NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAIʻI
Enhanced 911 Board

E911 Communications/Technical/Finance Committee Meeting
Tuesday, February 12, 2013
McCoy Pavilion, Ala Moana Beach Park
10 am to 12 noon

Agenda

Call to Order, Public Notice, Quorum

Public testimony on all agenda items

Introductions

Review and Approval of Last Meeting's Minutes

Items for Discussion, Consideration and Action:

Communications Committee

  i.   Press Releases

  ii. Logo/Slogan Contest Judging.

  iii. 2013 Legislative Session

  iv. Others

Technical Committee

  i.   Update on status of PSAP projects with funds pending expenditure.

       1. HFD - Fire/EMS CAD update.

       2. Kauai CAD update

       3. Others

  ii. Request for PSAP updates for Enhanced 911 Timeline continuum.

  iii. Investigative Regulatory Committee Update

  iv. Investigative Committee on NG911 Planning Update.

  v.   FCC Updates

       1. FCC Chief David Turetsky, Public Safety & Homeland
          Security Bureau tours on Oahu, January 14th and Maui,
          January 15th.

  vi. Request for approval for attendance at 9-1-1 Goes to Wash DC
       Conference:

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

1. EMS – Patty Dukes
2. Kauai PD-
   a. S. Kaleo Perez
   b. Kathleen Langtad
   c. David Miyasaki
3. HPD -
   a. A/C Clayton Kau
   b. Major Sean Naito
   c. PRD Sharon Newalu-Garcia
   d. SPRD Thalia Burns
   e. Major Aaron Correia
4. Hawaii PD -
   a. A/C Marshall Kanehailua
   b. Major James O'Conner
5. Oahu PSAP (DIT) – New Board member or Clement Chan
6. Ryan Freitas
7. Thera Bradshaw
8. Kiman Wong

vii. Request for approval for attendance at Navigator Conference:
1. EMS Dispatcher

Finance Committee

i. Review of Monthly Cash Flow Financial Report.
ii. Appointment of AC Clayton Kau (HPD) to replace DC Dave Kajihiro on Committee.
iii. Independent Audits
iv. Request for approval for funding for attendance at 9-1-1 Goes to Wash DC Conference (Total $43,400):
1. EMS – Patty Dukes - $2,775
2. Kauai PD - $9,021
   a. S. Kaleo Perez
   b. Kathleen Langtad
   c. David Miyasaki
3. HPD - $15,156
   a. A/C Clayton Kau
   b. Major Sean Naito
   c. PRD Sharon Newalu-Garcia

> > d. SPRD Thalia Burns
> >
> > e. Major Aaron Correia
>
> 4. Hawaii PD - $5,290.
>
> > a. A/C Marshall Kanehailua
> >
> > b. Major James O'Conner
>
> 5. Oahu PSAP (DIT) – New Board member or Clement Chan- $3,000.
>
> 6. Ryan Freitas - $3,000.
>
> 7. Thera Bradshaw - $2,158.
>
> 8. Kiman Wong - $3,000.
>
> 9. Others
>
> v. Request for approval for attendance at Navigator Conference:
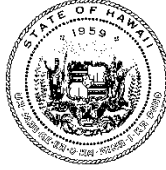>
> > 1. EMS Dispatcher - $1,610

Announcements

Next meeting date: Tuesday, March 12, 2013, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

> i. Future meeting dates (10am – 12noon)
>
> > 1. April 9, 2013; Kalanimoku Bldg, Room 322B
> >
> > 2. May 14, 2013;Kalanimoku Bldg, Room 322B
> >
> > 3. June 4, 2013;Kalanimoku Bldg, Room 322B
> >
> > 4. July 9, 2013;Kalanimoku Bldg, Room 322B
> >
> > 5. August 13, 2013;Kalanimoku Bldg, Room 322B
> >
> > 6. September 10, 2013;Kalanimoku Bldg, Room 322B
> >
> > 7. October 8, 2013;Kalanimoku Bldg, Room 322B
> >
> > 8. November 12, 2013;Kalanimoku Bldg, Room 322B
> >
> > 9. December 10, 2013;Kalanimoku Bldg, Room 322B

Others

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

Adjournment

NEIL ABERCROMBIE
GOVERNOR

Dean H. Seki
Comptroller

Maria E. Zielinski
Deputy Comptroller

E911 Communications/Technical/Finance Committee Meetings
Tuesday, February 12, 2013
McCoy Pavilion, Ala Moana Beach Park
10 am to 12 noon

Meeting Minutes

Communications Committee Members Present:
Steve Schutte, Chair, Paul Ferreira, Marshall Kanehailua, Victor Ramos, Clayton Tom, Morris Tamanaha, Jayne Nantkes, and Thalia Burns.
Communications Committee Members Absent: None

Technical Committee Members Present:
Victor Ramos, Chair, Clement Chan, Marshall Kanehailua, Tony Ramirez, Clayton Tom, Morris Tamanaha, Kenison Tejada, Aaron Correira, Steven Schutte, Brandon Raines and Kiman Wong
Technical Committee Members Absent: James LaClair.

Finance Committee Members Present:
Kiman Wong, Chair, Paul Ferreira, Clayton Kau, Lisa Hiraoka, Roy Irei, S. Kaleo Perez and Mark Begley.
Finance Committee Members Absent: None.

Staff Present: Thera Bradshaw and Courtney Tagupa.

Observers: Ryan Freitas **(**Hawaiian Telcom**)**, Jeff Riewer (AT&T), Davlynn Racadio (Maui PD), Mary Boyd (Intrado), Tina Metivier (Intrado), Dave Peck (Pictometry), Matt Lemke (Ocean Safety) and Diane Chun (EMS).

I.   Call to Order, Public Notice, Quorum

    a. The meeting was called to order at 10:09 am.

II.   Public testimony on all agenda items

    a. The Board Chair requested if anyone in attendance wishes to give testimony

       on any of the agenda items to please come forward; there was no response.

III. Introductions

    a. Introductions were requested from all in attendance.

IV.   Review and Approval of Last Meeting's Minutes

1

a. Mr. Paul Ferreira made a motion to accept the minutes of last month's meeting. The motion was seconded and approved unanimously by voice vote without discussion.

V. Items for Discussion, Consideration and Action:

   a. Communications Committee

      i. Press Releases – None at this time.

      ii. Logo/Slogan Contest Judging.

         1. The contest judging will take place in March due mainly to the unavailability of the legislators during the current session. It was also discovered that there were considerably more entries than anticipated and consequently prejudging will take place to reduce the potential winning entries to an acceptable number for final judging.

         2. The APCO/NENA Pacific Chapter will do an initial screening of the entries.

         3. The judging of the screened entries will take place after the Joint Committee in March.

         4. A letter will be sent informing schools with an update on progress..

      iii. 2013 Legislative Session

         1. Senate Bill 498 – Has been deferred indefinitely.

         2. The state of Tennessee has filed suit against Magic Jack for failure to pay the required surcharge revenues for use of 911 services. The lawsuit will be monitored as this decision will impact all states.

      iv. Others-none.

   b. Technical Committee

      i. Update on status of PSAP projects with funds pending expenditure.

         1. HFD - Fire/EMS CAD update.

            a. Battalion Chief Tejada provided an update on the HFD/EMS CAD upgrade.

         2. Kauai CAD update

            a. Mr. Brandon Raines provided an update on their CAD upgrade.

3. AT&T
    a. Mr. Jeff Riewer advised the Committee that AT&T has completed the Tower Renaming project ahead of schedule and on budget. He thanked the Executive Director and the board for funding this effort.
4. HPD
    a. Major Aaron Correia provided an update on the CAD upgrade in the Honolulu Police Department.

ii. Request for PSAP updates for Enhanced 911 Timeline continuum.
1. New updates have been loaded on to the website.

iii. Investigative Regulatory Committee Update
1. There will be a meeting today following the committee meeting.

iv. Investigative Committee on NG911 Planning Update.
1. There will be a meeting today following the committee meeting.

v. FCC Updates
1. FCC Chief David Turetsky, Public Safety & Homeland Security Bureau tours on Oahu, January 14th and Maui, January 15th.
    a. Chief Turetsky visited both Maui and Oahu PSAPs and was well received.
2. FCC report on 911 call prioritization will be released soon.
3. FCC proposed hearing on texting to 911 has reply dates this month and in March. The board has previously submitted our comments in November and December 2012.
4. The FCC Report on the June 2012 east coast storm has been provided to committee members and the board. There are some important recommendations regarding 9-1-1 outages that are beneficial for Hawaii's consideration.

vi. Request for approval for attendance at 9-1-1 Goes to Wash DC Conference:
1. EMS – Patty Dukes
2. Kauai PD-

a. S. Kaleo Perez

b. Kathleen Langtad

c. David Miyasaki

3. HPD -

    a. A/C Clayton Kau

    b. Major Sean Naito

    c. PRD Sharon Newalu-Garcia

    d. SPRD Thalia Burns

    e. Major Aaron Correia

4. Hawaii PD -

    a. A/C Marshall Kanehailua

    b. Major James O'Conner

5. Oahu PSAP (DIT) – New Board member or Clement Chan

6. Ryan Freitas

7. Thera Bradshaw

8. Kiman Wong

9. There was a motion to approve the attendance of the named individuals (except Dave Miyasaki who withdrew his request) to the 9-1-1 Goes to Wash DC Conference subject to funding approval by the Finance Committee and final approval by the Board. The motion was seconded and unanimously approved without discussion.

vii. Request for approval for attendance at Navigator Conference:

1. EMS Dispatcher

2. There was a motion to approve the attendance of the named individuals to the Navigator Conference subject to funding approval by the Finance Committee and final approval by the Board. The motion was seconded and unanimously approved without discussion.

c. **Finance Committee**

i. Review of Monthly Cash Flow Financial Report.

1. Receipts (month) - $726,999.26.

2. Disbursements (month) - $958,221.14.

3. Bank Balance - $11,052,952.18.

4. Unencumbered bank balance - $8,652,592.00.

   ii. Appointment of AC Clayton Kau (HPD) to replace DC Dave Kajihiro on Committee.

      1. Mr. Paul Ferreira made a motion to approve the appointment of Assistant Chief Clayton Kau to replace Deputy Chief Kajihiro subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.

   iii. Independent Audits

      1. The Board has never audited the accuracy of the surcharges collected from the Wireless and VoIP connection services providers. Although section 138, HRS does not require a periodic independent audit, this responsibility falls within the fiduciary responsibility of the Board.

      2. Courtney Tagupa will provide an audit plan to the Finance Committee next month for their review and approval.

   iv. Request for approval for funding for attendance at 9-1-1 Goes to Wash DC Conference (Total $43,400):

      1. EMS – Patty Dukes - $2,775

      2. Kauai PD - $9,021

         a. S. Kaleo Perez

         b. Kathleen Langtad

         c. David Miyasaki

      3. HPD - $15,156

         a. A/C Clayton Kau

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         d. SPRD Thalia Burns

         e. Major Aaron Correia

      4. Hawaii PD - $5,290.

         a. A/C Marshall Kanehailua

         b. Major James O'Conner

      5. Oahu PSAP (DIT) – New Board member or Clement Chan- $3,000.

6. Ryan Freitas - $3,000.

7. Thera Bradshaw - $2,158.

8. Kiman Wong - $3,000.

9. Others-none

10. _Mr. Paul Ferreira made a motion for funding in the amount $43,400 for the named attendees (except Dave Miyasaki who withdrew his request) to the 9-1-1 Goes to Wash DC Conference pending final approval from the Board. The motion was seconded and approved unanimously by voice vote without discussion.

v. Request for approval for attendance at Navigator Conference:

1. EMS Dispatcher - $1,610

2. Mr. Paul Ferreira made a motion for funding in the amount $1,610 for the named attendee to the Navigator Conference pending final approval from the Board. The motion was seconded and approved unanimously by voice vote without discussion.

