STATE OF HAWAIʻI
Enhanced 911 Board

E911 Communications/Technical/Finance Committee Meeting
Tuesday, March 13, 2012
McCoy Pavilion, Ala Moana Beach Park
10 am to 12 noon

Agenda

I. Call to Order

II. Introductions

III. Review and Approval of Last Meeting's Minutes

IV. Items for Discussion, Consideration and Action:

    a. Communications Committee

        i. Web Master expanded services & timeline for implementation

        ii. Act 168(11)

        iii. Press Releases

        iv. Legislative updates

        v. Logo Contest Update

        vi. Confirmation Hearing Remarks

        vii. Others

    b. 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 approval for PSAP adjustments to previously approved FY 2012 funding.

            1. HPD $1,549,940.

            2. HFD – CAD Upgrade additional funding.

            3. Request for purchase of new equipment for Maui PSAP:

                a. CAD-Powerphone to replace PRO QA $72.820

                b. Servers for Alternate PSAP Site $11,954.12

        c. Laptops for Alternate PSAP Site $11,249.18

        d. Mapping Workstation $6,559.16

        e. CAD System Training $29,487.50

        f. <u>Total $106,169.96</u>

    4. Others

iii. .Act 168(11)

iv. Solecom Press Release

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

vi. Formation of a regulatory committee.

    1. Dan Youmans (AT&T)

    2. Kenison Tejada (HFD)

    3. Steve Schutte (Verizon)

    4. Mark Begley (Kauai PSAP)

    5. Tony Ramirez (Akimeka, LLC)

    6. John Thompson (HPD)

    7. Morris Tamanaha (Navy RDC)

    8. Thalia Burns (HPD)

    9. Gordon Bruce (Oahu PSAP)

    10. Jill Hayami (Akimeka, LLC)

    11. Aaron Correia (HPD)

    12. Steven Golden (HawTel)

    13. PUC Rep (TBD)

    14. Pat Ohara (AG Office)

vii. 911 Goes to Wash DC Conference.

    1. Capt. Terrence Kong (HPD)

    2. Thalia Burns (HPD)

    3. Patricia Dukes (EMS)

    4. Davlynn Racadio (MPD)

    5. Susan Egdamin (MPD)

    6. Capt. Randall Medeiros (Hawaii PD)

    7. Thera Bradshaw

    8. <u>Total Estimated Cost - $21,000</u>.

viii. Alternate Routing when 911 calls can't be routed through CML.

ix. Clarification on what parts of a CAD system that should be covered by the 911 fund.

x. Contingency plan for Fire & EMS CAD Upgrade.

xi. FY 2013-2017 Strategic Budget Plan Part II-***Recurring Items***

    C. <u>Finance Committee</u>

        i. Monthly Cash Flow Financial Report

        ii. Request for approval for PSAP adjustments to previously approved FY 2012 funding.

            1. HPD - $1,549,940 CAD upgrade costs.

            2. Docusign (document electronic signature service) -$200.

            3. Maui PSAP Equipment - $106,170

V. Announcements

VI. Next meeting date: Tuesday, April 10, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

VII. Adjournment

STATE OF HAWAI'I
Enhanced 911 Board

E911 Communications/Technical/Finance Committee Meeting
Tuesday, March 13, 2012
McCoy Pavilion, Ala Moana Beach Park
10 am to 12 noon

MINUTES

Communications Committee members present: Gordon Bruce (Chair), Paul Ferreira, Clayton Tom, Victor Ramos, Jayne Nantkes and Thalia Burns.
Communications Committee members absent: None
Technical Committee members present: Victor Ramos (Chair), Clayton Tom, Tony Ramirez, Aaron Correia, James LaClair, Morris Tamanaha, Kiman Wong and Clement Chan.
Technical Committee members absent: Kenison Tejada
Finance Committee members present: Kiman Wong (Chair), Paul Ferreira, John Thompson, and Gordon Bruce.
Finance Committee members absent: Mark Begley.
Staff in attendance: Thera Bradshaw, Courtney Tagupa, and Pat Ohara.
Guests: Brandon Raines (Kauai County), Steven Schutte (Verizon), Jeff Riewer (AT&T), Diana Chun (EMS), Jim Howe (Ocean Safety), Terrence Kong (HPD), Dave Peck (Pictometry), and Roy Halterman (Intrado).

