

**STATE OF HAWAII  
ENHANCED 911 BOARD**

Board Meeting  
Thursday, October 13, 2011  
10:00 am – 12 noon  
Kalanimoku Building Conference Room 410  
1151 Punchbowl Street  
Honolulu, HI 96813

**AGENDA**

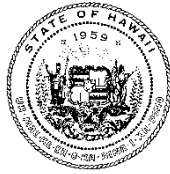
- I. Call to order
- II. Introductions
- III. Welcome to John Thompson as new board member.
- IV. Review and Approval of Minutes from September 8, 2011 Board Meeting
- V. Committee Updates by Chairs.
  - a. Finance Committee – Russell Lundberg
  - b. Technical Committee – Victor Ramos
  - c. Communications Committee- Gordon Bruce
- VI. PSAP Status Updates
  - a. Kauai – Brandon Raines
  - b. Oahu – Gordon Bruce
  - c. Molokai – Victor Ramos
  - d. Maui – Clayton Tom
  - e. Hawaii – Paul Ferreira
- VII. Items for Discussion, Consideration and Action
  - a. Review of the Monthly Cash Flow Report for the month of September 2011.
  - b. Update on FY 2010-2011 Financial Audit.
  - c. Requests for approval for adjustments of FY 2011 Strategic Budget Plan Funding
    - i. Update on funding for best logo contest for E911.
    - ii. Pictometry Conference 2008 Status
    - iii. Others
  - d. Update on status of FY 2012 projects
    - i. HPD-Akimeka, LLC
    - ii. HPD-CAD Upgrade
    - iii. Hawai'i PD- CAD Upgrade
    - iv. Others
  - e. Update on VoIP Surcharge.
  - f. Wireless E911 Timeline update.

- g. Discussion of issues related to Act 168(11).
  - i. Recommendation for the following new Board members to be submitted for approval by the governor:
    - 1. Roy Irei representing T-Mobile.
    - 2. Kiman Wong representing Oceanic Time Warner.
    - 3. Steven Schutte representing Verizon.
  - ii. Others
- h. Request approval to form an Investigative Regulatory Committee
- i. NG911 Technology Forum wrap up.

VIII. Announcements

- IX. Next meeting date – December 15, 2011, Room 410, 10-12 noon (November meeting is cancelled due to APEC).

- X. Adjournment



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ENHANCED 911 BOARD**

Board Meeting  
Thursday, October 13, 2011  
10:00 am – 12 noon  
Kalanimoku Building Conference Room 410  
1151 Punchbowl Street, Honolulu, HI 96813  
**MINUTES**

**Members Present:** Paul Ferreira (Chair), Russell Lundberg, James LaClair, Kerry Yoneshige (designee for Comptroller), Victor Ramos, Clayton Tom, Brandon Raines, and Gordon Bruce,  
**Members Absent:** Goldie Cross, Jeffrey Ono, John Thompson and Cedric Apaka.

**Staff present:** Thera Bradshaw, Courtney Tagupa, and Pat Ohara.

**Guests:** Morris Tamanaha (RDC), Tony Ramirez(Akimeka, LLC), Mark Begley(Kauai PSAP), Kiman Wong (Oceanic TW), Becky Lance (HawTel), Clement Chan (DIT), Steven Schutte (Verizon), Roy Irei (T-Mobile), Diana Chun (EMS), Sharon Garcia (HPD), and Aaron Correia (HPD).

- I. Call to order  
*The meeting was called to order at 10am.*
- II. Introductions  
*Introductions were made of all those present.*
- III. Welcome to new board member.  
*Major John Thompson was recognized as a newly appointed Board member representing the Oahu PSAP and Mr. Brandon Raines was officially sworn in as a Board member representing the Kauai PSAP.*
- IV. Review and Approval of Minutes from September 8, 2011 Board Meeting  
*Mr. Russell Lundberg motioned to approve the minutes. The motion was seconded by Mr. Gordon Bruce and unanimously approved by voice vote without discussion.*
- V. Committee Updates by Chairs.
  - a. Finance Committee – Russell Lundberg  
*No updates reported.*
  - b. Technical Committee – Victor Ramos  
*No updates reported.*
  - c. Communications Committee- Gordon Bruce  
*No updates reported.*
- VI. PSAP Status Updates
  - a. Kauai – Brandon Raines  
*No updates reported.*

- b. Oahu – Gordon Bruce  
*No updates reported.*
- c. Molokai – Victor Ramos  
*No updates reported.*
- d. Maui – Clayton Tom  
*No updates reported.*
- e. Hawaii – Paul Ferreira  
*No updates reported.*

VII. Items for Discussion, Consideration and Action

- a. Review of the Monthly Cash Flow Report for the month of September 2011.  
*Mr. Courtney Tagupa provided the following statics on the cash flow:*
  - i. *Current Month Revenue – \$687,894.*
  - ii. *FY-to-Date Revenue – \$2,076,942.*
  - iii. *Current Month Disbursement- \$108,767.*
  - iv. *FY-to-Date Disbursements- \$450,732.*
- b. Update on FY 2010-2011 Financial Audit.  
*The financial audit is proceeding as planned for review and approval at the Board meeting on December 15, 2011.*
- c. Requests for approval for adjustments of FY 2011 Strategic Budget Plan Funding
  - i. Update on funding for best logo contest for E911.  
*This item was brought forward to the Communications meeting for discussion and approval, however, Mr. Bruce was unable to attend the meeting so the matter was deferred until the next Communications meeting.*
  - ii. Pictometry Conference 2008 Status.  
*This matter is being investigated regarding the delayed submission for reimbursement and the results will be reported next meeting.*
  - iii. Others
- d. Update on status of FY 2012 projects
  - i. HPD-Akimeka, LLC  
*Mr. Tony Ramirez stated that the contract has been signed.*
  - ii. HPD-CAD Upgrade.  
*Nothing new to report at this time.*
  - iii. Hawai'i PD- CAD Upgrade  
*Nothing new to report at this time.*
  - iv. Others- *None.*
- e. Update on VoIP Surcharge.  
*Efforts to reach out to VoIP providers continue. Contact has been made with 2 of the largest VoIP service providers; Vonage and Oceanic TW. I have been assured that the Board will be receiving their surcharge remittances shortly. Hawaiian Telcom has determined that they are liable for the surcharge and will be remitting their surcharge shortly.*

*Magic Jack has responded to my request for determination of liability and promised to get back to me regarding their decision.*

f. Wireless E911 Timeline update.

***No updates at this time.***

g. Discussion of issues related to Act 168(11).

i. Recommendation for the following new Board members to be submitted for approval by the governor:

1. Roy Irei representing T-Mobile.
2. Kiman Wong representing Oceanic Time Warner.
3. Steven Schutte representing Verizon.

***Mr. Gordon Bruce motioned to approve the new Board member candidates and forward this recommendation to the governor for approval. The motion was seconded and approved unanimously by voice vote without discussion.***

ii. Others

***Ms. Thera Bradshaw stated the following points:***

1. *There will be new board members.*
2. *The website needs updating to reflect the changes.*
3. *The role of the Board changes; we need a new mission statement.*
4. *Maintenance of website by Akimeka, LLC to begin one step at a time*

***Mr. Ferreira advised the Board if there are any recommendations regarding the aforementioned points, please forward them to Ms. Bradshaw.***

h. Request approval to form an Investigative Regulatory Committee.

***Mr. Ferreira stated that the recommendation by the Technical Committee was for the Executive Director to meet with Pat Ohara and Kerry Yoneshige to discuss some of the issues as well as the rule making authority.***

i. NG911 Technology Forum wrap up.

***Ms. Bradshaw stated the following points:***

- i. *The Forum was a remendous success due to the support from volunteers and participants.*
- ii. *124 attendees from all islands.*
- iii. *Agenda put together had both local and mainland expertise.*
- iv. *APCO/NENA Pacific Chapter hosted the event.*
- v. *Sponsorships exceeded \$34K which helped offset the cost*

***Mr. Ferreira requested that Ms. Bradshaw draft a letter of appreciation for those responsible for the success of the Forum.***