VI. Announcements

a. Next meeting date: Tuesday, March 12, 2013, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

i. Future meeting dates (10am – 12noon)

1. April 9, 2013; Kalanimoku Bldg, Room 322B

2. May 14, 2013;Kalanimoku Bldg, Room 322B

3. June 4, 2013;Kalanimoku Bldg, Room 322B

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7. October 8, 2013;Kalanimoku Bldg, Room 322B

8. November 12, 2013;Kalanimoku Bldg, Room 322B

9. December 10, 2013;Kalanimoku Bldg, Room 322B

b. Others

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

VIII. Adjournment: The meeting was adjourned at 11:18 am.

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month**		**Ending**
	Inception-to-Date		**Inception-to-Date**
ITEM	**Cash Flow**	**Current**	**Cash Flow**
	Balance	**Month**	**Balance**
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 64,813,392.54	726,528.27	$ 65,539,920.81
Other Income	11,555.22		11,555.22
Interest Income	1,830,846.57	470.99	1,831,317.56
Prior Period Interest Income Adjustment	(257,236.01)		(257,236.01)
Net Interest Income	1,573,610.56	470.99	1,574,081.55
Subtotal Cash Inflow	$ 66,398,558.32	$ 726,999.26	$ 67,125,557.58
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	(31,446,420.82)	(855,542.85)	$ (32,301,963.67)
Board Member Travel Expense	(120,235.25)	(2,238.27)	(122,473.52)
DB&F Revenue Assessments	(3,013,108.90)		(3,013,108.90)
DB&F Administrative Expense Assess.	(797,463.69)		(797,463.69)
WSP Reimbursement	(973,869.70)	(72,092.52)	(1,045,962.22)
Consultant-Intrado, Inc.	(439,260.41)		(439,260.41)
Consultant-Exec Director	(2,265,333.49)	(28,347.50)	(2,293,680.99)
Audit Expense	(47,836.88)		(47,836.88)
Other Board Related Expenses	(10,855.12)		(10,855.12)
Subtotal Cash Outflow	$ (55,114,384.26)	$ (958,221.14)	$ (56,072,605.40)
Bank Balance	$ 11,284,174.06	$ (231,221.88)	$ 11,052,952.18
Encumbrances FY 2011 (Kauai CAD)	$ (623,524.70)		(623,524.70)
Encumbrances FY 2012	$ (2,203,307.56)	426,472.08	$ (1,776,835.48)
Unencumbered Cash	$ 8,457,341.80	$ 195,250.20	$ 8,652,592.00

Note: Detail of encumbrances on page 4.

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

MONTH OF JANUARY 2013	Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
TOTAL RECEIPTS:	-	-	-	726,999	726,999
DISBURSEMENTS:					
Total 6200 CONFERENCES	1,907	-	-	-	1,907
6400 RECURRING EXPENSES					
Total 6401 ADMINISTRATION	-	-	-	102,678	102,678
Total 6402 MAINTENANCE	77,516	625	87,397	-	165,538
Total 6403 Other RECURRING	51,323	46,453	163,850	-	261,627
Total 6400 RECURRING EXPENSES	128,840	47,078	251,247	102,678	529,842
TOTAL DISBURSEMENTS	130,746	47,078	251,247	102,678	531,749

Note: Detail of Disbursements on page 6.

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

Fiscal Y-T-D January 2013	Hawaii PSAP 7 MOS.	Kauai PSAP 7 MOS.	Maui PSAP 7 MOS.	Oahu PSAP 7 MOS.	ADMIN 7 MOS.	TOTAL 7 MOS.	ANNUAL Budget	$ Over/(Under) Budget	
TOTAL RECEIPTS	-	-	-	-	5,261,710	5,261,710	8,880,000	(3,618,290)	59.3%
DISBURSEMENTS:									
Total 6200 CONFERENCES	9,249	9,785	6,469	17,209	9,940	52,653	75,000	(22,347)	
6300 Non-RECURRING									
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	311,050	(311,050)	
Total 6303 Computers	-	-	(47,896)	-	-	(47,896)	948,308	(996,204)	
Total 6306 Training	-	-	-	7,198	-	7,198	59,000	(51,802)	
Total 6300 Non-RECURRING	-	-	(47,896)	7,198	-	(40,698)	1,318,358	(1,359,056)	
6400 RECURRING EXPENSES									
Total 6401 ADMINISTRATION	-	-	-	-	482,040	482,040	1,295,556	(813,516)	
Total 6402 MAINTENANCE	232,548	108,636	625	492,825	-	834,634	3,784,860	(2,950,226)	
6403 Other RECURRING									
Total 6403.01 Telcom Charges	129,014	18,766	139,555	575,508	-	862,843	1,771,137	(908,294)	
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,844	(7,844)	
Total 6403 Other RECURRING	129,014	18,766	139,555	575,508	-	862,843	1,778,981	(916,138)	
Total 6400 RECURRING EXPENSES	361,562	127,402	140,180	1,068,333	482,040	2,179,517	6,859,397	(4,679,880)	
TOTAL DISTRIBUTIONS	370,811	137,187	98,753	1,092,740	491,981	2,191,472	8,252,755	(6,061,283)	26.6%

Note: Detail of Disbursements on page 7.

FY 2012 Encumbrances	
Description	**Oahu**
Conferences:	
NENA	
VisionAir	
Com/Board Travel	
MSAG Services	
HawTel Services	
WSP Cost Recov	
CAD Upgrades:	
Maui PD	
EMS/FIRE	991,085.48
HPD	785,750.00
Compter Eq.	
VMS	
PowerPhone	
Imagery Services	
CAD Maintenance	
GPS Maintenance	
Assessments:	
Revenue	
Administrative	
Totals	1,776,835.48

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

FY 2013 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2013 STP	$ 1,239,039	$2,462,117	$1,390,325	$ 762,735	$1,271,086	$ 75,000	$7,200,302	7/12/2012
APCO Conference (Aug 2012)	6,571	13,541	4,699			(24,810)	-	7/12/2012
APCO Conference (Aug 2012)					1,852	(1,852)	-	9/13/2012
							-	
TriTech Conference (Sep 2012)				7,635		(7,635)	-	9/13/2012
TriTech Conference (Sep 2012)				908		(908)	-	11/8/2012
							-	
Access 9-1-1 Speech & Hearing Forum (Oct 2012)	2,667	3,800	1,833	1,242	8,088	(17,630)	-	9/13/2012
							-	
AT&T Cost Recovery					23,320		23,320	10/13/2012
							-	
Maui CAD Upgrade			229,050				229,050	10/13/2012
Maui VMS			798,308				798,308	10/13/2012
							-	
ADA Compliance Funding					1,000		1,000	12/13/2012
							-	
Luncheon Expenses (IC on NG911 Plannin)					150		150	12/13/2012
							-	
Add. GET for Pictometry Invoice			625				625	12/13/2012
Total	$ 1,248,277	$2,479,458	$2,424,839	$ 772,520	$1,305,496	$ 22,164	$8,252,755	

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

MONTH OF JANUARY 2013	Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
TOTAL RECEIPTS:	-	-	-	726,999	726,999
DISBURSEMENTS:					
6200 CONFERENCES					
6141 Access9-1-1Forum	1,907	-	-	-	1,907
Total 6200 CONFERENCES	1,907	-	-	-	1,907
6400 RECURRING EXPENSES					
6401 ADMINISTRATION					
6401.01 Exec Dir. Services	-	-	-	28,348	28,348
6401.08 Board Member Travel	-	-	-	2,238	2,238
6401.15 WSP Cost Recovery					
6401.0101 Sprint/Nextel	-	-	-	72,093	72,093
Total 6401.15 WSP Cost Recovery	-	-	-	72,093	72,093
Total 6401 ADMINISTRATION	-	-	-	102,678	102,678
6402 MAINTENANCE					
6402.02 Imagery Lic Agree	-	625	-	-	625
6402.07 0011 9-1-1MSAG Maint.	77,516	-	87,397	-	164,913
Total 6402 MAINTENANCE	77,516	625	87,397	-	165,538
6403 Other RECURRING					
6403.01 Telcom Charges					
6403.0102 Long Distance	266	37	-	-	303
6403.0103 Mileage	-	-	1,892	-	1,892
6403.0109 Telcom Trunk	51,057	46,416	157,814	-	255,287
6403.0110 Ocean Safety CML	-	-	4,144	-	4,144
Total 6403.01 Telcom Charges	51,323	46,453	163,850	-	261,627
Total 6403 Other RECURRING	51,323	46,453	163,850	-	261,627
Total 6400 RECURRING EXPENSES	128,840	47,078	251,247	102,678	529,842
TOTAL DISBURSEMENTS	130,746	47,078	251,247	102,678	531,749

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

Fiscal Y-T-D January 2013	Hawaii PSAP 7 MOS.	Kauai PSAP 7 MOS.	Maui PSAP 7 MOS.	Oahu PSAP 7 MOS.	ADMIN 7 MOS.	TOTAL 7 MOS.	ANNUAL Budget	$ Over/(Under) Budget	
TOTAL RECEIPTS	-	-	-	-	5,261,710	5,261,710	8,880,000	(3,618,290)	59.3%
DISBURSEMENTS:									
6200 CONFERENCES									
6141 Access9-1-1Forum	2,667	1,242	1,833	3,800	8,088	17,630	17,630	(0)	
6204 APCO Conference	6,571	-	4,699	13,541	1,852	26,663	26,663	(0)	
6214 Nena Conference	11	-	(62)	(132)	-	(183)	-	(183)	
6222 TriTech CAD Users	-	8,543	-	-	-	8,543	8,543	0	
6200 CONFERENCES - Other	-	-	-	-	-	-	22,164	(22,164)	
Total 6200 CONFERENCES	9,249	9,785	6,469	17,209	9,940	52,653	75,000	(22,347)	
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.06 Maui PD	-	-	-	-	-	-	229,050	(229,050)	
6301 CAD Replac/Upgrade - Other	-	-	-	-	-	-	82,000	(82,000)	
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	311,050	(311,050)	
6303 Computers									
6303.06 GeoComm	-	-	-	-	-	-	150,000	(150,000)	
6303.11 PowerPhone	-	-	(47,896)	-	-	(47,896)	-	(47,896)	
6303.14 VMS-MPD	-	-	-	-	-	-	798,308	(798,308)	
Total 6303 Computers	-	-	(47,896)	-	-	(47,896)	948,308	(996,204)	
6306 Training									
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	-	-	-	-	-	-	8,000	(8,000)	
6306.12 TriTechCADSystAdm	-	-	-	7,198	-	7,198	12,000	(4,802)	
Total 6306 Training	-	-	-	7,198	-	7,198	59,000	(51,802)	
Total 6300 Non-RECURRING	-	-	(47,896)	7,198	-	(40,698)	1,318,358	(1,359,056)	
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	190,847	190,847	333,125	(142,278)	
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)	
6401.03 911 Board Expansion	-	-	-	-	-	-	75,000	(75,000)	
6401.05 Audit Expense	-	-	-	-	11,250	11,250	11,250	-	
6401.06 Bank Charge	-	-	-	-	103	103	-	103	
6401.07 Meeting Venue	-	-	-	-	-	-	1,000	(1,000)	
6401.08 Board Member Travel	-	-	-	-	11,931	11,931	27,000	(15,069)	
6401.09 DB&F Assessments									
6401.0101 DB&F Admin. Assess	-	-	-	-	3,767	3,767	207,250	(203,483)	
6401.0102 DB&F Rev Assessment	-	-	-	-	191,086	191,086	444,000	(252,914)	
Total 6401.09 DB&F Assessments	-	-	-	-	194,854	194,854	651,250	(456,396)	
6401.10 E911 Logo Contest	-	-	-	-	-	-	11,911	(11,911)	
6401.11 Miscellaneous Expense	-	-	-	-	0	0	-	0	
6401.12 NASNA Dues	-	-	-	-	-	-	100	(100)	
6401.13 Parking Permits	-	-	-	-	-	-	250	(250)	
6401.15 WSP Cost Recovery									
6401.0101 Sprint/Nextel	-	-	-	-	72,911	72,911	160,000	(87,089)	
6401.0102 AT&T	-	-	-	-	-	-	23,320	(23,320)	
Total 6401.15 WSP Cost Recovery	-	-	-	-	72,911	72,911	183,320	(110,409)	
6401.16 Meeting Expenses	-	-	-	-	144	144	150	(6)	
6401.17 ADA Compliance	-	-	-	-	-	-	1,000	(1,000)	
Total 6401 ADMINISTRATION	-	-	-	-	482,040	482,040	1,295,556	(813,516)	
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	625	-	-	625	1,237,948	(1,237,323)	
6402.03 Equipment SW Maint	-	-	-	-	-	-	40,000	(40,000)	
6402.05 Logging RecordMaint	-	-	-	-	-	-	65,000	(65,000)	
6402.07 0011 9-1-1MSAG Maint.	232,548	108,636	0	262,190	-	603,374	1,767,027	(1,163,653)	
6402.08 CAD Maintenance	-	-	-	194,269	-	194,269	628,828	(434,559)	
6402.10 GPS Maint.	-	-	-	36,366	-	36,366	40,800	(4,434)	
6402.12 PowerPhone	-	-	-	-	-	-	5,257	(5,257)	
Total 6402 MAINTENANCE	232,548	108,636	625	492,825	-	834,634	3,784,860	(2,950,226)	
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	128,305	(128,305)	
6403.0102 Long Distance	1,371	200	308	-	-	1,878	-	1,878	
6403.0103 Mileage	-	-	-	8,365	-	8,365	-	8,365	
6403.0109 Telcom Trunk	127,643	18,566	139,247	551,628	-	837,085	1,615,132	(778,047)	
6403.0110 Ocean Safety CML	-	-	-	15,516	-	15,516	25,200	(9,684)	
6403.0111 WiringAltDispatch	-	-	-	-	-	-	2,500	(2,500)	
Total 6403.01 Telcom Charges	129,014	18,766	139,555	575,508	-	862,843	1,771,137	(908,294)	
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,844	(7,844)	
Total 6403 Other RECURRING	129,014	18,766	139,555	575,508	-	862,843	1,778,981	(916,138)	
Total 6400 RECURRING EXPENSES	361,562	127,402	140,180	1,068,333	482,040	2,179,517	6,859,397	(4,679,880)	
TOTAL DISTRIBUTIONS	370,811	137,187	98,753	1,092,740	491,981	2,191,472	8,252,755	(6,061,283)	26.6%

