

STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Board Meeting  
Thursday, December 13, 2012  
McCoy Pavilion, Ala Moana Regional Park, Honolulu  
10 am to 12 noon

**AGENDA**

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items.**
- III. Introductions**
- IV. Approval of Last Meeting's Minutes**
- V. Committee Updates by Committee Chairs**
  - a. Finance Committee – Kiman Wong
    - i. Monthly Cash Flow Report
    - ii. Approval of funding for ADA compliance - \$1,000.
    - iii. Approval of funding for the IRC on NG911 - \$150.
    - iv. Approval for additional funding for GET on Pictometry invoice- \$624.89.
    - v. Approval of bank proposal for E9-1-1 Fund
    - vi. Others
  - b. Technical Committee – Victor Ramos
    - i. PUC representative appointment to IRC.
    - ii. Update on NG911 Planning.
    - iii. FCC NG911 Legal Statutory proceedings.
    - iv. Approval of appointment of Marshall Kanehailua to the Committee.
    - v. Update on PSAP status of Ocean Safety.
  - c. Communications Committee- Gordon Bruce

- i. Logo/Slogan Contest Update
- ii. Approval of Marshall Kanehailua and Steven Schutte to the Committee
- iii. Others

**VI. PSAP Status Updates**

- a. Kauai – Mark Begley
- b. Oahu – Gordon Bruce
- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii - Marshall Kanehailua

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

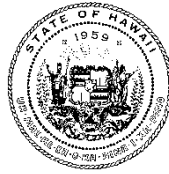
- a. New Board member status:
  - i. Deputy Chief Dave Kajihira, HPD.
  - ii. TBD, City and County of Honolulu
- b. Wireless E911 Timeline update
- c. Others

**VIII. Announcements**

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

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

**X. Adjournment**



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10 am to 12 noon

**Board members present:** Clayton Tom (Chair), Victor Ramos, Mark Begley, Ryan Freitas (AT&T), Su Shin, Sonny Bhagowalia, Steven Schutte, Lisa Hiraoka (Consumer Advocate Designee), Marshall Kanehailua and Kiman Wong

**Board members absent:** Roy Irei and Gordon Bruce.

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

**Guests:** Morris Tamanaha (RHC), Dave Kajihiro (HPD), Patty Dukes (EMS), Ralph Goto (Ocean Safety), Jeff Riewer (AT&T), Mary Boyd (Intrado), Jim Howe (Ocean Safety), Patty Dukes (EMS), Ralph Goto (Ocean Safety), Jill Hiyami (Akimeka) and Thalia Burns (HPD).

**MEETING MINUTES**

- I. Call to Order, Public Notice, Quorum
  - a. The meeting was called to order at 10:05 am
- II. Public testimony on all agenda items.
  - a. A request was made by the Board Chair for anyone present who wishes to give public testimony
  - b. There was no response to this request.
- III. Introductions
  - a. Introductions were made of all individuals present.
- IV. Approval of Last Meeting's Minutes
  - a. Kiman Wong motioned to approve the minutes of the last Board meeting. The motion was seconded and approved unanimously by voice vote without discussion.
- V. Committee Updates by Committee Chairs
  - a. Finance Committee – Kiman Wong

- i. Monthly Cash Flow Report
  - 1. Revenue for the Month- \$755,609.41
  - 2. Disbursements for the Month-\$630,985.32
  - 3. Bank balance end of Nov-\$10,881,160.67.
  - 4. Unencumbered bank balance- \$8,054,328.41.
- ii. Approval of funding for ADA compliance - \$1,000.
  - 1. Mark Begley motioned to approve funding in the amount of \$1,000 as a reserve in the event that ADA accommodations are necessary for future E911 meetings. The motion was seconded and approved unanimously by voice vote without discussion.
- iii. Approval of funding for the IRC on NG911 - \$150.
  - 1. Victor Ramos motioned to approve the funding for the cost of a light luncheon meeting for the 1<sup>st</sup> Investigative Committee Meeting on NG911 Planning in the amount of \$150. The motion was seconded and approved unanimously by voice vote without discussion.
- iv. Approval for additional funding for GET on Pictometry invoice- \$624.89.
  - 1. This is an acknowledgement of increased funding of the previously approved MPD Pictometry invoice was made in compliance with Board policy for requests for increased funding of 10% or less than the original Board approved funding. No Board approval was required.
- v. Approval of bank proposal for E9-1-1 Fund
  - 1. Based on the presentation to the Finance Committee of the comparative analysis between the First Hawaiian Bank and American Savings Bank, it was decided that the E911 Fund should remain with First Hawaiian Bank at this time. An annual review will be performed.
- vi. Others-None.

b. Technical Committee – Victor Ramos

i. PUC representative appointment to Investigative Regulatory Committee.

1. The PUC has appointed Mr. Richard Vandrunen as their representative.
2. Thera Bradshaw and Steven Schutte will be meeting with Mr. Vandrunen to explain the mission of the committee.

ii. Update on NG911 Planning.

1. There were extensive presentations by Intrado and Hawaiian Telcom.
2. Thera Bradshaw stated that:
  - a. The strategic planning is an evolutionary process and needs continual review/updates.
  - b. The Committee Chair will hold a meeting following the Joint Committee meetings on Tuesdays to take advantage of the availability of the Investigative Committee members being on Oahu.
  - c. This first phase is an educational process for the members of the Investigative Committee members.

iii. FCC NG911 Legal Statutory proceedings.

1. The FCC sent a public notice regarding the statutory framework for the NG911 services.
2. A letter in response to the FCC was drafted and approved for signature.
3. The FCC ruled in favor of Texting that is Board offered supporting comments.

iv. Approval of appointment of Marshall Kanehailua to the Committee.

1. Marshall was approved as a member of the Technical Committee.

v. Update on PSAP status of Ocean Safety.

1. A legal opinion from the City and County of Honolulu's counsel has been received favoring Ocean Safety as a secondary PSAP.
2. Additionally a letter from the Mayor confirms his support for Ocean Safety as a secondary PSAP.
3. Ocean Safety is directly connected to HFD and EMS and will be subject to the funding prioritization through the City and County of Honolulu process.
4. The Board is not authorized to rule on the status of Ocean Safety as a PSAP and be involved with any operational decisions of a PSAP. The board's responsibility is for reimbursements from the 9-1-1 fund is based on county priorities as established in the strategic budget planning process.
5. Su Shin requested that the Board be kept informed of the E911 funding matters related to Ocean Safety.

c. Communications Committee- Gordon Bruce

i. Logo/Slogan Contest Update

1. The deadline for the contest will end as originally stated.
  - a. Steven Schutte is in the process of recruiting judges.
    - i. The following individuals have agreed to be judges:
      1. Senator Kidani
      2. Sharon McNamara, VP, Chamber of Commerce.

3. We are actively looking for judges from the neighbor islands and will appreciate any assistance.

ii. Approval of Marshall Kanehailua and Steven Schutte to the Committee

1. Marshall Kanehailua and Steven Schutte were approved as members of the committee.
2. Steven Schutte has been appointed as the committee chair by the Board Chair.

iii. Others.

1. Thera Bradshaw met with AT&T and Verizon regarding a strategy for prepaid wireless legislation.
2. Nationwide, prepaid revenue represents approximately 20% of the revenue of major wireless telecommunication companies.
3. There will be an educational process to overcome the perception of prepaid surcharges as an additional tax.
4. Next Steps in anticipation of new prepaid legislation for the 2014 legislative session include:
  - a. Review budget projections of the needs of the PSAPs.
  - b. Justification as to where the additional revenue will be used.
  - c. An analysis of what the potential prepaid revenue will be.
  - d. Senator Kidani has offered to introduce legislation on prepaids.
  - e. Consensus building with all stakeholders in advance of submission of legislation.

**VI. PSAP Status Updates**

a. Kauai – Mark Begley

- i. Further delays continue with the data conversion but were anticipated
  - ii. Kauai is pleased with working with Intrado's staff work in providing an IT solution.
  - iii. Issues continue with data conversion on historical information.
  - iv. Caution should be taken by other counties regarding data conversion requirements and full data conversion is recommended.
  - v. The completion of the data conversion is now anticipated at the end of the 1<sup>st</sup> quarter of 2013.
- b. Oahu – Dave Kajihira.
  - i. HPD anticipates completion of CADs and RMS shortly.
- c. Molokai – Victor Ramos
  - i. Work continues on moving the dispatch center from Kaunakakai to the Fire house to remove it from the flood zone.
- d. Maui – Clayton Tom
  - i. No updates at this time.
- e. Hawaii - Marshall Kanehailua
  - i. Issues continue to exist regarding the data conversion with Solacom.
  - ii. A meeting was held to discuss the plan regarding what should be done in the interim until Intrado takes over. One of the issues was whether to revert to the old system or stay with Solacom until the transition to Intrado.
  - iii. Dropped calls are still occurring.

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

- a. New Board member status:
  - i. Deputy Chief Dave Kajihira, HPD.
    - 1. DC Kajihira's appointment to the Board is anticipated in early January.



- ii. TBD, City and County of Honolulu
  - 1. No action has been taken at this time until the new administration takes office.
- b. Wireless E911 Timeline update
  - i. No update at this time.
- c. Others
  - i. Funding for the legal costs for the AG's office to support the regulatory committee is being reviewed.

### **VIII. Announcements**

- a. **Next Meeting Date:** Thursday, January 10, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- b. **Others.**
  - i. **Sonny** Bhagowalia asked if there is a central depository or collaboration place where the Board is tracking State and Federal standard information and will allow the Board to see where the challenges are in terms of information sharing.
    - 1. Will the Board be interested in providing a mechanism to accomplish this in a secured environment?
    - 2. Will the Board be interested in providing a mechanism or portal for the exchange of information that the State could assist in providing?
  - ii. Thera Bradshaw stated that the Board has initiated an investigative committee that is looking at all the regulatory bodies that impact 911 as well as updating the E911 website with information and appropriate links.
  - iii. There will be a celebration for the outgoing Board members at next month's meeting.
  - iv. Both Clayton Tom and Victor Ramos were congratulated for their reappointment as Board members.

- IX. Open Forum: Public comment on issues not on the agenda, for consideration for Board agenda at the next meeting.
- X. Adjournment
  - a. The meeting was adjourned at 10:46 am.

Approved 12/13/2012

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 November 2012

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>		<b>Ending</b>
	<b>Inception-to-Date</b>		<b>Inception-to-Date</b>
<b>ITEM</b>	<b>Cash Flow</b>	<b>Current</b>	<b>Cash Flow</b>
	<b>Balance</b>	<b>Month</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 63,298,606.53	754,873.83	\$ 64,053,480.36
Other Income	11,555.22		11,555.22
Interest Income	1,829,513.55	735.58	1,830,249.13
<i>Prior Period Interest Income Adjustment</i>	(257,236.01)		(257,236.01)
Net Interest Income	1,572,277.54	735.58	1,573,013.12
<b>Subtotal Cash Inflow</b>	<b>\$ 64,882,439.29</b>	<b>\$ 755,609.41</b>	<b>\$ 65,638,048.70</b>
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	(30,710,217.92)	(601,154.58)	(31,311,372.50)
Board Member Travel Expense	(119,868.11)		(119,868.11)
DB&F Revenue Assessments	(2,822,022.61)		(2,822,022.61)
DB&F Administrative Expense Assess.	(793,696.42)		(793,696.42)
WSP Reimbursement	(973,869.70)		(973,869.70)
Consultant-Intrado, Inc.	(439,260.41)		(439,260.41)
Consultant-Exec Director	(2,211,166.86)	(27,083.30)	(2,238,250.16)
Audit Expense	(47,836.88)		(47,836.88)
Other Board Related Expenses	(7,963.80)	(2,747.44)	(10,711.24)
<b>Subtotal Cash Outflow</b>	<b>\$ (54,125,902.71)</b>	<b>\$ (630,985.32)</b>	<b>\$ (54,756,888.03)</b>
Bank Balance	\$ 10,756,536.58	\$ 124,624.09	\$ 10,881,160.67
Encumbrances FY 2011 (Kauai CAD)	\$ (623,524.70)		(623,524.70)
Encumbrances FY 2012	\$ (2,282,162.26)	\$ 78,854.70	\$ (2,203,307.56)
Unencumbered Cash	\$ 7,850,849.62	\$ 203,478.79	\$ 8,054,328.41