VIII. Announcements

***Ms. Bradshaw stated that she has the DVD of the song Everyday Heroes for distribution.***

IX. Next meeting date – ***December 15, 2011, Room 410, 10-12 noon (November meeting is cancelled due to APEC).***

X. Adjournment- ***The meeting was adjourned at 10:35am.***

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 September 2011

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>	<b>Month</b>	<b>Ending</b>
	<b>Inception-to-Date</b>	<b>Cash</b>	<b>Inception-to-Date</b>
	<b>Cash Flow</b>	<b>Flow</b>	<b>Cash Flow</b>
<b>ITEM</b>	<b>Balance</b>	<b>Balance</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 52,765,132.87	\$ 687,894.39	\$ 53,453,027.26
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,824,169.58	\$ 86.93	\$ 1,824,256.51
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,566,933.57	\$ 86.93	\$ 1,567,020.50
<b>Subtotal Cash Inflow</b>	\$ 54,343,621.66	\$ 687,981.32	\$ 55,031,602.98
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (19,820,022.87)	\$ (76,572.90)	\$ (19,896,595.77)
Board Member Travel Expense	\$ (98,840.14)		\$ (98,840.14)
DB&F Revenue Assessments	\$ (2,616,073.63)		\$ (2,616,073.63)
DB&F Administrative Expense Assess.	\$ (648,249.30)		\$ (648,249.30)
WSP Reimbursement	\$ (820,324.22)	\$ (77,640.44)	\$ (897,964.66)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,830,921.64)	\$ (27,083.33)	\$ (1,858,004.97)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,466.85)		\$ (3,466.85)
<b>Subtotal Cash Outflow</b>	\$ (42,301,704.06)	\$ (181,296.67)	\$ (42,483,000.73)
Bank Balance	\$ 12,041,917.60	\$ 506,684.65	\$ 12,548,602.25
Encumbrances	\$ (3,355,340.97)	\$ 72,500.00	\$ (3,282,840.97)
Unencumbered Cash	\$ 8,686,576.63	\$ 579,184.65	\$ 9,265,761.28

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 30 September 2011**

<b>ENHANCED 911 BOARD</b>			
<b>ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011</b>			
<b>Vendor</b>	<b>FY 2011 ENCUMBRANCE Amount</b>	<b>AMOUNT PAID DOWN</b>	<b>ENCUMBRANCE CARRY-OVER</b>
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-
Akimeka, LLC-Hawaii PSAP	36,311.62	(36,311.62)	-
Akimeka, LLC-Kauai PSAP	50,012.62	(50,012.62)	-
Akimeka, LLC-Maui PSAP	35,140.93	(35,140.93)	-
VisionAIR- (Kauai PSAP)	3,800,000.00	(525,451.44)	3,274,548.56
Integrgraph Conference-Hawai'i County PSAP	8,270.54	(8,270.54)	-
Nena Conference- Hawaii PSAP	19,559.05	(11,616.64)	7,942.41
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-
Hawaiian Telcom-Oahu PSAP	350.00		350.00
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-
Sprint-Operations (Direct Payment)	72,500.00	(72,500.00)	-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-
§36-30, HRS Administrative Assessment	184,490.86	(184,490.86)	-
<b>TOTAL</b>	<b>5,388,982.98</b>	<b>(2,106,142.01)</b>	<b>3,282,840.97</b>

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 September 2011

FY 2012 SEPTEMBER 2011	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	OPS	TOTAL		
DESCRIPTION	3 Mos	3 Mos	3 Mos	3 Mos	3 Mos	3 Mos.	Budget	Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-	-	-	-	2,076,942	2,076,942	8,130,000	(6,053,058) <b>25.5%</b>
<b>DISBURSEMENTS:</b>								
911 Board Expansion	-	-	-	-	-	-	75,000	(75,000)
Audit Expense	-	-	-	-	-	-	10,000	(10,000)
Bank Charge	-	-	-	-	47	47	-	47
Board Member Travel	-	-	-	-	5,201	5,201	24,050	(18,849)
TKC Consulting Group, LLC	-	-	-	-	81,250	81,250	325,000	(243,750)
DB&F Admin. Exp. Assess	-	-	-	-	-	-	374,000	(374,000)
DB&F Revenue Assessment	-	-	-	-	-	-	410,000	(410,000)
WSP Cost Recovery	-	-	-	-	-	-	-	-
Sprint/Nextel	-	-	-	-	5,140	5,140	160,000	(154,860)
<b>SUBTOTAL OPERATIONS</b>	-	-	-	-	91,638	91,638	1,378,050	(1,286,412) <b>6.6%</b>
EMS Tower Lease	-	-	-	-	-	-	7,690	(7,690)
Hawaiian Telcom Charges								
CMLs for Alternate Dispatch	-	-	-	-	-	-	164,283	(164,283)
Haw Tel Frame Relay & CIR	-	-	-	11,353	-	11,353	-	11,353
Hawaiian Telcom Trunk	25,529	18,566	46,416	157,814	-	248,324	1,618,730	(1,370,406)
Long Distance Charges	-	139	112	-	-	251	-	251
Ocean Safety CML Charges	-	-	-	3,733	-	3,733	25,200	(21,467)
<b>SUBTOTAL RECURRING</b>	25,529	18,705	46,528	172,899	-	263,661	1,815,903	(1,552,242) <b>14.5%</b>
Akimeka Program Mgmt - Other	37,514	51,671	0	-	-	89,185	1,704,164	(1,614,979)
CAD Maintenance	-	-	-	-	-	-	410,152	(410,152)
Positron Equip SW Maintenance	-	-	-	-	-	-	40,000	(40,000)
Intergraph Call Taker License	-	-	-	-	-	-	34,140	(34,140)
Pictometry License Agreement	-	-	-	-	-	-	1,234,136	(1,234,136)
GeoComm Maintenance	-	-	-	-	-	-	40,000	(40,000)
Excom911 Logging Recorder Maint	-	-	-	-	-	-	75,000	(75,000)
Tritech CAD System Maintenance	-	-	-	-	-	-	-	-
EMS	-	-	-	-	-	-	92,820	(92,820)
Honolulu Fire Dept.	-	-	-	-	-	-	112,200	(112,200)
<b>SUBTOTAL MAINTENANCE</b>	37,514	51,671	0	-	-	89,185	3,742,612	(3,653,427) <b>2.4%</b>
Computers								
EMS CAD Live Rounting	-	-	-	-	-	-	20,000	(20,000)
EMS Tritech-GeoComm Interface	-	-	-	-	-	-	30,000	(30,000)
CAD Replacement/Upgrade								
Hawai'i Police Dept	-	-	-	-	-	-	3,000,000	(3,000,000)
Honolulu Fire Dept.	-	-	-	-	-	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	-	-	-	-	-	2,000,000	(2,000,000)
Training								
RTO Training for CADS	-	-	-	-	-	-	15,000	(15,000)
TriTech CAD System Admin Train	-	-	-	-	-	-	6,000	(6,000)
<b>SUBTOTAL NON RECURRING</b>	-	-	-	-	-	-	6,471,000	(6,471,000) <b>0.0%</b>
Conferences								
911 Goes to Washington Conf	-	-	-	-	-	-	42,600	(42,600)
APCO Conference	-	-	-	5,997	-	5,997	39,000	(33,003)
Intergraph Conference	-	-	-	-	-	-	12,000	(12,000)
Motorola CAD User's	-	-	-	-	-	-	12,000	(12,000)
NASNA Conference	-	-	-	-	-	-	3,000	(3,000)
Navigator	-	-	-	-	-	-	3,000	(3,000)
Nena Conference	-	-	-	281	-	281	25,200	(24,919)
NENA Technical Dev. Conference	-	-	-	-	-	-	12,000	(12,000)
NG911 Technology Forum	-	-	-	-	-	-	30,000	(30,000)
Pictometry Future View Confer	-	-	-	-	-	-	16,500	(16,500)
TriTech CAD Users	-	-	-	-	-	-	9,000	(9,000)
<b>SUBTOTAL CONFERENCES</b>	-	-	-	6,278	-	6,278	204,300	(198,022) <b>3.1%</b>
<b>TOTAL DISBURSEMENTS</b>	63,042	70,376	46,528	179,177	91,638	450,762	13,611,865	(13,161,103) <b>3.3%</b>



**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 September 2011

FY2012 STRATEGIC PLAN BUDGET	HAWAII	KAUAI	MAUI	OAHU	OPS	TOTAL	%
DESCRIPTION	Budget	Budget	Budget	Budget	Budget	Budget	Budget
<b>DISBURSEMENTS:</b>							
911 Board Expansion					75,000	75,000	0.55%
Audit Expense					10,000	10,000	0.07%
Board Member Travel					24,050	24,050	0.18%
TKC Consulting Group, LLC					325,000	325,000	2.39%
DB&F Admin. Exp. Assess					374,000	374,000	2.75%
DB&F Revenue Assessment					410,000	410,000	3.01%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.18%
Operations	-	-	-	-	1,378,050	1,378,050	10.12%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	12.52%
CAD Maintenance	66,867		115,825	227,460		410,152	3.01%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.68%
Honolulu Fire Dept.				112,200		112,200	0.82%
Excom911 Logging Recorder Maint				75,000		75,000	0.55%
Intergraph Call Taker License	34,140					34,140	0.25%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	9.07%
Positron Equip SW Maintenance	40,000					40,000	0.29%
GeoComm Maintenance				40,000		40,000	0.29%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	27.50%
EMS Tower Lease				7,690		7,690	0.06%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	11.89%
Ocean Safety CML Charges				25,200		25,200	0.19%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,378,050	6,772,282	49.75%
CAD Upgrade							
Hawai'i Police Dept	3,000,000					3,000,000	22.04%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	10.29%
Honolulu Police Dept.				2,000,000		2,000,000	14.69%
Computers							
EMS CAD Live Rounting				20,000		20,000	0.15%
EMS Tritech-GeoComm Interface				30,000		30,000	0.22%
CMLs for Alternate Dispatch		164,283				164,283	1.21%
Training							
RTO Training for CADS			15,000			15,000	0.11%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.04%
Subtotal Non-RECURRING	3,000,000	164,283	15,000	3,456,000	-	6,635,283	48.75%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.31%
APCO Conference	9,000			27,000	3,000	39,000	0.29%
Intergraph Conference	6,000		6,000			12,000	0.09%
Motorola CAD User's				12,000		12,000	0.09%
NASNA Conference					3,000	3,000	0.02%
Navigator				3,000		3,000	0.02%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.19%
NENA Technical Dev. Conference				12,000		12,000	0.09%
NG911 Technology Forum					30,000	30,000	0.22%
Pictometry Future View Confer		10,500	6,000			16,500	0.12%
TriTech CAD Users				9,000		9,000	0.07%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.50%
Total Strategic Plan Budget	4,280,777	813,336	1,246,903	5,850,799	1,420,050	13,611,865	100.00%
% of Budget	31.4%	6.0%	9.2%	43.0%	10.4%	100.0%	