	Hawaii PSAP		
Fiscal Y-T-D January 2013	**7 MOS.**	**ANNUAL Budget**	**$ Over/(Under) Budget**
TOTAL RECEIPTS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	2,667	2,667	(0)
6204 APCO Conference	6,571	6,571	(0)
6214 Nena Conference	11		11
6222 TriTech CAD Users	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	9,249	9,238	11
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.	232,548	465,097	(232,549)
6402.08 CAD Maintenance	-	67,273	(67,273)
6402.10 GPS Maint.	-		
6402.12 PowerPhone	-		
Total 6402 MAINTENANCE	232,548	932,695	(700,147)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	1,371		1,371
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	127,643	306,344	(178,701)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	129,014	306,344	(177,330)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	129,014	306,344	(177,330)
Total 6400 RECURRING EXPENSES	361,562	1,239,039	(877,477)
TOTAL DISTRIBUTIONS	370,811	1,248,277	(877,466)

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

			Kauai PSAP	
Fiscal Y-T-D January 2013		**7 MOS.**	**ANNUAL Budget**	**$ Over/(Under) Budget**
TOTAL RECEIPTS		-		
DISBURSEMENTS:				
6200 CONFERENCES				
6141 Access9-1-1Forum		1,242	1,242	-
6204 APCO Conference		-		
6214 Nena Conference		-		
6222 TriTech CAD Users		8,543	8,543	0
6200 CONFERENCES - Other		-		
Total 6200 CONFERENCES		9,785	9,785	0
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.		108,636	325,907	(217,271)
6402.08 CAD Maintenance		-		
6402.10 GPS Maint.		-		
6402.12 PowerPhone		-		
Total 6402 MAINTENANCE		108,636	520,530	(411,894)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-1 Del		-	128,305	(128,305)
6403.0102 Long Distance		200		200
6403.0103 Mileage		-		
6403.0109 Telcom Trunk		18,566	111,400	(92,834)
6403.0110 Ocean Safety CML		-		
6403.0111 WiringAltDispatch		-	2,500	(2,500)
Total 6403.01 Telcom Charges		18,766	242,205	(223,439)
6403.02 EMS Tower Lease		-		
Total 6403 Other RECURRING		18,766	242,205	(223,439)
Total 6400 RECURRING EXPENSES		127,402	762,735	(635,333)
TOTAL DISTRIBUTIONS		137,187	772,520	(635,333)

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

Fiscal Y-T-D January 2013	Maui PSAP		
	7 MOS.	ANNUAL Budget	$ Over/(Under) Budget
TOTAL RECEIPTS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	1,833	1,833	-
6204 APCO Conference	4,699	4,699	(0)
6214 Nena Conference	(62)		(62)
6222 TriTech CAD Users	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	6,469	6,532	(63)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.06 Maui PD	-	229,050	(229,050)
6301 CAD Replac/Upgrade - Other	-	82,000	(82,000)
Total 6301 CAD Replac/Upgrade	-	311,050	(311,050)
6303 Computers			
6303.06 GeoComm	-		
6303.11 PowerPhone	(47,896)		(47,896)
6303.14 VMS-MPD	-	798,308	(798,308)
Total 6303 Computers	(47,896)	798,308	(846,204)
6306 Training			
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	-		
Total 6306 Training	-	39,000	(39,000)
Total 6300 Non-RECURRING	(47,896)	1,148,358	(1,196,254)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	625	373,000	(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)
Total 6402 MAINTENANCE	625	991,455	(990,830)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	308		308
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	139,247	278,495	(139,248)
6403.0110 Ocean Safety CML	-		
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	139,555	278,495	(138,940)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	139,555	278,495	(138,940)
Total 6400 RECURRING EXPENSES	140,180	1,269,950	(1,129,770)
TOTAL DISTRIBUTIONS	98,753	2,424,840	(2,326,087)

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

Fiscal Y-T-D January 2013	Oahu PSAP		
	7 MOS.	ANNUAL Budget	$ Over/(Under) Budget
TOTAL RECEIPTS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	3,800	3,800	-
6204 APCO Conference	13,541	13,541	0
6214 Nena Conference	(132)		(132)
6222 TriTech CAD Users	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	17,209	17,341	(132)
6300 Non-RECURRING			
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 TriTechCADSystAdm	7,198	12,000	(4,802)
Total 6306 Training	7,198	20,000	(12,802)
Total 6300 Non-RECURRING	7,198	170,000	(162,802)
6400 RECURRING EXPENSES			
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.	262,190	524,380	(262,190)
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	492,825	1,340,180	(847,355)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	8,365		8,365
6403.0109 Telcom Trunk	551,628	918,893	(367,265)
6403.0110 Ocean Safety CML	15,516	25,200	(9,684)
6403.0111 WiringAltDispatch	-		
Total 6403.01 Telcom Charges	575,508	944,093	(368,585)
6403.02 EMS Tower Lease	-	7,844	(7,844)
Total 6403 Other RECURRING	575,508	951,937	(376,429)
Total 6400 RECURRING EXPENSES	1,068,333	2,292,117	(1,223,784)
TOTAL DISTRIBUTIONS	1,092,740	2,479,458	(1,386,718)

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

Fiscal Y-T-D January 2013	ADMIN 7 MOS.	ANNUAL Budget	$ Over/(Under) Budget
TOTAL RECEIPTS	5,261,710	8,880,000	(3,618,290)
DISBURSEMENTS:			
6200 CONFERENCES			
6141 Access9-1-1Forum	8,088	8,088	0
6204 APCO Conference	1,852	1,852	-
6214 Nena Conference	-		
6222 TriTech CAD Users	-		
6200 CONFERENCES - Other	-	22,164	(22,164)
Total 6200 CONFERENCES	9,940	32,104	(22,164)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	190,847	333,125	(142,278)
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	11,931	27,000	(15,069)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	3,767	207,250	(203,483)
6401.0102 DB&F Rev Assessment	191,086	444,000	(252,914)
Total 6401.09 DB&F Assessments	194,854	651,250	(456,396)
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	72,911	160,000	(87,089)
6401.0102 AT&T	-	23,320	(23,320)
Total 6401.15 WSP Cost Recovery	72,911	183,320	(110,409)
6401.16 Meeting Expenses	144	150	(6)
6401.17 ADA Compliance	-	1,000	(1,000)
Total 6401 ADMINISTRATION	482,040	1,295,556	(813,516)
Total 6400 RECURRING EXPENSES	482,040	1,295,556	(813,516)
TOTAL DISTRIBUTIONS	491,981	1,327,660	(835,680)

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

- ## PSAP Operations

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	82,205	24,638	30.0%	57,567	70.0%

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

9-1-1 Call Volume – Calendar Year 2013

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	82,205	24,638	30.0%	57,557	70.0%	10	0.0%	6,603	8.0%
TOTAL YTD	**82,205**	**24,638**	**30.0%**	**57,557**	**70.0%**	**10**	**0.0%**	**6,603**	**8.0%**
AVG PER MO	**82,205**	**24,638**		**57,557**		**10**		**6,603**	

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

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

- ## PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
TOTAL YTD	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
AVG PER MO	40,357	11,013			29,171			173		1,001	

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

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
TOTAL YTD	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
AVG PER MO	16,177	5,502			10,520			155		652	

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

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

- ## PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO DROP						Admin		Abandoned	
		Wireline			Wireless						
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	8,855	2,791	31.6%	11.3%	6,053	68.4%	10.5%	11	0.1%	7,246	81.8%
TOTAL YTD	8,855	2,791	31.6%	11.3%	6,053	68.4%	10.5%	11	0.1%	7,246	81.8%
AVG PER MO	8,855	2,791			6,053			11		7,246	

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

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)						Admin		Abandoned	
		Wireline			Wireless						
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
TOTAL YTD	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
AVG PER MO	5,749	2,390			2,893			466		1,499	

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

- **PSAP Operations** (continued)

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

OAHU CIVILIAN		TRANSFERRED TO EMS						Admin		Abandoned	
		Wireline			Wireless						
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
TOTAL YTD	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
AVG PER MO	8,006	3,217			4,512			277		183	

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.)

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2013	TOTAL YTD	January	February	March	April	May	June
	3,061	3,061	0	0		0	0
	AVG PER MO	July	August	September	October	November	December
	3,061	0	0	0	0	0	0

- **PSAP Operations** (continued)

Wireless Test – January 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
01/11/13	AT&T Mobility	8	28	Oahu PSAP/ Akimeka	Pass
01/11/13	AT&T Mobility	7	22	Oahu PSAP/ Akimeka	Pass
01/11/13	Verizon Wireless	1	3	Oahu PSAP/ Akimeka	Pass
01/25/13	AT&T Mobility	10	27	Oahu PSAP/ Akimeka	Pass
01/25/13	T-Mobile	2	12	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – January 2013

Weekly (Every Friday)	The Oahu Civilian PSAPs, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the January 4, 2013 conference call which was 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 with regards to the Hawai`i County Solacom conversion.
	The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.
01/16/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on January 16, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation, Sandwich Isles Communications emergency callboxes and the recent visit of Mr. David Turetsky, Public Safety and Homeland Security Bureau Chief to the FCC to the Honolulu and Maui PSAPs.

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – January 2013 (continued)

01/11/13 --
01/28/13
The State of Hawai`i PSAPs were contacted by Sandwich Isles Communications requesting 9-1-1 testing for their emergency callboxes which directly connects to 9-1-1 when a button is depressed. These emergency callboxes are located at schools, recreation centers, and Sandwich Isles property to help prevent tragedies in school and children environments.

In order to properly test the emergency callboxes, the PSAPs requested the telephone number for each callbox so that the ANI/ALI data could be verified.

Upon receipt of the data from Sandwich Isles Communications, several issues surfaced with the data provided which could cause confusion at the PSAPs.

A conference call was held on January 21, 2013, and January 28, 2013 with all of the State of Hawai`i PSAPs to review the records and the location of each callbox. Concerns were raised by each of the PSAPs and Sandwich Isles Communications committed to work with each of the PSAPs and provide the best location information within the database restrictions.

No testing will be conducted until all issues have been resolved.

01/17/13
Intrado, Hawaiian Telcom, Inc. (HTI), and the State of Hawai`i PSAPs began conference calls to discuss the upcoming conversion from headset manager to integration of the PSAP's Admin lines into the Intrado Viper equipment.  The State of Hawai`i PSAPs are working with their individual recording systems to allow for integration with the Intrado recording output or utilize the headset manager solution.

