meet Intergraph CAD requirements
	Maui	09/12/13		Added new street -- Kawai Ola Pl, Hana

(*) *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
September 1, 2013 – September 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – September 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				
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)**				
VISUAL REFERENCE				
Coastline				
Major Roads				
Parcels				
Trails				
SPECIAL REQUESTS				
Gate Codes				
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 – September 2013

09/11/13   Akimeka performed an Intergraph CAD map push with an updated Medic Beats layer.

09/13/13   Akimeka prepared and pushed .ply files for the updated Medic Beats and Police Beats for the Intergraph CAD.

09/19/13   Akimeka prepared and pushed the following layers to the Intergraph CAD: Address Points, Common Name Lookup Table, Street Centerlines, Gate Codes, Medic Beats, Medic Stations, Points of Interest, Police Beats, and Police Districts.

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

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

Current Month GIS Activities – September 2013 (continued)

09/25/13   Akimeka prepared and pushed the following layers to the Intergraph CAD: Address Points, Common Name Lookup Table, Street Centerlines, Points of Interest, and WSP Cell Towers.

09/27/13   Deleted Keonekai Park, Kihei, from the Coastal Names layer since it does not belong on this layer. The Coastal Names layer is needed for the Intergraph CAD.

- ## Service Requests Transactions

Open Service Requests – September 2013 (August 29, 2013 – September 26, 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. No further update to report.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

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

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2013

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September	2	3	1	1	2	1	1	0	0	0	0
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	**37**	**36**	**1**	**22**	**21**	**15**	**15**	**0**	**0**	**0**	**0**

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September	0	0	0	0	0	0	0	0	0	0	0
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

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

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,675** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 11, 2013 for Maui 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 March 24, 2013 9-1-1 MSAG Dated 03-01-13		As of June 14, 2013 9-1-1 MSAG Dated 06-01-13		As of September 11, 2013 9-1-1 MSAG Dated 9-01-13	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,669		2,671		2,675	
Less: 9-1-1 MSAG Exception Records	(1)	60	2.2%	60	2.2%	60	2.2%
Net 9-1-1 MSAG Records Eligible for Comparison		2,609		2,611		2,615	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,595	99.5%	2,609	99.9%	2,611	99.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	6	0.2%	2	0.1%	2	0.1%
9-1-1 MSAG Record With No GIS Record	(3)	8	0.3%	0	0.0%	2	0.1%
Total 9-1-1 MSAG Records No Match		14	0.5%	2	0.1%	4	0.2%

Objective: NENA Recommended Match Rate = 98%

Maui County E9-1-1 Status Report
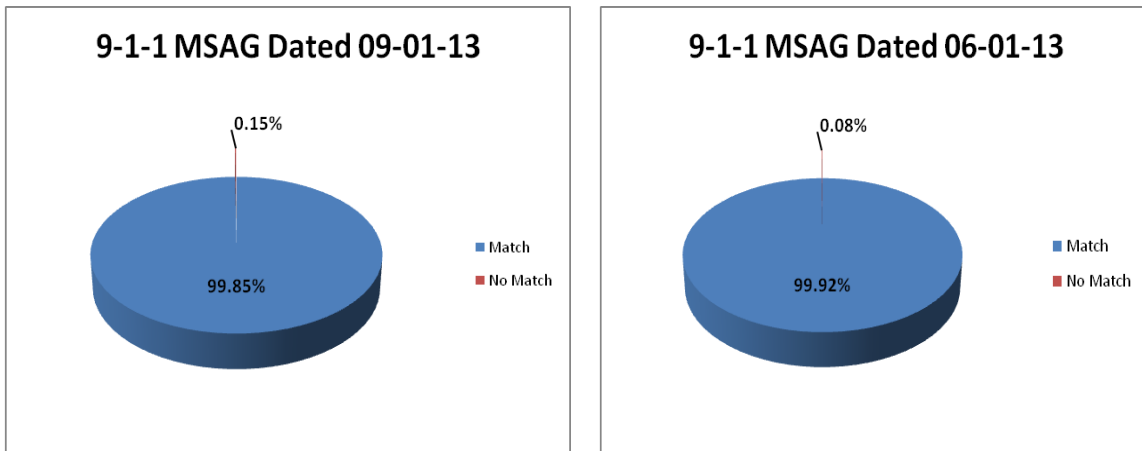## September 1, 2013 – September 30, 2013