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 30 November 2012**

MONTH OF NOVEMBER 2012		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
Total Receipts:		0	0	0	0	755,609	755,609
Disbursements:							
	Total 6200 CONFERENCES	760	9,613	1,833	8,808	5,541	26,556
	6400 RECURRING EXPENSES						
	Total 6401 ADMINISTRATION	0	0	0	0	29,831	29,831
	Total 6402 MAINTENANCE	38,758	0	0	405,428	0	444,186
	Total 6403 Other RECURRING	26,633	0	23,262	1,663	0	51,558
	Total 6400 RECURRING EXPENSES	65,391	0	23,262	407,091	29,831	525,575
Total Disbursements		66,151	9,613	25,095	415,899	35,372	552,131

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 30 November 2012**

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
<b>FY-T-D NOVEMBER 2012 (5 mos.)</b>	5 Mos.	5 Mos.	5 Mos.	5 Mos.	5 Mos.	5 Mos.	Annual Budget	\$ Over/(Under) Budget	
<b>Total RECEIPTS</b>	-	-	-	-	3,774,201	3,774,201	8,880,000	(5,105,799)	42.5%
<b>DISBURSEMENTS:</b>									
<b>Total 6200 CONFERENCES</b>	7,342	9,613	6,469	17,209	10,112	50,746	75,000	(24,254)	
<b>6300 Non-RECURRING</b>									
<b>Total 6301 CAD Replac/Upgrade</b>	-	-	-	-	-	-	311,050	(311,050)	
<b>Total 6303 Computers</b>	-	-	(47,896)	-	-	(47,896)	948,308	(996,204)	
<b>Total 6306 Training</b>	-	-	-	-	-	-	59,000	(59,000)	
<b>Total 6300 Non-RECURRING</b>	-	-	(47,896)	-	-	(47,896)	1,318,358	(1,366,254)	
<b>6400 RECURRING EXPENSES</b>									
<b>Total 6401 ADMINISTRATION</b>	-	-	-	-	156,914	156,914	1,294,406	(1,137,492)	
<b>Total 6402 MAINTENANCE</b>	155,032	81,477	0	405,428	-	641,937	3,784,235	(3,142,298)	
<b>Total 6403 Other RECURRING</b>	77,690	-	93,102	329,733	-	500,525	1,778,981	(1,278,456)	
<b>Total 6400 RECURRING EXPENSES</b>	232,723	81,477	93,102	735,161	156,914	1,299,377	6,857,622	(5,558,245)	
<b>Total DISBURSEMENTS</b>	240,065	91,090	51,675	752,370	167,026	1,302,227	8,250,980	(6,948,753)	15.8%

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 30 November 2012**

FY 2012 Encumbrances				
Description	Oahu	Maui	Hawaii	Total
<i>Conferences:</i>				
NENA				
VisionAir				-
Com/Board Travel				-
MSAG Services				-
HawTel Services				-
WSP Cost Recov				-
CAD Upgrades:				-
Maui PD				-
EMS/FIRE	991,085.48			991,085.48
HPD	785,750.00			785,750.00
Compter Eq.				-
VMS				-
PowerPhone				-
Imagery Services		426,472.08		426,472.08
CAD Maintenance				-
GPS Maintenance				-
Assessments:				-
Revenue				-
Administrative				-
				-
<b>Totals</b>	<b>1,776,835.48</b>	<b>426,472.08</b>	<b>-</b>	<b>2,203,307.56</b>

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 November 2012

FY-T-D NOVEMBER 2012 (5 mos.)		ADMINISTRATION		
		5 Mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>		3,774,201	8,880,000	(5,105,799)
<b>DISBURSEMENTS:</b>				
6200 CONFERENCES				
6141	Access9-1-1Forum	8,260	14,415	(6,155)
6204	APCO Conference	1,852	1,852	-
6214	Nena Conference	-		
6222	TriTech CAD Users	-		
6200	CONFERENCES - Other	-	10,863	(10,863)
<b>Total 6200 CONFERENCES</b>		10,112	27,130	(17,018)
6300 Non-RECURRING				
Total 6301 CAD Replac/Upgrade		-		
Total 6303 Computers		-		
Total 6306 Training		-		
<b>Total 6300 Non-RECURRING</b>		-		
6400 RECURRING EXPENSES				
6401 ADMINISTRATION				
6401.01	Exec Dir. Services	135,417	333,125	(197,708)
6401.02	ElectronSignatur	-	200	(200)
6401.03	911 Board Expansion	-	75,000	(75,000)
6401.05	Audit Expense	11,250	11,250	-
6401.06	Bank Charge	103		103
6401.07	Meeting Venue	-	1,000	(1,000)
6401.08	Board Member Travel	9,326	27,000	(17,674)
6401.09	DB&F Assessments			
6401.0101	DB&F Admin. Assess	-	207,250	(207,250)
6401.0102	DB&F Rev Assessment	-	444,000	(444,000)
<b>Total 6401.09 DB&amp;F Assessments</b>		-	651,250	(651,250)
6401.10	E911 Logo Contest	-	11,911	(11,911)
6401.11	Miscellaneous Expense	0		
6401.12	NASNA Dues	-	100	(100)
6401.13	Parking Permits	-	250	(250)
6401.15	WSP Cost Recovery			
6401.0101	Sprint/Nextel	819	160,000	(159,181)
6401.0102	AT&T	-	23,320	(23,320)
<b>Total 6401.15 WSP Cost Recovery</b>		819	183,320	(182,501)
<b>Total 6401 ADMINISTRATION</b>		156,914	1,294,406	(1,137,492)
<b>Total 6402 MAINTENANCE</b>		-		
<b>Total 6403 Other RECURRING</b>		-		
<b>Total 6400 RECURRING EXPENSES</b>		156,914	1,294,406	(1,137,492)
<b>Total DISBURSEMENTS</b>		167,026	1,321,536	(1,154,510)

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 30 November 2012**

FY-T-D NOVEMBER 2012 (5 mos.)		Oahu PSAP		
		5 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS		-		
DISBURSEMENTS:				
6200 CONFERENCES				
6141 Access9-1-1Forum		3,800	4,750	(950)
6204 APCO Conference		13,541	15,582	(2,041)
6214 Nena Conference		(132)		(132)
6222 TriTech CAD Users		-		
6200 CONFERENCES - Other		-		
Total 6200 CONFERENCES		17,209	20,332	(3,123)
6300 Non-RECURRING				
Total 6301 CAD Replac/Upgrade		-		
6303 Computers				
6303.06 GeoComm		-	150,000	(150,000)
6303.11 PowerPhone		-		
6303.14 VMS-MPD		-		
Total 6303 Computers		-	150,000	(150,000)
6306 Training				
6306.04 EMPAQ		-		
6306.05 ESD		-		
6306.06 ESD-Annual Recall		-		
6306.11 Training (CAD) HPD		-	8,000	(8,000)
6306.12 TriTechCADSysAdm		-	12,000	(12,000)
Total 6306 Training		-	20,000	(20,000)
Total 6300 Non-RECURRING		-	170,000	(170,000)
6400 RECURRING EXPENSES				
Total 6401 ADMINISTRATION		-		
6402 MAINTENANCE				
6402.02 Imagery Lic Agree		-	310,000	(310,000)
6402.03 Equipment SW Maint		-		
6402.05 Logging RecordMaint		-	65,000	(65,000)
6402.07 0011 9-1-1MSAG Maint.		174,793	524,380	(349,587)
6402.08 CAD Maintenance		194,269	400,000	(205,731)
6402.10 GPS Maint.		36,366	40,800	(4,434)
6402.12 PowerPhone		-		
Total 6402 MAINTENANCE		405,428	1,340,180	(934,752)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-1 Del		-		
6403.0102 Long Distance		-		
6403.0103 Mileage		5,527		5,527
6403.0109 Telcom Trunk		314,907	918,893	(603,986)
6403.0110 Ocean Safety CML		9,299	25,200	(15,901)
6403.0111 WiringAltDispatch		-		
Total 6403.01 Telcom Charges		329,733	944,093	(614,360)
6403.02 EMS Tower Lease		-	7,844	(7,844)
Total 6403 Other RECURRING		329,733	951,937	(622,204)
Total 6400 RECURRING EXPENSES		735,161	2,292,117	(1,556,956)
Total DISBURSEMENTS		752,370	2,482,449	(1,730,079)



**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 30 November 2012**

FY-T-D NOVEMBER 2012 (5 mos.)	Maui PSAP		
	5 Mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>	-		
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6141 Access9-1-1Forum	1,833	2,926	(1,093)
6204 APCO Conference	4,699	5,600	(901)
6214 Nena Conference	(62)		(62)
6222 TriTech CAD Users	-		
6200 CONFERENCES - Other	-		
<b>Total 6200 CONFERENCES</b>	6,469	8,526	(2,057)
<b>6300 Non-RECURRING</b>			
<b>6301 CAD Replac/Upgrade</b>			
6301.06 Maui PD	-	229,050	(229,050)
6301 CAD Replac/Upgrade - Other	-	82,000	(82,000)
<b>Total 6301 CAD Replac/Upgrade</b>	-	311,050	(311,050)
<b>6303 Computers</b>			
6303.06 GeoComm	-		
6303.11 PowerPhone	(47,896)		(47,896)
6303.14 VMS-MPD	-	798,308	(798,308)
<b>Total 6303 Computers</b>	(47,896)	798,308	(846,204)
<b>6306 Training</b>			
6306.04 EMPAQ	-	4,500	(4,500)
6306.05 ESD	-	29,500	(29,500)
6306.06 ESD-Annual Recall	-	5,000	(5,000)
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm	-		
<b>Total 6306 Training</b>	-	39,000	(39,000)
<b>Total 6300 Non-RECURRING</b>	(47,896)	1,148,358	(1,196,254)
<b>6400 RECURRING EXPENSES</b>			
<b>Total 6401 ADMINISTRATION</b>	-		
<b>6402 MAINTENANCE</b>			
6402.02 Imagery Lic Agree	-	372,375	(372,375)
6402.03 Equipment SW Maint	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	0	451,643	(451,643)
6402.08 CAD Maintenance	-	161,555	(161,555)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-	5,257	(5,257)
<b>Total 6402 MAINTENANCE</b>	0	990,830	(990,830)
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	270		270
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	92,832	278,495	(185,663)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>	93,102	278,495	(185,393)
6403.02 EMS Tower Lease	-		
<b>Total 6403 Other RECURRING</b>	93,102	278,495	(185,393)
<b>Total 6400 RECURRING EXPENSES</b>	93,102	1,269,325	(1,176,223)
<b>Total DISBURSEMENTS</b>	51,675	2,426,209	(2,374,534)

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 November 2012

FY-T-D NOVEMBER 2012 (5 mos.)				Kauai PSAP		
				5 Mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEIPTS				-		
DISBURSEMENTS:						
6200 CONFERENCES						
6141 Access9-1-1Forum				1,070	1,555	(485)
6204 APCO Conference				-		
6214 Nena Conference				-		
6222 TriTech CAD Users				8,543	9,000	(457)
6200 CONFERENCES - Other				-		
Total 6200 CONFERENCES				9,613	10,555	(942)
6300 Non-RECURRING						
Total 6301 CAD Replac/Upgrade				-		
Total 6303 Computers				-		
Total 6306 Training				-		
Total 6300 Non-RECURRING				-		
6400 RECURRING EXPENSES						
Total 6401 ADMINISTRATION				-		
6402 MAINTENANCE						
6402.02 Imagery Lic Agree				-	194,623	(194,623)
6402.03 Equipment SW Maint				-		
6402.05 Logging RecordMaint				-		
6402.07 0011 9-1-1MSAG Maint.				81,477	325,907	(244,430)
6402.08 CAD Maintenance				-		
6402.10 GPS Maint.				-		
6402.12 PowerPhone				-		
Total 6402 MAINTENANCE				81,477	520,530	(439,053)
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0101 Alt. PSAP 9-1-1 Del				-	128,305	(128,305)
6403.0102 Long Distance				-		
6403.0103 Mileage				-		
6403.0109 Telcom Trunk				-	111,400	(111,400)
6403.0110 Ocean Safety CML				-		
6403.0111 WiringAltDispatch				-	2,500	(2,500)
Total 6403.01 Telcom Charges				-	242,205	(242,205)
6403.02 EMS Tower Lease				-		
Total 6403 Other RECURRING				-	242,205	(242,205)
Total 6400 RECURRING EXPENSES				81,477	762,735	(681,258)
Total DISBURSEMENTS				91,090	773,290	(682,200)