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • PSAP Operations

#### 9-1-1 Call Volume – September 2011

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	9,561	3,288	34.4%	6,272	65.6%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	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	9,561	3,288	34.4%	6,272	65.6%	1	0.0%	1,066	11.1%
August	10,581	3,660	34.6%	6,920	65.4%	1	0.0%	1,110	10.5%
July	10,395	3,901	37.5%	6,494	62.5%	0	0.0%	1,243	12.0%
June	10,158	3,537	34.8%	6,620	65.2%	1	0.0%	1,133	11.2%
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
<b>TOTAL YTD</b>	<b>90,443</b>	<b>32,604</b>	<b>36.1%</b>	<b>57,835</b>	<b>63.9%</b>	<b>4</b>	<b>0.0%</b>	<b>9,939</b>	<b>11.0%</b>
<b>AVG PER MO</b>	<b>10,049</b>	<b>3,623</b>		<b>6,426</b>		<b>0</b>		<b>1,104</b>	

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

HAWAII		TRANSFERRED TO FIRE							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	% of Total Wireline	# of Calls	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September	1,807	840	46.5%	967	53.5%	0	0.0%	28	1.5%
August	1,974	891	45.1%	1,083	54.9%	0	0.0%	49	2.5%
July	1,850	916	49.5%	933	50.5%	1	0.1%	39	2.1%
June	1,814	861	47.5%	953	52.5%	0	0.0%	25	1.4%
May	1,861	843	45.3%	1,018	54.7%	0	0.0%	37	2.0%
April	1,821	845	46.4%	976	53.6%	0	0.0%	31	1.7%
March	1,977	926	46.9%	1,050	53.1%	1	0.1%	45	2.3%
February	1,809	892	49.3%	917	50.7%	0	0.0%	37	2.0%
January	1,914	909	47.5%	1,004	52.5%	1	0.1%	22	1.1%
<b>TOTAL YTD</b>	<b>16,827</b>	<b>7,923</b>	<b>47.1%</b>	<b>8,901</b>	<b>52.9%</b>	<b>3</b>	<b>0.0%</b>	<b>313</b>	<b>1.9%</b>
<b>AVG PER MO</b>	<b>1,870</b>	<b>880</b>		<b>989</b>		<b>0</b>		<b>35</b>	

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

#### Notes:

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

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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### • PSAP Operations (continued)

#### Wireless Test – September 2011

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

#### Current Month PSAP Operations Activities – September 2011

- 09/01/11 -- Akimeka personnel completed the Hawai'i County -- AT&T Mobility Annual Audit.  
09/06/11 Seventeen (17) updates/corrections were needed based on the audit review and was returned to AT&T Mobility/Intrado. Confirmation has been made that the updates/corrections have been completed.
  
- 09/01/11 -- Akimeka personnel requested Call Routing Sheets (CRSs) from Nextel on  
Pending July 27, 2011 for the Annual Audit. Nextel returned the CRSs to Akimeka on August 1, 2011. Akimeka is currently conducting the annual audit review and validation.
  
- 09/01/11 -- Akimeka personnel requested Call Routing Sheets (CRSs) from Sprint on  
Pending July 27, 2011 for the Annual Audit. Sprint returned the CRSs to Akimeka on July 28, 2011. Akimeka is currently conducting the annual audit review and validation.
  
- 09/01/11 -- T-Mobile returned the requested Call Routing Sheets (CRSs) to Akimeka on  
Pending July 29, 2011 for the Annual Audit. Akimeka is currently conducting the annual audit review and validation.
  
- 09/06/11 -- Akimeka personnel assisted the Hawai'i County PSAP in registering one (1)  
09/08/11 telephone number being utilized by Life Alert to reach 9-1-1. The number was registered with the DO NOT CALL LIST and an updated list was provided to the PSAP.
  
- 09/14/11 Akimeka personnel provided information for Simple Mobile, a prepaid telephone service, utilizing the T-Mobile network. A copy of Simple Mobile's exigent circumstances was provided to the PSAP.
  
- 09/21/11 -- Akimeka personnel assisted the PSAP and ran a series of Wireless 9-1-1 test  
09/30/11 calls between the Oahu PSAP and Hawai'i County PSAP. The tests were requested due to a 9-1-1 call that was received from (808) 220-6769 and transferred from Oahu to the Hawai'i County PSAP. The ESN displayed for the call was ESN 200. Hawaiian Telcom, Inc. (HTI) confirmed that the default ESN of 200 would appear since Oahu and Hawai'i County are not on the same 9-1-1 switch. However, re-bidding would be possible. Mapping was not applicable since the Oahu PSAP and Hawaii County PSAP do not have access to each other's mapping systems. This information was passed on to the Hawaii County PSAP for review.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – September 2011 (continued)

- 09/26/11 -- The 2011 NG 9-1-1 Technology Forum was hosted by the APCO/NENA Pacific  
09/27/11 Chapter on September 26 - 27, 2011. The purpose of the forum was to provide an educational opportunity for the State of Hawaii 9-1-1 public safety community, respective islands/county leadership, and lawmakers. The goal was to develop an understanding of Federal, State, and County requirements in order to develop a collective vision for the State of Hawaii's Next Generation 9-1-1 technology. There were approximately 125 attendees with twenty-five (25) presenters of various topics ranging from a basic overview of NG 9-1-1, NG9-1-1 Security, FCC Accessibility, Commercial Mobile Alert System, NG9-1-1 Data/GIS, and Project Management/Planning/Transition to NG9-1-1. There was also an opportunity for the 9-1-1 PSAPs to ask questions and make comments during a round table discussion. Special awards were also presented to Congresswoman Mazie Hirono and Governor Neil Abercrombie for their support of 9-1-1 services.
- 09/28/11 Akimeka personnel assisted Wavecom Solutions in the preparation of testing two (2) Hawai'i County telephones with 9-1-1.

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

##### *Updates as of September 30, 2011 are noted below:*

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

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

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

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

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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### PSAP Operations (continued)

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

*Updates as of September 30, 2011 are noted below:*

11/29/09 (continued)      **Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

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

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

**Update (8/31/11)** – No further updates.

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

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

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

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

**Update (5/31/11)** – In progress.

**Update (6/30/11)** – In progress.

**Update (7/31/11)** – In progress.

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

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

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • MSAG

#### Current Month – September 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
PSAP	TOTAL										
HAWAII	344	327	232	15	21	14	45	14,996	17	17	17

Revised categories and report format changes effective April 2009.

During the month of September 2011, 327 9-1-1Net requests were completed relating to the MSAG database, with 14,996 customer ANI/ALI records updated as a direct result. Seventeen (17) discrepancy reports were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

***There are 17 records in Suspended status as of September 30, 2011 affecting 17 telephone numbers (TNs).***

- Fifteen (15) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid MSAG address was not attached to the TMK assignment. Currently, these records are pending update from Hawaiian Telcom, Inc. (HTI).

An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Two (2) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

#### **Correspondence Letter Special Project Status Update**

As of September 30, 2011, no progress was made on the correspondence letters (1,372) provided in hard copies, dating back to 2004.. The current percentage complete with this requested special project remains at **86.1% complete** (1,181 out of 1,372).