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

Audit Summary Results – 2013 (continued)

Notes:

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

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

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

Audit Summary Results – September 1, 2013 vs. June1, 2013 MSAG

Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant from 99.92% as of June 1, 2013 to 99.85% as of September 1, 2013

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

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

Audit Summary Results – September 1, 2013 vs. June 1, 2013 MSAG (continued)

- ❖ "MSAG - GIS Minor Corrections" remained at two (2) in the month of September 2013. The two (2) errors identified in June 2013 were in Lahaina and have been corrected. The two (2) errors for September 2013 are: one (1) in Haiku and one (1) in Hana. Akimeka will research and correct these errors.

- ❖ There were two (2) "MSAG Record With No GIS Record" which remain in Kula. Akimeka will research and make the necessary corrections.

- ❖ "GIS Record With Minor Corrections" remain at one (1) record error. The previous error for Hana that was identified in June 2013 has been corrected. The one (1) record error identified in September 2013 is for Lahaina.

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

Invalid MSAG Streets and Address Ranges – ESN x99 Records

Hawaiian Telcom, Inc. (HTI) provides Maui 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:

PSAP	ESN	Invalid MSAG Records					
		9-1-1 MSAG Dated 03-01-13		9-1-1 MSAG Dated 06-01-13		9-1-1 MSAG Dated 09-01-13	
		# of Records	% 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)
MAUI	399	257	9.5%	233	8.7%	220	8.2%
MOLOKAI	359	110	32.8%	78	25.8%	77	25.6%
TOTAL MAUI COUNTY		**367**	**12.1%**	**311**	**10.4%**	**297**	**10.0%**

<u>Note:</u> The number of X99 MSAG records for Maui/Lanai and Molokai were inadvertently reported in reverse. The chart above has been corrected accordingly for the 9-1-1 MSAG Dated 03-01-13.

- ## E9-1-1 Database Synchronization (continued)
  (Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)
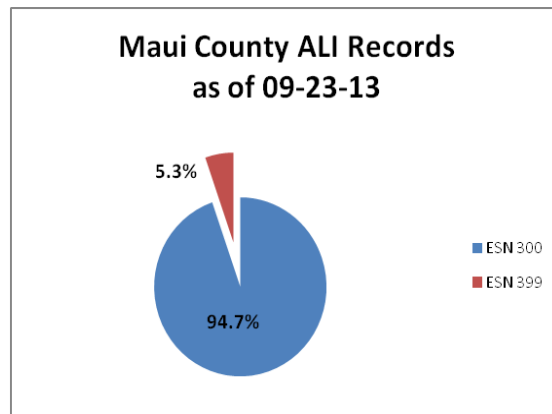
Invalid MSAG Streets and Address Ranges – ESN x99 Records (continued)

These invalid MSAG records represent **10.0%** of the Total MSAG records for Maui County as of the September 1, 2013 MSAG as compared to 10.4% as of the June 1, 2013 MSAG. ESN 359/399 is a "valid" MSAG record; however, simultaneously it represents a "known" invalid MSAG address. ESN 359/399 is utilized to provide a path for 9-1-1 calls to allow the voice portion of the 9-1-1 call to still be routed to the PSAP with the understanding that the address information presented was an invalid address/location and that a "No Record Found" condition 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 359/399 MSAG records to a valid Maui County ESN and valid MSAG address.