01/24/13
On behalf of the PSAPs, Akimeka initiated the Wireless Annual Audit process. All Wireless Service Providers (WSPs) were notified that statewide Call Routing Spreadsheets (CRSs) will be requested for all islands by WSP, starting with Mobi PCS, followed by Sprint/Nextel, T-Mobile, Verizon Wireless, and AT&T Mobility.

01/24/13 --
01/31/13
On behalf of the PSAPs, Akimeka sent a request to Mobi PCS on January 24, 2013 for statewide Call Routing Spreadsheets (CRSs) to Intrado. Intrado returned the Annual Audit CRSs for each of the jurisdictions to Akimeka the same day. On January 31, 2013, Akimeka returned the validated CRSs with identified corrections to Intrado.

- ## PSAP Operations (continued)

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.

As of January 31, 2013, there has been no further developments.

- ## MSAG

Current Month – January 2013

| 2013 | | 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)	# of Transactions	TNs Affected
OAHU CIVILIAN	171	141	96	14	14	6	11	9,173	29	1	0	0
Revised categories and report format changes effective May 2012.												

During the month of January 2013, 141 9-1-1Net requests were completed relating to the MSAG database, with 9,173 customer ANI/ALI records updated as a direct result. Twenty-nine (29) TN CR and one (1) 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 January 31, 2013.

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

• ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

| OAHU CIVILIAN | | 9-1-1NET REQUESTS | | | | | | | | | In Suspended Status as of Report Month End (c) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July												
June												
May												
April												
March												
February												
January	171	141	96	14	14	6	11	9,173	29	1		
TOTAL YTD	**171**	**141**	**96**	**14**	**14**	**6**	**11**	**9,173**	**29**	**1**		
AVG PER MO	**171**	**141**	**96**	**14**	**14**	**6**	**11**	**9,173**	**29**	**1**		
	(*) Applies to Change Request Category Only											

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

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

- ## MSAG (continued)

MSAG Communities Project

MSAG Community and Street Segment Sweep – **Phase II** Status -- **COMPLETED**

On December 4, 2012, Akimeka received approval from Mr. Joe Tamloo to proceed with the Military/Oahu Civilian transfers. As such, Akimeka sent an email to inform Intrado of the Military's approval for Akimeka to proceed with the MSAG cleanup.

On December 19, 2012, Akimeka also sent an email to Hawaiian Telcom, Inc. (HTI) to confirm that approval had been received from the Military to proceed with the MSAG cleanup specifically for routing purposes between the Military and Oahu Civilian jurisdictions.   Approval from HTI to proceed with the Military and Oahu Civilian transfers was received on January 4, 2013.

With HTI's approval, Akimeka proceeded on a priority basis to effect the identified transfers. As of January 31, 2013, Phase II was completed as follows:

Jurisdictional Transfer Required	Initial Estimated Transfers Required	Actual Transfers Completed
Military to Civilian	105	100
Civilian to Military	221	12

With access to the Military MSAG, Akimeka was able to perform its review and analysis. As such, after performing "Combines" and deleting MSAG records that were no longer valid, the actual number of transfers required were reduced.

In addition to the Phase II effort, Major John Thompson requested Akimeka's assistance to update the Military MSAG with the standardized MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. Akimeka verbally agreed, although beyond their contract scope, to perform this task in the best interest of Public Safety. However, the work effort will be completed on an "as we can get to it" basis.

Going forward, any jurisdictional routing issues between the Military and Oahu Civilian jurisdictions will need to be coordinated and corrective action taken as part of ongoing maintenance. Akimeka does not have authorization to perform MSAG and GIS edits for the Military.

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

- ## MSAG (continued)

MSAG Communities Project

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 **January 31, 2013**:

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 – 1/25/12			
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 – 1/23/12			
Hokulani	09/14/12	09/27/12	COMPLETED – 10/25/12			
Moanalua	09/17/12	09/27/12	COMPLETED – 12/12/12			
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 one (1) 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 three (3) MSAG transactions		

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

- ## 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
Kapolei (Accounts for Makakilo -- New MSAG Community)	10/15/12	11/14/12	**COMPLETED -- 1/23/12**		11/02/12	**11/30/12**
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 two (2) MSAG transactions	11/30/12	**12/31/2012**
Ewa Beach	12/10/12	01/14/13	**Pending 9-1-1Net**	Pending the processing of eight (8) MSAG transactions	12/14/12	**Not loaded by AVS**
					12/28/12	**Not loaded by AVS**
Pearl City	01/07/13	01/25/13	**Pending 9-1-1Net**	Pending the processing of seven (7) MSAG transactions	01/11/13; 01/25/13	**Not loaded by AVS**
PC PEN (Pearl City Peninsula)	01/14/13	01/28/13	**Pending 9-1-1Net**	Pending the processing of twenty-six (26) MSAG transactions		
Aiea	01/17/13	02/15/13	**In Progress**			

<u>Note:</u> 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.

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

Moanalua T	Waipahu
Halsey T	Ewa Beach
Wahiawa	Pearl City
Kalaeloa	PC PEN

Aiea is in progress and the Phase III effort is expected to be completed as scheduled in February 2013.

MSAG Community and Street Segment Sweep – **Phase IV**

A meeting has been scheduled for February 13, 2013, between the Honolulu PSAPS, HPD PMT, HPD ITD and Akimeka to review and discuss Akimeka's proposed timeline and action plan for Phase IV which should begin after completion of Phase III.

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

- ## Geographic Information System (GIS)

Mapping Layers Updated – January 2013

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	01/31/13		Corrected DR to Rd for address point 910760 Papipi Dr and corrected the city from Barbers Point NAS to Kalaeloa for two address points
			Added forty-eight (48) new address points for Ewa Beach, two (2) for Kalaeloa, one (1) for Kapolei, fourteen (14) for Waimanalo, and eleven (11) for Laie. Populated the remaining fields in the attribute table according to Motorola PremierOne Geofile Build Requirements.
	01/30/13		Address point 980673 Kilinoe St was not geocoded correctly in the DPP Address Points data. No structure existed for that address. The address point was moved to the correct street range.
			Added twenty (20) new address points fro Aiea and one for Haleiwa. Populated the remaining fields in the attribute table according to Motorola PremierOne Geofile Build Requirements.
Common Place Name	01/28/13		Reviewed sixty-four (64) Address Location Error Forms, corrected seven (7) Common Place errors, and added three (3) new Common Places for ASB Makiki, Ross Moiliili, and Kaiser Mapunapuna. Deleted two (2) out of date records: ASB Makiki and Pizza Hut Stadium Ma.
	01/25/13		Corrected the address for White Plains Bch for the JAN 17 2013 report
			Researched seventeen (17) reported errors and corrected sixteen (16) errors on the GIS Corrections JAN 24 2013 report
	01/24/13		Researched nineteen (19) reported errors, corrected thirteen (13) and deleted five (5) on the GIS Corrections JAN 14 2013 report
			Corrected six (6) TCAD errors and researched three (3) for follow up from the JAN 17 2013 report
	01/23/13		Removed Family Court Kapolei as an alias from Dist Crt Kapolei on the GIS Corrections JAN 23 2013 report
			Corrected nine (9) TCAD errors and corrected five (5) TCAD errors from the JAN 17 2013 report with a correction of a street city name from Kapolei to Waianae

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

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

Mapping Layers Updated – January 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Common Place Name (continued)	01/23/13		Removed Family Court Kapolei as an alias from Dist Crt Kapolei on the GIS Corrections JAN 23 2013 report
			Corrected nine (9) TCAD errors and corrected five (5) TCAD errors from the JAN 17 2013 report with a correction of a street city name from Kapolei to Waianae
	01/17/13		Create one (1) new Common Place for Kanpai Bar and Grill
			Researched ten (10) Address Location Error Forms and corrected eleven (11) associated errors. Deleted out of date record and added alias for Kalihi SC.
	01/16/13		Researched three (3) Address Location Error Forms and corrected six (6) associated errors. Deleted duplicate record for St Francis West Medi.
	01/15/13		Moved eleven (11) Common Places to the correct location
			Added alias name FCU Honolulu Fire to FCU HFD Kalihi. Corrected FCU Honolulu Police to FCU Honolulu and FCU Honolulu Police as aliases.
			Created four (4) new Common Places: Teddy Bear Museum, FCU HPD Pearl City, FCU HPD Kapolei, and Seaside Bar and Grill.
			Researched five (5) Address Location Error Forms and corrected seven (7) associated errors. Deleted duplicate record for Prince GC.
	01/14/13		Spatially corrected seven (7) Common Places in Waimanalo and two (2) Common Places in Bellows to correspond with actual park entrances or lifeguard stands. Spatially corrected three (3) Common Places in Makakilo.
	01/11/13		Researched four (4) Address Location Error Forms and corrected ten (10) associated errors
			Corrected city name for Leilehua GC and National Guard Armor from Wahiawa to Mililani

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

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

Mapping Layers Updated – January 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Common Place Name (continued)	01/10/13		Corrected sixteen (16) city names from Pearl City to Waipahu and twenty-one (21) city names from Waipahu to Pearl City. Reviewed all Waipahu and Pearl City Common Places to ensure that all corresponded to the correct community.
			Corrected five (5) TCAD errors from the DEC 14 2012 report. Deleted Wahiawa National Gua duplicate.
	01/09/13		Created Pseudo Address field for the Master Common Places feature class. The State field was missing so re-created and re-populated.
			Corrected Park N Ride Wahiawa from the TCAD DEC 14 2012 report
			Reviewed Common Place discrepancies that fell on streets with CORRECTED GAPS between NOV 16 2012 and DEC 10 2012 reports. Corrected Wahiawa Dist Pk and Wahiawa Rec Ctr and deleted Wahiawa Rec Ctr and Wahiawa Gym duplicates.
	01/08/13		Reviewed Address Location Error Forms to ensure corrections were made in GIS. Added Holiday Inn Wkk as an alias to Waikiki Beachcomber. Also corrected Police Beat 467 to 464 for Sat City Hall Kaneo.
	01/03/13 -- 01/08/13		Researched and verified TCAD errors from the DEC 14 2012 report.
	01/03/13		Identified Makakilo Cliff blank-to-blank ranges. Relocated three (3) associated Common Places. Follow up with populating street range.
	01/02/13 -- 01/03/13		Completed review of spatially corrected Common Places in Waimanalo and discovered three (3) discrepancies. Follow up about lifeguard stands.

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

Mapping Layers Updated – January 2013 (continued)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Districts			
	01/31/13		Performed edits to the Engine 1 (Central Station) boundaries based on HFD written Policies and Procedures
	01/15/13		Cleaned up the boundaries around parcels at Kunia Camp
Fire Response Areas	01/08/13		Clipped out old ocean response boundaries from Fire responses and used updated Coastlines in order to apply a more precise 3-mile buffer for ocean rescues
	01/07/13		Completed correcting gaps and overlaps in preparation for the HFD TriTech CAD upgrade
Net_Junctions			
Points of Interest			
			Removed bogus street segment merging from Olomea St onto H1 crossing a median
			Corrected additional gaps on Manoa Rd identified in GIS Corrections log from HPD
Street Centerlines	01/25/13		Spatially corrected the street centerlines for White Plains Rd and Barbers Point Kings in order to correct the geocoding discrepancy with White Plains Beach Park. Removed any additional street segments.
			Corrected discrepancies from the HPD GIS Corrections list
	01/22/13		Identified valid gaps on Noelani St, Kuokoa St, Kuleana Rd, and Kuahaka St in Pearl City. Corrected Street Name Suffix for Philippine Sea Rd in Kalaeloa.