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- MSAG (continued)

Current Month – September 2011 (continued)

### Year-to-Date (YTD) Summary – 2011

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September	344	327	232	15	21	14	45	14,996	17	17	17
August	364	360	236	31	14	40	39	4,686	4	20	57
July	256	256	120	36	14	67	19	3,210	0	16	21
June	228	214	37	21	7	149	0	2,482	14	0	0
May	379	361	127	77	19	102	36	1,676	18	5	36
April	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
<b>TOTAL YTD</b>	<b>2,697</b>	<b>2,577</b>	<b>1,312</b>	<b>559</b>	<b>89</b>	<b>392</b>	<b>225</b>	<b>37,528</b>	<b>120</b>		
<b>AVG PER MO</b>	<b>300</b>	<b>286</b>	<b>146</b>	<b>62</b>	<b>10</b>	<b>44</b>	<b>25</b>	<b>4,170</b>	<b>13</b>		

**Note:** Revised categories and report format changes effective April 2009.

<b>Definitions:</b>	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		09/28/11	
	09/13/11	09/13/11	Added new address points and changed street names and street numbers as found in the County's updated layer. Included all data needed for the Intergraph CAD.
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
			Renamed from "Fire Beats Boundaries"
Fire Districts (Includes Medic Districts)			
		09/13/11	
Fire Response Areas		09/28/11	
		09/13/11	
			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations		09/13/11	
Major Roads		09/13/11	
MSAG Address Points (aka Pseudo Address Points)			
		09/13/11	
MSAG Communities (aka Towns)			
		09/13/11	
Medic Response Areas	N/A for Hawaii County		
Medic Stations	09/27/11		Added phone field and numbers referenced from the Fire Station layer.
Milepost Markers			
Points of Interest		09/13/11	
Police Beats		09/13/11	
			Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District Boundaries"
Police Response Areas		09/13/11	
			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.
Police Stations		09/13/11	

(\*) 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.



## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011 (continued)**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Schools		09/13/11	
Street Centerlines	09/28/11	09/28/11	Corrected an overlap on one street range.
	09/13/11 -- 09/16/11		Added new streets and changed ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
		09/13/11	
Trails		09/13/11	
WSP Cell Towers	09/29/11		Per Nextel CRS
		09/28/11	
	09/22/11		Per AT&T Mobility Annual Audit
	09/21/11		Per VZW Annual Audit
	09/20/11		Per T-Mobile Annual Audit
			Per Sprint Annual Audit
			Per Nextel Annual Audit
			Per AT&T Mobility CRS
09/16/11		Per Mobi PCS Annual Audit	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches		09/13/11	
Gas Stations		09/13/11	
			Renamed from "Service Station"
Food & Beverage		09/13/11	
Hospitals		09/13/11	
Lodging		09/13/11	
Medical Facilities			
Parcels		09/28/11	
Parks (Includes National Parks)		09/13/11	
			Renamed from "National and State Parks"
Parks Polygon		09/13/11	
Post Offices		09/13/11	
Subdivisions			

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

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011  
(continued)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports		09/13/11	
Bridges			
Coastline		09/13/11	
Coastal Names		09/13/11	
Critical Infrastructure			
Emergency Shelters	09/15/11		Added new shelters to the layers.
	09/14/11		Checked SDE layer for any missing shelters. There were no shelters that were missing. Added "Shelter" to name of facility in layer at request of Hawai'i County Police.
		09/13/11	
Government Buildings			
		09/13/11	
Helipads			
Hydrology Layers			
- Dams		09/13/11	
- Ponds		09/13/11	
- Streams (Includes Rivers)		09/13/11	
Ocean Rescue Boundaries			
		09/13/11	
Ocean Safety (Includes Lifeguard Stands)			
			Renamed "EOC Lifeguard Stands" layer to "Ocean Safety" layer
Tsunami Evacuation Zones			
		09/13/11	
Tsunami Roadblocks		09/13/11	
United States National Grid			
Volcano Hazard Zones			
		09/13/11	
Wharfs			
		09/13/11	

(\*) 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.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011 (continued)**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
SPECIAL REQUESTS			
Correctional Facilities			
		09/13/11	
Waste Water Plants			
		09/13/11	

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

### Current Month GIS Activities – September 2011

- 09/02/11 Akimeka GIS personnel continued to utilize topology checks to identify and correct any errors found in the layers.
- 09/02/11 -- Akimeka GIS personnel worked on setting up and printing Kona Police Beats maps  
09/15/11 as requested by the Kona Police Districts. Pdfs of the maps were also requested and delivered.
- 09/13/11 Akimeka received updated Address Points and Street Centerlines from the Hawaii County Planning Department.
- 09/22/11 -- Akimeka GIS personnel updated the metadata for the following layers: Address  
09/26/11 Points, Bridges, WSP Cell Towers, Coastal Names, Coastline, Dams, Emergency Shelters, Lodging, Milepost Markers, Parks, Points of Interest, Police Stations, Ponds, Schools, Streams, Tsunami Evacuation Zones, Airports, Emergency Callboxes, Fire Stations, Food & Beverage, Hospitals, Medic Stations, and Trails.
- 09/23/11 -- Akimeka GIS personnel conducted a quality assurance review on the layers in the  
09/27/11 SDE which included: Capitalization of attributes, completing MCOMM fields with the correct name, removing unnecessary characters from fields, adding "808" area code to phone number fields, and spelling out abbreviated words in the attributes.
- 09/28/11 -- Akimeka GIS personnel set up and printed the remainder of the Police Beats maps  
09/30/11 at the request of the Kona District Police.

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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- **Mapping Layers Updated/Loaded Into GIS – September 2011 (continued)**

### **Current Month GIS Activities – September 2011 (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.

Updates incorporated for the month of September 2011 based on the comparative review are as follows:

<b>HAWAII COUNTY</b>	<b>Address Points Layer</b>	<b>Street Centerlines Layer</b>
# of New Street Segments Added		<b>15</b>
# of New Addresses Added	<b>60</b>	
# of Street Segment Range Changes		<b>3</b>
# of Street Name Changes	<b>13</b>	
# of Street Number Changes	<b>26</b>	

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.

## Hawaii County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

#### • Service Requests Transactions

#### Open Service Requests – September 2011 (August 30, 2011 – September 28, 2011)

#	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).
2	06/02/11	324	<u>Incorrect Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
3	05/12/11	327	<u>Incorrect Address:</u> TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.  House number has been updated, however the community is pending per a meeting with Hawai'i County Police/Fire personnel.
4	06/28/11	341	<u>Incorrect Address:</u> TN = 808/963-6309	MSAG - ANI/ALI Discrepancy	Low	Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.  Request has been sent to Intrado; verification is pending.
5	08/18/11	354	<u>Change Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Akimeka sent request to Sergeant Matsumoto for existing caller information which is needed for the address update.
6	09/01/11	359	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Pending change in 9-1-1Net.
7	09/01/11	362	<u>Incorrect Address:</u> TN = 808/775-1722	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
8	09/01/11	363	<u>Incorrect Address:</u> TN = 808/966-6991	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
9	09/01/11	368	<u>Incorrect Address:</u> TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
10	09/01/11	371	<u>Incorrect Address:</u> TN = 808/887-1975	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net.
11	09/01/11	380	Call Not Plotting -- Did Not Display Address on CML	911 Map -- Other		Updated information requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.
<b>Service Requests On Hold Status</b>						
12	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010.  Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.  Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.  Hawai'i County Police advised Akimeka in July 2011 that this project will be placed "On Hold" pending a meeting with other community sources.
13	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change.  New boundary plan will affect this telephone number; <b>approvals are still pending.</b>

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

## Hawaii County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • Service Requests Transactions (continued)

#### Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	24	18	13	4	3	20	15	0	0	0	0
August	4	5	7	0	1	4	4	0	0	0	0
July	0	11	8	0	0	0	11	0	0	0	0
June	12	1	19	1	1	11	0	0	0	0	0
May	8	5	8	1	1	7	4	0	0	0	0
April	0	0	5	0	0	0	0	0	0	0	0
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
<b>TOTAL</b>	<b>77</b>	<b>64</b>	<b>13</b>	<b>8</b>	<b>6</b>	<b>69</b>	<b>58</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Kauai County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

#### • PSAP Operations

#### 9-1-1 Call Volume – September 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,043	905	29.7%	2,138	70.3%

#### 9-1-1 Call Volume – Calendar Year 2011

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned
December									
November									
October									
September	3,043	905	29.7%	2,138	70.3%	0	0.0%	612	20.1%
August	3,444	1,048	30.5%	2,391	69.5%	5	0.1%	695	20.2%
July	3,248	1,117	34.4%	2,129	65.6%	2	0.1%	693	21.3%
June	3,163	1,040	32.9%	2,123	67.1%	0	0.0%	705	22.3%
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
<b>TOTAL YTD</b>	<b>27,892</b>	<b>9,497</b>	<b>34.1%</b>	<b>18,375</b>	<b>65.9%</b>	<b>20</b>	<b>0.1%</b>	<b>5,790</b>	<b>20.8%</b>
<b>AVG PER MO</b>	<b>3,099</b>	<b>1,055</b>		<b>2,042</b>		<b>2</b>		<b>643</b>	

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

#### **Notes:**

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

## Kauai County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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### • PSAP Operations (continued)

