

**NEIL ABERCROMBIE**  
Governor



**BRUCE A. COPPA**  
Comptroller

**RYAN OKAHARA**  
Deputy Comptroller

**STATE OF HAWAII  
WIRELESS ENHANCED 911 BOARD**

**Communications Committee Meeting  
9–10 am, Thursday, August 11, 2011**

**Kalanimoku Building Conference Room  
Room 410  
1151 Punchbowl Street  
Honolulu, HI 96813**

**AGENDA**

- I. Call to order**
- II. Introductions**
- III. Review of Minutes of July 14, 2011 meeting.**
- IV. Items for Discussion, Consideration and Action**
  - a. Master List of Media(see attachment).**
  - b. Web Master-Proposal for expanded services.**
  - c. Secured server for the Board.**
  - d. New Legislation Regarding Contract Staff for Board.**
  - e. Establishment of Governance and Admin. Rules.**
  - f. Social Media Status.**
  - g. Presentation on 911 Educational Program.**
  - h. Press Releases**
    - i. ACT 168(11)**
    - ii. Acknowledgment of Mr. Rasmussen's award at the State Science Fair.**
  - i. Legislative updates**
  - j. Status of a Creation of a Logo  
-School Competition**
- V. Announcements**
- VI. Next meeting date– September 15, 2011, 9-10am, Comptroller's Conference Room 410.**
- VII. Adjournment.**

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9–10 am, Thursday, July 14, 2011**

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Room 410  
1151 Punchbowl Street  
Honolulu, HI 96813**

**MINUTES**

**Committee members present: Gordon Bruce (Chair), Paul Ferreira, Clayton Tom, Victor Ramos, Morris Tamanaha.**

**Committee members absent: None**

**Staff members present: Thera Bradshaw, Courtney Tagupa.**

**Guests present: Tony Ramirez, Patty Dukes.**

**I. Call to order**

**The meeting was called to order at 9:00 am.**

**II. Introductions**

**Introductions were made of all individuals present.**

**III. Review of Minutes of June 9, 2011 meeting.**

**Mr. Paul Ferreira motioned to approve the minutes. The motion was seconded and approved unanimously by voice vote without discussion.**

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

**a. Master List of Media**

**Received media lists from all counties except Kauai. A printout shall be made available to the committee members next month as well as posted on the Board website.**

**b. Meeting with Web Master-Proposal for expanded services.**

**Mr. Tony Ramirez will make available to the committee members the proposal for expanded website services at the next meeting.**

Discussions regarding a secured server for the Board will be included on the next committee agenda.

**c. Vote on New Legislation Regarding Staff for Board**

Mr. Ferreira motioned to move forward with drafting new legislation looking for permanent staffing for Board support. The motion was seconded and was unanimously approved by voice vote without discussion.

Mr. Ferreira recommended that the Board:

1. Should hire a contract support staff member to assist in governance and administrative rules, transitioning to a new Executive Director as well as other Board matters.
2. Hire an executive director at later date at transition with the conclusion of the TKC contract.

Mr. Gordon Bruce motioned to request Board approval for a contract hire for a period of one year. The motion was seconded and approved unanimously without further discussion.

**d. Establishment of Governance and Admin. Rules**

Mr. Bruce stated that these tasks will be part of the new contract hire.

**e. Social Media Status**

Mr. Bruce stated that Gmail, Twitter, and Facebook accounts have been established by the C&C of Honolulu for possible use by the Board.

Mr. Bruce motioned that the committee recommend to the Board that they go to DAGS and request that they go to the governor to enable the creation of a Twitter and Facebook accounts for the Enhanced 911 Board and use the State's logo. The motion was seconded and approved unanimously by voice vote without discussion.

**f. Press Releases**

Mr. Ferreira stated that the ACT 168(11) press release needs to be approved by the governor. Ms. Thera Bradshaw has the action item to draft the press release review as soon as possible.

Mr. Tony Ramirez stated that the committee should issue a press release regarding the achievement of Mr. Rasmussen in the State Science competition on his 9-1-1 project. Mr. Bruce took the action item to draft a press release.

**g. Legislative updates**

Act 168(11) was signed by the governor.

**h. Creation of a Logo**

**-School Competition**

Mr. Bruce motioned to obtain Board approval for a competition for a logo creation for the Enhanced 911 Board. The motion was seconded and was unanimously approved by voice vote.

There was further discussion regarding:

1. Means of entry submission (electronically)
2. Monetary award for competition winner.

**V. Announcements**

Ms. Thera Bradshaw requested that she be able to present to the Communications Committee for consideration of a 911 educational program at the next meeting.

**VI. Next meeting date– August 11, 2011, 9am, Comptroller’s Conference Room 410.**

**VII. Adjournment**

Mr. Paul Ferreira motioned to adjourn. The motion was seconded and approved unanimously without discussion. The meeting was therefore adjourned at 9:46am.

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 July 2011**

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>	<b>Month</b>	<b>Ending</b>
	<b>Inception-to-Date</b>	<b>Cash</b>	<b>Inception-to-Date</b>
	<b>Cash Flow</b>	<b>Flow</b>	<b>Cash Flow</b>
<b>ITEM</b>	<b>Balance</b>	<b>Balance</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 51,376,339.98	\$ 474,219.81	\$ 51,850,559.79
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,823,915.09	\$ 177.85	\$ 1,824,092.94
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,566,679.08	\$ 177.85	\$ 1,566,856.93
<b>Subtotal Cash Inflow</b>	\$ 52,954,574.28	\$ 474,397.66	\$ 53,428,971.94
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (17,798,256.46)	\$ (1,189,086.66)	\$ (18,987,343.12)
Board Member Travel Expense	\$ (92,082.81)	\$ (2,297.40)	\$ (94,380.21)
DB&F Revenue Assessments	\$ (2,507,695.08)	\$ (108,378.55)	\$ (2,616,073.63)
DB&F Administrative Expense Assess.	\$ (463,758.44)	\$ (184,490.86)	\$ (648,249.30)
WSP Reimbursement	\$ (820,324.22)		\$ (820,324.22)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (1,776,754.98)	\$ (27,083.33)	\$ (1,803,838.31)
Audit Expense	\$ (24,545.00)		\$ (24,545.00)
Other Board Related Expenses	\$ (3,419.76)	\$ (47.09)	\$ (3,466.85)
<b>Subtotal Cash Outflow</b>	\$ (39,926,097.16)	\$ (1,511,383.89)	\$ (41,437,481.05)
Bank Balance	\$ 13,028,477.12	\$ (1,036,986.23)	\$ 11,991,490.89
Encumbrances	\$ (5,388,982.98)	\$ 1,471,878.95	\$ (3,917,104.03)
Unencumbered Cash	\$ 7,639,494.14	\$ 434,892.72	\$ 8,074,386.86