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 30 November 2012

FY-T-D NOVEMBER 2012 (5 mos.)		Hawaii PSAP		
		5 Mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>		-		
<b>DISBURSEMENTS:</b>				
6200 CONFERENCES				
6141	Access9-1-1Forum	760	2,715	(1,955)
6204	APCO Conference	6,571	5,742	829
6214	Nena Conference	11		11
6222	TriTech CAD Users	-		
6200	CONFERENCES - Other	-		
<b>Total 6200 CONFERENCES</b>		7,342	8,457	(1,115)
6300 Non-RECURRING				
Total 6301 CAD Replac/Upgrade		-		
Total 6303 Computers		-		
Total 6306 Training		-		
<b>Total 6300 Non-RECURRING</b>		-		
6400 RECURRING EXPENSES				
Total 6401 ADMINISTRATION		-		
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-	360,325	(360,325)
6402.03	Equipment SW Maint	-	40,000	(40,000)
6402.05	Logging RecordMaint	-		
6402.07	0011 9-1-1MSAG Maint.	155,032	465,097	(310,065)
6402.08	CAD Maintenance	-	67,273	(67,273)
6402.10	GPS Maint.	-		
6402.12	PowerPhone	-		
<b>Total 6402 MAINTENANCE</b>		155,032	932,695	(777,663)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101	Alt. PSAP 9-1-1 Del	-		
6403.0102	Long Distance	1,104		1,104
6403.0103	Mileage	-		
6403.0109	Telcom Trunk	76,586	306,344	(229,758)
6403.0110	Ocean Safety CML	-		
6403.0111	WiringAltDispatch	-		
<b>Total 6403.01 Telcom Charges</b>		77,690	306,344	(228,654)
6403.02 EMS Tower Lease		-		
<b>Total 6403 Other RECURRING</b>		77,690	306,344	(228,654)
<b>Total 6400 RECURRING EXPENSES</b>		232,723	1,239,039	(1,006,316)
<b>Total DISBURSEMENTS</b>		240,065	1,247,496	(1,007,431)

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – November 2012

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	81,232	23,536	29.0%	57,682	71.0%

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

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

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November	81,232	23,536	29.0%	57,682	71.0%	14	0.0%	6,836	8.4%
October	85,546	24,513	28.7%	61,014	71.3%	19	0.0%	7,713	9.0%
September	82,621	23,961	29.0%	58,653	71.0%	7	0.0%	7,435	9.0%
August	86,496	24,920	28.8%	61,559	71.2%	17	0.0%	7,150	8.3%
July	84,574	24,791	29.3%	59,775	70.7%	8	0.0%	7,686	9.1%
June	80,608	24,047	29.8%	56,552	70.2%	9	0.0%	7,227	9.0%
May	84,865	25,020	29.5%	59,832	70.5%	13	0.0%	7,380	8.7%
April	80,313	23,708	29.5%	56,597	70.5%	8	0.0%	7,449	9.3%
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
TOTAL YTD	910,971	268,057	29.4%	642,784	70.6%	130	0.0%	80,842	8.9%
AVG PER MO	82,816	24,369		58,435		12		7,349	

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

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November (4)	23,169	6,217	26.9%	26.4%	16,874	73.1%	29.3%	78	0.3%	640	2.8%
October	40,297	11,044	27.5%	45.1%	29,111	72.5%	47.7%	142	0.4%	0	0.0%
September (3)	34,264	9,355	27.4%	39.0%	24,820	72.6%	42.3%	89	0.3%	1,025	3.0%
August	42,255	11,826	28.1%	47.5%	30,305	71.9%	49.2%	124	0.3%	1,421	3.4%
July	40,621	11,396	28.1%	46.0%	29,123	71.9%	48.7%	102	0.3%	1,262	3.1%
June	38,716	10,902	28.3%	45.3%	27,679	71.7%	48.9%	135	0.3%	1,015	2.6%
May	41,206	11,408	27.8%	45.6%	29,679	72.2%	49.6%	119	0.3%	983	2.4%
April	37,868	10,664	28.3%	45.0%	27,070	71.7%	47.8%	134	0.4%	976	2.6%
March (2)	37,668	10,464	27.9%	41.7%	27,101	72.1%	45.7%	103	0.3%	1,192	3.2%
February (1)	32,309	9,312	28.9%	39.7%	22,912	71.1%	42.9%	85	0.3%	743	2.3%
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%
<b>TOTAL YTD</b>	<b>408,899</b>	<b>114,227</b>	<b>28.0%</b>	<b>42.6%</b>	<b>293,480</b>	<b>72.0%</b>	<b>45.7%</b>	<b>1,192</b>	<b>0.3%</b>	<b>10,352</b>	<b>2.5%</b>
<b>AVG PER MO</b>	<b>37,173</b>	<b>10,384</b>			<b>26,680</b>			<b>108</b>		<b>941</b>	

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

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

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

(3) No statistics were captured from September 24 – 27, 2012 while Dispatch was at the alternate site in Kapolei.

(4) No statistics were captured from November 18, 2012, 1:30 p.m. (except for 135 calls which were redirected and captured on November 28, 2012 from 1117 hours to 1301 hours due to equipment issues at Kapolei).

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November	16,867	5,822	34.7%	24.7%	10,965	65.3%	19.0%	80	0.5%	2,022	12.0%
October	15,479	5,540	36.1%	22.6%	9,817	63.9%	16.1%	122	0.8%	601	3.9%
September	14,946	5,496	36.9%	22.9%	9,387	63.1%	16.0%	63	0.4%	904	6.0%
August	15,096	5,309	35.4%	21.3%	9,674	64.6%	15.7%	113	0.7%	631	4.2%
July	14,816	5,301	36.1%	21.4%	9,393	63.9%	15.7%	122	0.8%	560	3.8%
June	14,412	5,106	35.6%	21.2%	9,218	64.4%	16.3%	88	0.6%	641	4.4%
May	15,111	5,304	35.4%	21.2%	9,698	64.6%	16.2%	109	0.7%	655	4.3%
April	14,643	5,147	35.4%	21.7%	9,391	64.6%	16.6%	105	0.7%	607	4.1%
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
<b>TOTAL YTD</b>	<b>166,658</b>	<b>58,908</b>	<b>35.6%</b>	<b>22.0%</b>	<b>106,666</b>	<b>64.4%</b>	<b>16.6%</b>	<b>1,084</b>	<b>0.7%</b>	<b>8,996</b>	<b>5.4%</b>
<b>AVG PER MO</b>	<b>15,151</b>	<b>5,355</b>			<b>9,697</b>			<b>99</b>		<b>818</b>	

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

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November (4)	6,535	1,568	24.0%	6.7%	4,963	76.0%	8.6%	4	0.1%	4,325	66.2%
October	9,860	2,810	28.5%	11.5%	7,047	71.5%	11.5%	3	0.0%	7,558	76.7%
September (3)	8,315	2,359	28.4%	9.8%	5,949	71.6%	10.1%	7	0.1%	6,180	74.3%
August	11,301	2,981	26.4%	12.0%	8,311	73.6%	13.5%	9	0.1%	7,864	69.6%
July	10,093	3,110	30.8%	12.5%	6,976	69.2%	11.7%	7	0.1%	7,939	78.7%
June	9,363	3,001	32.1%	12.5%	6,356	67.9%	11.2%	6	0.1%	7,396	79.0%
May	9,782	3,172	32.4%	12.7%	6,610	67.6%	11.0%	0	0.0%	7,901	80.8%
April	9,511	3,055	32.1%	12.9%	6,454	67.9%	11.4%	2	0.0%	7,932	83.4%
March (2)	8,768	2,951	33.7%	11.8%	5,815	66.3%	9.8%	2	0.0%	7,517	85.7%
February (1)	7,681	2,567	33.4%	10.9%	5,109	66.6%	9.6%	5	0.1%	6,237	81.2%
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
<b>TOTAL YTD</b>	<b>100,705</b>	<b>30,742</b>	<b>30.5%</b>	<b>11.5%</b>	<b>69,915</b>	<b>69.5%</b>	<b>10.9%</b>	<b>48</b>	<b>0.0%</b>	<b>78,710</b>	<b>78.2%</b>
<b>AVG PER MO</b>	<b>9,155</b>	<b>2,795</b>			<b>6,356</b>			<b>4</b>		<b>7,155</b>	

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

- (1) No statistics were captured from February 27 – 29, 2012 while Dispatch was at the alternate site in Kapolei.
- (2) No statistics were captured from March 1 – 2, 2012 while Dispatch was at the alternate site in Kapolei.
- (3) No statistics were captured from September 24 – 27, 2012 while Dispatch was at the alternate site in Kapolei.
- (4) No statistics were captured from November 18, 2012, 1:30 p.m.

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November	5,369	2,084	42.1%	8.9%	2,865	57.9%	5.0%	420	7.8%	1,241	23.1%
October	5,018	1,983	43.0%	8.1%	2,625	57.0%	4.3%	410	8.2%	1,507	30.0%
September	4,823	1,953	42.8%	8.2%	2,611	57.2%	4.5%	259	5.4%	1,477	30.6%
August	5,563	2,068	39.9%	8.3%	3,112	60.1%	5.1%	383	6.9%	1,458	26.2%
July	5,416	2,037	40.2%	8.2%	3,029	59.8%	5.1%	350	6.5%	1,427	26.3%
June	5,755	2,112	38.5%	8.8%	3,379	61.5%	6.0%	264	4.6%	1,430	24.8%
May	5,734	2,207	41.5%	8.8%	3,110	58.5%	5.2%	417	7.3%	1,429	24.9%
April	4,595	1,896	45.2%	8.0%	2,298	54.8%	4.1%	401	8.7%	1,375	29.9%
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
<b>TOTAL YTD</b>	<b>57,626</b>	<b>22,747</b>	<b>42.4%</b>	<b>8.5%</b>	<b>30,928</b>	<b>57.6%</b>	<b>4.8%</b>	<b>3,951</b>	<b>6.9%</b>	<b>15,328</b>	<b>26.6%</b>
<b>AVG PER MO</b>	<b>5,239</b>	<b>2,068</b>			<b>2,812</b>			<b>359</b>		<b>1,393</b>	

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

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO EMS									
2012	Total	Wireline			Wireless			Admin		Abandoned	
		# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November	7,144	2,833	41.1%	12.0%	4,059	58.9%	7.0%	252	3.5%	137	1.9%
October	7,235	2,772	39.4%	11.3%	4,271	60.6%	7.0%	192	2.7%	145	2.0%
September	6,872	2,759	41.4%	11.5%	3,906	58.6%	6.7%	207	3.0%	125	1.8%
August	7,042	2,765	40.6%	11.1%	4,046	59.4%	6.6%	231	3.3%	168	2.4%
July	6,846	2,782	41.9%	11.2%	3,860	58.1%	6.5%	204	3.0%	133	1.9%
June	6,496	2,696	42.8%	11.2%	3,599	57.2%	6.4%	201	3.1%	113	1.7%
May	7,211	3,036	42.9%	12.1%	4,033	57.1%	6.7%	142	2.0%	120	1.7%
April	6,985	2,852	41.9%	12.0%	3,958	58.1%	7.0%	175	2.5%	117	1.7%
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
<b>TOTAL YTD</b>	<b>76,983</b>	<b>31,540</b>	<b>42.1%</b>	<b>11.8%</b>	<b>43,344</b>	<b>57.9%</b>	<b>74.2%</b>	<b>2,099</b>	<b>2.7%</b>	<b>1,414</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>6,998</b>	<b>2,867</b>			<b>3,940</b>			<b>191</b>		<b>129</b>	

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

#### Notes:

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

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

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

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2012	TOTAL YTD	January	February (1)	March (2)	April	May	June
	100,100	6,099	10,546	9,830	6,711	5,821	5,866
	AVG PER MO	July	August	Sept (3)	October	Nov (4)	December
	10,010	6,782	5,239	13,401	7,657	22,148	

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

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

(3) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from September 24 – 27, 2012 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

(4) Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from November 18, 2012, 1:30 p.m.



## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

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### • PSAP Operations (continued)

#### Wireless Test – November 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
11/08/12	Verizon Wireless	4	12	Oahu PSAP/ Akimeka	Pass
11/16/12	Sprint	1	3	Oahu PSAP/ Akimeka	Pass
11/19/12	AT&T Mobility	1	2	Oahu PSAP/ Akimeka	Fail
11/26/12	AT&T Mobility	4	16	Oahu PSAP/ Akimeka	Pass
11/27/12	Sprint	1	1	Oahu PSAP/ Akimeka	Pass
11/28/12	Mobi PCS	1	3	Oahu PSAP/ Akimeka	Pass

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

Weekly  
(Every  
Thursday)

The Oahu Civilian PSAP, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the November 15, 2012 and November 22, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date.