#### Wireless Test – September 2011

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

#### Current Month PSAP Operations Activities – September 2011

- 09/01/11 -- Akimeka personnel completed the Kauai County -- AT&T Mobility Annual Audit.  
09/06/11 Fifty-one (51) updates/corrections were needed based on the audit review and was returned to AT&T Mobility/Intrado. Confirmation has been made that the updates/corrections have been completed.
- 09/01/11 -- Akimeka personnel requested Call Routing Sheets (CRSs) from Nextel on  
Pending July 27, 2011 for the Annual Audit. Nextel returned the CRSs to Akimeka on August 1, 2011. Akimeka is currently conducting the annual audit review and validation.
- 09/01/11 -- Akimeka personnel requested Call Routing Sheets (CRSs) from Sprint on  
Pending July 27, 2011 for the Annual Audit. Sprint returned the CRSs to Akimeka on July 28, 2011. Akimeka is currently conducting the annual audit review and validation.
- 09/01/11 -- T-Mobile returned the requested Call Routing Sheets (CRSs) to Akimeka on  
Pending July 29, 2011 for the Annual Audit. Akimeka is currently conducting the annual audit review and validation.
- 09/26/11 -- The 2011 NG 9-1-1 Technology Forum was hosted by the APCO/NENA Pacific  
09/27/11 Chapter on September 26 - 27, 2011. The purpose of the forum was to provide an educational opportunity for the State of Hawaii 9-1-1 public safety community, respective islands/county leadership, and lawmakers. The goal was to develop an understanding of Federal, State, and County requirements in order to develop a collective vision for the State of Hawaii's Next Generation 9-1-1 technology. There were approximately 125 attendees with twenty-five (25) presenters of various topics ranging from a basic overview of NG 9-1-1, NG9-1-1 Security, FCC Accessibility, Commercial Mobile Alert System, NG9-1-1 Data/GIS, and Project Management/Planning/Transition to NG9-1-1. There was also an opportunity for the 9-1-1 PSAPs to ask questions and make comments during a round table discussion. Special awards were also presented to Congresswoman Mazie Hirono and Governor Neil Abercrombie for their support of 9-1-1 services.
- 09/28/11 Akimeka personnel assisted Wavecom Solutions in the preparation of testing two (2) Kauai County telephones with 9-1-1.



## Kauai County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

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- **PSAP Operations (continued)**

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

*Updates as of September 30, 2011 are noted below:*

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

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

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

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

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

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

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

**Update (8/31/11)** – No further updates.

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

## Kauai County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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- **PSAP Operations (continued)**

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

*Updates as of September 30, 2011 are noted below:*

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

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

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

**Update (5/31/11)** – In progress.

**Update (6/30/11)** – In progress.

**Update (7/31/11)** – In progress.

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

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

## Kauai County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • MSAG

#### Current Month – September 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	468	468	445	3	19	0	1	13,855	0	40	40

During the month of September 2011, 468 9-1-1Net requests were completed relating to the MSAG database, with 13,855 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are forty (40) records in Suspended status as of September 30, 2011, affecting 40 telephone numbers (TNs).***

- Thirty-one (31) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Six (6) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Three (3) suspended records are due to the TNs being on State property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

## Kauai County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

#### • MSAG (continued)

#### Year-to-Date (YTD) Summary – 2011

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September	468	468	445	3	19	0	1	13,855	0	40	40
August	436	436	424	3	5	3	1	11,634	0	27	27
July	34	34	15	2	13	1	3	1,561	0	4	46
June	11	10	7	0	0	3	0	916	1	8	525
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
<b>TOTAL YTD</b>	<b>1,197</b>	<b>1,193</b>	<b>1,064</b>	<b>32</b>	<b>43</b>	<b>20</b>	<b>34</b>	<b>32,016</b>	<b>4</b>		
<b>AVG PER MO</b>	<b>133</b>	<b>133</b>	<b>118</b>	<b>4</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>3,557</b>	<b>0</b>		

(\*) Applies to Change, Delete and Insert categories

**Note:** Revised categories and report format changes effective April 2009.

<b>Definitions:</b>	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

#### **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. As of September 13, 2011, there are **2,354** ESN 499 (2,311) and ESN 400 (43) records. Hawaiian Telcom, Inc. (HTI) accounts for **94.4%** of these records that need to be corrected.

## Kauai County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- **MSAG (continued)**

### Emergency Service Number (ESN) 499 Clean-up Project

In conjunction with the Database Synchronization effort for Kauai County, Akimeka reviewed Kauai County MSAG records that were assigned a "catch-all" ESN of 499. The purpose of the effort is to reassign all current ESN 499 MSAG records to a valid Kauai County ESN and ensure a valid MSAG address is assigned.

This clean-up effort will require the cooperation and assistance of Hawaiian Telcom, Inc. (HTI). A request was sent on July 26, 2011, to HTI by Akimeka on behalf of the Kauai County PSAP.

Below is the status update as of September 30, 2011:

Invalid ANI/ALI Records Requiring Corrective Action	# of Invalid Records	# of Records Corrected	% Complete
Missing Digit(s) in Address Point	2,003	789	39.4%
Assigned to Fictitious Street Ranges and Customers	517	125	24.2%
Blank-to-Blank Ranges Without an Assigned Customer or Address	455	245	53.8%
Valid Address Range but Attached to the Wrong Address Point, Street, Customer or Combination Thereof	508	139	27.4%
<b>TOTAL</b>	<b>3,483</b>	<b>1,298</b>	<b>37.3%</b>

*A response from Hawaiian Telcom, Inc. (HTI) is still pending in order for Akimeka to move forward with the validation and corrections. However, Akimeka was able to reduce some of the ESN 499 records by updating highways that have a large amount of associated telephone numbers in the ranges.*

# Kauai County Wireless E9-1-1 Status Report

## September 1, 2011 – September 30, 2011

### • Mapping Layers Updated/Loaded Into GIS – September 2011

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	09/27/11		
	09/23/11		
	09/22/11		Updated ESN field for Kauai County Address Points
	09/22/11		Added new addresses received from the Kauai County Addressing Authority
Common Place Name			
Emergency Callboxes			
Fire Beats			Renamed from "Fire Beats Boundaries"
Fire Districts			Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas			Renamed "Fire ESZ" layer to "Fire Response Areas" layer. Layer needed for CAD purposes.
Fire Stations			
Major Roads	09/15/11		Added highway numbers to the data and inserted two more roads as requested by Kauai Dispatch.
	09/14/11		
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Beats			Renamed "EMS Zones" layer and "Medic Beat Boundaries" layer to "Medic Beats" layer
Medic Districts			Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas			Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations	09/12/11		Updated medic station locations
Milepost Markers			
Points of Interest			
Police Beats			Renamed from "Police Beats Boundaries"
Police Districts			Renamed from "Police District 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.

# Kauai County Wireless E9-1-1 Status Report

## September 1, 2011 – September 30, 2011

### • Mapping Layers Updated/Loaded Into GIS – September 2011 (continued)

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

KAUAI				
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Police Response Areas			Renamed "Police ESZ" layer to "Police Response Areas" layer. Layer needed for CAD purposes.	
Police Stations				
Schools				
Street Centerlines	09/27/11			
	09/23/11			
	09/15/11		Added alias name field and included highway numbers to the data.	
	09/13/11 -- 09/22/11		Updated ESN field for Kauai County Street Centerlines. This is an ongoing project.	
	09/01/11 -- 09/08/11		Street ranges corrected	
Trails				
WSP Cell Towers	09/19/11		Per AT&T Mobility CRS	
	09/06/11		Per VZW Annual Audit	
	09/02/11		Per Sprint Annual Audit	
				Per Nextel Annual Audit
				Per Mobi PCS Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations			Renamed from "Service Station"	
Food & Beverage			Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.	
Hospitals				
Lodging			Renamed "Hotels" layer to "Lodging" layer	
Medical Facilities				
Parcels				
Parks			Renamed from "National and State Parks". Kauai does not have any National Parks.	
Parks Polygon				
Post Offices				
Subdivisions				

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

## Kauai County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

#### • Mapping Layers Updated/Loaded Into GIS – September 2011 (continued)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			Renamed "Radio Towers" layer to "Communications" layer
Emergency Shelters			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Tsunami Evacuation Zones			
United States National Grid			
SPECIAL REQUESTS			

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

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



## Kauai County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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- **Mapping Layers Updated/Loaded Into GIS – September 2011  
(continued)**

### **Current Month GIS Activities – September 2011**

- 09/12/11 -- Kauai Dispatch requested a layer be created to show Kauai Community College  
09/14/11 campus callboxes. This request has been completed and approved by Kathleen Langtad, Kauai Dispatch Supervisor. The layer will be uploaded on the next PowerMap update.
  
- 09/27/11 -- Akimeka GIS personnel updated the metadata for the following layers: Waterfalls,  
09/28/11 Tsunami Evacuation Zones, Trails, Subdivisions, Streams, Schools, Post Offices, Ponds, Police Stations, Police Beats, Points of Interest, Parks, Parcels, Milepost Markers, Medic Stations, Lodging, Libraries, Hospitals, Gas Stations, Food & Beverage, Fire Stations, Fire Response Areas, Emergency Shelters, Emergency Callboxes, Dams, Coastline, Coastal Names, and Churches.
  
- 09/29/11 Akimeka GIS personnel performed a quality assurance review on layers in the SDE which included: Capitalization of attributes, filling out MCOMM and MUN fields with the correct name, removing unnecessary characters from fields, adding "808" area code to phone number fields, and spelling out abbreviation words in the attributes.

**Note:** During the week of September 19, 2011, Kauai County personnel participated in the CAD Admin training. In order to not interfere with their scheduled training, PowerMap upload activity was put on hold. Akimeka will resume normal upload activity in October 2011.