I.   Call to Order

   The meeting was called to order at 10:00 am.

II.   Introductions

   All in attendance were introduced.

III.   Review and Approval of Last Meeting's Minutes

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

IV.   Items for Discussion, Consideration and Action:

   a.   Communications Committee

      i.   Web Master expanded services & timeline for implementation

         Ms. Thera Bradshaw stated the following points:

a. *A sight map of the web site was passed around for feedback from the committee members.*

b. *The website is a living one subject to change.*

c. *Secured log-in section has been created for committee and board members.*

d. *Migration from the old site has begun.*

e. *Pictures from the confirmation hearings were included in the new website.*

f. *Pictures of the Board and Committees will be included including short bios of the members for public information.*

g. *We will need to draft a letter for approval for the use of the State of Hawaii.*

h. *A request was made to the Committee for suggestions of what pictures of action shots to include on the website.*

ii. Act 168(11)

Ms. Bradshaw announced that a hearing in the House Committee will be attended by Ms. Bradshaw and John Thompson on SB 2859. Mr. Ferreira has submitted testimony on behalf of the Board.

In addition confirmation hearing will be held for the new Board members.

iii. Press Releases *- Mr. Gordon Bruce encouraged all PSAPs to submit their success stories to Courtney or Thera.*

iv. Legislative updates

Ms. Thera Bradshaw stated the following about the new legislation:

a. *The President just signed the Middle Class Tax Relief and Job Creation Bill.*

b. *The bill contains a section on NG 9-1-1 services.*

c. *A summary will be sent to the committee members.*

d. *Spectrum information.*

e. *$115M dollars have been allocation for NG 9-1-1.*

f. *Subtitle E NG Advancement after 2012: it lays out the coordination of NG 9-1-1 implementation at the federal level.*

g. *GAO study of State and local use of 9-1-1 service charges.*

h. *Protection for NG 9-1-1 service that apply to PSAPs.*

i. *Costs of NG 9-1-1 services.*

j. *9-1-1 PSAP readiness.*

k. *Each state will be surveyed for information for the reports to congress.*

Ms. Bradshaw will also send out a NASNA analysis and survey of the states as far as what fees they are charging; the amounts collected, etc. This information can be used for drafting new legislation in the coming years.

v. Logo Contest Update

The following information will be necessary to initiate the process:

a. *Assistance in identifying schools and their contacts.*

b. *All islands will be involved.*

c. *Timeline*

d. *Criteria for the logo to be sent to Gordon Bruce.*

e. *Evaluation criteria and dos and don'ts.*

f. *Only public schools will be involved.*

g. *Permission to use the State logo will need to be authorized*.

vi. Confirmation Hearing Remarks

Ms Bradshaw stated that:

a. *Senate committee co-chair (Kidani) wanted the Board to be more proactive regarding the $16M E9-1-1 fund raid.*

b. *Sen. Kidani was not aware of the possible adverse effect of the raid of the E9-1-1 on future federal grants.*

Mr. Paul Ferreira recommended that a delegation from the Board meet with Sen. Kidani to address her concerns about the Board.

Mr. Paul Ferreira motioned to recommend to the Board that Mr. Gordon Bruce scheduled meetings with the Chair and Co-Chair

of the Public Safety and Military Affairs Committee to discuss comments brought up by the Chair & Co-Chair. The motion was seconded and approved unanimously by voice vote without further discussion.

A recommendation was made to invite the Senators to a PSAP as a prelude to a discussion regarding their concerns about the Board.

    vii. Others-None

Mr. Paul motioned for the Communications Committee to adjourn. The motion was seconded and approved unanimously by voice vote with discussion.

b. <u>Technical Committee</u>
    i. Update on status of PSAP projects with funds pending expenditure.
        1. HFD - Fire/EMS CAD update
            a. Clarification on what parts of a CAD system that should be covered by the 911 Fund.
            b. Contingency plan for Fire & EMS CAD upgrade

        Both matters were deferred until next month.
        2. Kauai CAD update
        There was nothing of any significance to report. The committee was informed that the existing encumbrance for the Kauai PSAP will be carried forward into FY 2013 resulting in no impact on the FY 2013-17 Strategic Budget Plan.
        3. Others-None
    ii. Request for approval for PSAP adjustments to previously approved FY 2012 funding.
        1. HPD $1,011,700.
        This matter was previously referred to the Finance Committee.
        2. HFD – CAD Upgrade additional funding.