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

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

Mapping Layers Updated – January 2013 (continued)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
Street Centerlines (continued)	01/18/13		Corrected gaps in Aiea
	01/17/13 -- 01/18/13		Corrected gaps in Pearl City
	01/16/13		Added a field to the Master Street Centerlines in order to identify "true" exceptions from the MSAG database compare such as freeways and ingress segments
			Added Street Ownership field to the attributes and populated City, Federal, Ingress, Private, and MSAG streets
	01/11/13		Split ten (10) street segments on H1 where crossing police boundary at Pearl City borders and assigned new Akimeka Unique ID
			Added street ranges to thirteen (13) street segments on Kikani St in Halawa. These were previously blank-to-blank ranges.
			Completed creating the Koolina Exit in Kapolei. Edited the elevation attributes to identify overpasses and underpasses for routing purposes.
	01/10/13		Split Waipuna Ave at Police Beat boundary
			Created new on ramp and off ramp at Aliinui Dr and Farrington Hwy for Koolina Exit. Modified segment ranges since there are nineteen (19) new street segments that make up the merging lanes, lane splits, ramps and overpasses.
	01/09/13		Corrected ranges for Nou St in Makakilo due to bad addressing in the Makakilo Cliffs apartment complex
	01/08/13		Split street segments crossing Police boundaries in Pearl City, Kapolei and Waipahu
			Corrected segments at a new boundary between Pearl City and Waipahu
			Corrected a segment break on Lusitana St which was creating a routing issue
	01/02/13		Corrected gaps on streets in Pearl City

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

Mapping Layers Updated – January 2013 (continued)

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers	01/29/13		Mobi PCS Annual Audit
	01/28/13		Per VZW CRS
	01/25/13		
	01/25/13		Per Mobi PCS CRS
	01/18/13		Per T-Mobile CRS
	01/18/13		Per VZW CRS
	01/15/13		
	01/04/13		
SPECIAL REQUESTS			
Tow Jurisdictions			

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

GIS Data Requirements for TriTech CAD Systems

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

HFD Response Areas

1. Akimeka continued to create the new HFD Response Areas layer for the TriTech upgrade.

2. On January 10, 2013, Akimeka met with Geoff Shon and Shawn Kuratani at HFD Communications to make corrections to HFD Response Areas boundaries in preparation for the TriTech CAD upgrade. Based on Geoff and Shawn's recommendations, merged Battalion 1 Rescue 1 and 2, and merged Battalion 3 Rescue 1 and 2. Upon completion of the merge, there are now five (5) total response areas1 to 5.

   Akimeka also worked with HFD to create water rescue boundaries as part of the Response Areas layer to be merged with the Battalion boundaries and complete the layer. New zones were created for the ocean rescue operations (3 mile) - Fire Boat First In from Puuloa to Diamond Head lighthouse; Fire Boat Scope West from Kapolei West Coast to Puuloa boundary; Fire Boat Scope East from Diamond Head to Portlock in Hawaii Kai; Windward, North Shore, and Leeward coasts are Water Rescue.

   Akimeka agreed to review written descriptions in procedures provided by HFD to confirm boundaries, adjust ridgelines using other GIS layers, and ensure attributes meet the TriTech CAD Build Requirements.

3. On January 17, 2013, Akimeka met with Geoff Shon and Shawn Kuratani at HFD Communications to discuss and continue edits to the new Fire Response Areas for the TriTech CAD upgrade.

   a. Akimeka shared their findings that the TriTech CAD Build Requirements document gave a different interpretation as to what should be used for the HFD Response Areas. According to the TriTech CAD Build Requirements document, there must be attributes in the layer which include a code for Battalion and one for Response Areas, indicating that the response area is separate from the Battalion boundaries and should be used at the station level as previously proposed by Akimeka. The Battalions include a number of Engine companies that are at the station level.

   Akimeka suggested that HFD contact TriTech to ask about what would work best according to HFD operations. Geoff Shon indicated they had discussed using these before but it would create a lot of repetitive work attaching response plans to each engine versus the 5 battalions. Unfortunately, TriTech did not answer the call during the meeting so Geoff and Shawn agreed to follow up with TriTech.

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

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

GIS Data Requirements for TriTech CAD Systems (continued)

HFD Response Areas (continued)

    b. The boundaries Akimeka updated in the Battalions layer were reviewed and approved by HFD and that they follow the written boundaries. Akimeka proposed using the First In Areas (Engines) as the Response Areas layer and merging the newly created Water Response layer with the First In Areas and attributing the new Response Areas layer with Engine Company and Battalion it falls under.

    c. Subsequent to the meeting, Chuck Alexander from TriTech provided his response in regards to the HFD Response Areas. He needed to know how HFD does its reporting. If it is at the station level, then the Response Areas should be broken down to the station level. Chuck mentioned that if it was decided to go this route, there is a tool that can attach the response plans and would eliminate the repetitive work HFD was anticipating.

        Based on Chuck's response and Akimeka's proposal to use the smaller polygon layer at the station level, Battalion Chief Kennison Tejada reported this to Chief Farris for recommendation and discussion on what would work best for their CAD upgrade in order to build the right foundation.

4. On January 25, 2013, Akimeka received approval from HFD to proceed with Akimeka's proposal to build the new HFD Response Areas layer at the Engine (station) level versus the larger Battalion levels.

    a. Akimeka agreed to immediately begin working on this new HFD Reponse Areas layer, using the 43 Engine boundaries. The new Response Areas will include these 43 boundaries as well as the 4 Water Rescue boundaries previously created with HFD that stretch 3 miles from the shoreline.

        Once completed by Akimeka, a follow-up meeting will be scheduled by Akimeka and HFD to review the boundaries and get approval prior to submitting the new layer to TriTech for the CAD system upgrade.

EMS Street Centerlines

1. Akimeka continued to assist EMS and TriTech with re-configuring their GIS data to work best in the EMS TriTech CAD system.

2. As a follow up action item previously discussed in December 2012, Akimeka rebuilt the schema in the GIS Street Centerlines attributes in order to match the production export Tom Barrientos, EMS CAD Administrator, had previously sent Akimeka. The EMS CAD was reconfigured during a version upgrade and the old schema previously used in the Street Centerlines attributes was removed in the process.

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

GIS Data Requirements for TriTech CAD Systems (continued)

EMS Street Centerlines (continued)

    a. On January 7, 2013, Akimeka provided the EMS CAD Administrator, Tom Barrientos, with a newly built Street Centerlines layer, in order to work through the upload process; using the same schema provided to Akimeka in the GIS data provided.

    b. On January 18, 2013, Akimeka followed up with Tom in regards to the upload process using the GIS data submitted on January 7, 2013. The good news was that David Carroll from TriTech and himself were successful at getting the data into the CAD. The bad news, on an unrelated topic to the GIS data, was that he was still experiencing problems with Street Finder (a CAD component which had been problematic and TriTech has been working on with EMS). Tom mentioned that he sent Akimeka the wrong export of GIS data for Akimeka to match the schema to. He asked if Akimeka could rebuild the schema with a new export he would send.

        1) Tom agreed to resend both exports from the Test CAD and Production CAD for Akimeka to use to rebuild the Street Centerlines attributes again.

        2) Akimeka agreed to inspect both datasets submitted to Akimeka and to compare the two and rebuild the Street Centerlines attributes accordingly.

    c. On January 22, 2013, Akimeka received the export of Street Centerlines data from EMS' Test CAD and Production CAD systems, performed a comparison and submitted the results to EMS.

        1) Akimeka compared the two datasets in order to find consistency and determine if the Street Centerlines schema and the two sets of data matched identically.

        2) The findings were as follows:

            a) There were different Street Centerlines records between the Production and Test CAD -- 26,507 records in the Production CAD and 26,837 records in the Test CAD.

            b) City codes in the "City" field are still using zip codes. Based on previous discussions and agreements, TriTech agreed to work with both HFD and EMS to correct the city codes to the correct codes instead of using zip codes or county codes.

            c) The Test CAD export had two additional fields which were not in the Production CAD export -- "LeftServiceArea" and "RightServiceArea" which are EMS Response Areas attributes. This information must be in both attributes in order to function properly in the CAD system.

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

GIS Data Requirements for TriTech CAD Systems (continued)

EMS Street Centerlines (continued)

   d) There was a difference in spatial accuracy between the two sets of data. Both sets of data have identical spatial references because the TriTech CAD system imports data and strips the geographic reference and gives it a GCS 1983 reference. Since both data have the same reference but are shifted slightly, it means that one of these sets of data were not submitted by Akimeka since it does not match the spatial reference of Akimeka's source data.

   d. On January 24, 2013, Akimeka followed up with EMS to see if they were able to fix some issues with the TriTech CAD system. In order for Akimeka to provide GIS data to EMS to put into the CAD system, a baseline must be established where the CAD components are functioning properly and can accept updated GIS information on a two-week cycle.

   1) It was reported that DBAs from TriTech are still working on the EMS' CAD system. The issue is that the Test CAD is in an upgraded 5.2 version and the Production CAD is in a 4.59 version.

   2) Tom agreed to follow up with Akimeka once he gets a good starting point.

Response Area Coastlines

1. Due to the project timelines and readiness from the PSAPs to move forward with the latest GIS data for their CAD system upgrades, Akimeka proposed that all of the polygon layers for the new systems receive coastal boundary updates. Many of these boundaries have not been updated in a very long time and may create an issue in the future with the spatial re-alignment of all GIS data layers.

2. Akimeka proposed that the best time to clean-up the coastlines for these layers is before the CAD systems are upgraded and before Akimeka begins creating the ESN/ESZ.

3. Akimeka discussed these issues with HPD, as the primary PSAP, for consideration and approval for their Police Beat boundaries. Since all of the coastline boundaries in all of the GIS layers within the City & County of Honolulu must <u>match</u> one another, this decision impacts all of PSAPs and should be a joint discussion and approval process.

   Akimeka provided HPD with screenshots of some problematic areas that have spatial issues and require correction which could be used to facilitate the discussion with the other PSAPs.

4. On January 31, 2013 Akimeka received approval to correct the coastal boundaries for the Police Beats layer and any other associated polygon layers.

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

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 2013.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,046** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 17, 2013 for the Oahu Civilian PSAP 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 – Baseline (November 2011) to January 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	BASELINE (As of November 27, 2011) 9-1-1 MSAG Dated 11-01-11		As of July 12, 2012 9-1-1 MSAG Dated 07-01-12		As of October 22, 2012 9-1-1 MSAG Dated 10-01-12		As of January 17, 2013 9-1-1 MSAG Dated 01-01-13	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		12,265		6,953		7,002		7,046	
Less: 9-1-1 MSAG Exception Records	(1)	0	0.0%	8	0.1%	8	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		12,265		6,945		6,994		7,040	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,009	16.4%	5,629	81.1%	6,204	88.7%	6,518	92.6%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	1,429	11.6%	836	12.0%	578	8.3%	342	4.9%
9-1-1 MSAG Record With No Matching GIS Record	(3)	8,827	72.0%	480	6.9%	212	3.0%	180	2.6%
Total 9-1-1 MSAG Records No Match		10,256	83.6%	1,316	18.9%	790	11.3%	522	7.4%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audits for the City & County of Honolulu (Civilian PSAPs) have been completed as scheduled. Significant progress has been made from the November 2011 Baseline with a 16.4% Match Rate to 92.6% as of January 2013 and the effort will continue.

Oahu Civilian E9-1-1 Status Report
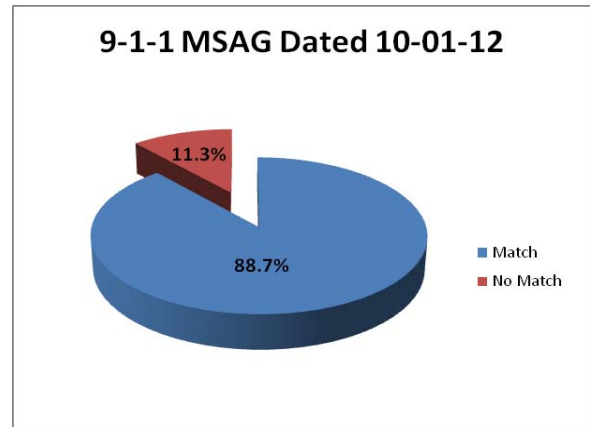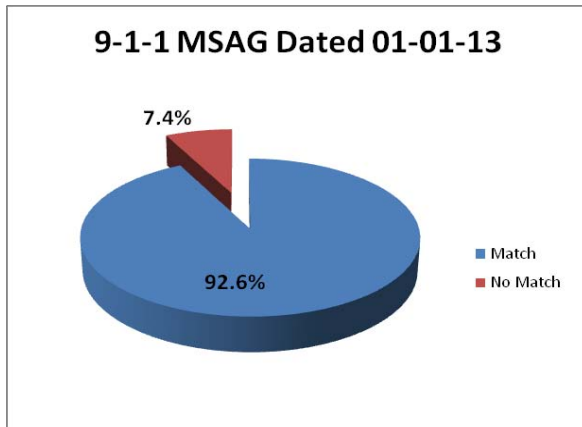## January 1, 2013 – January 31, 2013

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

Audit Summary Results – Baseline (November 2011) to January 2013 (continued)

Notes:

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

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

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

Audit Summary Results – January 1, 2013 MSAG vs. October 1, 2012 MSAG

Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 88.7% as of October 1, 2012 to 92.6% as of January 1, 2013

❖ As agreed between HPD PMT and Akimeka, Akimeka would focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.

❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.

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

Audit Summary Results – January 1, 2013 MSAG vs. October 1, 2012 MSAG (continued)

❖ "MSAG - GIS Minor Corrections" were further reduced by **40.8%** (578 to 342) from October 2012 to January 2013 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

❖ "MSAG Record With No GIS Record" was further reduced by **15.1%** (212 to 180) from October 2012 to January 2013 respectively. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

❖ The number of GIS records increased by **13.8%** (7,352 to 8,370) from October 2012 to January 2013 respectively. The increase in GIS records is due primarily to the increase and inclusion of the Military GIS records that belong to the Oahu Civilian jurisdiction.

❖ "GIS MSAG Records With No Matching E9-1-1 MSAG Record" increased from 45 to 1,042 records from October 2012 to January 2013 respectively. The increase is due primarily to the addition of the Military GIS records. The corresponding E9-1-1 MSAG records reside in the Intrado OMIL database which is maintained by military personnel. Akimeka was granted limited access to the OMIL database on January 4, 2013 to transfer the MSAG records to the correct MSAG (Oahu Civilian vs. OMIL) to ensure 9-1-1 call routing problems are alleviated. This reflects a timing issue between the two databases (MSAG and GIS).

❖ "GIS – MSAG Minor Corrections" were further reduced by **33.3%** (1,203 to 802) from October 2012 to January 2013 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.

❖ Street segment GIS record errors increased from 977 to 2,696 from October 2012 to January 2013 respectively due primarily to the inclusion of the Military GIS records to the Oahu Civilian GIS Street Centerlines.

❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

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

- ## PSAP Operations

9-1-1 Call Volume – January 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,459	2,690	31.8%	5,768	68.2%
MOLOKAI	262	147	56.1%	115	43.9%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	8,459	2,690	31.8%	5,768	68.2%	1	0.0%	1,240	14.7%
TOTAL YTD	**8,459**	**2,690**	**31.8%**	**5,768**	**68.2%**	**1**	**0.0%**	**1,240**	**14.7%**
AVG PER MO	**8,459**	**2,690**		**5,768**		**1**		**1,240**	

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

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	262	147	56.1%	115	43.9%	0	0.0%	39	14.9%
TOTAL YTD	**262**	**147**	**56.1%**	**115**	**43.9%**	**0**	**0.0%**	**39**	**14.9%**
AVG PER MO	**262**	**147**		**115**		**0**		**39**	

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 – January 2013

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

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

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – January 2013

Weekly (Every Friday)	Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the January 4, 2013 conference call which was 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 with regards to the Hawai`i County Solacom conversion.
	The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.
01/09/13	Akimeka installed printer drivers on all eight (8) Positron positions. This will allow the dispatchers to print from their Positron workstation.
01/16/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on January 16, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation and the recent visit of Mr. David Turetsky, Public Safety and Homeland Security Bureau Chief to the FCC. Mr. Turetsky visited the Honolulu PSAP, Maui PSAP, Sandwich Isles Communications emergency callboxes, among other related issues.
01/11/13 -- 01/28/13	The State of Hawai`i PSAPs were contacted by Sandwich Isles Communications requesting 9-1-1 testing for their emergency callboxes which directly connects to 9-1-1 when a button is depressed. These emergency callboxes are located at schools, recreation centers, and Sandwich Isles property to help prevent tragedies in school and children environments.
	In order to properly test the emergency callboxes, the PSAPs requested the telephone number for each callbox so that the ANI/ALI data could be verified.
	Upon receipt of the data from Sandwich Isles Communications, several issues with the data provided would cause confusion at the PSAPs.
	A conference call was held on January 21, 2013, and January 28, 2013 with all of the State of Hawai`i PSAPs to review the records and the location of each callbox. Concerns were raised by each of the PSAPs and Sandwich Isles Communications committed to work with each of the PSAPs and provide the best location information within the database restrictions.
	No testing will be conducted until all issues have been resolved.
01/17/13	Intrado, Hawaiian Telcom, Inc. (HTI), and the State of Hawai`i PSAPs began conference calls to discuss the upcoming conversion from headset manager to integration of the PSAP's Admin lines into the Intrado Viper equipment. The State of Hawai`i PSAPs are working with their individual recording systems to allow for integration with the Intrado recording output or utilize the headset manager solution.

- **PSAP Operations** (continued)

Current Month PSAP Operations Activities – January 2013 (continued)

01/17/13 -- 01/25/13	The Maui County PSAP reported trouble at their alternate center back up 9-1-1 lines. The voice only rotary lines were locking up when called by an "open air caller" (butt dialed) and the caller attempted to disconnect. Based on discussions between the Maui County PSAP and Hawaiian Telcom, Inc. (HTI), an option of "call party control" on the rotary lines was installed. This option would enable the calltaker to disconnect the call. This new option was successfully tested by Supervising Emergency Services Dispatch, Davlynn Racadio.
01/24/13	On behalf of the PSAPs, Akimeka initiated the Wireless Annual Audit process. All Wireless Service Providers (WSPs) were notified that statewide Call Routing Spreadsheets (CRSs) will be requested for all islands by WSP, starting with Mobi PCS, followed by Sprint/Nextel, T-Mobile, Verizon Wireless, and AT&T Mobility.
01/24/13 -- 01/31/13	On behalf of the PSAPs, Akimeka sent a request to Mobi PCS on January 24, 2013 for statewide Call Routing Spreadsheets (CRSs) to Intrado. Intrado returned the Annual Audit CRSs for each of the jurisdictions to Akimeka the same day. On January 31, 2013, Akimeka returned the validated CRSs with identified corrections to Intrado.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of January 31, 2013 are noted below:

04/16/10	Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.
	Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.
	Update (4/30/11) – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.
	Update (5/1/11 – 7/31/11) – In progress.
	Update (8/31/11) – In progress. Personnel updates need to be incorporated.
	Update (9/1/11 – 11/30/11) – No further updates.
	Update (12/31/11) – In progress. NENA standards updates are being incorporated.
	Update (1/31/12 – 01/31/13) – No further updates.

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

- ## MSAG

Current Month – January 2013

| 2013 | | 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)	# of Transactions	TNs Affected
MAUI COUNTY	63	61	11	0	43	6	1	405	2	0	0	0

Revised categories and report format changes effective May 2012.

During the month of January 2013, sixty-one (61) 9-1-1Net requests were completed relating to the Maui County MSAG database, with 405 customer ANI/ALI records updated as a direct result. Two (2) TN CR 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 January 31, 2013.

Year-to-Date (YTD) – 2013

| MAUI COUNTY | | 9-1-1NET REQUESTS | | | | | | | | | In Suspended Status as of Report Month End (c) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy Request (ALI DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July												
June												
May												
April												
March												
February												
January	63	61	11	0	43	6	1	405	2	0	0	0
TOTAL YTD	63	61	11	0	43	6	1	405	2			
AVG PER MO	63	61	11	0	43	6	1	405	2			

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents 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
January 1, 2013 – January 31, 2013

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
	center	**MAUI COUNTY**		
	center	**CRITICAL 9-1-1 PUBLIC SAFETY LAYERS** (Listed Alphabetically)			
Address Points	Maui	01/24/13 -- 01/28/13		Added twenty-one (21) addresses from the DSA Address layer. Added one (1) address from DSA. This is an ongoing project.
	Maui	01/24/13		Corrected data to meet Intergraph CAD standards.
	Maui		01/23/13	
	Maui	01/11/13 -- 01/23/13		Added sixty-six (66) and corrected nine (9) addresses from the DSA Address layer. Added four (4) addresses from DSA. Added twenty (2) addresses from the DSA Address layer and Kiva Net. Also added Common Names as requested by Maui Dispatch. This is an ongoing project.
	Molokai	01/11/13 -- 01/17/13		Added seven (7) addresses from the DSA Address layer. This is an ongoing project.
	Maui	01/10/13		Changed the location of one (1) POI Address Point and updated an alias Common Name as requested by Maui Dispatch.
	Maui/Molokai		01/09/13	
	Maui	01/03/13 -- 01/08/13		Added nineteen (19) and corrected eight (8) addresses from the DSA Address layer. Added one (1) address from DSA. Also corrected addresses on Ka Lei Pl, Makawao. This is an ongoing project.
	Molokai	01/02/13 -- 01/07/13		Added four (4) addresses from the DSA Address layer. This is an ongoing project.
	Maui	01/02/13		Added eighteen (18) addresses and corrected two (2) addresses from the DSA Address layer. Also added a Common Name. This is an ongoing project.
Emergency Callboxes				
Fire Beats				
	Maui	01/22/13		Changed to match corrected Coastline
Fire Districts				
	Maui	01/22/13		Changed to match corrected Coastline
Fire Response Areas				
	Maui	01/22/13		Changed to match corrected Coastline
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				

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

- ## Mapping Layers Updated/Loaded Into GIS – January 2013
  (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
		**CRITICAL 9-1-1 PUBLIC SAFETY LAYERS** **(Listed Alphabetically)**		
MSAG Communities (aka Towns)				
Medic Beats				
	Maui	01/22/13		Changed to match corrected Coastline
Medic Districts				
Medic Response Areas				
	Maui	01/22/13		Changed to match corrected Coastline
Medic Stations				
Milepost Markers				
	Maui		01/23/13	
	Maui	01/22/13		Added Piikea Park as requested by Maui Dispatch
	Maui	01/18/13		Corrected an address for a restaurant
Points of Interest	Maui	01/11/13		Added two (2) Restaurants
	Maui/Molokai		01/09/13	
	Maui	01/09/13		Corrected an address for a restaurant
	Maui	01/02/13		Added one (1) Church
Police Beats				
	Maui	01/22/13		Changed to match corrected Coastline
Police Districts				
	Maui	01/22/13		Changed to match corrected Coastline
Police Response Areas				
	Maui	01/22/13		Changed to match corrected Coastline
Police Stations				
Schools				
	Maui	01/24/13		Corrected data to meet Intergraph CAD standards
	Maui		01/23/13	
	Maui	01/23/13		Extended two (2) Street Centerline ranges to fit all addresses
	Maui	01/18/13		Assigned a range to Hemaloa St, Kahului to fit a new address
Street Centerlines	Maui	01/14/13 -- 01/15/13		Modified ranges to fit new address points
	Maui/Molokai		01/09/13	
	Molokai	01/07/13		Adjusted the range for Maunaloa Hwy, Kaunakakai to fit a new address
	Maui	01/07/13		Corrected the Street Name for Ka Lei Pl, Makawao
Trails				
	Maui	01/29/13		Mobi PCS Annual Audit
	Maui	01/16/13		Per VZW CRS
WSP Cell Towers	Maui	01/11/13		Corrected X-Y coordinates for T-Mobile tower. Changed radiuses.
	Maui/Molokai		01/09/13	
	Maui	01/04/13		Per VZW CRS

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

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

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Churches				
Gas Stations				
Food & Beverage	Maui		01/23/13	
	Maui	01/18/13		Corrected an address
	Maui	01/11/13		Added two (2) Restaurants
	Maui	01/09/13		Corrected an address
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks **(Includes National Parks)**				
	Maui	01/22/13		Added Piikea Park as requested by Maui Dispatch
Park Polygon	Maui		01/23/13	
	Maui	01/22/13		Added Piikea Park as requested by Maui Dispatch
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**				
Airports				
Bridges				
Coastline	Maui		01/23/13	
	Maui	01/22/13		Corrected to include a Street Centerline
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				

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

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		**01/09/13**	
HCS Monsanto Fields				
Tow Jurisdictions	Maui	01/22/13		Changed to match corrected Coastline

(*) *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.