## Kauai County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

#### • Service Requests Transactions

#### Open Service Requests – September 2011 (August 30, 2011 – September 28, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/25/11	358	Incorrect Community -- 7-Eleven Hanamaulu	MSAG - ANI/ALI Discrepancy	High	Pending change in 9-1-1Net
2	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net

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

Service Request #358 was inadvertently not reported in August 2011. Update has been reflected below accordingly.

#### Year-to-Date (YTD) Summary – 2011

KAUAI				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	1	0	2	0	0	1	0	0	0	0	0
August	1	0	1	0	0	1	0	0	0	0	0
July	0	1	0	0	0	0	1	0	0	0	0
June	1	0	1	0	0	1	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
<b>TOTAL</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • PSAP Operations

#### 9-1-1 Call Volume – September 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,175	2,652	32.4%	5,523	67.6%
MOLOKAI	280	155	55.4%	125	44.6%

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

#### 9-1-1 Call Volume – Calendar Year 2011

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin			
2011	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	8,175	2,652	32.4%	5,523	67.6%	0	0.0%	1,388	17.0%
August	8,436	2,895	34.3%	5,541	65.7%	0	0.0%	1,503	17.8%
July	8,467	2,900	34.3%	5,544	65.7%	23	0.3%	1,405	16.6%
June	7,612	2,457	32.3%	5,152	67.7%	3	0.0%	1,324	17.4%
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
TOTAL YTD	71,737	24,236	33.8%	47,451	66.2%	50	0.1%	12,061	16.8%
AVG PER MO	7,971	2,693		5,272		6		1,340	

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

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • PSAP Operations (continued)

#### 9-1-1 Call Volume – Calendar Year 2011 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin			
2011	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	280	155	55.4%	125	44.6%	0	0.0%	46	16.4%
August	284	147	51.8%	137	48.2%	0	0.0%	35	12.3%
July	297	182	61.3%	115	38.7%	0	0.0%	35	11.8%
June	340	180	52.9%	160	47.1%	0	0.0%	41	12.1%
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
TOTAL YTD	2,539	1,501	59.1%	1,037	40.9%	1	0.0%	367	14.5%
AVG PER MO	282	167		115		0		41	

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

#### **Notes:**

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

#### Wireless Test – September 2011

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
09/06/11	AT&T Mobility	Maui	2	11	Maui PSAP/ Akimeka	Pass
09/21/11	AT&T Mobility	Maui	1	3	Maui PSAP/ Akimeka	Pass

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – September 2011

- 09/01/11 -- Akimeka personnel completed the Maui County -- AT&T Mobility Annual Audit. Six (6)  
09/06/11 updates/corrections were needed based on the audit review and was returned to AT&T Mobility/Intrado. Confirmation has been made that the updates/corrections have been completed.
  
- 09/01/11 -- Akimeka personnel requested Call Routing Sheets (CRSs) from Nextel on  
Pending July 27, 2011 for the Annual Audit. Nextel returned the CRSs to Akimeka on August 1, 2011. Akimeka is currently conducting the annual audit review and validation.
  
- 09/01/11 -- Akimeka personnel requested Call Routing Sheets (CRSs) from Sprint on  
Pending July 27, 2011 for the Annual Audit. Sprint returned the CRSs to Akimeka on July 28, 2011. Akimeka is currently conducting the annual audit review and validation.
  
- 09/01/11 -- T-Mobile returned the requested Call Routing Sheets (CRSs) to Akimeka on  
Pending July 29, 2011 for the Annual Audit. Akimeka is currently conducting the annual audit review and validation.
  
- 09/08/11 Akimeka implemented the full delivery of Pictometry with PowerMap. This installation included an upgraded version of Electronic Field Study (RFS 2.7.14) as well as full coverage of Maui County at each PowerMap workstation in the Maui PSAP.
  
- 09/12/11 The Molokai PSAP reported that PowerMap was not starting up. Akimeka personnel remotely logged on and restarted the machine. PowerMap started up and all functionality appeared to be working.
  
- 09/15/11 Per Maui PSAP request, Akimeka added the Pentaview to the Pictometry toolbar. This will allow dispatchers to see all five (5) picture views on one screen.
  
- 09/22/11 Akimeka personnel worked with Myles Padron of the County of Maui Highways Division to re-establish two (2) County callboxes, Callbox #3 and #4. AT&T Mobility gave permission to load the numbers in the database and addressing is underway.
  
- 09/26/11 -- The 2011 NG 9-1-1 Technology Forum was hosted by the APCO/NENA Pacific  
09/27/11 Chapter on September 26 - 27, 2011. The purpose of the forum was to provide an educational opportunity for the State of Hawaii 9-1-1 public safety community, respective islands/county leadership, and lawmakers. The goal was to develop an understanding of Federal, State, and County requirements in order to develop a collective vision for the State of Hawaii's Next Generation 9-1-1 technology. There were approximately 125 attendees with twenty-five (25) presenters of various topics ranging from a basic overview of NG 9-1-1, NG9-1-1 Security, FCC Accessibility, Commercial Mobile Alert System, NG9-1-1 Data/GIS, and Project Management/Planning/Transition to NG9-1-1. There was also an opportunity for the 9-1-1 PSAPs to ask questions and make comments during a round table discussion. Special awards were also presented to Congresswoman Mazie Hirono and Governor Neil Abercrombie for their support of 9-1-1 services.
  
- 09/28/11 Akimeka personnel assisted Wavecom Solutions in the preparation of testing two (2) Maui telephone numbers and two (2) Lanai telephone numbers with 9-1-1.

## Maui County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

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#### • PSAP Operations (continued)

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

*Updates as of September 30, 2011 are noted below:*

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

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

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

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

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

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

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

**Update (8/31/11)** – No further updates.

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

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

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- **PSAP Operations (continued)**

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

*Updates as of September 30, 2011 are noted below: (continued)*

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

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

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

**Update (5/31/11)** – In progress.

**Update (6/30/11)** – In progress.

**Update (7/31/11)** – In progress.

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

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

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • MSAG

#### Current Month – September 2011

2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	341	341	199	16	119	3	4	8,549	0	12	12

Revised categories and report format changes effective April 2009.

During the month of September 2011, 341 9-1-1Net requests were completed relating to the Maui County MSAG database, with 8,549 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

**There are twelve (12) records in Suspended status as of September 30, 2011, affecting twelve (12) telephone numbers (TNs).**

- Twelve (12) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

#### Year-to-Date (YTD) – 2011

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2011	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September	341	341	199	16	119	3	4	8,549	0	12	12
August	414	413	346	7	14	10	36	14,651	1	14	14
July	674	674	295	357	14	8	0	10,216	0	7	7
June	320	317	160	80	11	66	0	6,307	3	2	2
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
TOTAL YTD	3,766	3,718	1,845	1,382	233	105	153	66,787	48		
AVG PER MO	418	413	205	154	26	12	17	7,421	5		

(\*) Applies to Change, Delete and Insert categories

**Note:** Revised categories and report format changes effective April 2009.

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
	(b)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.



## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- MSAG (continued)**

### Emergency Service Number (ESN) Project Status – September 2011 Year-to-Date (YTD)

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	360	7%
Lanai	112	Not Started	0%
Molokai	500	420	84%

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

*This is an ongoing project that will cover all communities.*

- Mapping Layers Updated/Loaded Into GIS – September 2011**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui	09/28/11 -- 09/30/11	09/29/11	
	Maui	09/21/11		Added Address Points from new parcels
	Maui		09/15/11	Also updated in Pictometry
	Maui	09/15/11 -- 09/21/11		
	Molokai	09/15/11		
Emergency Callboxes	Maui		09/15/11	Also updated in Pictometry
	Maui	09/09/11		Spatially corrected emergency callbox 2,24,25,26,27, and 28 along Honopiilani Highway, Lahaina and emergency callbox 42 and 43 on Piilani Highway, Kihei using GPS'd points. Verified and changed the status on emergency callbox 17 on Makena Road, Kihei to removed. The emergency callbox no longer exists, but a point will be maintained for reference.
Fire Beats				Renamed from "Fire Beats Boundaries". Includes Fire Zones.