Beginning November 30, 2012, the conference calls will be held on Friday instead of Thursday.

11/01/12

The State of Hawai'i PSAPs notified all service providers via email with the upcoming holiday "NO TESTING" schedule. It was agreed that there would be no testing scheduled as follows:

1. November 19 - 23, 2012 (Thanksgiving holiday period) for all PSAPs except the Maui PSAP
2. November 19 - December 12, 2012 for the Maui PSAP due to renovation work
3. December 19, 2012 - January 4, 2013 (Christmas and New Year holiday period)

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

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### • PSAP Operations (continued)

#### Current Month PSAP Operations Activities – November 2012 (continued)

- |          |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11/05/12 | The State of Hawai'i PSAPs participated in a meeting or via webinar with Hawaiian Telcom, Inc. (HTI) and Intrado to discuss the differences with their current equipment (Solacom and CML) and the new Intrado Viper equipment. A clear understanding of the differences are needed to fully understand what features will be provided with the Intrado solution. Discussions will continue as Intrado rolls out the implementation plan. |
| 11/21/12 | The State of Hawai'i PSAPs participated in their monthly scheduled PSAP Round Table Forum via conference call. There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.                                                                                                                                                                                      |
| 11/21/12 | A trouble ticket was opened with HTI due to the inability to ring back prefixes 808-729 and 808-321 from the CML equipment. Roger Skinner from HTI updated the ALI ringback table which fixed the trouble.                                                                                                                                                                                                                                |

### **Wireless Tower Re-Naming Project**

As reported previously, during the test process, Akimeka observed that the source of the data being displayed was being retrieved from both the GIS mapping layer and the ALI datastream. Akimeka has been working with GeoComm to change the settings on the system configuration and what is being displayed in the Call Information Grid versus the Call Information Pane.

City & County of Honolulu DIT, who updates the GeoComm system, has the ability to configure the Call Information Pane only and not the Call information Grid area where the Tower Address information is preferred to be located.

GeoComm is currently researching the possibility to add another field in the Grid location to populate the Tower Address information.

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • MSAG

#### Current Month – November 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)
OAHU CIVILIAN	200	200	144	2	39	7	8	4,084	0	0	0	0

During the month of November 2012, 200 9-1-1Net requests were completed relating to the MSAG database, with 4,084 customer ANI/ALI records updated as a direct result. No TN CR and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

*There are no records in Suspended status as of November 30, 2012.*

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

OAHU CIVILIAN		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
		2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions
December													
November	200	200	144	2	39	7	8	4,084	0	0	0	0	0
October	296	284	191	5	11	32	45	21,360	12	0	0	0	0
September	270	229	192	2	5	10	20	5,938	41	0	0	0	0
August	269	257	203	12	13	10	19	18,866	12	0	0	0	0
July	88	81	40	3	4	15	19	3,658	7	0	0	0	0
June	52	52	31	18	0	0	3	1,553	0	0	0	0	0
May (*)	180	180	0	179	0	1	0	0	0	0	0	0	0
April (*)	0	0	0	0	0	0	0	0		0	0	0	0
March	300	300	0	300	0	0	0	0		0	0	0	0
February	241	241	2	237	0	2	0	0		0	0	0	0
January	69	69	0	69	0	0	0	0		0	0	0	0
TOTAL YTD	1,965	1,893	803	827	72	77	114	55,459	72	0			
AVG PER MO	218	210	89	92	8	9	13	6,162	12	0			
(*) Applies to Change Request Category Only													

(\*) Applies to Change Request Category Only

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

(\*) During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI). On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that HTI approved the Oahu Combine project and processing MSAG transactions could be resumed.

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • MSAG (continued)

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

### **MSAG Communities Project**

#### MSAG Community and Street Segment Sweep – Phase II Status

As of November 30, 2012, Akimeka did not receive approval from the Military PSAP to proceed with the changes identified.

#### MSAG Community and Street Segment Sweep – Phase III Status

HPD PMT approved the MSAG Communities identified in Phase III. Below is the latest status of the Phase III work effort as of **November 30, 2012**.

Akimeka completed several MSAG Communities in the month of November 2012 as follows:

Hale Moku	Catlin Pk
-----------	-----------

The following MSAG Communities have been completed, however are still pending 9-1-1Net as follows:

Moanalua	Kapolei
Moanalua T	Kalaeloa
Halsey T	Waipahu
Wahiawa	

In order for HPD to effectively utilize the recommendation feature in the Motorola PremierOne CAD, HPD PMT requested Akimeka's assistance to include in the Phase III process and going forward, the spatial alignment of streets to correspond with the beat boundaries/response areas. Akimeka agreed to go back and complete this additional step for the MSAG Communities that have already been completed and will incorporate this step going forward.

Complete spatial accuracy will be done in Phase VI as agreed to.

Even with the additional work, Akimeka plans to complete Phase III as targeted.

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • MSAG (continued)

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

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo (Accounts for Bellows)			COMPLETED – 07/11/12		08/06/12	09/07/12
Kailua (Accounts for MCBH and Kaneohe)		08/03/12	COMPLETED – 10/1/12		09/07/12	Not loaded by AVS
Kaneohe (Accounts for Kahaluu -- New MSAG Community)		09/14/12	COMPLETED – 10/30/12			
Kaaawa	08/01/12	08/03/12	COMPLETED – 10/26/12			
Haleiwa (Accounts for Sunset -- New MSAG Community)	08/14/12	08/23/12	COMPLETED – 10/12/12			
Waialua (Accounts for Mokuleia -- New MSAG Community)	08/15/12	08/24/12	COMPLETED – 10/16/12			
Kunia	08/15/12	08/17/12	COMPLETED – 10/15/12			
Iroquois	09/10/12	09/17/12	COMPLETED – 10/25/12		09/21/12	09/28/12
McGrew Pt	09/14/12	09/27/12	COMPLETED – 10/30/12			
Hale Moku	09/14/12	09/27/12	COMPLETED – 11/13/12			
Hokulani	09/14/12	09/27/12	COMPLETED – 10/25/12			
Moanalua	09/17/12	09/27/12	Pending 9-1-1Net	Pending the processing of one (1) MSAG transaction		
Moanalua T	09/17/12	09/27/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transactions	10/05/12	Not loaded by AVS
Moanalua V	09/18/12	09/27/12	COMPLETED – 10/30/12			
Catlin Pk	09/18/12	09/27/12	COMPLETED – 11/12/12			
Halsey T	09/18/12	09/27/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transactions		
Miller Pk	09/19/12	09/27/12	COMPLETED – 10/26/12			
Radford T	09/19/12	09/27/12	COMPLETED – 10/12/12			
Mapunapuna	09/20/12	09/27/12	COMPLETED – 10/30/12			
Mililani	08/27/12	10/10/12	COMPLETED – 10/17/12		10/19/12	Not loaded by AVS
Wahiawa	10/03/12	10/23/12	Pending 9-1-1Net	Pending the processing of five (5) MSAG transactions		
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12	Pending 9-1-1Net	Pending the processing of six (6) MSAG transactions	11/02/12	11/30/12

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

- MSAG (continued)**

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

EXISTING MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Kalaeloa (Accounts for NAS Barber's Point)	11/13/12	11/15/12	Pending 9-1-1Net	Pending the processing of two (2) MSAG transactions	11/16/12	Not loaded by AVS
Waipahu	11/14/12	12/12/12	Pending 9-1-1Net	Pending the processing of nine (9) MSAG transactions	11/30/12	Pending
Ewa Beach	12/10/12	01/14/13				
Pearl City	01/07/13	01/25/13				
PC PEN (Pearl City Peninsula)	01/14/13	01/28/13				
Aiea	01/17/13	02/15/13				

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

- Geographic Information System (GIS)**

Mapping Layers Updated – November 2012

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	11/30/12		Populated X-Y coordinates for new address points
			Added 75 new address points in the Ewa by Gentry development in Ewa Beach
	11/26/12		Added an ESN field to the attributes
	11/07/12 -- 11/19/12		Worked on adding TriTech attributes to the Address Points layer to prepare for TriTech's upgrade. Worked on building a single source Address Points layer with the TriTech CAD minimum geofile build requirements.  This work effort is in support of HFD and EMS, which has been approved by HPD PMT.

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

- Geographic Information System (GIS) (continued)

### Mapping Layers Updated – November 2012 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name	11/30/12		Exported the Landmarks and Common Places feature class to the respective shapefiles for the bi-monthly deliverable.
			Created the Landmarks Blank feature class; removed Alias name.
	11/29/12		Populated OMIL ESNs in the Common Places feature class
	11/28/12		Populated PREM1_SUBCLASS for Foodland Kapolei in the Common Places feature class
	11/27/12		Populated the CITY and PREM1_CITY fields for Kalaeloa in the Common Places feature class; populated 28 records.
	11/26/12 -- 11/30/12		Researched and verified TCAD errors from the NOV 13 2012 report, with the exception of all Military related errors for further assessment
	11/26/12		Updated CITY_ID from Honolulu to Moanalua V for all PREM1_CITY Moanalua V records in the Common Places feature class
	11/23/12		Moved Common Place location of Dole Jet Fresh Sales and Dole Plantation to the correct street range
	11/20/12 -- 11/21/12		Researched and verified addresses for Haleiwa Joes Haleiwa, Bridge Analulu, Chevron Haleiwa, Dole Jet Fresh Sales in the Common Places feature class
	11/19/12		Sorted through all Common Places feature class attributes to obtain an estimated count of all Common Place Names referencing freeways
	11/15/12		Corrected address for Barbers Pt Ft Barret, Ft Barrette Gate, and HTOCO Barbers PT from 911008 Fort Barrette Rd to 10 Fort Barrette Rd in the Common Places feature class
	11/14/12 --11/15/12		Corrected naming and removed duplicate GIS entries

## Oahu Civilian E9-1-1 Status Report

### November 1, 2012 – November 30, 2012

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

#### Mapping Layers Updated – November 2012 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name (continued)	11/14/12		Verified street ranges for all Common Places along Aloha Tower Dr. Corrected addresses from Ala Moana to Aloha Tower Dr for Aloha Tower, Hooters, Pier 9, Pier 8, Pier 7, Falls of Clyde and Pier 6 in the Common Places feature class.
	11/13/12		Removed excess character "I" from all entries in the PREM1_ZIPCODE field for the Landmark attributes in the Common Places feature class.
	11/09/12		Assigned ID numbers in the ID field in the Common Places feature class that appeared as "0" by manually inputting ID numbers starting from the last ID number created. Populated
	11/08/12		Reviewed duplicate entries in the ID, NAME, and ADDRESS fields in the Common Places feature class
	11/06/12 -- 11/07/12		Populated PREM1_CLASS and PREM1_SUBCLASS fields in the Common Places feature class using the Class and Subclass spreadsheet.
	11/05/12		Populated PREM1_ZIPCODE field in the Common Places feature class
	11/02/12		Corrected address for Kamaaina Kids in Kalaeloa based on ALI discrepancy. Updates were made to both the Common Place Name (current system) and Landmarks (PremierOne).
Fire Districts			
Points of Interest			
Street Centerlines	11/30/12		Added street ranges for a Kapolei Pkwy segment in order to correct geocoding error for Foodland in the Common Places. Error was identified on the TCAD error report.
	11/29/12		Added all Military ESNs to the Street Centerlines attributes
	11/26/12		Added ESN field to attributes



## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

- Geographic Information System (GIS)

### Mapping Layers Updated – November 2012 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	11/23/12		At the request of the HFD CAD Administrator, corrected the street type code for a section of Kam Hwy which was coded as a hwy and displaying incorrectly on the CAD
	11/20/12 -- 11/23/12		Added segment ranges to blank to blank addresses with valid MSAG ranges
	11/19/12		Added segment ranges to blank to blank addresses for Constellation Rd in the MSAG Community of Kalaeloa with valid MSAG ranges
			Corrected parity issue on Kam Hwy in the MSAG Community of Haleiwa
			Corrected street segment ranges in the MSAG Community of Moanalua V
	11/16/12		Corrected MSAG Community Names in the MSAG Community of Kapolei as part of Phase III
	11/15/12		Added segment ranges for Phillipine Sea St in the MSAG Community of Kalaeloa
			Added segment ranges for Mission St and Monterey St in the MSAG Community of Kapolei
			Added street segment ranges for Kasaan Bay St in the MSAG Community of Kapolei
			Corrected gaps and street segment ranges to match the MSAG
	11/14/12		Corrected street segment in MSAG Community of Kaneohe with an address outside of the street range, which required an overlap correction.
			Corrected street segment gaps in MSAG Community of Kapolei
			Added segment ranges for South Dr in the MSAG Community of Hale Moku

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

- Geographic Information System (GIS) (continued)

### Mapping Layers Updated – November 2012 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	11/13/12		Added segment ranges to blank to blank addresses in the MSAG Community of Kalaeloa with valid MSAG ranges
			Added street ranges to Plantation Dr in the MSAG Community of Hale Moku. Corrected range for Peterson Ct in the MSAG Community of Halsey T.
	11/09/12		Worked on Low > High errors identified in the Street Check Utility
WSP Cell Towers	11/21/12		Per VZW CRS
			Per AT&T Mobility CRS
	11/05/12 -- 11/14/12		Per AT&T Mobility CRS
	11/01/12		Updated valid addresses for: AT&T Mobility, Sprint, Nextel, and Mobi PCS
SPECIAL REQUESTS			
Tow Jurisdictions	11/01/12		Completed the new Tow boundary layer for HPD. Received confirmation with naming to TW01 which does not conflict with TZ01 if ever the tow contractor is changed back to the original.