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 31 July 2011**

<b>ENHANCED 911 BOARD</b>			
<b>ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011</b>			
<b>Vendor</b>	<b>FY 2011 ENCUMBRANCE Amount</b>	<b>AMOUNT PAID DOWN</b>	<b>ENCUMBRANCE CARRY-OVER</b>
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-
Akimeka, LLC-Hawaii PSAP	36,311.62		36,311.62
Akimeka, LLC-Kauai PSAP	50,012.62	(50,012.62)	-
Akimeka, LLC-Maui PSAP	35,140.93	(35,140.93)	-
VisionAIR- (Kauai PSAP)	3,800,000.00		3,800,000.00
Integrgraph Conference-Hawai'i County PSAP	8,270.54	(8,270.54)	-
Nena Conference- Hawaii PSAP	19,559.05	(11,616.64)	7,942.41
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-
Hawaiian Telcom-Oahu PSAP	350.00		350.00
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-
Sprint-Operations (Direct Payment)	72,500.00		72,500.00
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-
§36-30, HRS Administrative Assessment	184,490.86	(184,490.86)	-
<b>TOTAL</b>	<b>5,388,982.98</b>	<b>(1,471,878.95)</b>	<b>3,917,104.03</b>

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 31 July 2011

FY 2012 MONTH OF JULY 2011						
ITEM	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	Operations	TOTAL
<b>TOTAL RECEIPTS</b>	-	-	-	-	474,398	474,398
<b>DISBURSEMENTS:</b>						
Bank Charge	-	-	-	-	47	47
Board Member Travel	-	-	-	-	741	741
Consulting Expense						
TKC Consulting Group, LLC	-	-	-	-	27,083	27,083
<b>Total Consulting Expense</b>	-	-	-	-	27,083	27,083
<b>PSAP Expenses</b>						
Akimeka Program Mgmt						
Akimeka Program Mgmt - Other	-	0	0	-	-	0
<b>Total Akimeka Program Mgmt</b>	-	0	0	-	-	0
<b>Conferences</b>						
Intergraph Conference	-	-	-	-	-	-
Nena Conference	-	-	-	281	-	281
<b>Total Conferences</b>	-	-	-	281	-	281
<b>Hawaiian Telcom Charges</b>						
Haw Tel Frame Relay & CIR	-	-	-	11,353	-	11,353
Long Distance Charges	-	-	-	-	-	-
Ocean Safety CML Charges	-	-	-	(0)	-	(0)
<b>Total Hawaiian Telcom Charges</b>	-	-	-	11,353	-	11,353
<b>Total PSAP Expenses</b>	-	0	0	11,634	-	11,634
<b>Total DISBURSEMENTS</b>	-	0	0	11,634	27,871	39,505
<b>Net RECEIPTS/(DISBURSEMENTS)</b>	-	(0)	(0)	(11,634)	446,526	434,893

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 July 2011**

<b>FY2012 STRATEGIC PLAN BUDGETS</b>	<b>HAWAII</b>	<b>KAUAI</b>	<b>MAUI</b>	<b>OAHU</b>	<b>OPS</b>	<b>TOTAL</b>	<b>%</b>
<b>DESCRIPTION</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>	<b>Budget</b>
<b>DISBURSEMENTS:</b>							
911 Board Expansion					75,000	75,000	0.55%
Audit Expense					10,000	10,000	0.07%
Board Member Travel					20,750	20,750	0.15%
TKC Consulting Group, LLC					325,000	325,000	2.39%
DB&F Admin. Exp. Assess					374,000	374,000	2.75%
DB&F Revenue Assessment					410,000	410,000	3.02%
WSP Cost Recovery							
Sprint/Nextel					160,000	160,000	1.18%
Operations	-	-	-	-	1,374,750	1,374,750	10.12%
MSAG Services (Akimeka)	450,166	309,846	436,521	507,631		1,704,164	12.55%
CAD Maintenance	66,867		115,825	227,460		410,152	3.02%
Tritech CAD System Maintenance							
EMS				92,820		92,820	0.68%
Honolulu Fire Dept.				112,200		112,200	0.83%
Excom911 Logging Recorder Maint				75,000		75,000	0.55%
Intergraph Call Taker License	34,140					34,140	0.25%
Pictometry License Agreement	353,260	202,909	377,062	300,905		1,234,136	9.09%
Positron Equip SW Maintenance	40,000					40,000	0.29%
GeoComm Maintenance				40,000		40,000	0.29%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	27.55%
EMS Tower Lease				7,690		7,690	0.06%
Hawaiian Telcom Charges							
Hawaiian Telcom Trunk	306,344	114,998	278,495	918,893		1,618,730	11.92%
Ocean Safety CML Charges				25,200		25,200	0.19%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,374,750	6,768,982	49.83%
CAD Upgrade							
Hawai'i Police Dept	3,000,000					3,000,000	22.08%
Honolulu Fire Dept./EMS				1,400,000		1,400,000	10.31%
Honolulu Police Dept.				2,000,000		2,000,000	14.72%
Computers							0.00%
EMS CAD Live Rounting				20,000		20,000	0.15%
EMS Tritech-GeoComm Interface				30,000		30,000	0.22%
CMLs for Alternate Dispatch		164,283				164,283	1.21%
Training							
RTO Training for CADS			15,000			15,000	0.11%
TriTech CAD System Admin Train (HFD)				6,000		6,000	0.04%
Subtotal Non-RECURRING	3,000,000	164,283	15,000	3,456,000	-	6,635,283	48.85%
Conferences:							
911 Goes to Washington Conf	6,000	3,600	6,000	24,000	3,000	42,600	0.31%
APCO Conference	9,000			27,000	3,000	39,000	0.29%
Intergraph Conference	6,000		6,000			12,000	0.09%
Motorola CAD User's				12,000		12,000	0.09%
NASNA Conference					3,000	3,000	0.02%
Navigator				3,000		3,000	0.02%
Nena Conference	9,000	7,200	6,000		3,000	25,200	0.19%
NENA Technical Dev. Conference				12,000		12,000	0.09%
NG911 Technology Forum					12,409	12,409	0.09%
Pictometry Future View Confer		3,600	6,000			9,600	0.07%
TriTech CAD Users				9,000		9,000	0.07%
Subtotal Conferences	30,000	14,400	24,000	87,000	24,409	179,809	1.32%
<b>Total Strategic Plan Budget</b>	<b>4,280,777</b>	<b>806,436</b>	<b>1,246,903</b>	<b>5,850,799</b>	<b>1,399,159</b>	<b>13,584,074</b>	<b>100.00%</b>
<b>% of Budget</b>	<b>31.5%</b>	<b>5.9%</b>	<b>9.2%</b>	<b>43.1%</b>	<b>10.3%</b>	<b>100.0%</b>	



## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

- PSAP Operations**

### 9-1-1 Call Volume – July 2011

PSAP	Total	Wireline	%	Wireless	%
<b>HAWAII (*)</b>	10,395	3,901	37.5%	6,494	62.5%

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July	10,395	3,901	37.5%	6,494	62.5%	0	0.0%	1,243	12.0%
June	10,158	3,537	34.8%	6,620	65.2%	1	0.0%	1,133	11.2%
May	10,190	3,730	36.6%	6,460	63.4%	0	0.0%	1,141	11.2%
April	9,521	3,409	35.8%	6,112	64.2%	0	0.0%	1,012	10.6%
March	10,514	3,871	36.8%	6,643	63.2%	0	0.0%	1,097	10.4%
February	9,340	3,453	37.0%	5,886	63.0%	1	0.0%	997	10.7%
January	10,183	3,755	36.9%	6,428	63.1%	0	0.0%	1,140	11.2%
<b>TOTAL YTD</b>	<b>70,301</b>	<b>25,656</b>	<b>36.5%</b>	<b>44,643</b>	<b>63.5%</b>	<b>2</b>	<b>0.0%</b>	<b>7,763</b>	<b>11.0%</b>
<b>AVG PER MO</b>	<b>10,043</b>	<b>3,665</b>		<b>6,378</b>		<b>0</b>		<b>1,109</b>	

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

Total PSAP 9-1-1 Call Volumes remained relatively flat as of July 2011 YTD (70,301 calls) as compared to July 2010 YTD (70,727 calls). Wireline calls decreased by 8.3% which were offset by the increase in Wireless calls by 4.4%.