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

## Maui County Wireless E9-1-1 Status Report

### September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011 (continued)**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Fire Districts				Renamed from "Fire Dispatch Group (Districts)"
Fire Response Areas				Renamed "Fire ESZ" layer to "Fire Response Areas "layer. Includes Fire Sub-zones. Layer needed for CAD purposes.
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				Renamed "EMS Zones" layer and "Medic Beat Boundaries "layer to "Medic Beats" layer
Medic Districts				Renamed from "Medic Dispatch Group (Districts)"
Medic Response Areas				Renamed from "Medic ESZ". Layer needed for CAD purposes.
Medic Stations				
Milepost Markers	Maui		09/15/11	Also updated in Pictometry
	Maui	09/09/11		Spatially corrected MM 9, 10, 11, 13 and 15 along Honoapiilani Highway, Lahaina using GPS'd points.
Points of Interest				
Police Beats				Renamed from "Police Beats Boundaries"
Police Districts				Renamed from "Police Dispatch Group (Districts)" and "Police District Boundaries".
Police Response Areas				Renamed "Police ESZ" layer to "Police Response Areas" layer. Includes Police Reporting Areas. Layer needed for CAD purposes.
Police Stations				
Schools				
Street Centerlines	Maui		09/29/11	
	Maui	9/15/11 -- 09/30/11		
	Molokai	9/15/11 -- 09/19/11		
	Maui		09/15/11	Also updated in Pictometry
Trails				
WSP Cell Towers	Maui		09/29/11	
	Maui	09/21/11		Per AT&T Mobility CRS
	Maui		09/15/11	Also updated in Pictometry
	Maui	09/09/11		Per Mobi PCS CRS

(\*) 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 Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011  
(continued)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches	Maui	09/19/11		Updated location to existing church
Gas Stations				Renamed from "Service Station"
Food & Beverage				Renamed "Restaurant" layer to "Food & Beverage" layer to include bakeries, cafes, food factories, etc.
Hospitals				
Lodging				Renamed "Hotels" layer to "Lodging" layer
Medical Facilities				
Parcels	Maui		09/29/11	
	Maui	09/15/11 -- 09/27/11		Akimeka GIS personnel added new parcels to the layer from the County's parcel layer. Added 237 new parcels. Also ran topology to correct any errors and added new addresses and owners to the Parcels layer for new parcels.
	Maui/Molokai	09/01/11 -- 09/13/11		Akimeka GIS personnel worked on comparing new addresses from the parcel dbf from the County against the Akimeka Parcels layer. This is an ongoing process.
Parks (Includes National Parks)				
				Renamed from "National and State Parks"
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Shelters				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				Renamed and includes Radius - Two Mile and Radius - Three Mile
Tsunami				
Evacuation Zones				
United States National Grid				

(\*) 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 Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011  
(continued)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
				Renamed from "Cane Fields" layer
Tow Jurisdictions				

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

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

### Current Month GIS Activities – September 2011

- 09/08/11 Akimeka GIS personnel GPS'd Milepost Markers and Emergency Callboxes along Piilani Highway, Kihei and Honoapiilani Highway, Lahaina. Also, verified if Emergency Callbox 17 on Makena Road, Kihei still exists. This emergency callbox has been removed.
- 09/12/11 Akimeka received an updated Parcels layers from Nancy Swienton of the Maui County Real Property Division.
- 09/22/11 Akimeka updated the ESN numbers in both the MSAG and GIS for road segments on Maui.

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- Mapping Layers Updated/Loaded Into GIS – September 2011  
(continued)

### Current Month GIS Activities – September 2011 (continued)

- 09/27/11 -- Akimeka GIS personnel performed a quality assurance review on layers in the SDE  
09/28/11 which included: Capitalization of attributes, filling out MCOMM and MUN fields with the correct name, removing unnecessary characters from fields, adding "808" area code to phone number fields, and spelling out abbreviation words in the attributes.
- 09/29/11 Akimeka GIS personnel updated the metadata for the following layers: Waterfalls, Tsunami Evacuation Zones, Trails, Subdivisions, and Streams.
- 09/29/11 -- Akimeka prepared the data for an Intergraph map push. The following layers to be  
09/30/11 included were updated: Address Points, Street Centerlines, WSP Cell Towers, and Parcels. The Intergraph CAD map push was completed on September 30, 2011.

- Service Requests Transactions

### Open Service Requests – September 2011 (August 30, 2011 – September 28, 2011)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • Service Requests Transactions (continued)

#### Year-to-Date (YTD) Summary – 2011

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	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	2	2	0	0	0	1	1	0	0	1	1
July	0	3	0	0	0	0	3	0	0	0	0
June	3	0	3	0	0	3	0	0	0	0	0
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	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
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
<b>TOTAL</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>7</b>	<b>7</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	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
2010 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

### • 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 September 2011.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,867 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 14, 2011 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 – 2008 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 16, 2008		As of June 13, 2011		As of September 14, 2011	
		9-1-1 MSAG Dated 01-16-08		9-1-1 MSAG Dated 06-01-11		9-1-1 MSAG Dated 09-01-11	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		11,676		3,995		2,867	
Less: 9-1-1 MSAG Exception Records	(1)			58	1.5%	60	2.1%
Net 9-1-1 MSAG Records Eligible for Comparison		11,676		3,937		2,807	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		531	4.5%	1,529	38.8%	2,357	84.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)			2,104	53.4%	206	7.3%
9-1-1 MSAG Record With No GIS Record	(3)			304	7.7%	244	8.7%
Total 9-1-1 MSAG Records No Match		11,145	95.5%	2,408	61.2%	450	16.0%

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

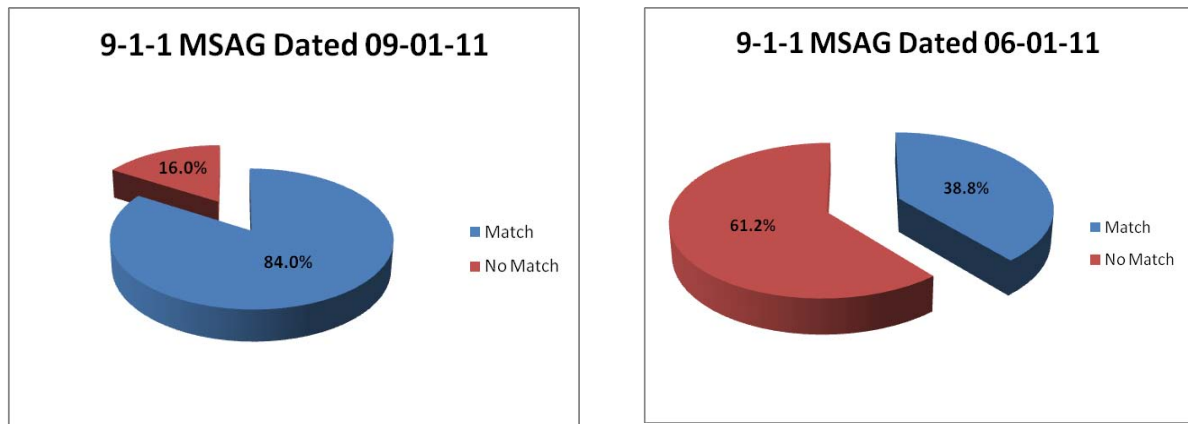
#### Notes:

- (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.

## Maui County Wireless E9-1-1 Status Report September 1, 2011 – September 30, 2011

- **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 – September 1, 2011 vs. June 1, 2011 MSAG



**Maui County's level of accuracy or 9-1-1 MSAG Match percentage improved from 38.8 % as of June 1, 2011 to 84.0% as of September 1, 2011 -- which represents a 45.2 percentage point improvement and/or 54.2% improvement in address accuracy.**

- ❖ The total number of 9-1-1 MSAG Records decreased by **28.2%** (from 3,995 to 2,867 records) covering the period from June 1, 2011 to September 1, 2011 due primarily to the combining of multiple entries into a single record.
- ❖ MSAG records were validated and combined to match GIS addressing Low and High, thus creating a GIS\MSAG match. Address ranges and telephone numbers (TNs) were also validated within street segments to increase matching records.
- ❖ Minor MSAG Corrections Required decreased by **90.2%** (from 2,104 to 206 records) covering the period from June 1, 2011 to September 1, 2011. Address range corrections, spelling of street segments, and suffixes were updated to match USPS standards.
- ❖ Records with Low 1 to High 9999 address ranges were given valid street segment ranges after telephone number (TN) verification from the LEC, allowing address ranges to be accurately modified. These records decreased by **22.1%** (from 145 to 113 records) covering the period from June 1, 2011 to September 1, 2011.
- ❖ The Naalehu community was deleted due to inaccurate placement. Naalehu is located in Hawaii County and not Maui County.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained. Additional work is needed to investigate and correct the identified No Match opportunities and database synchronization efforts will continue.





## Call Statistics \*\*\*

The following call statistics are based on the ALI data captured and logged by GeoComm systems at each of the Oahu PSAP sites. These figures are for the following period:

9/1/2011 - 9/30/2011

### Call Totals for Oahu PSAP

	Wired lines		Wireless Phase 1		Wireless Phase 2		Record Not Found		Total
Initial Calls (screeners)	8559	27.65%	18952	61.23%	3436	11.10%	5	0.02%	30952
HPD	6965	28.10%	13781	55.60%	4039	16.29%	3	0.01%	24788
HFD	1879	39.52%	2343	49.27%	533	11.21%	0	0.00%	4755
EMS	2891	41.97%	3183	46.20%	813	11.80%	2	0.03%	6889
RDC	553	20.17%	1475	53.79%	711	25.93%	3	0.11%	2742

Note:

- "Record Not Found" may indicate the caller's TN record not found in the Selective Routing Database. See Ali example: [RECORD NOT FOUND!00:15:50!911!1583304982000](#)

\* System can not capture the full calls logs for HPD for September due to system upgrade and HPD's quarterly operation exercise at Kapolei backup site.