## Oahu Civilian E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

- 11/01/12      At the request of HPD PMT, Akimeka gave a presentation on the GIS Data Correction, Synchronization, and CAD Upload Process. During the meeting, SPRD Natividad requested the new MSAG Community layer for HPD. This would assist in the geoprocessing of streets, common places, and intersections. Akimeka agreed to investigate if this addition to the agreed upon process can be used in lieu of Akimeka performing the manual edits which correspond to the database synchronization.
- Subsequent to the meeting, it was discovered that this additional step is not possible. Using this new MSAG Community layer would result in a significant amount of errors which would not be in the best interest of Public Safety.
- It was agreed by HPD PMT and Akimeka to keep the process that was agreed to and continue with the two-week deliverable schedule.
- 11/06/12      Akimeka attended a meeting with Intrado to discuss i3 compliant GIS data for NG9-1-1 requirements.
- 11/07/12      Akimeka reviewed the HPD Error Log for Common Place locations.
- 11/08/12      Akimeka added 26,836 updated CITY attributes manually for Net\_Intersections which are created during the geoprocessing of streets where the routing network is built in HPD's Aloha geodatabase. Edits to the intersections mirror the updates made to the Street Centerlines layer and the MSAG Community and Street Segment Sweep project in order to synchronize the data accordingly.
- 11/09/12      Delivered the Net\_Junctions with the updated intersections to the Akimeka ftp site for HPD AVS to retrieve and upload to their Test CAD.
- 11/21/12      At the request of HPD PMT, Akimeka presented to HPD dispatchers the importance of GIS data as it relates to Public Safety and the upload process. GIS training on the difference between ArcCatalog and ArcMap, how to add data to the map, identify, select, unselect, zoom in/out, change symbol colors, review attributes, select by attributes, show selected records, sorting by ascending/descending, zoom to selected or highlighted, turning on and off labels, locating the source in properties and table of contents, etc. were also provided. Definitions of GIS data types, descriptions of COMMENTS, and how to use the information in the GIS to perform verifications were also provided.

## Oahu Civilian E9-1-1 Status Report

### November 1, 2012 – November 30, 2012

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

#### **Current Month GIS Activities – November 2012 (continued)**

11/28/12 HPD PMT and Akimeka met to discuss the HPD Error Log and reporting procedures. After much discussion, it was agreed that there will be a new report which HPD PMT will create called the "GIS Corrections" which will be in an Excel spreadsheet format. This should hopefully improve the communication process and alleviate confusion. It was agreed that the "GIS Corrections" spreadsheet would consist of the following fields: Layer (i.e., Street Centerlines, Common Place, etc.), Name, Address, Street, Community, Error/Correction needed, Akimeka Comments, HPD PMT Verified (where HPD PMT will sign off on the correction that was made).

#### **GIS Data Requirements for TriTech CAD Systems**

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

1. Worked on identifying the current County Codes representative of the MSAG Communities for the TriTech CAD system and the proposed codes for the new MSAG Communities. Clarification is needed from TriTech to understand how this will work and if it will affect other components such as records management. The County Codes need to be corrected immediately since it directly involved the changing of the cities in conjunction with the MSAG Community and Street Segment Sweep project. Of the 98 County Codes used in the current TriTech CAD system, 46 of these exceed the Hawaiian Telcom Format 6 (10-character limitation) and 63 do not match communities in the MSAG database creating a No Record Found (NRF) condition.
2. Met with EMS CAD Administrator, Tom Barrientos, on November 27, 2012, to review the upload process of updated Street Centerlines data. During the process, it was discovered that the schema of the target fields from the difference table in the TriTech CAD was changed and did not match the data that was prepared for the upload. It was later discovered that HFD was sharing their Street Centerlines data provided by Akimeka with EMS. With this information, another attempt to upload the data using HFD's schema was made. However, there were errors in the fill difference table since the HFD battalions (boundaries) do not match EMS response areas.

It was agreed that Tom would contact TriTech with regards to this issue and notify Akimeka of a solution.

Subsequent to the meeting, TriTech provided their instructions on how the CAD Administrator can resolve the issue by configuring the TriTech CAD system to accept the GIS data. The EMS CAD Administrator will work with TriTech and notify Akimeka when the configuration of the vts file has been completed and will accept the updated GIS data.

## Oahu Civilian E9-1-1 Status Report

### November 1, 2012 – November 30, 2012

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

#### **Motorola PremierOne GIS Data Requirements**

Akimeka continued its work efforts in support of HPD's Motorola PremierOne CAD project as follows:

1. Worked on a process for exporting Address Points to the correct schema for the PremierOne system deliverable for November 30, 2012. This process will apply to future deliverables for the Motorola PremierOne CAD system.
2. Created a Common Place master geodatabase on November 7, 2012, to warehouse the Common Place and Landmark data for the Motorola current CAD and new PremierOne CAD systems.
3. Discussed and received a walk through on November 16, 2012, of Akimeka's Common Place deliverable process for the Motorola PremierOne CAD.
4. Created checklist pdf documents on November 30, 2012, for the export process for Common Places for the Motorola current CAD system and the Landmarks for the new Motorola PremierOne CAD system.
5. Collaboratively reviewed the Common Places, Street Centerlines, Address Points, and Landmarks attributes for the new Motorola PremierOne CAD system.
6. Focused on the spatial accuracy of the Street Centerlines in conjunction with the beat boundaries at the request of HPD PMT. Verbal authorization was received on November 23, 2012, for Akimeka to work on the previously completed MSAG Communities and include this step in the going forward process.
7. Delivered updated Street Centerlines, Address Points and Landmarks for the Motorola PremierOne CAD system on November 30, 2012, as agreed to by HPD and Akimeka. This will be an ongoing monthly deliverable. This will enable HPD to familiarize themselves with the upload process and identify potential corrections that can be made prior to the "Go Live" date.

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – November 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	5,275	1,711	32.4%	3,564	67.6%
MOLOKAI	263	162	61.6%	101	38.4%

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

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

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin			
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November	5,275	1,711	32.4%	3,564	67.6%	0	0.0%	802	15.2%
October									
September									
August	8,136	2,693	33.1%	5,441	66.9%	2	0.0%	1,229	15.1%
July	8,894	2,773	31.2%	6,119	68.8%	2	0.0%	1,383	15.5%
June	8,015	2,655	33.1%	5,360	66.9%	0	0.0%	1,280	16.0%
May	8,762	2,880	32.9%	5,882	67.1%	0	0.0%	1,857	21.2%
April	8,322	2,751	33.1%	5,571	66.9%	0	0.0%	1,336	16.1%
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
TOTAL YTD	71,913	23,501	32.7%	48,408	67.3%	4	0.0%	11,784	16.4%
AVG PER MO	7,990	2,611		5,379		0		1,309	

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

It was discovered that Hawaiian Telcom, Inc. (HTI) provided 2011 PSAP Call Volumes for the months of September 2012 and October 2012 instead of 2012 PSAP Call Volumes. The 2011 data has been removed from the chart above accordingly. HTI will need to re-run and provide the correct 2012 statistics for the months of September 2012 and October 2012.

For the month of November 2012, the Maui PSAP relocated to their alternate site on November 19 – 21, 2012 and November 25 – 30, 2012 and the call volumes for that period are not reflected in the total for the month.

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November	263	162	61.6%	101	38.4%	0	0.0%	41	15.6%
October									
September									
August	272	145	53.3%	127	46.7%	0	0.0%	32	11.8%
July	324	182	56.2%	142	43.8%	0	0.0%	54	16.7%
June	268	151	56.3%	117	43.7%	0	0.0%	41	15.3%
May	291	190	65.3%	101	34.7%	0	0.0%	40	13.7%
April	201	118	58.7%	83	41.3%	0	0.0%	30	14.9%
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
<b>TOTAL YTD</b>	<b>2,580</b>	<b>1,514</b>	<b>58.7%</b>	<b>1,066</b>	<b>41.3%</b>	<b>0</b>	<b>0.0%</b>	<b>382</b>	<b>14.8%</b>
<b>AVG PER MO</b>	<b>287</b>	<b>168</b>		<b>118</b>		<b>0</b>		<b>42</b>	

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

It was discovered that Hawaiian Telcom, Inc. (HTI) provided 2011 PSAP Call Volumes for the months of September 2012 and October 2012 instead of 2012 PSAP Call Volumes. The 2011 data has been removed from the chart above accordingly. HTI will need to re-run and provide the correct 2012 statistics for the months of September 2012 and October 2012.

#### **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 – November 2012

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

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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### • PSAP Operations (continued)

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

Weekly (Every Thursday)	<p>Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the November 15, 2012 and November 22, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date.</p> <p>Beginning November 30, 2012, the conference calls will be held on Friday instead of Thursday.</p>
11/01/12	<p>The State of Hawai'i PSAPs notified all service providers via email with the upcoming holiday "NO TESTING" schedule. It was agreed that there would be no testing scheduled as follows:</p> <ol style="list-style-type: none"> <li>1. November 19 - 23, 2012 (Thanksgiving holiday period) for all PSAPs except the Maui PSAP</li> <li>2. November 19 - December 12, 2012 for the Maui PSAP due to renovation work</li> <li>3. December 19, 2012 - January 4, 2013 (Christmas and New Year holiday period)</li> </ol>
11/05/12	<p>The State of Hawai'i PSAPs participated in a meeting or via webinar with Hawaiian Telcom, Inc. (HTI) and Intrado to discuss the differences with their current equipment (Solacom and CML) and the new Intrado Viper equipment. A clear understanding of the differences are needed to fully understand what features will be provided with the Intrado solution. Discussions will continue as Intrado rolls out the implementation plan.</p>
11/19/12	<p>In order to ensure ADA Compliance, Akimeka organized and moved its equipment while furniture was being replaced at the Maui Dispatch Center.</p>
11/21/12	<p>The State of Hawai'i PSAPs participated in their monthly scheduled PSAP Round Table Forum via conference call. There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.</p>



## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

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

*Updates as of November 30, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 11/30/12)** – No further updates.

## Maui County E9-1-1 Status Report

### November 1, 2012 – November 30, 2012

#### • MSAG

#### Current Month – November 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)
MAUI COUNTY	29	29	16	3	0	3	7	1,105	0	0	0	0

Revised categories and report format changes effective May 2012.

Revised categories and report format changes effective May 2012.