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 Maui County. As of June 14, 2013, **4,535** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **5.3%** of Maui County's total ALI records, require research and corrective action, if needed.

The total number of ALI records remains relatively consistent.

The number of ESN 359/399 ALI records decreased from 4,535 to 4.329 from June 2013 to September 2013 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in June 2013. Extensive research has gone into verifying the invalid TNs against current County data.   This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

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

- ## PSAP Operations

Intrado Viper 9-1-1 Call Volume – Effective August 28, 2013

HAWAI'I POLICE		TOTAL PSAP 9-1-1 CALL VOLUME									Abandoned	
		Wireline/VoIP		Wireless								
				Total Wireless		Phase II		Phase I				
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireless	# of Calls	%to Total Wireless	# of Calls	%Abandoned to Total
December												
November												
October												
September (2)	14,765	4,162	28.2%	10,603	71.8%	5,153	48.6%	5,450	51.4%	1,645	11.1%
August (1)	1,411	517	36.6%	894	63.4%	564	63.1%	330	36.9%	0	0.0%
TOTAL YTD	16,176	4,679	28.9%	11,497	71.1%	5,717	49.7%	5,780	50.3%	1,645	11.1%
AVG PER MO (excludes August)	14,765	4,162		10,603		5,153		5,450		1,645	

(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.

(2) On September 17, 2013, the PSAP did not receive 9-1-1 calls via the Intrado Viper Power9-1-1 system for approximately three hours.

HAWAI'I FIRE		TOTAL PSAP 9-1-1 CALL VOLUME									Abandoned	
		Wireline/VoIP		Wireless								
				Total Wireless		Phase II		Phase I				
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireless	# of Calls	%to Total Wireless	# of Calls	%Abandoned to Total
December												
November												
October												
September (1)	1,902	792	41.6%	1,110	58.4%	561	50.5%	549	49.5%	20	1.1%
August	305									7	2.3%
TOTAL YTD	2,207	792	41.6%	1,110	58.4%	561	50.5%	549	49.5%	27	1.2%
AVG PER MO (excludes August)	1,902	792		1,110		561		549		20	

(1) On September 17, 2013, the PSAP did not receive 9-1-1 calls via the Intrado Viper Power9-1-1 system for approximately three hours.

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

- ## PSAP Operations (continued)

Solacom 9-1-1 Call Volume – January 1, 2013 – August 28, 2013 (2:29 a.m. HST)

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.*

HAWAII		TRANSFERRED TO FIRE											
		Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December													
November													
October													
September													
August	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)

Wireless Test – September 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/20/13	AT&T Mobility	2	12	Hawaii PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – September 2013

09/17/13	The County of Hawaiʻi Police and Fire PSAPs experienced a 9-1-1 outage at approximately 10:05 a.m. HST and service was restored at approximately 12:55 p.m. HST. As such, there was a lost of approximately three (3) hours of 9-1-1 calls through the Intrado Viper Power911 system. All 9-1-1 calls for both PSAPs (Police and Fire) were switched to the white (backup) desktop telephones during this outage.
	The County of Hawaiʻi PSAPs are still awaiting a detailed report from Intrado and Hawaiian Telcom Inc. (HTI) as to what happened and what corrective action is being taken to prevent another occurrence.
09/01/13 – 09/30/13	The Solacom equipment remains on-site at both PSAPs (Police and Fire). A request was made to remove the equipment which should be done sometime in October 2013.
09/01/13 -- Current	The County of Hawaiʻi PSAPs continue to experience minor occurrences with intermittent audio delay on some calls, from one to two seconds. Intrado is currently monitoring this situation.

Open Issues (To be Monitored and Tracked by Akimeka)

With PSAP approval, the open action item to provide a flowchart of the Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW) process will be closed out. Should there be a need in the future, a request will be made by the PSAP accordingly.