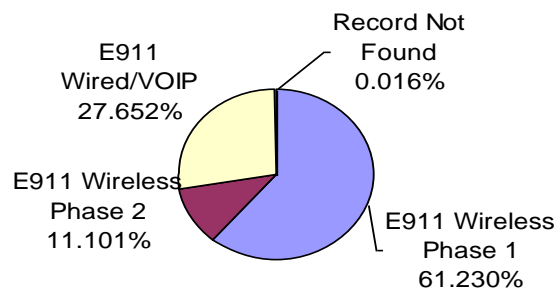


## Call Statistics Continued

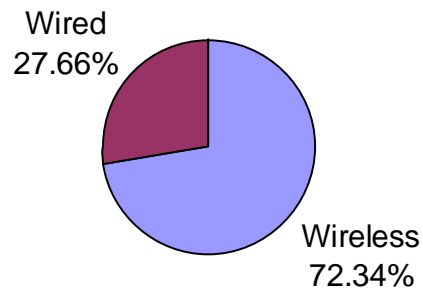
### Initial 911 Calls (HPD Screeners' Positions)

HPD Screeners	ALI 911Records	Percentage
E911 Wireless Phase 1	18952	61.23%
E911 Wireless Phase 2	3436	11.10%
E911 Wired/VOIP	8559	27.65%
Record Not Found	5	0.02%
Total	30952	

Oahu 911 Calls (screeners) September 2011



Wireless V.S. Wired Calls



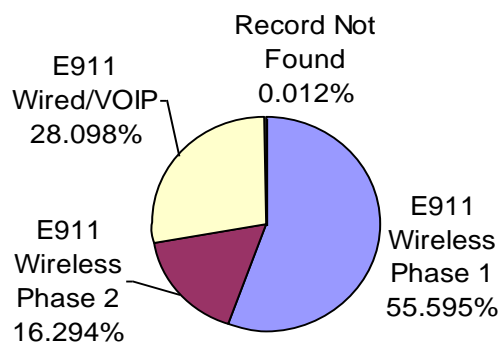


## Call Statistics Continued

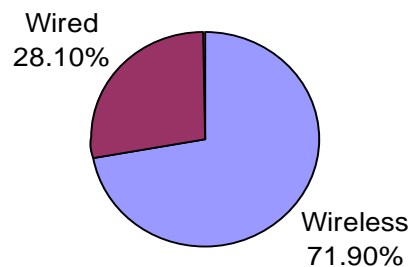
### HPD 911 Calls (Call-takers' positions)

HPD	ALI 911Records	Percentage
E911 Wireless Phase 1	13781	55.60%
E911 Wireless Phase 2	4039	16.29%
E911 Wired/VOIP	6965	28.10%
Record Not Found	3	0.01%
Total	24788	

HPD 911 Calls - September 2011



Wireless V.S. Wired Calls



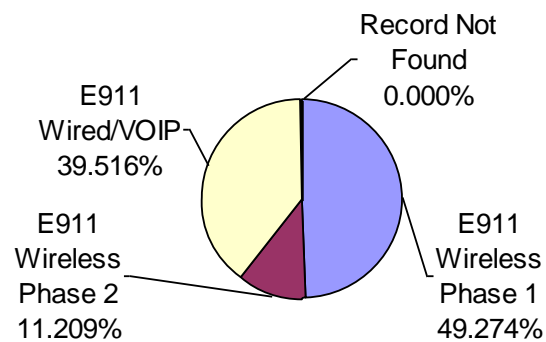


## Call Statistics Continued

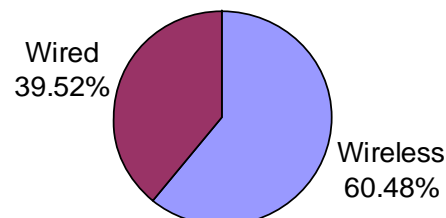
### HFD 911 Calls (Call-takers' positions)

HFD	ALI 911Records	Percentage
E911 Wireless Phase 1	2200	49.25%
E911 Wireless Phase 2	493	11.04%
E911 Wired/VOIP	1774	39.71%
Record Not Found	0	0.00%
Total	4467	

HFD 911 Calls - September 2011



Wireless V.S. Wired Calls



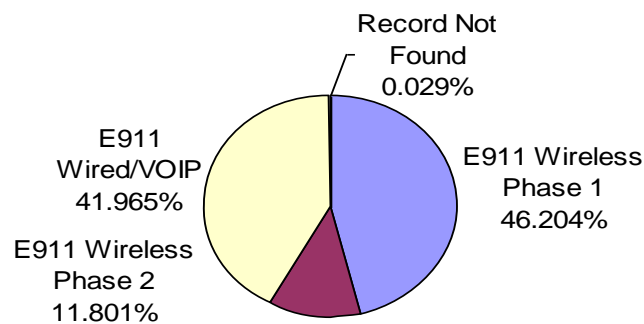


## Call Statistics Continued

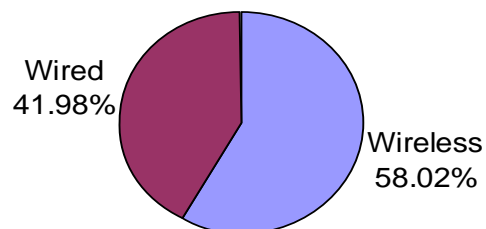
### EMS 911 Calls (Call-takers' positions)

EMS	ALI 911Records	Percentage
E911 Wireless Phase 1	3183	46.20%
E911 Wireless Phase 2	813	11.80%
E911 Wired/VOIP	2891	41.97%
Record Not Found	2	0.03%
Total	6889	

EMS 911 Calls - September 2011



Wireless V.S. Wired Calls



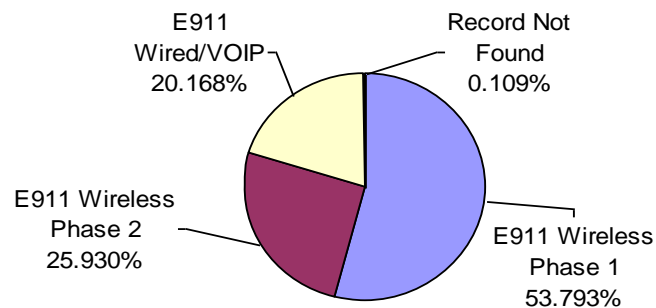


## Call Statistics Continued

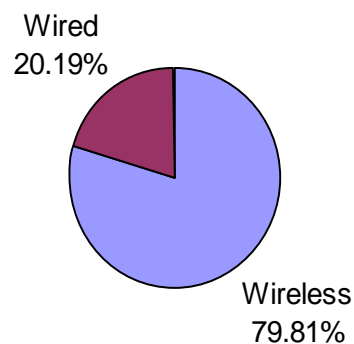
### RDC 911 Calls (Call-takers' positions)

RDC	ALI 911Records	Percentage
E911 Wireless Phase 1	1475	53.79%
E911 Wireless Phase 2	711	25.93%
E911 Wired/VOIP	553	20.17%
Record Not Found	3	0.11%
Total	2742	

RDC 911 Calls - September 2011



Wireless V.S. Wired Calls





## MSAG Updates

MSAG Changes	
Updates	13
Inserts	10

## Routing Sheet Requests

Carriers	Sites	Sectors
AT&T	10	90
Verizon	3	9

## Events and Project Status Ongoing

- DIT attended the NG9-1-1 Technology Forum (APCO/NENA Pacific Chapter).
- DIT attended Exacom NG911 G2 recorder presentation and demo.
- DIT helped with the city's Honua project.
- DIT received new partial image data from Pictometry, and Honolulu city's permit & planning department will do QA/QC on the new data.
- DIT troubleshoot and fixed 5 HPD Geocomm workstations with start-up issues.
- DIT is upgrading the Geocomm workstations.
- DIT is developing and testing programs/scripts written to help automate the updating of core maps used by GeoLynx. Data are obtained from the DPP GIS warehouse directly with little to no adjustments.
- DIT is continuing its development and testing of a 911 call database for all Honolulu PSAP (HPD, HFD, EMS, Hickam AFB, and Pearl Harbor RDC). The database catalogs all ALI/ANI data sent to Honolulu's dispatch centers. This includes keeping track of initial routing and the order of transferred calls.
- DIT is also developing and testing software to process the logs and to provide meaningful numbers and figures as determined by PSAP request. These products include call volume (per hour, day, shift, etc), WPH1 vs. WPH2 comparison, calls per city, call routing, and much more in the form of tables, graphs, and maps.



- Long term observations utilizing the above database and custom software will help DIT to not only provide a general report for each PSAP with useful information, but also an idea of what typical days look like (i.e. usual number of calls, log sizes, etc), so we may be able to spot data delivery problems or system glitches. The availability of this information and our data comparison capability also aids in the ability of DIT to provide support for various 911 dispatch testing or troubleshooting.
- DIT continues to push out map updates to GeoComm systems.
- DIT continues to process routing sheets and generating wireless tower/sector maps.