During the month of November 2012, twenty-nine (29) 9-1-1Net requests were completed relating to the Maui County MSAG database, with 1,105 customer ANI/ALI records updated as a direct result. No TN CR and ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

*There are no records in Suspended status as of November 30, 2012.*

#### Year-to-Date (YTD) – 2012

MAUI COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
		2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy Request (ALI DR) Submitted (b)	# of Transactions
December													
November	29	29	16	3	0	3	7	1,105	0	0	0	0	0
October	41	34	13	4	1	10	6	3,302	6	1	0	0	0
September	68	53	19	1	6	25	2	284	14	1	0	0	0
August	198	107	52	10	20	19	6	2,994	91	0	13	13	13
July	306	93	41	9	11	16	16	814	213	0	13	13	13
June	684	144	89	12	4	29	10	1,817	539	1	9	9	9
May	1,043	992	902	20	29	14	27	26,718	50	1	7	7	7
April	695	495	434	16	15	24	6	12,707		200	7	7	7
March	359	342	320	7	1	11	3	8,948		17	10	10	10
February	160	160	137	3	4	6	10	2,834		0	10	10	10
January	131	131	108	1	3	19	0	4,007		0	10	10	10
TOTAL YTD	3,714	2,580	2,131	86	94	176	93	65,530	913	221			
AVG PER MO	338	235	194	8	9	16	8	5,957	130	20			
(*) Applies to Change Request Category Only													

(\*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Molokai	11/30/12		Added thirty-four (34) addresses from the DSA Address layer
	Maui	11/26/12 -- 11/29/12		
	Molokai	11/26/12 -- 11/29/12		Added two (2) addresses from DSA
	Maui	11/20/12		Corrected data to meet Intergraph CAD requirements
	Maui	11/15/12 -- 11/16/12		Added one (1) address from DSA and thirty-three (33) addresses from the DSA Address layer. This is an ongoing project.
	Molokai			Added one (1) address from DSA, two (2) address from the DSA Address layer, and seven (7) addresses from the MSAG ALI report. This is an ongoing project.
	Maui/Molokai		11/14/12	
	Molokai	11/14/12		Added six (6) addresses from DSA Address layer and three (3) addresses from the MSAG ALI report. This is an ongoing project.
	Maui	11/13/12		Added addresses
	Maui	11/09/12		Added seven (7) addresses from DSA Address layer and KIVA NET. This is an ongoing project.
	Maui	11/05/12		Added Common Names for restaurants
	Maui	11/02/12		Added two (2) addresses received from DSA
	Molokai			Added one (1) address received from DSA
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas	Maui	11/06/12		Updated and corrected data
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				

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

## Maui County E9-1-1 Status Report

### November 1, 2012 – November 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Medic Beats	Maui	11/06/12		Updated and corrected data
Medic Districts	Maui	11/07/12		
	Maui	11/06/12		Updated and corrected data
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Maui/Molokai		11/14/12	
	Maui	11/08/12		Removed duplicates
	Maui	11/05/12		Added thirty (30) Food & Beverage points
	Maui	11/02/12		Edited restaurant names
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines	Maui	11/20/12		Corrected data to meet Intergraph CAD requirements
	Maui	11/15/12		
	Maui/Molokai		11/14/12	
	Maui	11/13/12 – 11/14/12		Corrected ranges and location
	Maui	11/07/12 – 11/08/12		Added Street Centerlines for Honoapiilani Hwy with ranges to fit County valid address points. Also, corrected ranges for Kula Hwy.
Trails	Maui/Molokai		11/14/12	
	Maui	11/06/12		Updated and corrected data
WSP Cell Towers	Maui/Molokai		11/14/12	
	Maui	11/06/12		Per AT&T Mobility CRS
	Maui/Molokai		11/01/12	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations	Maui/Molokai		11/14/12	Updated and corrected data
Food & Beverage				
	Maui/Molokai		11/14/12	
	Maui	11/02/12 -- 11/05/12		Updated and corrected data
Hospitals				
Lodging				
	Maui/Molokai		11/14/12	Updated and corrected data

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

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Medical Facilities	Maui/Molokai		11/14/12	
	Maui	11/06/12		Updated and corrected data
Parcels	Maui/Molokai		11/14/12	Completed updates using new County Parcel layer
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline	Maui/Molokai		11/14/12	
	Maui	11/06/12		Updated and corrected data
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads	Maui/Molokai		11/14/12	
	Maui	11/06/12		Updated and corrected data
Hydrology Layers				
- Dams				
- Ponds	Maui/Molokai		11/14/12	Updated and corrected data
- Streams (Includes Rivers)	Maui/Molokai		11/14/12	
	Maui	11/06/12		Updated and corrected data
- Waterfalls				

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

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

### Current Month GIS Activities – November 2012

- 11/14/12 Akimeka received a copy of Maui County's MSAG ALI report from Hawaiian Telcom, Inc. (HTI) which contains all addresses used that are associated with a telephone number. The MSAG ALI report was compared against Akimeka's Address Points layer. Many of the addresses found in the MSAG ALI report were missing in the Address Points layer. A total of thirty-three (33) addresses were added to the Address Points layer accordingly.
- More research needs to be done for the addresses that were not added to the Address Points layer in order to Address Points layer in order to correctly locate them. This is an ongoing project.
- 11/21/12 Akimeka corrected data on the Common Place lookup table to meet Intergraph CAD standards.
- 11/21/12 -- Akimeka prepared data on several layers for an Intergraph CAD map push. The CAD map push was postponed till Monday because the computer needed to load the data was being used by the Maui PSAP. The Intergraph CAD map push was conducted on 11/26/12 November 26, 2012.
- 11/28/12 The scheduled PowerMap update was postponed since all positions at the Maui Dispatch Center were down while furniture was being replaced.

## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • Service Requests Transactions

#### Open Service Requests – November 2012 (October 30, 2012 – November 28, 2012)

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.

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

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	0	0	0	0	0	0	0	0	0	0	0
October	1	1	0	0	0	1	1	0	0	0	0
September	4	5	0	3	4	1	1	0	0	0	0
August	1	2	1	1	2	0	0	0	0	0	0
July	2	0	2	2	0	0	0	0	0	0	0
June	1	3	0	1	1	0	1	0	0	0	1
May	4	5	2	2	3	0	1	0	0	2	1
April	3	4	3	0	0	2	2	0	0	1	2
March	6	4	4	1	1	4	3	0	0	1	0
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>25</b>	<b>25</b>	<b>0</b>	<b>11</b>	<b>11</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>

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



## Maui County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • Service Requests Transactions (continued)

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
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
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – November 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,137	3,333	33.0%	6,762	67.0%

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

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

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November	10,137	3,333	33.0%	6,762	67.0%	42	0.4%	N/A	N/A	N/A	N/A
October	11,085	3,725	33.7%	7,320	66.3%	40	0.4%	N/A	N/A	N/A	N/A
September	10,027	3,257	32.6%	6,731	67.4%	39	0.4%	N/A	N/A	N/A	N/A
August	10,976	3,593	32.9%	7,338	67.1%	45	0.4%	N/A	N/A	N/A	N/A
July	10,876	3,618	33.4%	7,224	66.6%	34	0.3%	N/A	N/A	N/A	N/A
June	10,360	3,524	34.2%	6,775	65.8%	61	0.6%	N/A	N/A	N/A	N/A
May	10,403	3,659	35.3%	6,705	64.7%	39	0.4%	N/A	N/A	N/A	N/A
April	10,327	3,412	33.2%	6,874	66.8%	41	0.4%	N/A	N/A	N/A	N/A
March (*)	10,651	3,563	33.6%	7,050	66.4%	38	0.4%	N/A	N/A	N/A	N/A
February (*)	7,863	2,688	34.3%	5,143	65.7%	32	0.4%	N/A	N/A	N/A	N/A
January	10,875	3,690	33.9%	7,185	66.1%			0	0.0%	1,105	10.2%
<b>TOTAL YTD</b>	<b>113,580</b>	<b>38,062</b>	<b>33.6%</b>	<b>75,107</b>	<b>66.4%</b>	<b>411</b>	<b>0.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>AVG PER MO</b>	<b>10,325</b>	<b>3,460</b>		<b>6,828</b>		<b>41</b>		<b>N/A</b>		<b>N/A</b>	

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

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

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

HAWAII		TRANSFERRED TO FIRE											
2012	Total	Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
		# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December													
November	2,070	885	43.4%	26.6%	1,155	56.6%	17.1%	30	1.4%	N/A	N/A	N/A	N/A
October	2,209	970	45.1%	26.0%	1,180	54.9%	16.1%	59	2.7%	N/A	N/A	N/A	N/A
September	2,069	876	43.2%	26.9%	1,150	56.8%	17.1%	43	2.1%	N/A	N/A	N/A	N/A
August	2,109	935	45.0%	26.0%	1,145	55.0%	15.6%	29	1.4%	N/A	N/A	N/A	N/A
July	2,243	877	39.7%	24.2%	1,334	60.3%	18.5%	32	1.4%	N/A	N/A	N/A	N/A
June	2,028	876	43.9%	24.9%	1,118	56.1%	16.5%	34	1.7%	N/A	N/A	N/A	N/A
May	3,111	1,498	49.0%	40.9%	1,557	51.0%	23.2%	56	1.8%	N/A	N/A	N/A	N/A
April	2,886	1,200	42.1%	35.2%	1,647	57.9%	24.0%	39	1.4%	N/A	N/A	N/A	N/A
March (*)	2,121	904	43.0%	25.4%	1,199	57.0%	17.0%	18	0.8%	N/A	N/A	N/A	N/A
February (*)	1,818	N/A								N/A	N/A	N/A	N/A
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%			0	0.0%		2.4%
<b>TOTAL YTD</b>	<b>24,821</b>	<b>9,969</b>	<b>44.0%</b>	<b>26.2%</b>	<b>12,694</b>	<b>56.0%</b>	<b>16.9%</b>	<b>340</b>	<b>1.4%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>AVG PER MO</b>	<b>2,256</b>	<b>997</b>			<b>1,269</b>			<b>38</b>		<b>N/A</b>		<b>N/A</b>	

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

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

**Note:** There are no statistics for the period October 27, 2012 at 2200 hours to October 28, 2012 at 0200 hours due to the tsunami warning and evacuation of the Hawai'i County Fire PSAP.

**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.)

#### Wireless Test – November 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
11/15/12	Verizon Wireless	1	3	Hawai'i PSAP/ Akimeka	Pass

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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### • PSAP Operations (continued)

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

- |                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Weekly<br>(Every<br>Thursday) | <p>The State of Hawai'i PSAPs and Akimeka participated in the weekly conference calls (except the November 15, 2012 and November 22, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date.</p> <p>Beginning November 30, 2012, the conference calls will be held on Friday instead of Thursday.</p>                                                            |
| 11/01/12                      | <p>The State of Hawai'i PSAPs notified all service providers via email with the upcoming holiday "NO TESTING" schedule. It was agreed that there would be no testing scheduled as follows:</p> <ol style="list-style-type: none"> <li>1. November 19 - 23, 2012 (Thanksgiving holiday period) for all PSAPs except the Maui PSAP</li> <li>2. November 19 - December 12, 2012 for the Maui PSAP due to renovation work</li> <li>3. December 19, 2012 - January 4, 2013 (Christmas and New Year holiday period)</li> </ol> |
| 11/05/12                      | <p>The State of Hawai'i PSAPs participated in a meeting or via webinar with Hawaiian Telcom, Inc. (HTI) and Intrado to discuss the differences with their current equipment (Solacom and CML) and the new Intrado Viper equipment. A clear understanding of the differences are needed to fully understand what features will be provided with the Intrado solution. Discussions will continue as Intrado rolls out the implementation plan.</p>                                                                         |
| 11/21/12                      | <p>The State of Hawai'i PSAPs participated in their monthly scheduled PSAP Round Table Forum via conference call. There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.</p>                                                                                                                                                                                                                                                              |

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations (continued)

#### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012

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

The HTI/Intrado announcement was received positively by the County of Hawai'i, however, the Hawai'i County PSAPs are still operating on the Solacom system on a daily basis. Unfortunately, the Hawai'i County PSAPs continue to experience and report trouble.

There were four (4) trouble reports in the month of November 2012. As of November 30, 2012, a total of **385** trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports										Total Trouble Reports to Date
	February 2012	March 2012	April 2012	May 2012	June 2012	July 2012	August 2012	September 2012	October 2012	November 2012	
Audio Issues	113	22	9	18	1	3	5	0	4	1	176
No ANI/ALI Transferring to the CAD	12	14	9	3	4	1	4	0	0	0	47
Feature Not Working and Screen Problems	11	9	8	4	0	0	6	1	0	0	39
Ringback Issues -- Inability to Callback 9-1-1 Callers	4	3	4	0	0	0	0	0	0	1	12
Transfer Issues to Secondary PSAP (Fire)	4	2	3	0	0	0	0	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP					2	0	3	1	0	0	6
Call History Not Complete or Available	2	3	0	0	0	0	0	1	0	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	10	16	7	23	8	8	9	5	2	2	90
<b>Total Trouble Reports</b>	<b>156</b>	<b>69</b>	<b>40</b>	<b>48</b>	<b>15</b>	<b>12</b>	<b>27</b>	<b>8</b>	<b>6</b>	<b>4</b>	<b>385</b>

Of the 385 reported troubles, feedback and/or resolution has been received on 133 (34.5%) of the trouble reports.