- ## MSAG

Report Changes

Effective with this month's report, the MSAG statistics charts below have been modified to clearly distinguish between the correction requests in "Referred" status versus "Suspended" status and are highlighted accordingly as follows:

9-1-1Net Status Types	Definition and Notes
Referred	Correction request has been submitted to the Telco via Intrado and is awaiting approval to be updated in 9-1-1Net.
Suspended	Processing of request has been "paused". Correction is put into suspension due to TN fallouts, range overlaps or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

The definitions chart has also been updated accordingly.

Current Month – September 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	171	87	13	0	68	3	3	159	81	3	479	1	0	0

Revised categories and report format changes effective May 2012.

During the month of September 2013, eight-seven (87) 9-1-1Net requests were submitted relating to the MSAG database, with 159 customer ANI/ALI records updated as a direct result. Eighty-one (81) TN CR and three (3) ALI-DR transactions were also submitted to 9-1-1Net for updates and corrections. The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were in existence in the GIS and it was determined that no additional GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

- ## MSAG (continued)

Current Month – September 2013 (continued)

There are 479 TN CRs and one (1) ALI-DR in Referred status as of September 30, 2013.

- The ALI DR in "Referred" status has been pending since January 2013. The ALI-DR was initiated as a result of a 9-1-1 call from a pay phone. After several inquiries to Hawaiian Telcom, Inc., it appears that the ALI-DR will be closed during the first week of October 2013. No explanation was provided as to why this ALI-DR remained in "Referred" status for eight (8) months.

  Intrado will notify Akimeka when the TN has been updated in 9-1-1Net.

- 118 of the TN CRs in "Referred" status are the remainder of the TNs submitted to Intrado in October 2012 as a result of the Puako Beach Road address changes per the Hawai'i County Planning Department. These TN CRs deal primarily with house numbers.   See Service Request #225.

  Numerous follow-ups have been made by Akimeka inquiring as to why these TN CRs remain in "Referred" status. No explanation has been provided as to why these house numbers are not being updated for 9-1-1 purposes.

  Intrado will notify Akimeka when the TNs have been updated in 9-1-1Net.

- The remaining 361 "Referred" records are a direct result of the ESN x99 clean-up effort and are awaiting approval from Hawaiian Telcom, Inc. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes.

  Intrado will notify Akimeka when the TNs have been updated in 9-1-1Net.

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September	171	87	13	0	68	3	3	159	81	3	479	1	0	0
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	0	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	2,160	1,074	272	33	668	88	13	3,975	1,055	31				
AVG PER MO	240	119	30	4	74	10	1	442	117	3				

(*) 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. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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

- ## Mapping Layers Updated/Loaded Into GIS – September 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		09/25/13	
	09/16/13 -- 09/18/13		Monthly update on Address Points
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)		09/10/13	
	09/04/13		Added records for the Wal-Mart and Lowe's in Kona and Home Depot and KTA Superstore in Hilo
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers	09/26/13		Per AT&T Mobility CRS
		09/10/13	
	09/06/13		Per Sprint CRS
DISPATCH AND RESPONSE			
ESZ/ESN			

(*) *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
September 1, 2013 – September 30, 2013

- **Mapping Layers Updated/Loaded Into GIS – September 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 Beats **(Includes Medic Beats)**			
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	09/26/13		Per AT&T Mobility CRS
		09/10/13	
	09/06/13		Per Sprint CRS
RESPONSE ROUTING			
Street Centerlines		**09/25/13**	
	09/16/13 -- 09/18/13		Monthly update on Street Centerlines
		09/10/13	
	09/09/13		Corrected a duplicate street segment name
	09/04/13		Created Ingress/Egress street segments to aid first responders

(*) *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
September 1, 2013 – September 30, 2013

- ## Mapping Layers Updated/Loaded Into GIS – September 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			
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County.
	Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other County agencies.
	For the Street Centerlines and Address Points layer, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.