Wireless calls account for 63.5% of Total PSAP 9-1-1 Call Volumes as of July 2011 YTD as compared to 60.4% as of July 2010 YTD. This trend is expected to increase as more citizens/visitors rely on mobile communication devices. This trend was predicted by 9-1-1 Industry professionals in anticipation of Next Generation devices and systems.

Total Abandoned Calls declined by 3.8% as of July 2011 YTD (8,072 calls) as compared to July 2010 YTD (7,763 calls).

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **PSAP Operations (continued)**

**9-1-1 Call Volume – July 2011 (continued)**

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2011	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July	1,850	916	49.5%	23.5%	933	50.5%	14.4%	1	0.1%	39	2.1%
June	1,814	861	47.5%	24.3%	953	52.5%	14.4%	0	0.0%	25	1.4%
May	1,861	843	45.3%	22.6%	1,018	54.7%	15.8%	0	0.0%	37	2.0%
April	1,821	845	46.4%	24.8%	976	53.6%	16.0%	0	0.0%	31	1.7%
March	1,977	926	46.9%	23.9%	1,050	53.1%	15.8%	1	0.1%	45	2.3%
February	1,809	892	49.3%	25.8%	917	50.7%	15.6%	0	0.0%	37	2.0%
January	1,914	909	47.5%	24.2%	1,004	52.5%	15.6%	1	0.1%	22	1.1%
<b>TOTAL YTD</b>	<b>13,046</b>	<b>6,192</b>	<b>47.5%</b>	<b>24.1%</b>	<b>6,851</b>	<b>52.5%</b>	<b>15.3%</b>	<b>3</b>	<b>0.0%</b>	<b>236</b>	<b>1.8%</b>
<b>AVG PER MO</b>	<b>1,864</b>	<b>885</b>			<b>979</b>			<b>0</b>		<b>34</b>	

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

**Notes:**

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

**Wireless Test – July 2011**

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
07/21/11	AT&T Mobility	5	18	Hawaii PSAP/ Akimeka	Pass

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – July 2011

- 07/01/11 -- Akimeka personnel completed the AT&T Mobility Annual Audit review and  
Pending validation. Seventeen (17) corrections were identified and reported to AT&T Mobility via Intrado on July 22, 2011. Corrections are still pending AT&T Mobility/Intrado.
  
- 07/01/11 -- Akimeka personnel completed the Verizon Wireless Annual Audit review and  
07/29/11 validation. No corrections were identified resulting in an audit accuracy of 100%.
  
- 07/05/11 Akimeka personnel performed an analysis of all Wireless testing that was conducted from May 2010 to June 2011. A total of 116 sectors were tested among the Wireless Service Providers (WSPs) during this time period. Of the 116 sectors tested, 59 (51%) sectors tested as Wireless Phase II on initial delivery.
  
- 07/25/11 Hawai'i County and Maui County PSAPs and Akimeka personnel participated on a web cast hosted by Hawaiian Telcom, Inc. to provide a briefing to the PSAPs of the Hawaiian Telcom/Solacom Next Generation Wireless Phase I and Wireless Phase II data.
  
- 07/27/11 Akimeka personnel sent a request to Nextel for Call Routing Sheets (CRS) in order to conduct the annual cell sites audit.
  
- 07/27/11 -- Akimeka personnel sent a request to Sprint for Call Routing Sheets (CRS) in order  
07/29/11 to conduct the annual cell sites audit. Sprint sent the CRSs to Akimeka on July 29, 2011. Akimeka is currently conducting the annual audit review and validation process.
  
- 07/27/11 -- Akimeka personnel sent a request to T-Mobile for Call Routing Sheets (CRS) in  
07/29/11 order to conduct the annual cell sites audit. T-Mobile sent the CRSs to Akimeka on July 29, 2011. Akimeka is currently conducting the annual audit review and validation process.
  
- 07/28/11 Akimeka personnel participated in a conference call with the Hawai'i County Planning department and Lieutenant Wana to discuss the Hawai'i County addressing for Public Safety. The County's changing and adding of new addresses need to be coordinated with Akimeka so these changes/additions can be entered into the 9-1-1 databases on the same date that the County establishes as the "effective as of" date. Hawai'i County issues a 30-day notice.

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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### PSAP Operations (continued)

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

07/29/11 Akimeka personnel, with the assistance of a Hawaiian Telcom, Inc. technician, investigated a Sprint wireless call with no callback telephone number. It was discovered that the call was in actuality a Verizon Wireless roaming call on Sprint's network. The call was disconnected immediately.

The dispatcher only received a "shell record" with no callback information. Due to the short timeframe in which the call was disconnected, no other information was available and no rebid was possible.

At the request of the PSAP, exigent circumstances procedures were utilized to obtain a call back number. Akimeka followed up with Sprint accordingly. Sprint Security was able to provide the Verizon caller number based on Sprint's call logs. The dispatcher called the Verizon number back and left a message on their voicemail.

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

#### *Updates as of July 31, 2011 are noted below:*

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

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

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

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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### PSAP Operations (continued)

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

*Updates as of July 31, 2011 are noted below:*

11/29/09 (continued)     **Update (5/31/11)** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

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

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

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

04/16/10     Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers. Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.

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

**Update (5/31/11)** – In progress.

**Update (6/30/11)** – In progress.

**Update (7/31/11)** – In progress.

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- **MSAG**

### Current Month – July 2011

									(a)	(b)	
2011		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	256	256	120	36	14	67	19	3,210	0	16	21
Revised categories and report format changes effective April 2009.											

During the month of July 2011, 256 9-1-1Net requests were completed relating to the MSAG database, with 3,210 customer ANI/ALI records updated as a direct result. No discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are 16 records in Suspended status as of July 31, 2011 affecting 21 telephone numbers (TNs).***

- Eleven (11) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- Two (2) suspended records are a result of community boundary conflict and will be corrected in August 2011.
- Three (3) suspended records are a result of the customer changing service provider without updating their ALI record or being disconnected with no available address information. Additional research is needed.

Akimeka continued to work on the correspondence letters (1,372) provided in hard copies, dating back to 2004, to validate if the address changes were incorporated into Akimeka’s MSAG and GIS mapping layer updates.

In the month of July 2011, Akimeka was able to confirm an additional 164 street/address updates, bringing the total to date at **1,181**, which were accurately accounted for and the information resides within the E9-1-1 databases. As such, Akimeka is at **86% complete** with this requested project.