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Thursday) conference calls with the State of Hawai'i PSAPs relative to the Solacom issues. The November 15, 2012 and November 22, 2012 conference calls were cancelled.

It was also agreed that the weekly conference calls will occur on Fridays instead of Thursdays.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)

Feedback and updates provided by HTI as of November 30, 2012 are as follows:

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

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

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

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

Unfortunately, the Hawai'i County Police PSAP had another occurrence of bad data being presented to them. It was isolated to a Red Road telephone customer who is served by Time Warner. No further information was provided.

2. Inability to Ringback 9-1-1 Callers – Unfortunately, there was another incident which was reported to HTI on November 30, 2012 regarding the inability to ringback telephone prefix 808-494. This trouble report is under investigation by HTI.
3. No ANI/ALI Information Transferring to the CAD – This issue remains unresolved and is still under investigation by Solacom. The Hawai'i County PSAP reported that the only occurrence has been on the Hilo Solacom position and will be reported to Intergraph.

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

There have been no updates on this issue to date.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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### • PSAP Operations (continued)

#### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)

4. Greater Percentage of Wireless Phase I (WPH I) Calls – This issue has not been resolved.

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

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

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

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

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

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

Further action is under review by the County of Hawai'i PSAPs.

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

### November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

#### County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)

5. Inability to Transfer Calls to the Secondary PSAP – There has been no further occurrences reported as of October 31, 2012 and this issue is considered closed.
6. No 9-1-1 Recording – This issue has not been resolved.

HTI is still working with Solacom to provide an "All Operators Are Busy" recording for the Hawai'i County Police queue. Hawai'i County Fire closed this issue, however; Hawai'i County Police requested that this issue remain open.

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

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

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

7. Call History – This issue has not been resolved.

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

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

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



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

### November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

#### **County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)**

7. Call History (continued)

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

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

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

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

No further occurrences were reported in July 2012.

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

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

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

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

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

### November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

#### **County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)**

8. Transfer Calls Between Hilo PSAP and Maui PSAP (continued)

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

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

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

No further occurrences have been reported as of November 30, 2012.

10. Call History From a Previous Call Does Not Populate the CAD – This issue has not been resolved.

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

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

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

### November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

#### **County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)**

10. Call History From a Previous Call Does Not Populate the CAD

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

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

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

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

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

- 1) The ALI query button is now available when you first log in to the Solacom environment. Previously, it would only become available after the first call landed at the position.
- 2) The random blank CAD spills were also identified by Solacom as being corrected.

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

No further occurrences have been reported as of November 30, 2012.

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

Unfortunately, additional occurrences surfaced on September 25, September 28 and September 29, 2012 which were reported to HTI and Solacom. An upgrade was initially scheduled for October 1, 2012 to resolve the issue, however, due to frequency of the incidents, Sergeant Ing authorized an earlier installation of the upgrade. HTI and Solacom successfully installed the upgrade on September 30, 2012. There have been no further incidents reported however the situation will continue to be monitored.

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

### November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

#### **County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)**

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

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

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

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

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

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

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

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

### November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

#### **County of Hawai'i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of November 2012 (continued)**

##### 14. Scheduled Maintenance

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

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

##### 15. Re-location of Hawai'i County Fire Department

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

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

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

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

Implementation of the Hawaiian Telcom, Inc. (HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system has affected the County of Hawai'i PSAP operations. As such, the County of Hawai'i PSAPs are concerned as to what the exit plan will be from Solacom and the ongoing maintenance level that can be expected from Solacom while the County of Hawai'i is still operating on the Solacom system.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

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

*Updates as of November 30, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 11/30/12)** – No further updates.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • MSAG

#### Current Month – November 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)
HAWAII	1,765	1,705	1,596	17	17	24	51	31,976	44	16	1	1

Revised categories and report format changes effective May 2012.

During the month of November 2012, 1,705 9-1-1Net requests were completed relating to the MSAG database, with 31,976 customer ANI/ALI records updated as a direct result. Forty-four (44) TN CR and sixteen (16) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

***There is one (1) record in Suspended status as of November 30, 2012 affecting one (1) telephone number (TN). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- One (1) suspended record is due to the TN not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The respective communications service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

Intrado completed most of the backlogged MSAG transactions that were in "Referred" status (from 834 to 92). As of November 30, 2012, there are 92 MSAG transactions waiting to be processed, 57 MSAG transactions are ESN Project transactions and 35 are routine MSAG maintenance transactions.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

- MSAG (continued)

### Year-to-Date (YTD) Summary – 2012

HAWAII COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November	1,765	1,705	1,596	17	17	24	51	31,976	44	16	1	1
October	1,057	1,046	957	15	24	13	37	3,178	8	3	1	1
September	791	754	673	15	16	19	31	24,836	35	2	1	1
August	789	780	736	2	22	12	8	12,107	4	5	3	3
July	730	509	392	12	17	17	71	6,517	221	3	5	5
June	453	408	259	34	30	33	52	2,899	39	6	5	5
May	428	259	179	7	21	16	36	5,530	158	11	8	8
April	444	361	225	17	36	23	60	7,591		83	8	8
March	348	72	33	6	2	27	4	292		276	11	25
February	337	226	142	7	17	49	11	8,574		111	21	37
January	203	60	32	0	3	23	2	298		143	40	75
TOTAL YTD	7,345	6,180	5,224	132	205	256	363	103,798	509	659		
AVG PER MO	668	562	475	12	19	23	33	9,436	73	60		
(*) Applies to Change Request Category Only												

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.



## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

- **MSAG (continued)**

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

County	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Hawaii	4,500	4,103	91.2%

There are 57 ESN MSAG transactions that were processed by Akimeka remaining in "Referred" status with Intrado. Once these MSAG transactions are processed by Intrado, the "% Complete" will be at **92.4%** ( $4,103 + 57 = 4,160 / 4,500$ ).

The ESN project is done on a per street segment basis. Street segments require research in both 9-1-1Net and Hawai'i 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 – November 2012**

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		11/27/12	
	11/15/12 -- 11/16/12		Performed a monthly update on the Address Points layer
		11/13/12	
	11/02/12		Updated FULL_ADD field
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
	11/01/12		Updated coastline to match new Parcels layer
Fire Districts (Includes Medic Districts)			
		11/13/12	
	11/01/12		Updated coastline to match new Parcels layer

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Response Areas		11/13/12	
	11/01/12		Updated coastline to match new Parcels layer
	Fire Stations		
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)	11/28/12	11/13/12	Corrected community boundaries
	11/09/12		Edited boundary between Kailua Kona and Holualoa
	11/07/12		A new street segment was added to the Street Centerlines so an adjustment to the boundary between Pahala and Naalehu Communities was necessary
	11/01/12		Updated coastline to match new Parcels layer
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest		11/13/12	
	11/08/12		Removed duplicates
	11/02/12		
Police Beats		11/13/12	
	11/01/12		Updated coastline to match new Parcels layer
Police Districts			
		11/13/12	
	11/01/12		Updated coastline to match new Parcels layer

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Response Areas		11/13/12	
	11/01/12		Updated coastline to match new Parcels layer
	Police Stations		
Schools			
Street Centerlines	11/29/12		Added two (2) street segments to Crater Rim Rd
	11/28/12		Corrected geometry of Captain Cook Rd to match Hawaii County's
	11/26/12 -- 11/28/12		Updated new ESNs to the Street Centerlines layer
	11/27/12	11/27/12	Ran topology and made two (2) corrections
	11/26/12		Corrected community information
	11/21/12		Edited MSAG Community for Kaalaiki Rd
	11/15/12		Performed and completed monthly update on Street Centerlines layer
		11/13/12	
Trails			
	11/06/12		Updated and corrected data
WSP Cell Towers	11/28/12		Per AT&T Mobility CRS
		11/13/12	
	11/06/12 -- 11/07/12		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Parcels		11/27/12	
	11/20/12		Edited parcels boundaries in Kailua Kona
		11/13/12	
Parks (Includes National Parks)		11/13/12	
	11/02/12		Updated coastline to match new Parcels layer
Parks Polygon		11/13/12	
	11/06/12		Updated and corrected data
Post Offices	09/18/12		Updated and corrected data
Subdivisions			
	09/19/12		Updated and corrected data
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline	11/27/12		Updated coastline to match new Parcels layer
		11/13/12	
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads		11/13/12	
	11/06/12		Updated and corrected data

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)		11/13/12	
	11/06/12		Updated and corrected data
- Waterfalls			
Ocean Rescue Boundaries		11/13/12	
	11/02/12		Updated boundaries to match new Parcels layer
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
United States National Grid (50K)			
United States National Grid (500K)			
Volcano Hazard Zones			

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

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

Note:	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 – November 2012

- 11/07/12 Akimeka contacted Hawai'i County personnel to obtain updated Fire Hydrants data. Unfortunately, there is no updated data available at this time.
- 11/30/12 Akimeka received a copy of Hawai'i County's MSAG ALI report from Hawaiian Telcom, Inc. (HTI) which contains all addresses used that are associated with a telephone number. The MSAG ALI report is being compared to Akimeka's Address Points layer. This will be an ongoing project.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

### Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on November 16, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		8
# of Street Segments Removed		0
# of New Addresses Added	99	
# of Addresses Removed	4	
# of Street Segment Range Changes		111
# of Street Segment Name Changes		1
# of Address Street Name Changes	3	
# of Address Street Number Changes	15	

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • Service Requests Transactions

#### Open Service Requests – November 2012 (October 30, 2012 – November 28, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telecom, Inc. (HTI).  Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on 10/01/12.  141 customer telephone numbers (TNs) were submitted for update in 9-1-1Net. Currently these transactions are in "Referred" status.

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

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

HAWAII				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November	18	18	1	0	0	18	18	0	0	0	0
October	3	3	1	0	0	3	3	0	0	0	0
September	2	3	1	0	0	2	3	0	0	0	0
August	4	6	2	0	0	4	6	0	0	0	0
July	4	4	4	0	0	4	4	0	0	0	0
June	2	20	4	0	0	2	20	0	0	0	0
May	16	9	22	0	0	16	9	0	0	0	0
April	4	2	15	0	1	4	1	0	0	0	0
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
<b>TOTAL</b>	<b>72</b>	<b>87</b>	<b>1</b>	<b>7</b>	<b>7</b>	<b>81</b>	<b>80</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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



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

### November 1, 2012 – November 30, 2012

#### • E9-1-1 Database Synchronization

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

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

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,629** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 19, 2012 for Hawai'i County are reported below.

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

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

#### Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 21, 2012		As of May 26, 2012		As of August 21, 2012		As of November 19, 2012	
		9-1-1 MSAG Dated 02-01-12		9-1-1 MSAG Dated 05-01-12		9-1-1 MSAG Dated 08-01-12		9-1-1 MSAG Dated 11-01-12	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,560		4,542		4,588		4,629	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,554		4,536		4,582		4,623	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		3,635	79.8%	3,816	84.1%	4,085	89.2%	4,239	91.7%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	394	8.7%	298	6.6%	186	4.1%	94	2.0%
9-1-1 MSAG Record With No GIS Record	(3)	525	11.5%	422	9.3%	311	6.8%	290	6.3%
Total 9-1-1 MSAG Records No Match		919	20.2%	720	15.9%	497	10.8%	384	8.3%

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

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

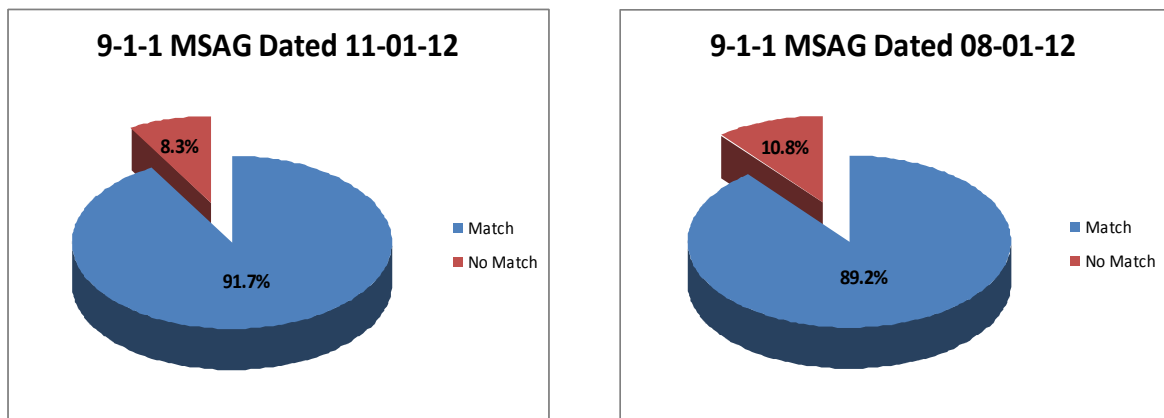
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2012 (continued)

**Notes:**

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

### Audit Summary Results – November 1, 2012 vs. August 1, 2012 MSAG



***Hawai'i County's level of accuracy or 9-1-1 Match percentage improved from 89.2% as of August 1, 2012 to 91.7% as of November 1, 2012***

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ The number of matching records increased from August 1, 2012. MSAG records were either added or adjusted according to Hawai'i County GIS databases.
- ❖ "MSAG - GIS Minor Corrections" were reduced by 49.5% (186 to 94) from August 2012 to November 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNS) need to be validated by the service providers prior to adjusting an address range.