Current Month GIS Activities – September 2013

09/24/13   Effective September 24, 2013, Akimeka will be providing the following critical Public Safety layers in its bi-weekly GIS data deliverable whether or not there has been any edits or updates performed: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. This will ensure that the PSAP has the most current and accurate data available for their 9-1-1 caller location and dispatch operations.

Additional layers will be included in the 9-1-1 GIS data upload deliverable as edits (adds, changes, or deletions) are made to those layer(s) to keep the 9-1-1 data current.

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

Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **September 18, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		7
# of Street Segments Removed		0
# of New Addresses Added	92	
# of Addresses Removed	4	
# of Street Segment Range Changes		15
# of Street Segment Name Changes		2
# of Address Street Name Changes	9	
# of Address Street Number Changes	10	

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

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

- ## **Service Requests Transactions**

Open Service Requests – September 2013 (August 29, 2013 – September 26, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on 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 Hawaiʻi Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers. Akimeka sent an email follow-up to Intrado on September 11, 2013 requesting a status update. The 118 TNs remain in "Referred" status as of September 26, 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. Akimeka sent an email follow-up to Intrado on September 11, 2013 requesting a status update. The TN is still in "Referred" status as of September 26, 2013.

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

2013	HAWAII TOTAL			SERVICE REQUEST CATEGORIES							
				911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	3	3	2	0	0	3	3	0	0	0	0
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	**36**	**34**	**2**	**1**	**1**	**35**	**33**	**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

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

- ## PSAP Operations

9-1-1 Call Volume – September 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,367	931	27.7%	2,435	72.3%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September	3,367	931	27.7%	2,435	72.3%	1	0.0%	604	17.9%
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	**29,459**	**8,989**	**30.5%**	**20,448**	**69.5%**	**22**	**0.1%**	**5,933**	**20.1%**
AVG PER MO	**3,273**	**999**		**2,272**		**2**		**659**	

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 – September 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/10/13	AT&T Mobility	3	8	Cancelled	
09/10/13	AT&T Mobility	2	2	Kauai PSAP/ Akimeka	Pass
09/11/13	Verizon Wireless	1	3	Kauai PSAP/ Akimeka	Pass
09/30/13	Sprint	1	1	Kauai PSAP/ Akimeka	Fail

Current Month PSAP Operations Activities – September 2013

09/13/13   Akimeka provided training on-site for two (2) newly hired Dispatchers. The training included: Wireless 9-1-1 calls, Plant/CML operations, and PowerMap functions.   The request for training services was submitted by the Kauai Training Division and approved by the Akimeka Program Manager.

Open Issues (To be Monitored and Tracked by Akimeka)

With PSAP approval, the open action item to provide a flowchart of the Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW) process will be closed out. Should there be a need in the future, a request will be made by the PSAP accordingly.

- ## **MSAG**

Report Changes

Effective with this month's report, the MSAG statistics charts below have been modified to clearly distinguish between the correction requests in "Referred" status versus "Suspended" status and are highlighted accordingly as follows:

9-1-1Net Status Types	Definition and Notes
Referred	Correction request has been submitted to the Telco via Intrado and is awaiting approval to be updated in 9-1-1Net.
Suspended	Processing of request has been "paused". Correction is put into suspension due to TN fallouts, range overlaps or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

The definitions chart has also been updated accordingly.

Current Month – September 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	27	5	1	0	0	4	0	44	22	0	125	1	0	0

Revised categories and report format changes effective May 2012.

During the month of September 2013, five (5) 9-1-1Net requests were submitted relating to the MSAG database, with forty-four (44) customer ANI/ALI records updated as a direct result. Twenty-two (22) TN CR transactions and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections to the ALI darabase. The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were in the GIS and it was determined that no GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

- **MSAG** (continued)

Current Month – September 2013 (continued)

There are 125 TN CRs and one (1) ALI-DR in Referred status as of September 30, 2013.