This matter is being deferred until next month.

3. Request for purchase of new equipment for Maui PSAP:
    a. *CAD-Powerphone to replace PRO QA $72.820.00.*
    b. *Servers for Alternate PSAP Site $11,954.12*
    c. *Laptops for Alternate PSAP Site $11,249.18*
    d. *Mapping Workstation $6,559.16*
    e. *CAD System Training $29,487.50.*

    Mr. Tony Ramirez motioned that the matter be forwarded to the Finance Committee and the Board for funding approval. The motion was seconded and was approved by voice vote with Victor Ramos and Clayton Tom abstaining.

4. Others- *None*

iii. .Act 168(11)-None

iv. Solecom Press Release

Ms. Bradshaw stated the following:

   a. *Solecom issued a press release entitled Solecom Selected for Hawaii Statewide NG 9-1-1 Network issued on February 21, 2012.*
   b. *The press may be misleading by inferring that the State of Hawaii selected Solecom.*
   c. *Solecom was contacted and advised to provide a draft of any future press releases regarding E 9-1-1 to the PSAPs and the Enhanced 9-1-1 for review in advance of a release of information.*

v. Request for PSAP updates for Enhanced 911 Timeline continuum-
None at this time.

vi. Formation of a regulatory committee.

The following members were acknowledged.

   1. *Dan Youmans (AT&T)*
   2. *Kenison Tejada (HFD)*
   3. *Steve Schutte (Verizon)*
   4. *Mark Begley (Kauai PSAP)*
   5. *Tony Ramirez (Akimeka, LLC)*
   6. *John Thompson (HPD)*

      7. *Morris Tamanaha (Navy RDC)*

      8. *Thalia Burns (HPD)*

      9. *Gordon Bruce (Oahu PSAP)*

      10. *Jill Hayami (Akimeka, LLC)*

      11. *Aaron Correia (HPD)*

      12. *Steven Golden (HawTel)*

      13. *PUC Rep (TBD)*

      14. *Pat Ohara (AG Office)*

vii. 911 Goes to Wash DC Conference.

The following individuals were acknowledged.

      1. *Capt. Terrence Kong (HPD)*

      2. *Thalia Burns (HPD)*

      3. *Davlynn Racadio (MPD)*

      4. *Susan Egdamin (MPD)*

      5. *Capt. Randall Medeiros (Hawaii PD)*

      6. *Thera Bradshaw*

      7. *Total Estimated Cost - $21,000.*

viii. Alternate Routing when 911 calls can't be routed through CML.

Mr. Tony Ramirez stated the following:

    a. *NENA document 57-001, establishes the overflow default and diverse routing operating standards.*

    b. *There should be a conversation between NSC or wireless service provider and the 9-1-1 service provider to figure out what to do with the traffic when the selective router kicks in when the trunks are busy.*

    c. *According to the NENA standards, the overflow alternate default first routing should be reviewed with the WSP during the pilot and implementation of wireless 9-1-1 service.*

    d. *Wireless 9-1-1 calls should be routed through the 9-1-1 network.*

    e. *Wireless 9-1-1 calls should be routed to dedicated callbacks.*

    f. *Wireless 9-1-1 calls should not be routed to through an administrative telephone number.*

g. *Wireless 9-1-1 call should be coordinated with the 9-1-1 service provider to keep it within the network. If a primary PSAP's trunks are busy then the call should be routed the call to the secondary PSAP; automatic overflow.*

h. *What should be negotiated between the State agency and the WSPs is the MSC side of the circuit. Does the State or PSAPs want WSP customers to hear a fast busy or a recording?*

Mr. James LaClair stated the following:

a. *These discussions are important to determine what we are trying to answer.*

b. *We have asked AT&T to come back with verification because we are mixing two different things.*

c. *The discussion with AT&T originated with a request for a 10 digit phone number to route calls in the event they are unable to contact HawTel.*

d. *HawTel has a variety of ways for deliver the calls to the CML.*

e. *Clarification of AT&T's original request has been requested.*

f. *HawTel always calls the PSAP to verify the number where they want the call to go.*

It was recommended that the matter be referred to each PSAP to work the issue with the WSPs and HawTelcom.

ix. Clarification on what parts of a CAD system that should be covered by the 9-1-1 fund.