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2011**

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July	256	256	120	36	14	67	19	3,210	0	16	21
June	228	214	37	21	7	149	0	2,482	14	0	0
May	379	361	127	77	19	102	36	1,676	18	5	36
April	426	417	230	170	5	2	10	5,268	9	0	0
March	217	205	78	114	2	1	10	1,512	12	0	0
February	173	144	97	12	3	9	23	1,150	29	0	0
January	310	293	155	83	4	8	43	2,548	17	0	0
<b>TOTAL YTD</b>	<b>1,989</b>	<b>1,890</b>	<b>844</b>	<b>513</b>	<b>54</b>	<b>338</b>	<b>141</b>	<b>17,846</b>	<b>99</b>		
<b>AVG PER MO</b>	<b>284</b>	<b>270</b>	<b>121</b>	<b>73</b>	<b>8</b>	<b>48</b>	<b>20</b>	<b>2,549</b>	<b>14</b>		

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

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

Definitions:	(a)	Represents customer address change requests submitted to Intrado to correct customer ANI/ALI records, including those identified by Akimeka.
		(b)

• **Mapping Layers Updated/Loaded Into GIS – July 2011**

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed	Date Uploaded to Server		
WSP Cell Towers			07/26/11	
		07/22/11		
	07/21/11			Per VZW CRS
			07/12/11	
	07/07/11			Edited existing Cell Tower attributes
Street Centerline	07/05/11			Per VZW CRS
			07/26/11	
	07/25/11			Edited street names and ranges found in the County's updated layer. Included all data necessary for the Intergraph CAD.
	07/21/11			Added new streets found in the County's layer. Included all data necessary for the Intergraph CAD.
			07/12/11	

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

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Address Points			07/26/11	
	07/21/11			Edited street number and street names as found in the County's updated layer. Included all data needed for the Intergraph CAD.
			07/12/11	
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels	07/18/11 -- 07/19/11		07/26/11	Worked on tables of parcel addresses received from Hawai'i County. Added addresses to the Parcel layer.
Airports				
Bridges				
Churches				
Coastal Names			07/12/11	
Critical Infrastructure				
Dams				
Emergency Callboxes				
Emergency Shelters				
Fire Beats				
Fire Districts				
Fire ESZ				
Fire Stations				
Food & Beverage				
Gas Stations				
Government Buildings				
Helipads			07/26/11	
			07/12/11	
Hospitals				
Hotels				
Lodging				

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



## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

HAWAII				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
Major Roads				
Medic Stations				
Medical Facilities				
Milepost Markers				
National and State Parks				
Ocean Safety				
Ocean Rescue				
Parks Polygon				
Points of Interest				
Police Beat Boundaries				
Police Districts				
Police ESZ				
Police Stations				
Ponds				
Post Office				
Schools				
Service Station				
Streams				
Subdivisions				
Trails				
Tsunami Evacuation Zones				
United States National Grid				
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.*

<b>Note:</b>	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.
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## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

- 07/07/11      On July 7, 2011, Intrado's 9-1-1Net was down from 7:30 a.m. to 2:00 p.m. HST (6-1/2 hours). During this time period, Akimeka was unable to process or verify MSAG records.
  
- 07/11/11      Akimeka followed up with Sandy Margriter of the National Parks Service via email. The first request was made on June 7, 2011.  
  
Akimeka followed up with the State Department of Transportation for data on airports, emergency landing zones, and helipads. The first request was made on June 9, 2011.
  
- 07/11/11      Akimeka received the latest Parcel layer from the Hawai'i County Planning Department.
  
- 07/13/11      Akimeka was contacted by the State Department of Transportation (DOT) in response to Akimeka's request for airport, emergency landing zones and helipad data. The State DOT is willing to gather all of the data available and forward the data to Akimeka.
  
- 07/14/11      Akimeka received the latest version of the National Park Service boundaries from the National Parks Service Lands Division.
  
- 07/15/11      As requested, Akimeka sent the Police ESZ layer to Cheryl Chan of the Hawai'i County Planning Department.
  
- 07/20/11      Akimeka researched the National Park Service layer, provided by Sandy Margriter, for new parks. No new parks were found for Hawai'i County.
  
- 07/20/11      Akimeka personnel met with Hawai'i County Police and IT to establish an Intergraph Map workflow and network connectivity/configuration.
  
- 07/27/11      Akimeka received an email from Sergeant Matsumoto confirming that there are no major roads that need to be added at this time.

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

- **Service Requests Transactions**

### Open Service Requests – July 2011 (June 29, 2011 – July 27, 2011)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	<p>Hawai'i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them. New boundaries for West Hawai'i was received on May 16, 2010.</p> <p>Akimeka contacted the Hawai'i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.</p> <p>Akimeka E9-1-1 Support met with the Hawai'i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated.</p>
2	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).
3	11/12/10	270	<u>Incorrect Address:</u> TN = 808/968-6721	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and correction request submitted on November 15, 2010.
4	02/11/11	312	<u>Incorrect Information Displayed</u>	MSAG - ANI/ALI Discrepancy	Normal	<p>Sent inquiry to Intrado regarding street name change and potential community name change.</p> <p>New boundary plan will affect this telephone number; approvals are still pending.</p>
5	06/02/11	324	<u>Incorrect Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
6	05/12/11	327	<u>Incorrect Address:</u> TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.</p> <p>House number has been updated, however the community is pending per a meeting with Hawai'i County Police/Fire personnel.</p>
7	06/28/11	341	<u>Incorrect Address:</u> TN = 808/963-6309	MSAG - ANI/ALI Discrepancy	Low	<p>Updated information has been requested through Intrado 9-1-1Net. Waiting on HTI to update caller information.</p> <p>Request has been sent to Intrado; verification is pending.</p>
<b>Documented Items Per April 9 Intergraph Conference Call</b>						
8	04/21/10	192	Police/Fire Districts	911 Map -- Other	High	<p>Akimeka received written descriptions of the police and fire beats from the Hawai'i County PSAPs.</p> <p>Screenshots illustrating the changes were sent to the Hawai'i County PSAPs for review and approval.</p>

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

## Hawaii County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

- **Service Requests Transactions (continued)**

### Year-to-Date (YTD) Summary – 2011

HAWAII				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	0	11	8	0	0	0	11	0	0	0	0
June	12	1	19	1	1	11	0	0	0	0	0
May	8	5	8	1	1	7	4	0	0	0	0
April	0	0	5	0	0	0	0	0	0	0	0
March	0	2	5	0	0	0	2	0	0	0	0
February	3	1	7	0	0	3	1	0	0	0	0
January	19	21	5	0	0	19	21	0	0	0	0
2010 Carryover	7	0	7	2	0	5	0	0	0	0	0
<b>TOTAL</b>	<b>49</b>	<b>41</b>	<b>8</b>	<b>4</b>	<b>2</b>	<b>45</b>	<b>39</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

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

### • PSAP Operations

#### 9-1-1 Call Volume – July 2011

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,248	1,117	34.4%	2,129	65.6%

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

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned
December									
November									
October									
September									
August									
July	3,248	1,117	34.4%	2,129	65.6%	2	0.1%	693	21.3%
June	3,163	1,040	32.9%	2,123	67.1%	0	0.0%	705	22.3%
May	3,015	1,115	37.0%	1,898	63.0%	2	0.1%	641	21.3%
April	3,031	1,102	36.4%	1,925	63.6%	4	0.1%	643	21.2%
March	3,166	1,103	34.9%	2,060	65.1%	3	0.1%	646	20.4%
February	2,875	1,049	36.5%	1,822	63.5%	4	0.1%	554	19.3%
January	2,907	1,018	35.0%	1,889	65.0%	0	0.0%	601	20.7%
<b>TOTAL YTD</b>	<b>21,405</b>	<b>7,544</b>	<b>35.3%</b>	<b>13,846</b>	<b>64.7%</b>	<b>15</b>	<b>0.1%</b>	<b>4,483</b>	<b>20.9%</b>
<b>AVG PER MO</b>	<b>3,058</b>	<b>1,078</b>		<b>1,978</b>		<b>2</b>		<b>640</b>	

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

**Notes:**

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

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- **PSAP Operations (continued)**

### Wireless Test – July 2011

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
7/25/11	AT&T Mobility	1	12	Kauai PSAP/ Akimeka	Pass

### Current Month PSAP Operations Activities – July 2011

07/01/11 -- Akimeka personnel completed the AT&T Mobility Annual Audit review and validation. Pending Thirty-six (36) corrections were identified and reported to AT&T Mobility via Intrado on July 22, 2011. Corrections are still pending AT&T Mobility/Intrado.