- The ALI DR in "Referred" status has been pending since November 2011. The original request submitted to update the address was denied by HTI with the following narrative: "won't update as per Kauai County site, TMK does not have a house number." Kauai County informed HTI that the Kauai County website should not be used for 9-1-1 addressing and that there is a disclaimer so noted.

    Akimeka provided an official county address sent by Kauai County Public Works, Engineering Division, on February 20, 2013.   Intrado then confirmed the customer name, address, and TMK and requested on April 3, 2013 that HTI update the ALI record on April 3, 2013. To date, this ALI record has not updated. No explanation has been provided by HTI as to why this ALI record has not been updated for 9-1-1 purposes.

    Since this record was not generated as a result of a live 9-1-1 call and was in existence before the TN CR functionality, Akimeka will submit a request to cancel the ALI-DR and open a TN CR request for ALI record correction.

- The 125 TN CRs that remain in "Referred" status are a direct result of the ESN x99 clean up and are awaiting approval from the Telco and/or customer in order to update the ALI records. No explanation has been provided by HTI as to why these TN CRs have not been processed for 9-1-1 purposes.

    Intrado will notify Akimeka when each TN has been updated in 9-1-1Net as well as provide additional information in order to identify the MSAG valid address.

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

| KAUAI | | 9-1-1NET REQUESTS | | | | | | | | | In Referred Status as of Report Month End (c) | | In Suspended Status as of Report Month End (d) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September	27	5	1	0	0	4	0	44	22	0	125	1	0	0
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	1,187	77	12	0	43	21	1	329	1,106	4				
AVG PER MO	132	9	1	0	5	2	0	37	123	0				

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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

- ## Mapping Layers Updated/Loaded Into GIS – September 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		09/26/13	
	09/20/13		Spatially corrected 164 address points -- fifty-four (54) addresses in Kilauea, fourteen (14) in Moloaa and ninety-six (96) in Wailua.
		09/12/13	
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		09/12/13	
	09/06/13		Added Kealia Post Office
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			

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

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

- ## Mapping Layers Updated/Loaded Into GIS – September 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**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Schools			
Street Centerlines		09/26/13	
Trails			
WSP Cell Sectors (Polygon)	09/27/13		Per AT&T Mobility CRS
		09/26/13	
WSP Cell Towers (Points)	09/27/13		Per AT&T Mobility CRS
		09/26/13	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices		09/12/13	
	09/06/13		Added new Kealia Post Office
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			

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

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

- ## Mapping Layers Updated/Loaded Into GIS – September 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**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

    <u>**Note:**</u>   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 – September 2013

09/11/13 -- 09/12/13	Akimeka prepared and uploaded the following layers onto the Kauai GeoComm computer: Address Points, Post Offices, and Points of Interest.
09/24/13	Effective September 24, 2013, Akimeka will be providing the following critical Public Safety layers in its bi-weekly GIS data deliverable whether or not there has been any edits or updates performed: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. This will ensure that the PSAP has the most current and accurate data available for their 9-1-1 caller location and dispatch operations.
	Additional layers will be included in the 9-1-1 GIS data upload deliverable as edits (adds, changes, or deletions) are made to those layer(s) to keep the 9-1-1 data current.
09/26/13	Akimeka prepared the following layers for a Kauai GeoComm update: Address Points, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers. An upload was attempted however, GeoComm was working on the Kauai Police Department GeoComm computer.
09/30/13	Akimeka copied the layers prepared on September 26, 2013 to the Kauai GeoComm computer.

- ## Mapping Layers Updated/Loaded Into GIS – September 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 – September 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. Akimeka continues to upload updated data to the Geocomm computer on a monthly basis. Kauai County IT no longer needs to manually update each Dispatch position since it is able to utilize the GeoSync server again.

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

- ## Service Requests Transactions

Open Service Requests – September 2013 (August 28, 2013 – September 26, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2013

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	0	0	0	0	0	0	0	0	0	0	0
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.

	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