Mr. Gordon Bruce stated the following:

a. *Should the Board fund the PSAPs for all the items that are identified in an E 9-1-1 system?*

b. *An example of this problem is RMS (records management system or analysis software, etc.*

c. *What does NENA say is the standard for a fundable E 9-1-1 item?*

d. *We will need a legal opinion to clarify this issue.*

Mr. Paul Ferreira stated that the new law expands the Board's authority to fund, deploy and sustain enhanced 9-1-1 services. The

legislature has given the Board the authority, according to the AG's office, to fund RMS and other items identified in an E 9-1-1 system if Board so decides.

    x. Contingency plan for Fire & EMS CAD Upgrade.
This item is deferred until next month.

    xi. FY 2013-2017 Strategic Budget Plan Part II-*Recurring Items*

Mr. Tagupa presented the Strategic Budget Plan for the Recurring Items as follows:

        a. *Provided a comparison of the FY 2012 forecasted expenditures to the future expenditures for FY 2013 through FY 2017.*

        b. *Provided a variance analysis of the changes from FY 2013 to FY 2017.*

        c. *Requested that the Technical committee approve the items listed in the Strategic Budget Plan.*

Mr. James LaClair motioned to approve the Strategic Budget Plan Part II (Recurring Items) and forward it to the Finance Committee and the Board for funding. The motion was seconded and approved unanimously by voice vote.

C. Finance Committee

    i. Monthly Cash Flow Financial Report
Mr. Courtney Tagupa stated the following:

        a. *Receipts (Month of February) - $680,297.*

        b. *Receipts (FY YTD) – $5,833,246.*

        c. *Disbursements (Month of February) - $473,608.*

        d. *Disbursements (FY YTD) - $1,928,173.*

    ii. Request for approval for PSAP adjustments to previously approved FY 2012 funding.

        1. *HPD - $1,011,700. CAD upgrade costs(hardware components)*
Mr. Paul Ferreira motioned to recommend to the Board funding for an additional $1,011, 700 for a total of

$3,011,700 for the HPD CAD upgrade. The motion was seconded and approved by voice vote with Major Thompson abstaining.

    2. Docusign (document electronic signature service) -$200.
Mr. Ferreira motioned to recommend funding for Board approval. The motion was seconded and unanimously approved by voice vote without discussion.

    3. Maui PSAP Equipment - $106,170
Mr. Ferreira motioned to recommend funding for Board approval. The motion was seconded and unanimously approved by voice vote without discussion.

V.   Announcements

VI.   Next meeting date: Tuesday, April 10, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

VII.   Adjournment

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month Inception-to-Date**		**Ending Inception-to-Date**
ITEM	**Cash Flow Balance**	**Current Month**	**Cash Flow Balance**
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 56,529,013.43	680,206.43	$ 57,209,219.86
Other Income	$ 11,555.22		$ 11,555.22
Interest Income	$ 1,824,281.66	91.01	$ 1,824,372.67
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,567,045.65	$ 91.01	$ 1,567,136.66
Subtotal Cash Inflow	$ 58,107,614.30	$ 680,297.44	$ 58,787,911.74
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (21,354,143.96)	(369,382.10)	$ (21,723,526.06)
Board Member Travel Expense	$ (102,517.65)	(1,876.00)	$ (104,393.65)
DB&F Revenue Assessments	$ (2,802,186.53)		$ (2,802,186.53)
DB&F Administrative Expense Assess.	$ (679,605.31)		$ (679,605.31)
WSP Reimbursement	$ (897,964.66)	(75,086.52)	$ (973,051.18)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (1,967,416.89)	(27,083.33)	$ (1,994,500.22)
Audit Expense	$ (36,586.88)		$ (36,586.88)
Other Board Related Expenses	$ (3,592.00)	(180.00)	$ (3,772.00)
Subtotal Cash Outflow	$ (44,283,274.29)	$ (473,607.95)	$ (44,756,882.24)
Bank Balance	$ 13,824,340.01	$ 206,689.49	$ 14,031,029.50
Encumbrances	$ (2,486,371.39)		(2,486,371.39)
Unencumbered Cash	$ 11,337,968.62	$ 206,689.49	$ 11,544,658.11