07/01/11 -- Akimeka personnel completed the Verizon Wireless Annual Audit review and 07/31/11 validation. One (1) correction was identified and will be reported to Verizon Wireless via Intrado.

07/05/11 -- At the request of the Kauai County PSAP, Akimeka assisted with the investigation of 07/06/11 the July 5, 2011 9-1-1 outage, which began at 8:42 p.m. HST with all positions being logged out. The dispatchers were able to log back in however, the positions would log out again. All network connectivity was lost at 9:56 p.m. HST. All four (4) 9-1-1 positions at the Kauai Police Department were affected and as a result, the 9-1-1 traffic was re-routed to the PSAP's back-up white phones. The 9-1-1 traffic was restored by Hawaiian Telcom, Inc. on July 6, 2011 at 1:58 a.m. HST., approximately five hours later.

The trouble was isolated to two (2) fiber optic terminals. The power supply failed on one of the fiber optic terminals and the network failed to switch the traffic to the other fiber optic terminal which caused all four (4) Plant/CML positions to log out.

Kauai Dispatch Supervisor, Kathleen Langtad is working with Greg Vandehey from Hawaiian Telcom, Inc. (HTI) for an after action review of this outage and what steps are being taken by HTI to prevent a similar outage in the future.

07/05/11 Akimeka personnel performed an analysis on all Wireless testing that was conducted from May 2010 to June 2011. A total of 45 sectors were tested among the Wireless Service Providers (WSPs) during this time period. Of the 45 sectors tested, 28 **(62%)** sectors tested as Wireless Phase II on initial delivery.

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- **PSAP Operations (continued)**

### **Current Month PSAP Operations Activities – July 2011 (continued)**

07/08/11 -- At the request of the Kauai County PSAP, Akimeka personnel participated in a  
07/11/11 kick off meeting with the Kauai County Police staff and VisionAir project management team to discuss the project and future deliverables from Akimeka.

Subsequently on July 11, 2011, Akimeka personnel met with the VisionAir CAD and implementation team to discuss CAD and mapping deliverables.

07/08/11 At the request of the Kauai County PSAP, Akimeka personnel re-programmed the Kauai Dispatch Centers Audio and Visual equipment.

07/21/11 -- Akimeka backed up the Sentry Server in preparation for the filed Hard Drive  
07/29/11 swap that was scheduled to take place on Tuesday, July 26, 2011 by Kauai County IT.

Kauai County IT replaced the Hard Drive in the Sentry Server for the PowerMap system and Positron/Intrado support personnel reformatted the new Hard Drive to system specifications. All Positron systems were up and running to full capacity.

As such, Akimeka resumed monthly updates to PowerMap. On July 29, 2011, most of the layers were uploaded to the PSAP server with no issues.

07/27/11 -- Akimeka personnel sent a request to Nextel for Call Routing Sheets (CRS) in  
07/28/11 order to conduct the annual cell sites audit. Nextel sent the CRSs to Akimeka on July 28, 2011. Akimeka is currently conducting the annual audit review and validation process.

07/27/11 -- Akimeka personnel sent a request to Sprint for Call Routing Sheets (CRS) in  
07/29/11 order to conduct the annual cell sites audit. Sprint sent the CRSs to Akimeka on July 29, 2011. Akimeka is currently conducting the annual audit review and validation process.

07/27/11 -- Akimeka personnel sent a request to T-Mobile for Call Routing Sheets (CRS) in  
07/29/11 order to conduct the annual cell sites audit. T-Mobile sent the CRSs to Akimeka on July 29, 2011. Akimeka is currently conducting the annual audit review and validation process.

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

### July 1, 2011 – July 31, 2011

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- **PSAP Operations (continued)**

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

*Updates as of July 31, 2011 are noted below:*

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

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

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

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

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

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

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



## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- PSAP Operations (continued)**

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

*Updates as of July 31, 2011 are noted below:*

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

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

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

**Update (5/31/11)** – In progress.

**Update (6/30/11)** – In progress.

**Update (7/31/11)** – In progress.

- MSAG**

**Current Month – July 2011**

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
PSAP	TOTAL									# of Transactions	TNs Affected
KAUAI	34	34	15	2	13	1	3	1,561	0	4	46

Revised categories and report format changes effective April 2009.

During the month of July 2011, 34 9-1-1Net requests were completed relating to the MSAG database, with 1,561 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are four (4) records in Suspended status as of July 31, 2011, affecting 46 telephone numbers (TNs).***

- Three (3) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.
- One (1) suspended record is pending an ALI update from the service provider. Once the record is updated, it will no longer be in a suspended status.

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2011**

KAUAI		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	In Suspended Status as of Report Month End	
2011	TOTAL									# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July	34	34	15	2	13	1	3	1,561	0	4	46
June	11	10	7	0	0	3	0	916	1	8	525
May	14	12	2	0	0	3	7	14	2	0	0
April	42	42	35	5	1	1	0	1,130	0	0	0
March	51	51	31	2	4	4	10	769	0	0	0
February	4	4	2	1	0	0	1	297	0	0	0
January	137	136	103	16	1	5	11	1,840	1	0	0
<b>TOTAL YTD</b>	<b>293</b>	<b>289</b>	<b>195</b>	<b>26</b>	<b>19</b>	<b>17</b>	<b>32</b>	<b>6,527</b>	<b>4</b>		
<b>AVG PER MO</b>	<b>42</b>	<b>41</b>	<b>28</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>5</b>	<b>932</b>	<b>1</b>		

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

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

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

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

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

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

See E9-1-1 Database Synchronization section below for more details.

Status updates will be provided on a monthly basis.