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

Current Month GIS Activities – January 2013

01/15/13	As approved by Assistant Chief, Larry Hudson, Akimeka emailed the latest Address Points layer to Maui Electric Company.
01/22/13	The Police VET layer was changed to match the corrected Coastline.
01/23/13 -- 01/24/13	Akimeka prepared data and conducted an Intergraph CAD map push with the following data: Address Points, Common Place Lookup Table, Coastline, Street Centerlines, Police Beats, Police Districts, Police Response Areas, Parks Polygon, Fire Beats, Fire Districts, Fire Response Areas, Medic Beats, Tow Jurisdictions, PoliceVET and WSP Cell Towers. Akimeka also created .ply files for the Police Response Areas, Tow Jurisdictions, Police VET, Medic Beats, and Fire Response Areas.
01/23/13	Akimeka was not able to perform a PowerMap upload as scheduled due to issues with the Molokai server.

- ## Service Requests Transactions

Open Service Requests – January 2013 (December 28, 2012 – January 29, 2013)

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.*

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2013

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

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

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

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

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations

9-1-1 Call Volume – January 2013

PSAP	Total	Wireline/VoIP	%	Wireless	%
HAWAII (*)	11,436	3,803	33.4%	7,596	66.6%

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

9-1-1 Call Volume – Calendar Year 2013

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2013	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
TOTAL YTD	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
AVG PER MO	11,436	3,803		7,596		37		N/A		N/A	

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

- ## PSAP Operations (continued)

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

| HAWAII | | TRANSFERRED TO FIRE | | | | | | | | | | | |
| | | Wireline/VoIP | | | Wireless | | | Unknown | | Admin | | Abandoned | |
2013	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December													
November													
October													
September													
August													
July													
June													
May													
April													
March													
February													
January	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A
TOTAL YTD	**2,425**	**1,057**	**44.1%**	**27.8%**	**1,339**	**55.9%**	**17.6%**	**29**	**1.2%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO	**2,425**	**1,057**			**1,339**			**29**		**N/A**		**N/A**	

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

Notes:

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

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

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

- ## PSAP Operations (continued)

Wireless Test – January 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
01/23/13	Verizon Wireless	3	12	Hawai`i PSAP/ Akimeka	Pass
01/23/13	T-Mobile	1	3	Hawai`i PSAP/ Akimeka	Pass
01/23/13	T-Mobile	4	12	Hawai`i PSAP/ Akimeka	Fail
01/23/13	AT&T Mobility	3	9	Hawai`i PSAP/ Akimeka	Pass
01/23/13	AT&T Mobility	2	6	Hawai`i PSAP/ Akimeka	Fail

Current Month PSAP Operations Activities – January 2013

Weekly (Every Friday)	Hawai`i County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the January 4, 2013 conference call which was 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 with regards to the Hawai`i County Solacom conversion. The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.
01/11/13 -- 01/28/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on January 16, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation and the recent visit of Mr. David Turetsky, Public Safety and Homeland Security Bureau Chief to the FCC. Mr. Turetsky visited the Honolulu PSAP, Maui PSAP, Sandwich Isles Communications emergency callboxes, among other related issues.

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – January 2013 (continued)

01/16/13	The State of Hawai`i PSAPs were contacted by Sandwich Isles Communications requesting 9-1-1 testing for their emergency callboxes which directly connects to 9-1-1 when a button is depressed. These emergency callboxes are located at schools, recreation centers, and Sandwich Isles property to help prevent tragedies in school and children environments.

In order to properly test the emergency callboxes, the PSAPs requested the telephone number for each callbox so that the ANI/ALI data could be verified.

Upon receipt of the data from Sandwich Isles Communications, several issues with the data provided would cause confusion at the PSAPs.

A conference call was held on January 21, 2013, and January 28, 2013 with all of the State of Hawai`i PSAPs to review the records and the location of each callbox. Concerns were raised by each of the PSAPs and Sandwich Isles Communications committed to work with each of the PSAPs and provide the best location information within the database restrictions.

No testing will be conducted until all issues have been resolved.

01/17/13	Intrado, Hawaiian Telcom, Inc. (HTI), and the State of Hawai`i PSAPs began conference calls to discuss the upcoming conversion from headset manager to integration of the PSAP's Admin lines into the Intrado Viper equipment. The State of Hawai`i PSAPs are working with their individual recording systems to allow for integration with the Intrado recording output or utilize the headset manager solution.
01/24/13	On behalf of the PSAPs, Akimeka initiated the Wireless Annual Audit process. All Wireless Service Providers (WSPs) were notified that statewide Call Routing Spreadsheets (CRSs) will be requested for all islands by WSP, starting with Mobi PCS, followed by Sprint/Nextel, T-Mobile, Verizon Wireless, and AT&T Mobility.
01/24/13 -- 01/31/13	On behalf of the PSAPs, Akimeka sent a request to Mobi PCS on January 24, 2013 for statewide Call Routing Spreadsheets (CRSs) to Intrado. Intrado returned the Annual Audit CRSs for each of the jurisdictions to Akimeka the same day. On January 31, 2013, Akimeka returned the validated CRSs with identified corrections to Intrado.

- **PSAP Operations** (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of January 31, 2013 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 –01/31/13) – No further updates.

- **PSAP Operations** (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013

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 fifteen (15) trouble reports in the month of January 2013. As of January 31, 2012, a total of **413** trouble reports have been documented since the conversion as follows:

Trouble Category	# of Trouble Reports		Total Trouble Reports to Date
	February - December 2012	January 2013	
Audio Issues	178	1	179
No ANI/ALI Transferring to the CAD	50	0	50
Feature Not Working and Screen Problems	39	0	39
Ringback Issues -- Inability to Callback 9-1-1 Callers	13	1	14
Transfer Issues to Secondary PSAP (Fire)	9	0	9
Transfer Issues Between Hawaii and Maui PSAP	6	0	6
Call History Not Complete or Available	6	0	6
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	97	13	110
Total Trouble Reports	**398**	**15**	**413**

Of the 413 reported troubles, feedback and/or resolution has been received on 157 (38.0%) of the trouble reports.

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Friday) conference calls with the State of Hawai`i PSAPs relative to the Solacom issues. The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.

The January 4, 2013 conference call was cancelled.

Feedback and updates provided by HTI as of January 31, 2013 are as follows:

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

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

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

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

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

    No further information has been provided as of January 31, 2013.

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

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

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

3. <u>No ANI/ALI Information Transferring to the CAD</u> – 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.

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

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

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

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

4. <u>Greater Percentage of Wireless Phase I (WPHI I) Calls</u> – This issue has not been resolved. Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II (WPH II) calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II (WPH II) calls to Wireless Phase I (WPH I) calls. As a result, there are more inquiries by the dispatcher for location information and/or more re-bid requests being required as compared to pre-conversion.)

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

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

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

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

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

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

5. <u>Inability to Transfer Calls to the Secondary PSAP</u> – There has been no further occurrences reported as of October 31, 2012 and this issue is considered closed.

6. <u>No 9-1-1 Recording </u>– 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 January 31, 2013.

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

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

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

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (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.

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

   There has been no trouble reported since the upgrade as of January 31, 2013 and this issue will continue to be monitored.

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.

- **PSAP Operations** (continued)

**County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update –
As of January 2013** (continued)

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

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

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

    No further occurrences have been reported as of January 31, 2013.

9. <u>9-1-1 Calls With No Audio and No ANI/ALI Information</u> – These are old issues that have resurfaced. Sergeant Ing reported that from June 22 – 23, 2012, the 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 January 31, 2013.

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

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

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

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

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

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

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

    There has been no trouble reported since the upgrade as of January 31, 2013 and this issue will continue to be monitored.

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

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

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

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

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

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

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

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

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

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

    There have been no further incidents reported however the situation will continue to be monitored.

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

    Sergeant Ing tested the three (3) "outside positions" by "busying out" and "logging out" and confirmed that indeed callers are reaching a busy signal.   Sergeant Ing notified HTI about the condition, and asked why these callers were not transferred to the "inside positions" (Puna, South Kohala, Kona and Hilo). HTI informed the County of 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.

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

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

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 January 31, 2013.

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

On September 17, 2012, Hawaiian Telcom and Solacom scheduled a maintenance upgrade with the County of 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. <u>Re-location of Hawai`i County Fire Department</u>

On October 27, 2012, the Hawai`i 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 call taker released the call to Fire/EMS lines.

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

- **PSAP Operations** (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of January 2013 (continued)

16. Re-location of Hawai`i County Fire Department (continued)

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

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

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

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

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

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

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

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
January 1, 2013 – January 31, 2013

- ## MSAG

Current Month – January 2013

| 2013 | | 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)	# of Transactions	TNs Affected
HAWAII	267	247	148	15	57	22	5	2,878	16	4	0	0

Revised categories and report format changes effective May 2012.

During the month of January 2013, 247 9-1-1Net requests were completed relating to the MSAG database, with 2,878 customer ANI/ALI records updated as a direct result. Sixteen (16) TN CR and four (4) 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 January 31, 2013.

Year-to-Date (YTD) Summary – 2013

| HAWAII COUNTY | | 9-1-1NET REQUESTS | | | | | | | | | In Suspended Status as of Report Month End (c) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December	0	0	0	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0	0
January	267	247	148	15	57	22	5	2,878	16	4	0	0
TOTAL YTD	267	247	148	15	57	22	5	2,878	16	4		
AVG PER MO	267	247	148	15	57	22	5	2,878	16	4		

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(b)	Represents ALI Discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency.
	(c)	Represents 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
January 1, 2013 – January 31, 2013

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

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	01/23/13		Added callboxes and milepost markers
		01/22/13	
	01/16/13 -- 01/17/13		Monthly update on Address Points
		01/08/13	
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)		**01/22/13**	
	01/08/13		Corrected topology errors
Medic Response Areas	**N/A for Hawaii County**		
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			

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

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Street Centerlines	01/23/13		Added two (2) street segments
		01/22/13	
	01/16/13 -- 01/17/13		Monthly update on Street Centerlines
		01/08/13	
Trails			
WSP Cell Towers			
	01/28/13		Mobi PCS Annual Audit
			Per AT&T Mobility CRS
	01/25/13		Standardized field names
		01/22/13	
	01/18/13		Per AT&T Mobility CRS
	01/15/13		
	01/10/13		Corrected X-Y coordinates for T-Mobile towers
		01/08/13	
	01/08/13		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels		01/22/13	
	01/08/13		Corrected topology errors
Parks **(Includes National Parks)**			
Parks Polygon			
Post Offices			
Subdivisions			

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

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

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			

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

- ## Mapping Layers Updated/Loaded Into GIS – January 2013
  ### (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
United States National Grid (50K)			
United States National Grid (500K)			
Volcano Hazard Zones			
Waste Water Plants			
SPECIAL REQUESTS			
Correctional Facilities			

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

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

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

Address Points and Street Centerlines Update Comparison

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on **January 17, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		
# of Street Segments Removed		0
# of New Addresses Added	51	
# of Addresses Removed	16	
# of Street Segment Range Changes		6
# of Street Segment Name Changes		26
# of Address Street Name Changes	164	
# of Address Street Number Changes	12	

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

Hawai`i County E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## Service Requests Transactions

Open Service Requests – January 2013 (December 28, 2012 – January 29, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on 10/01/12. Field work was conducted in October 2012 to correct the address number discrepancies on Puako Beach Road. Akimeka submitted TN CRs to HTI via Intrado in 9-1-1Net and the County of Hawai`i Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers. There are currently 126 TNs in "Referred" status with HTI. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.
2	01/02/13	540	Incorrect Address: TN= (808) 323-3994	MSAG - ANI/ALI Discrepancy	Normal	TN information submitted to 9-1-1Net and awaiting approval from Hawaiian Telcom, Inc. (HTI).