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

### November 1, 2012 – November 30, 2012

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

#### Audit Summary Results – November 1, 2012 vs. August 1, 2012 MSAG (continued)

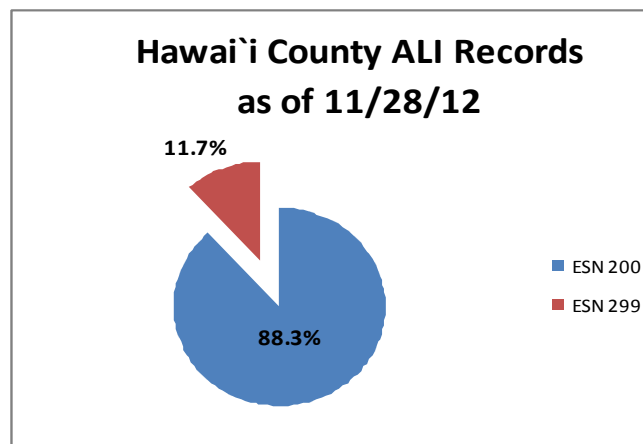
- ❖ “MSAG Record With No GIS Record” was further reduced by 6.8% (311 to 290) from August 2012 to November 2012 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawai'i County records.
- ❖ Continuous 1 – 9999 ranges were further reduced by 46.2% (26 to 14) from August 2012 to November 2012 respectively. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The remaining 14 records require further research in order to be corrected.
- ❖ “GIS Record With No MSAG Record” increased from 45 to 49 from August 2012 to November 2012 respectively. MSAG records were either added or adjusted according to Hawai'i County GIS databases, thereby reducing the number of No GIS to MSAG match.
- ❖ “GIS Record With Minor Corrections” were further reduced by 45.3% (159 to 87) from August 2012 to November 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

## Hawai'i County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

### Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of November 28, 2012, **10,683** ESN 299 records, representing **11.7%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.



The total number of ALI records remains relatively consistent.

The number of ESN 299 records increased from 10,344 to 10,683 (3.3%) from August 2012 to November 2012 respectively.

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

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

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – November 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,061	998	32.7%	2,056	67.3%

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

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November	3,061	998	32.7%	2,056	67.3%	7	0.2%	596	19.5%
October									
September									
August	3,345	1,001	30.0%	2,335	70.0%	9	0.3%	727	21.7%
July	3,281	989	30.1%	2,292	69.9%	0	0.0%	663	20.2%
June	3,211	1,069	33.3%	2,142	66.7%	0	0.0%	654	20.4%
May	3,029	1,012	33.7%	1,992	66.3%	25	0.8%	639	21.1%
April	3,097	968	31.3%	2,129	68.7%	0	0.0%	703	22.7%
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
<b>TOTAL YTD</b>	<b>28,468</b>	<b>9,119</b>	<b>32.1%</b>	<b>19,302</b>	<b>67.9%</b>	<b>47</b>	<b>0.2%</b>	<b>5,982</b>	<b>21.0%</b>
<b>AVG PER MO</b>	<b>3,163</b>	<b>1,013</b>		<b>2,145</b>		<b>5</b>		<b>665</b>	

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

It was discovered that Hawaiian Telcom, Inc. (HTI) provided 2011 PSAP Call Volumes for the months of September 2012 and October 2012 instead of 2012 PSAP Call Volumes. The 2011 data has been removed from the chart above accordingly. HTI will need to re-run and provide the correct 2012 statistics for the months of September 2012 and October 2012.

#### Notes:

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

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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### • PSAP Operations (continued)

#### Wireless Test – November 2012

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

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

- Weekly (Every Thursday)      Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the November 15, 2012 and November 22, 2012 conference calls which were cancelled) hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. There has been no significant progress or updates provided to date.
- Beginning November 30, 2012, the conference calls will be held on Friday instead of Thursday.
- 11/01/12      The State of Hawai'i PSAPs notified all service providers via email with the upcoming holiday "NO TESTING" schedule. It was agreed that there would be no testing scheduled as follows:
1. November 19 - 23, 2012 (Thanksgiving holiday period) for all PSAPs except the Maui PSAP
  2. November 19 - December 12, 2012 for the Maui PSAP due to renovation work
  3. December 19, 2012 - January 4, 2013 (Christmas and New Year holiday period)
- 11/05/12      The State of Hawai'i PSAPs participated in a meeting or via webinar with Hawaiian Telcom, Inc. (HTI) and Intrado to discuss the differences with their current equipment (Solacom and CML) and the new Intrado Viper equipment. A clear understanding of the differences are needed to fully understand what features will be provided with the Intrado solution. Discussions will continue as Intrado rolls out the implementation plan.
- 11/21/12      The State of Hawai'i PSAPs participated in their monthly scheduled PSAP Round Table Forum via conference call. There was a roundtable discussion and each PSAP reported on what was happening in their respective PSAP and if there were any issues.

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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- **PSAP Operations (continued)**

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

*Updates as of November 30, 2012 are noted below:*

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

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

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

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

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

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

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

**Update (1/31/12 – 11/30/12)** – No further updates.

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • MSAG

#### Current Month – November 2012

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)
KAUAI	42	2	1	0	0	1	0	1	40	0	3	3

Revised categories and report format changes effective May 2012.

Revised categories and report format changes effective May 2012.

During the month of November 2012, two (2) 9-1-1Net requests were completed relating to the MSAG database, with one (1) customer ANI/ALI record updated as a direct result. Forty (40) TN CRs were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are three (3) records in Suspended status as of November 30, 2012 affecting three (3) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Three (3) suspended records are due to the TNs being on Federal property and not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The communications respective service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases; however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.



## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • MSAG (continued)

### Year-to-Date (YTD) Summary – 2012

KAUAI		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
		2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions
December													
November	42	2	1	0	0	1	0	1	40	0	3	3	
October	14	13	0	0	11	2	0	0	1	0	3	3	
September	78	19	0	0	3	16	0	0	59	0	5	5	
August	71	2	0	0	0	2	0	0	69	0	27	27	
July	25	2	1	0	1	0	0	7	23	0	25	25	
June	27	9	5	0	0	4	0	118	18	0	22	22	
May	28	26	21	0	1	3	1	1,696	0	2	22	22	
April	30	27	14	1	1	11	0	758		3	23	23	
March	23	21	10	0	2	8	1	115		2	18	18	
February	17	14	10	0	0	3	1	214		3	33	36	
January	23	18	5	5	3	5	0	53		5	33	36	
TOTAL YTD	378	153	67	6	22	55	3	2,962	210	15			
AVG PER MO	34	14	6	1	2	5	0	269	30	1			
(*) Applies to Change Request Category Only													

(\*) Applies to Change Request Category Only

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents what is in suspension status at the end of the report month -- awaiting further action by County, Telco, or Akimeka.

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		11/29/12	
	11/20/12 -- 11/23/12		Verified new addresses against ranges
	11/19/12		Added MSAG Community and ESN data to new addresses
		11/15/12	
	11/08/12 -- 11/16/12		Added 600 addresses from the MSAG ALI report. This is an ongoing project.
	11/06/12		Added twenty-two (22) addresses from the MSAG ALI report. Corrected two (2) addresses. This is an ongoing project.
	11/02/12		Added Common Names
Emergency Callboxes			
Fire Beats		11/15/12	
	11/05/12 -- 11/06/12		Updated coastline to match new Parcels layer
Fire Districts	11/06/12		Updated coastline to match new Parcels layer
Fire Response Areas	11/06/12		Updated coastline to match new Parcels layer
	11/05/12		
Fire Stations			
Incident Response Area			
	11/05/12		Edited IRA boundaries
Major Roads			
MSAG Communities (aka Towns)		11/15/12	
	11/06/12		Edited MSAG Community boundaries
Medic Beats	11/06/12		Updated coastline to match new Parcels layer
Medic Districts	11/06/12 -- 11/07/12		Updated coastline to match new Parcels layer
Medic Response Areas			
	11/06/12		Updated coastline to match new Parcels layer
Medic Stations			
Milepost Markers			
		11/15/12	
Points of Interest			
	11/02/12		Removed duplicate entries and updated Subdivisions and Government Buildings

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

## Kauai County E9-1-1 Status Report

### November 1, 2012 – November 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats		11/15/12	
	11/06/12		Updated coastline to match new Parcels layer
	11/05/12		
Police Districts	11/06/12		Updated coastline to match new Parcels layer
	11/05/12		
Police Response Areas	11/06/12		Updated coastline to match new Parcels layer
	11/05/12		
Police Stations			
Schools			
Street Centerlines		11/29/12	
	11/19/12		Corrected ranges according to new address points added
		11/15/12	
	11/14/12		Extended range to fit new addresses
Trails		11/15/12	
	11/06/12		Updated and corrected data
WSP Cell Sectors (Polygon)			
	11/06/12		Per AT&T Mobility CRS
WSP Cell Towers (Points)		11/29/12	
	11/28/12		Per T-Mobile CRS
		11/15/12	
	11/06/12		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage		11/15/12	
Hospitals			
Lodging		11/15/12	
Medical Facilities			
Parcels			
Parks			
Parks Polygon	11/06/12		Updated and corrected data
Post Offices			
Subdivisions		11/15/12	
	11/02/12		Added Hawaii State Housing projects

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

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline		11/15/12	
	11/06/12		Updated and corrected data. Updated coastline to match new Parcels layer.
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings	11/02/12		Added and corrected some Hawaii State Housing projects
Harbors			
Helipads	11/06/12		Created new layer
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)		11/15/12	
	11/06/12		Updated and corrected data
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			

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

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

### Current Month GIS Activities – November 2012

11/05/12 Akimeka received a copy of Kauai County's MSAG ALI report from Hawaiian Telcom. Inc. (HTI) which contains all addresses used that are associated with a telephone number. The MSAG ALI report was compared against the Akimeka Address Points layer. Many of the addresses found in the MSAG ALI report were missing in the Address Points layer so the addresses were added. A total of 622 addresses were added to the Address Points layer accordingly.

More research is required for the addresses that were not added so the addresses can be properly placed. This is an ongoing project.

11/06/12 Akimeka ran the Geofile Update Utility and sent the updated Geo files to Charles Leonard, TriTech CAD Lead.

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

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

### **Current Month GIS Activities – November 2012 (continued)**

- |          |                                                                                                                                                                                                                           |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11/07/12 | Akimeka contacted Kauai County personnel to obtain updated data for the Communications and Fire Hydrants layers. Kauai County GIS is currently trying to obtain an updated Fire Hydrants layer from the Water department. |
| 11/09/12 | Akimeka requested updated addresses and street range maps from Kauai County's Public Works.                                                                                                                               |
| 11/20/12 | Akimeka copied twenty-four (24) layers to the Kauai County GeoComm computer for a GeoLynx update. Three (3) geofiles were also copied.                                                                                    |

### **CAD GIS Upload Process**

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

## Kauai County E9-1-1 Status Report November 1, 2012 – November 30, 2012

### • Service Requests Transactions

#### Open Service Requests – November 2012 (October 30, 2012 – November 28, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

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

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