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers			07/29/11	
	07/07/11			Edited existing Cell Tower attributes
Street Centerlines			07/29/11	
	07/26/11			Split the centerlines to match the ESN layer
	07/18/11			Edited the street name for Alihilani Street and corrected the range for Hauaala Road and Ke Alaula Street and other data preparation to meet Geocomm standards and requirements
	07/15/11			Edited the range and community for Ninini Point Street and Maalo Street and other data preparation to meet Geocomm standards and requirements
	07/06/11			Added street range for Ka Hookui Place from data received from Kauai County
Address Points			07/29/11	
	07/15/11 -- 07/18/11			Prepared data to meet Geocomm standards and requirements
	07/06/11			Added two addresses on Ka Hoolui Place from data received from Kauai County
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities				
Parcels			07/29/11	
Airports			07/29/11	
Bridges			07/29/11	
Churches			07/29/11	
	07/12/11			
	07/08/11			Updated attributes to existing point features
Coastal Names			07/29/11	
Coastline			07/29/11	
Common Places				
Communications				
Condominiums			07/29/11	
Dams			07/29/11	
Emergency Callboxes			07/29/11	
Emergency Shelters			07/29/11	
	07/12/11			
EMS Zones				
Fire Beats				
Fire Dispatch Group (Districts)				
Fire ESZ				
Fire Stations			07/29/11	

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

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed	Date Uploaded to Server		
Food & Beverage			07/29/11	Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gas Stations			07/29/11	
Hospitals	07/12/11		07/29/11	
Hotels			07/29/11	
Libraries			07/29/11	
Lodging				
Medic Beat Boundaries				
Medic Stations			07/29/11	
Medical Facilities			07/29/11	
Milepost Markers				
National and State Parks	07/12/11		07/29/11	Adjusted existing point features
Parks Polygon	07/28/11		07/29/11	Corrected layers boundaries
Plat Maps				
Points of Interest	07/12/11		07/29/11	
	07/08/11			Updated attributes to existing point features
Police Beats				
Police District Boundaries				
Police Stations			07/29/11	
Ponds				
Post Offices	07/08/11		07/29/11	Updated attributes to existing point features
Radio Towers				
Schools	07/12/11		07/29/11	
Shopping Centers	07/12/11			
Subdivisions				
Trails	07/12/11		07/29/11	Capitalized all fields
Tsunami Evacuation Zones				
United States National Grid				
Visitor Attractions	07/13/11			Corrected MSAG Community for the Shopping Centers
	07/12/11			

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

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

KAUAI				
Type of Layer	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed	Date Uploaded to Server		
Waterfalls	07/12/11		07/29/11	
WiFi Sites				

(\*) 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 – July 2011

- 07/07/11      On July 7, 2011, Intrado's 9-1-1Net was down from 7:30 a.m. to 2:00 p.m. HST (6-1/2 hours). During this time period, Akimeka was unable to process or verify MSAG records.
- 07/11/11      Akimeka followed up with Sandy Margriter of the National Parks Service via email. The first request was made on June 7, 2011.  
  
Akimeka followed up with the State Department of Transportation for data on airports, emergency landing zones, and helipads. The first request was made on June 9, 2011.
- 07/13/11      Akimeka was contacted by the State Department of Transportation (DOT) in response to Akimeka's request for airport, emergency landing zones and helipad data. The State DOT is willing to gather all of the data available and forward the data to Akimeka.
- 07/14/11      Akimeka received the latest version of the National Park Service boundaries from the National Parks Service Lands Division.
- 07/20/11      Akimeka researched the National Park Service layer, provided by Sandy Margriter, for new parks. No new parks were found for Kauai County.
- 07/28/11      Akimeka prepared data for the PowerMap update. New/updated layers were loaded to the PSAP server on July 29, 2011.

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- **Service Requests Transactions**

### Open Service Requests – July 2011 (June 29, 2011 – July 27, 2011)

#	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 – 2011

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

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

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

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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- 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 Kauai County in July 2011.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 1,219 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 5, 2011 for Kauai County are reported below.

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

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

### Audit Summary Results – 2008 (Baseline) vs. 2011

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2008		As of January 13, 2011		As of April 5, 2011		As of July 5, 2011	
		9-1-1 MSAG Dated 01-01-08		9-1-1 MSAG Dated 01-01-11		9-1-1 MSAG Dated 04-01-11		9-1-1 MSAG Dated 07-01-11	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		938		1,200		1,183		1,219	
Less: 9-1-1 MSAG Exception Records	(1)			57	4.8%	56	4.7%	57	4.7%
Net 9-1-1 MSAG Records Eligible for Comparison		938		1,143		1,127		1,162	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)		155	16.5%	912	79.8%	1,012	89.8%	1,124	96.7%
9-1-1 MSAG – GIS No Match - Minor Correction Required	(2)			222	19.4%	104	9.2%	22	1.9%
9-1-1 MSAG – GIS No Match - Major Correction Required	(3)			0	0.0%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(4)			9	0.8%	11	1.0%	16	1.4%
Total 9-1-1 MSAG Records No Match		783	83.5%	231	20.2%	115	10.2%	38	3.3%

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

## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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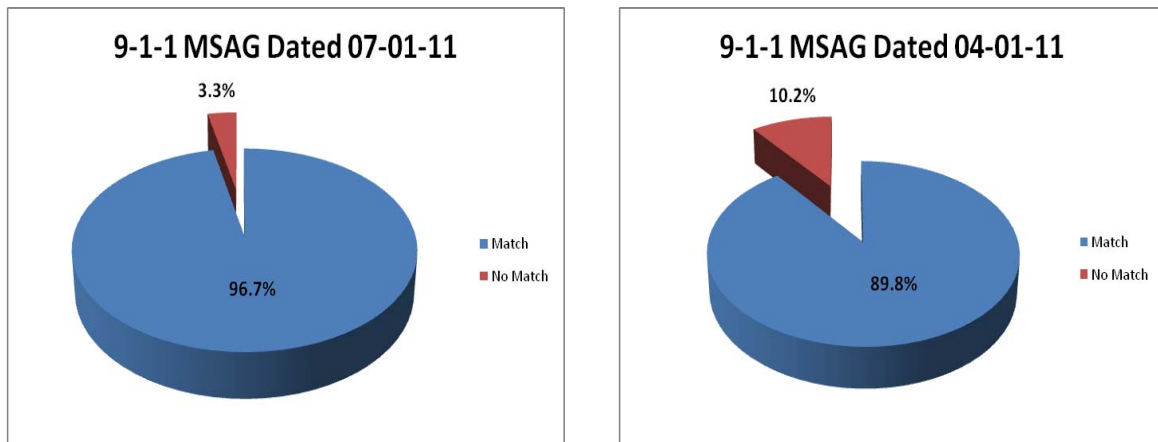
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### Audit Summary Results – 2008 (Baseline) vs. 2011 (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) A Major Correction is one in which the correction will/or has resulted in an ALI fall-out (Orphan ALI Record) and will require additional work effort to correct the problem.
- (4) 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 – July 1, 2011 vs. April 1, 2011 MSAG



**Kauai County's level of accuracy or 9-1-1 Match percentage improved from 89.8% as of April 1, 2011 to 96.7% as of July 1, 2011 -- which represents a 6.9 percentage point improvement and/or 11.1% improvement in address accuracy.**



## Kauai County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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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 – July 1, 2011 vs. April 1, 2011 MSAG (continued)

- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.
- ❖ Further MSAG validation and clean-up work is needed to continue to improve address accuracy. Akimeka is currently focusing on correcting and updating MSAG records that were assigned a “catch-all” ESN of 499.
  - The initial focus of Akimeka’s clean up effort will be on **blank-to-blank house number ranges**. Seventy-five (75) MSAG records have been identified with blank-to-blank house number ranges, with approximately 520 telephone numbers (TNs) associated with these records.
  - Akimeka sent a request to Hawaiian Telcom, Inc. (HTI) to perform a TN audit to determine which TNs are no longer in service. The list of TNs were also provided as an attachment.
- ❖ On behalf of Kauai County, Akimeka sent a request on July 26, 2011 to HTI to:
  - Perform a TN audit to determine which TNs are no longer in service. The list of TNs were also provided as an attachment.
  - Update the ALI record for TN records tagged to an MSAG record identified as a Foreign Exchange with an actual address.
  - Update the ALI record for all Hawaiian Telcom pay phones with an actual address
  - Provide a valid MSAG address or update the ALI record for those TN records with no information/data in the Location Field.
- ❖ Once the ALI record updates are completed by HTI, Akimeka will perform record checks on remaining addresses with lot numbers or partial addresses identified in the Location Field in order to determine a valid address. Akimeka will also coordinate with the Kauai County Addressing Authority for assistance in determining address locations for these TNs.
- ❖ The purpose of the effort is to reassign all current ESN 499 MSAG records to a valid Kauai County ESN and ensure a valid MSAG address is assigned. This will enable the effective dispatch and ability of Public Safety responders to locate the 9-1-1 caller.