Note: Detail of Current Month Disbursements is on page 4.
       Detail of Encumbrances is on page 5.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC BUDGET vs Actuals	Hawaii PSAP 8 MOS.	Kauai PSAP 8 MOS.	Maui PSAP 8 MOS.	Oahu PSAP 8 MOS.	ADMIN 8 MOS.	TOTAL 8 MOS.	ANNUAL Budget	Over/(UNDER) Budget	
TOTAL RECEIPTS	-	-	-	-	5,833,246	5,833,246	8,130,000	(2,296,754)	71.7%
Total CONFERENCES	5	-	-	12,024	18,537	30,566	204,300	(173,734)	
Total Non-RECURRING	-	-	-	-	-	-	3,481,000	(3,481,000)	0.0%
Total RECURRING EXPENSES	138,070	210,900	393,744	616,303	538,590	1,897,608	6,732,735	(4,835,127)	28.2%
Total DISBURSEMENTS	138,075	210,900	393,744	628,328	557,126	1,928,173	10,418,035	(8,489,862)	18.5%
NET CASH INFLOW/(OUTFLOW)						3,905,073	6,729,497	(2,824,424)	

Note: Details of expenditures against budget are on pages 6 – 10.

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC PLAN BUDGET	HAWAII	KAUAI	MAUI	OAHU	ADMIN	TOTAL	%
DESCRIPTION	Budget	Budget	Budget	Budget	Budget	Budget	Budget
DISBURSEMENTS:							
Administration	-	-	-	-	1,393,503	1,393,503	13.11%
Maintenance	944,433	512,755	929,408	1,356,016	-	3,742,612	35.22%
Subtotal RECURRING	1,250,777	627,753	1,207,903	2,307,799	1,393,503	6,787,735	63.87%
Subtotal Non-RECURRING	-	164,283	15,000	3,456,000	-	3,635,283	34.21%
Subtotal Conferences	30,000	21,300	24,000	87,000	42,000	204,300	1.92%
Total Strategic Plan Budget	1,280,777	813,336	1,246,903	5,850,799	1,435,503	10,627,318	100.00%
% of Budget	12.1%	7.7%	11.7%	55.1%	13.5%	100.0%	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC BUDGET PLAN (MONTH OF FEB)	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Income					
Total RECEIPTS	-	-	-	680,297	680,297
DISBURSEMENTS:					
RECURRING EXPENSES					
ADMINISTRATION					
Board Member Travel	-	-	-	1,876	1,876
Meeting Venue	-	-	-	180	180
TKC Consulting Group, LLC	-	-	-	27,083	27,083
WSP Cost Recovery					
Sprint/Nextel (§138-4(d)(2))	-	-	-	75,087	75,087
Total WSP Cost Recovery	-	-	-	75,087	75,087
Total ADMINISTRATION	-	-	-	104,226	104,226
MAINTENANCE					
MSAG Svcs (Akimeka, LLC)	25,820	254,612	56,403	-	336,836
Total MAINTENANCE	25,820	254,612	56,403	-	336,836
Other RECURRING					
Hawaiian Telcom Charges					
Hawaiian Telcom Trunk	9,283	23,208	-	-	32,491
Long Distance Charges	28	27	-	-	55
Total Hawaiian Telcom Charges	9,311	23,235	-	-	32,546
Total Other RECURRING	9,311	23,235	-	-	32,546
Total RECURRING EXPENSES	35,132	277,847	56,403	104,226	473,608
Total DISBURESMENTS	35,132	277,847	56,403	104,226	473,608
NET CASH INFLOW/(OUTFLOW)	**(35,132)**	**(277,847)**	**(56,403)**	**576,072**	**206,689**