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

Year-to-Date (YTD) Summary – 2013

HAWAII				SERVICE REQUEST CATEGORIES							
2013	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February											
January	5	4	2	0	0	5	4	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	**5**	**4**	**2**	**0**	**0**	**6**	**4**	**0**	**0**	**0**	**0**

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

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

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

- ## PSAP Operations

9-1-1 Call Volume – January 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,178	1,011	31.9%	2,154	68.1%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February									
January	3,178	1,011	31.9%	2,154	68.1%	13	0.4%	640	20.1%
TOTAL YTD	**3,178**	**1,011**	**31.9%**	**2,154**	**68.1%**	**13**	**0.4%**	**640**	**20.1%**
AVG PER MO	**3,178**	**1,011**		**2,154**		**13**		**640**	

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 E9-1-1 Status Report
January 1, 2013 – January 31, 2013

- ## PSAP Operations (continued)

Wireless Test – January 2013

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

Current Month PSAP Operations Activities – January 2013

Weekly (Every Friday)	Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls (except the January 4, 2013 conference call which was 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 with regards to the Hawai`i County Solacom conversion. The focus of the conference calls has shifted to the Intrado Viper solution and installation. A Solacom Action Register is provided on each conference call and reviewed as time permits.
01/16/13	The State of Hawai`i PSAPs monthly scheduled PSAP Round Table Forum via conference call was held on January 16, 2013. The primary focus was a discussion with regards to the upcoming Intrado Viper installation and the recent visit of Mr. David Turetsky, Public Safety and Homeland Security Bureau Chief to the FCC. Mr. Turetsky visited the Honolulu PSAP, Maui PSAP, Sandwich Isles Communications emergency callboxes, among other related issues.
01/11/13 -- 01/28/13	The State of Hawai`i PSAPs were contacted by Sandwich Isles Communications requesting 9-1-1 testing for their emergency callboxes which directly connects to 9-1-1 when a button is depressed. These emergency callboxes are located at schools, recreation centers, and Sandwich Isles property to help prevent tragedies in school and children environments. In order to properly test the emergency callboxes, the PSAPs requested the telephone number for each callbox so that the ANI/ALI data could be verified. Upon receipt of the data from Sandwich Isles Communications, several issues with the data provided would cause confusion at the PSAPs. A conference call was held on January 21, 2013, and January 28, 2013 with all of the State of Hawai`i PSAPs to review the records and the location of each callbox. Concerns were raised by each of the PSAPs and Sandwich Isles Communications committed to work with each of the PSAPs and provide the best location information within the database restrictions. No testing will be conducted until all issues have been resolved.

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

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – January 2013 (continued)

01/17/13	Intrado, Hawaiian Telcom, Inc. (HTI), and the State of Hawai`i PSAPs began conference calls to discuss the upcoming conversion from headset manager to integration of the PSAP's Admin lines into the Intrado Viper equipment. The State of Hawai`i PSAPs are working with their individual recording systems to allow for integration with the Intrado recording output or utilize the headset manager solution.
01/24/13	On behalf of the PSAPs, Akimeka initiated the Wireless Annual Audit process. All Wireless Service Providers (WSPs) were notified that statewide Call Routing Spreadsheets (CRSs) will be requested for all islands by WSP, starting with Mobi PCS, followed by Sprint/Nextel, T-Mobile, Verizon Wireless, and AT&T Mobility.
01/24/13 -- 01/31/13	On behalf of the PSAPs, Akimeka sent a request to Mobi PCS on January 24, 2013 for statewide Call Routing Spreadsheets (CRSs) to Intrado. Intrado returned the Annual Audit CRSs for each of the jurisdictions to Akimeka the same day. On January 31, 2013, Akimeka returned the validated CRSs with identified corrections to Intrado.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of January 31, 2013 are noted below:

04/16/10	Akimeka personnel worked on a flowchart for the Neighbor Island PSAPs to document the flow of a Call Routing Spreadsheet (CRS) and Testing Validation Worksheet (TVW). It was discovered that different processes exist among the carriers.
	Akimeka created and submitted for review a DRAFT Call Routing Sheet (CRS) and Testing Validation Worksheet (TVW) process flowchart to the Neighbor Island PSAPs on December 20, 2010.
	Update (4/30/11) – Akimeka continued to work on the flowchart and incorporate the feedback received. An updated process flowchart is currently under review within Akimeka. Once approved, it will be shared with the Neighbor Island PSAPs.
	Update (5/1/11 – 7/31/11) – In progress.
	Update (8/31/11) – In progress. Personnel updates need to be incorporated.
	Update (9/1/11 – 11/30/11) – No further updates.
	Update (12/31/11) – In progress. NENA standards updates are being incorporated.
	Update (1/31/12 – 01/31/13) – No further updates.

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

- ## MSAG

Current Month – January 2013

2013		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)	# of Transactions	TNs Affected
KAUAI	202	7	1	0	5	1	0	15	195	0	3	3

Revised categories and report format changes effective May 2012.

During the month of January 2013, seven (7) 9-1-1Net requests were completed relating to the MSAG database, with fifteen (15) customer ANI/ALI records updated as a direct result. 195 TN CR transactions 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 January 31, 2013 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
January 1, 2013 – January 31, 2013

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2013

| KAUAI | | 9-1-1NET REQUESTS | | | | | | | | | In Suspended Status as of Report Month End (c) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | |
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July												
June												
May												
April												
March												
February												
January	202	7	1	0	5	1	0	15	195	0	3	3
TOTAL YTD	202	7	1	0	5	1	0	15	195	0		
AVG PER MO	202	7	1	0	5	1	0	15	16	0		

(*) Applies to Change Request Category Only

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs.
	(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
January 1, 2013 – January 31, 2013

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points			
	01/31/13		Corrected an address
	01/29/13		Corrected MSAG Community for thirty-five (35) addresses
	01/28/13		Added one (1) address received from the Kauai County Addressing Authority
	01/25/13		Removed the hyphen in the Street Name -- Pua Kenikeni St, Lawai
		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Emergency Callboxes		**01/10/13**	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations		**01/10/13**	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Incident Response Area			
Major Roads		**01/10/13**	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
MSAG Communities (aka Towns)	01/29/13		Corrected the boundary between Hanapepe and Eleele and between Mana and Kekaha
		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Medic Beats			
Medic Districts			
Medic Response Areas			

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

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Medic Stations		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Milepost Markers		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Points of Interest		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Police Beats		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Police Districts			
Police Response Areas		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Police Stations		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Schools		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Street Centerlines	01/25/13		Removed the hyphen in the Street Name -- Pua Kenikeni St, Lawai
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)	01/11/13	01/24/13	Changed radiuses

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

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Gas Stations		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Food & Beverage		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Hospitals		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Lodging		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Medical Facilities		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Parcels		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Parks		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Parks Polygon		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Post Offices		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Subdivisions			

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

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

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Bridges		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Coastline			
Coastal Names		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Communications		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Emergency Shelters		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Emergency Operation Centers (EOC)		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Government Buildings		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Harbors			
Helipads			
Hydrants		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Hydrology Layers			
- Dams		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
- Ponds		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
- Streams (Includes Rivers)			
- 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.*

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

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Ocean Rescue Boundaries		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Ocean Safety (Includes Lifeguard Stands)		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.
KCC Callboxes		01/10/13	Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map.

(*) *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 – January 2013

01/10/13   Akimeka re-designed PowerMap. The new design included implementation of a consistent naming schema and formatting layers to construct a robust and user friendly map. The affected layers were uploaded to PowerMap accordingly on January 10, 2013.

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

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.

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

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

- ## Service Requests Transactions

Open Service Requests – January 2013 (December 28, 2012 – January 29, 2013)

Date	Ticket #	Description	Category	Urgency	Comments
		NONE			

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

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

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2013

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

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

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

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

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,246** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 15, 2013 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 – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 15, 2013	
		9-1-1 MSAG Dated 01-01-13	
		# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,246	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.5%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,190**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,190**	**100.0%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%
Total 9-1-1 MSAG Records No Match		**0**	**0.0%**

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit completed
for Kauai County resulted in a 100.0% 9-1-1 Match percentage
as of January 15, 2013.

Kauai County E9-1-1 Status Report
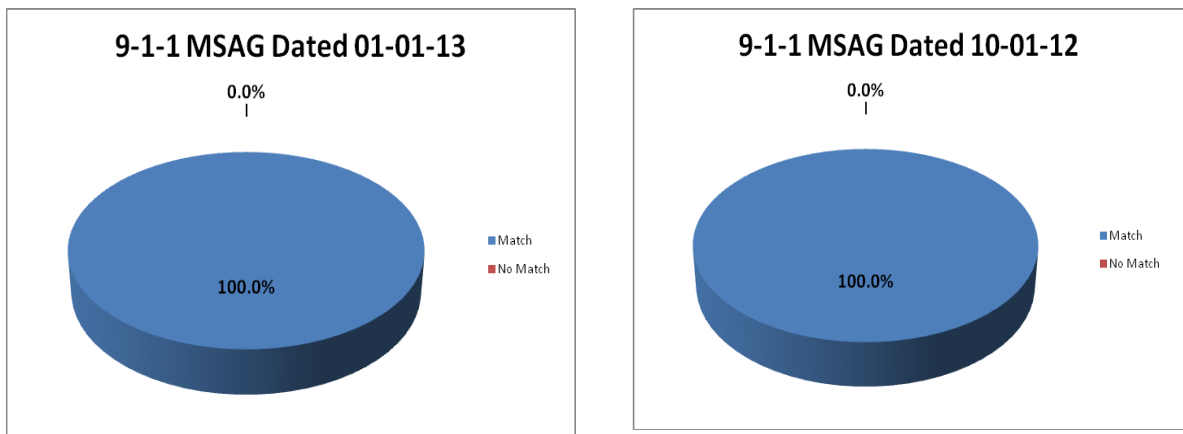## January 1, 2013 – January 31, 2013

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

Audit Summary Results – 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 – January 1, 2013 MSAG vs. October 1, 2012 MSAG

Kauai County's level of accuracy or 9-1-1 Match percentage remained at 100.0% as of January 2013. The NENA recommended minimum match rate of 98% has been met consistently in 2012 and continues in 2013.

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.

- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.

- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".

Kauai County E9-1-1 Status Report
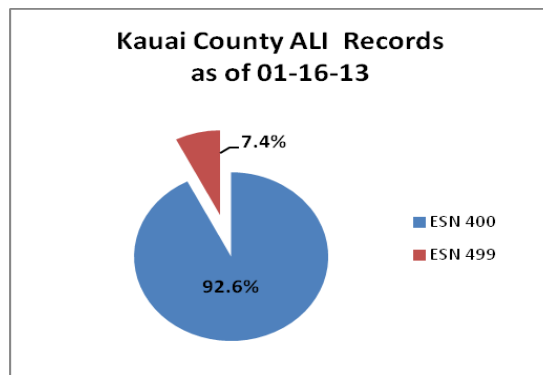## January 1, 2013 – January 31, 2013

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

Audit Summary Results – January 1, 2013 MSAG vs. October 1, 2012 MSAG (continued)

❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Automatic Location Identification (ALI) Record Status

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of January 16, 2013, **2,420** ESN 499 records, representing **7.4%** of Kauai County's total ALI records, require additional research and corrective action.

Kauai County ALI Records as of 01-16-13

- 7.4%
- 92.6%
- ESN 400
- ESN 499

Corrections to the ALI records will reduce the potential of a 9-1-1 call landing at the PSAP with incorrect or no ALI information. This will also reduce the potential of a No Record Found (NRF) condition during a 9-1-1 call. This is a required function of the database synchronization process for all PSAPs in the State of Hawaii.

ALI records with incorrect or partial ALI information are primarily due to telephone numbers (TNs) with missing digit(s), incorrect or missing address information in the House Number, Pre-Direction, Street Name, Street Name Suffix, MSAG Community, and Customer Name or a combination thereof. These ALI discrepancies will also conflict with the address validation process within the 9-1-1 CAD GIS module making it difficult to verify and locate the 9-1-1 caller.

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

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

Automatic Location Identification (ALI) Record Status (continued)

These ALI records are located in the ESN 499 portion of the Kauai County MSAG which has   blank-to-blank ranges and erroneous addresses which were not validated against the MSAG or with the County of Kauai Addressing Authority.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 499 MSAG records to a valid Kauai County ESN 400 – 448 to ensure that all ALI records assigned to the County of Kauai have an "MSAG valid address".