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

- PSAP Operations**

### 9-1-1 Call Volume – July 2011

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,467	2,900	34.3%	5,544	65.7%
MOLOKAI	297	182	61.3%	115	38.7%

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

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

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July	8,467	2,900	34.3%	5,544	65.7%	23	0.3%	1,405	16.6%
June	7,612	2,457	32.3%	5,152	67.7%	3	0.0%	1,324	17.4%
May	8,144	2,632	32.3%	5,507	67.7%	5	0.1%	1,296	15.9%
April	7,736	2,638	34.1%	5,096	65.9%	2	0.0%	1,400	18.1%
March	8,144	2,812	34.6%	5,322	65.4%	10	0.1%	1,301	16.0%
February	6,998	2,493	35.7%	4,498	64.3%	7	0.1%	1,154	16.5%
January	8,025	2,757	34.4%	5,268	65.6%	0	0.0%	1,290	16.1%
<b>TOTAL YTD</b>	<b>55,126</b>	<b>18,689</b>	<b>33.9%</b>	<b>36,387</b>	<b>66.1%</b>	<b>50</b>	<b>0.1%</b>	<b>9,170</b>	<b>16.6%</b>
<b>AVG PER MO</b>	<b>7,875</b>	<b>2,670</b>		<b>5,198</b>		<b>7</b>		<b>1,310</b>	

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

There was an increase in the number of Admin calls in the month of July 2011. Investigation revealed that three (3) of the Maui PSAP outdial trunks were locked out from July 8 – July 11, 2011. One (1) of the Maui PSAP outdial trunks was locked out from July 8 – July 13, 2011. Service was restored by Hawaiian Telcom, Inc.

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2011	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October									
September									
August									
July	297	182	61.3%	115	38.7%	0	0.0%	35	11.8%
June	340	180	52.9%	160	47.1%	0	0.0%	41	12.1%
May	283	181	64.2%	101	35.8%	1	0.4%	39	13.8%
April	233	133	57.1%	100	42.9%	0	0.0%	37	15.9%
March	330	211	63.9%	119	36.1%	0	0.0%	58	17.6%
February	203	134	66.0%	69	34.0%	0	0.0%	29	14.3%
January	289	178	61.6%	111	38.4%	0	0.0%	47	16.3%
<b>TOTAL YTD</b>	<b>1,975</b>	<b>1,199</b>	<b>60.7%</b>	<b>775</b>	<b>39.3%</b>	<b>1</b>	<b>0.1%</b>	<b>286</b>	<b>14.5%</b>
<b>AVG PER MO</b>	<b>282</b>	<b>171</b>		<b>111</b>		<b>0</b>		<b>41</b>	

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

**Notes:**

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 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 – July 2011**

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

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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### • PSAP Operations (continued)

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

- 07/01/11 -- Akimeka personnel completed the AT&T Mobility Annual Audit review and  
Pending validation. Six (6) corrections were identified and reported to AT&T Mobility via  
Intrado on July 22, 2011. Corrections are still pending AT&T Mobility/Intrado.
- 07/01/11 -- Akimeka personnel completed the Verizon Wireless Annual Audit review and  
07/31/11 validation. One (1) correction was identified and will be reported to Verizon  
Wireless via Intrado.
- 07/05/11 Akimeka personnel performed an analysis on all Wireless testing that was  
conducted from May 2010 to June 2011. A total of 98 sectors were tested among  
the Wireless Service Providers (WSPs) during this time period. Of the 79 sectors  
tested on Maui, 60 sectors (**76%**) tested as Wireless Phase II on initial delivery. Of  
the 9 sectors tested on Lanai, one sector (**11%**) tested as Wireless Phase II on  
initial delivery. Of the 10 sectors tested on Molokai, 9 sectors (**90%**) tested as  
Wireless Phase II on initial delivery.
- 07/06/11 Akimeka personnel continue to assist Tom Heinrich of Global Specialty Contractors  
in addressing two (2) new callboxes for the County of Maui.
- 07/25/11 Maui County and Hawaii County PSAPs and Akimeka personnel participated on a  
web cast hosted by Hawaiian Telcom, Inc. to provide a briefing to the PSAPs of the  
Hawaiian Telcom/Solacom Next Generation Wireless Phase I and Wireless Phase II  
data.
- 07/27/11 Akimeka personnel sent a request to Nextel for Call Routing Sheets (CRS) in order  
to conduct the annual cell sites audit.
- 07/27/11 -- Akimeka personnel sent a request to Sprint for Call Routing Sheets (CRS) in order  
07/29/11 to conduct the annual cell sites audit. Sprint sent the CRSs to Akimeka on  
July 29, 2011. Akimeka is currently conducting the annual audit review and  
validation process.
- 07/27/11 -- Akimeka personnel sent a request to T-Mobile for Call Routing Sheets (CRS) in  
07/29/11 order to conduct the annual cell sites audit. T-Mobile sent the CRSs to Akimeka on  
July 29, 2011. Akimeka is currently conducting the annual audit review and  
validation process.

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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### • PSAP Operations (continued)

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

*Updates as of July 31, 2011 are noted below:*

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

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

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

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

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

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

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

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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### • PSAP Operations (continued)

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

*Updates as of July 31, 2011 are noted below: (continued)*

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

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

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

**Update (5/31/11)** – In progress.

**Update (6/30/11)** – In progress.

**Update (7/31/11)** – In progress.

### • MSAG

#### Current Month – July 2011

2011		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
PSAP	TOTAL										
MAUI COUNTY	674	674	295	357	14	8	0	10,216	0	7	7

Revised categories and report format changes effective April 2009.

During the month of July 2011, 674 9-1-1Net requests were completed relating to the Maui County MSAG database, with 10,216 customer ANI/ALI records updated as a direct result. No ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are seven (7) records in Suspended status as of July 31, 2011, affecting seven (7) telephone numbers (TNs).***

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

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **MSAG**

**Year-to-Date (YTD) – 2011**

MAUI COUNTY		9-1-1NET REQUESTS							(a)	(b)	
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	Customer Address Change Requests Submitted	# of Transactions	TNs Affected
2011	TOTAL										
December											
November											
October											
September											
August											
July	674	674	295	357	14	8	0	10,216	0	7	7
June	320	317	160	80	11	66	0	6,307	3	2	2
May	160	157	111	5	37	4	0	7,920	3	0	0
April	828	819	293	453	24	5	44	10,109	9	0	0
March	505	473	141	310	4	3	15	6,292	32	0	0
February	159	159	147	9	1	2	0	1,395	0	0	0
January	365	365	153	145	9	4	54	1,348	0	0	0
<b>TOTAL YTD</b>	<b>3,011</b>	<b>2,964</b>	<b>1,300</b>	<b>1,359</b>	<b>100</b>	<b>92</b>	<b>113</b>	<b>43,587</b>	<b>47</b>		
<b>AVG PER MO</b>	<b>430</b>	<b>423</b>	<b>186</b>	<b>194</b>	<b>14</b>	<b>13</b>	<b>16</b>	<b>6,227</b>	<b>7</b>		

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

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

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

### Emergency Service Number (ESN) Project Status -- July 2011 Year-to-Date

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	200	4%
Lanai	112	Not Started	0%
Molokai	500	420	84%

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

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

Work activity for the month of July 2011 was focused on database synchronization clean-up activities to facilitate ESN processing.

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
WSP Cell Towers	Maui/Molokai			07/27/11	
	Maui	07/19/11			Per VZW CRS
Street Centerlines	Maui/Molokai			07/27/11	
Address Points	Maui/Molokai			07/27/11	
	Maui	07/21/11			
	Maui	07/13/11			Corrected address points and added common names as requested by Maui Dispatch
MSAG Address Points (aka Pseudo Address Points)					
MSAG Communities					
Parcels	Maui/Molokai			07/27/11	
Airports					
Bridges	Maui/Molokai			07/27/11	
		07/14/11			Checked for new updates on the Statewide site. No new features were added.
Cane Fields					
Churches	Maui	07/28/11			Made edits to the City attribute table
	Maui	07/01/11 – 07/11/11			Added new point features and verified address locations
Coastline					
Coastal Names	Maui/Molokai			07/27/11	
	Maui	07/13/11			Checked for new updates on the Statewide site. No new features were added.
Common Places					
Dams	Maui/Molokai			07/27/11	
	Maui	07/13/11			Updated Dams layer per Statewide site
Emergency Callboxes					
EMS Zones					
ESZ/ESN					
Fire Beat Boundaries					
Fire Dispatch Group (Districts)					
Fire ESZ					
Fire Stations					
Fire Sub Zones					
Fire Zones					
Food & Beverage	Maui/Molokai			07/27/11	
	Maui/Molokai	07/12/11 – 07/13/11			Updated SDE layer from InfoUSA data and verified addresses
					Renamed Restaurant layer to Food & Beverage layer to include bakeries, cafes, food factories, etc.
Gas Stations	Maui/Molokai			07/27/11	
	Maui/Molokai	07/11/11			Updated SDE layer from InfoUSA data and verified addresses
	Maui	07/08/11			Created new layer from InfoUSA data and verified addresses

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



## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **Mapping Layers Updated/Loaded Into GIS – July 2011 (continued)**

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Gate Codes					
Helipads	Maui/Molokai	07/08/11			Created new layer from InfoUSA data and verified addresses
High Resolution Imagery					
Hospitals	Maui/Molokai	07/06/11			Updated and verified addresses from InfoUSA data
Hotels					Renamed Hotel layer to Lodging layer
Lodging	Maui/Molokai	07/06/11 – 07/07/11		07/27/11	Updated SDE layer from InfoUSA data and verified addresses
Major Roads					
Medic Beat Boundaries					
Medic Dispatch Group (Districts)					
Medic Stations	Maui/Molokai			07/27/11	
	Maui	07/21/11			
Medical Facilities	Maui/Molokai			07/27/11	
	Maui/Molokai	07/06/11			Updated SDE layer from InfoUSA data and verified addresses
Milepost Markers					
National and State Parks	Maui/Molokai			07/27/11	
	Molokai	07/20/11			Added Parks to SDE layer from the National Park Service
	Maui/Molokai	07/20/11			Created National Parks SDE layer with data from the National Park Service
Ocean Rescue Boundaries					
Park Polygon	Maui/Molokai			07/27/11	
	Molokai	07/20/11			Added Parks to SDE layer from the National Park Service
Points of Interest	Maui/Molokai			07/27/11	
	Maui/Molokai	07/15/11			Added Condominiums, Libraries, Visitor Attractions and updated Coastal Names on the SDE layer
	Maui	07/13/11			Added Hotels, Parks, Food & Beverage, and Shopping Centers to the SDE layer
Police Beat Boundaries					
Police Dispatch Group (Districts)					
Police ESZ					
Police Reporting Areas					
Police Stations	Maui/Molokai			07/27/11	
	Maui	07/21/11			

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

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server		Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed	Date Uploaded to Server		
Ponds	Maui/Molokai	07/05/11			Created layer from State and County data. Updated the SDE.
Post Offices					
Radio Towers					
Radius - Two Mile					
Radius - Three Mile					
Schools	Maui/Molokai	07/01/11 – 07/05/11			Updated SDE layer from InfoUSA data and verified addresses
Streams	Maui/Molokai	07/05/11			Updated layer in SDE
	Maui/Molokai	07/01/11			Created new layer from InfoUSA data and verified addresses
Subdivisions					
Tow Jurisdictions					
Tow Truck					
Towns					
Trails	Maui	07/01/11			Added to layer from State data and updated SDE
Tsunami Evacuation Zones					
United States National Grid					
Waterfalls	Maui	07/01/11			Added to layer from State data and updated SDE

*(\*) 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 Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

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

### Current Month GIS Activities – July 2011

- 07/07/11      On July 7, 2011, Intrado's 9-1-1Net was down from 7:30 a.m. to 2:00 p.m. HST (6-1/2 hours). During this time period, Akimeka was unable to process or verify MSAG records.
  
- 07/11/11      Akimeka followed up with Sandy Margriter of the National Parks Service via email. The first request was made on June 7, 2011.  
  
Akimeka followed up with the State Department of Transportation for data on airports, emergency landing zones, and helipads. The first request was made on June 9, 2011.
  
- 07/13/11      Akimeka was contacted by the State Department of Transportation (DOT) in response to Akimeka's request for airport, emergency landing zones and helipad data. The State DOT is willing to gather all of the data available and forward the data to Akimeka.
  
- 07/14/11      Akimeka received the latest version of the National Park Service boundaries from the National Parks Service Lands Division.
  
- 07/14/11      As requested, Akimeka sent the latest version of the Emergency Callboxes layer to the County of Maui Geographic Services department.
  
- 07/18/11      Akimeka added new Common Names to the spreadsheet lookup table.

- **Service Requests Transactions**

### Open Service Requests – July 2011 (June 29, 2011 – July 27, 2011)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

## Maui County Wireless E9-1-1 Status Report July 1, 2011 – July 31, 2011

• **Service Requests Transactions (continued)**

**Year-to-Date (YTD) Summary – 2011**

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	0	3	0	0	0	0	3	0	0	0	0
June	3	0	3	0	0	3	0	0	0	0	0
May	2	2	0	1	1	1	1	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	2	2	0	1	1	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2010 Carryover	1	0	1	0	0	1	0	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>6</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.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2011	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2010 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

	Category	Description
<b>Definitions:</b>	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