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

	ENHANCED 911 BOARD				
	ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011				
Vendor	**FY 2011 ENCUMBRANCE Amount**	**Q1 AMOUNT PAID DOWN**	**ENCUMBRANCE CARRY-OVER**	**Q2 AMOUNT PAID DOWN**	**ENCUMBRANCE CARRY-OVER**
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-		-
Akimeka, LLC-Hawaii PSAP	36,311.62	(36,311.62)	-		-
Akimeka, LLC-Kauai PSAP	50,012.62	(50,012.62)	-		-
Akimeka, LLC-Maui PSAP	35,140.93	(35,140.93)	-		-
VisionAIR- (Kauai PSAP)	3,800,000.00	(525,451.44)	3,274,548.56	(788,177.17)	2,486,371.39
Integraph Conference-Hawai'I County PSAP	8,270.54	(8,270.54)	-		-
Nena Conference- Hawaii PSAP	19,559.05	(11,616.64)	7,942.41	(7,942.41)	-
Hawaiian Telcom-Oahu PSAP	2,070.12	(2,070.12)	-		-
Hawaiian Telcom-Oahu PSAP	350.00		350.00	(350.00)	-
Pictometry-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-		-
Sprint-Operations (Direct Payment)	72,500.00	(72,500.00)	-		-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-		-
§36-30, HRS Administrive Assessment	184,490.86	(184,490.86)	-		-
TOTAL	5,388,982.98	(2,106,142.01)	3,282,840.97	(796,469.58)	2,486,371.39

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC BUDGET PLAN	8 MOS.	Hawaii PSAP ANNUAL Budget	$ Over/(UNDER) Budget
TOTAL RECEIPTS	-		
CONFERENCES			
911 Goes to Washington Conf	-	6,000	(6,000)
APCO Conference	-	9,000	(9,000)
Intergraph Conference	-	6,000	(6,000)
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	5	9,000	(8,995)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	5	30,000	(29,995)
MAINTENANCE			
CAD Maintenance	-	66,867	(66,867)
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-	34,140	(34,140)
MSAG Svcs (Akimeka, LLC)	112,541	450,166	(337,625)
Pictometry License Agreement	-	353,260	(353,260)
Positron Equipment SW Maint	-	40,000	(40,000)
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maint.	-		
Total MAINTENANCE	112,541	944,433	(831,892)
Other RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	25,529	306,344	(280,815)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	-		
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	25,529	306,344	(280,815)
Total Other RECURRING	25,529	306,344	(280,815)
Total RECURRING EXPENSES	138,070	1,250,777	(1,112,707)
Total DISBURSEMENTS	138,075	1,280,777	(1,142,702)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC BUDGET PLAN	8 MOS.	Kauai PSAP ANNUAL Budget	Over/(UNDER) Budget
TOTAL RECEIPTS	-		
CONFERENCES			
911 Goes to Washington Conf	-	3,600	(3,600)
APCO Conference	-		
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	-		
Navigator	-		
Nena Conference	-	7,200	(7,200)
NG911 Technology Forum	-		
Pictometry Future View Confer	-	10,500	(10,500)
TriTech CAD Users	-		
Total CONFERENCES	-	21,300	(21,300)
MAINTENANCE			
CAD Maintenance	-		
Excom911 Logging Recorder Maint	-		
GeoComm Maintenance	-		
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	154,923	309,846	(154,923)
Pictometry License Agreement	-	202,909	(202,909)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
Total Tritech CAD System Maint.	-		
Total MAINTENANCE	154,923	512,755	(357,832)
Other RECURRING			
EMS Tower Lease	-		
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	-		
Hawaiian Telcom Trunk	55,699	114,998	(59,299)
HawT Chgs for C&C, Hickam, HPD	-		
Long Distance Charges	279		279
Mileage	-		
Ocean Safety CML Charges	-		
Total Hawaiian Telcom Charges	55,977	114,998	(59,021)
Total Other RECURRING	55,977	114,998	(59,021)
Total RECURRING EXPENSES	210,900	627,753	(416,853)
Total DISBURSEMENTS	210,900	649,053	(438,153)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

			Maui PSAP	
FY2012 STRATEGIC BUDGET PLAN		8 MOS.	ANNUAL Budget	Over/(UNDER) Budget
TOTAL RECEIPTS		-		
CONFERENCES				
911 Goes to Washington Conf		-	6,000	(6,000)
APCO Conference		-		
Intergraph Conference		-	6,000	(6,000)
Motorola CAD User's		-		
NASNA Conference		-		
Navigator		-		
Nena Conference		-	6,000	(6,000)
NG911 Technology Forum		-		
Pictometry Future View Confer		-	6,000	(6,000)
TriTech CAD Users		-		
Total CONFERENCES		-	24,000	(24,000)
Non-RECURRING				
CAD Replacement/Upgrade				
Honolulu Fire Dept.		-		
Honolulu Police Dept.		-		
Total CAD Replacement/Upgrade		-		
Computers				
EMS CAD Live Rounting		-		
EMS Tritech-GeoComm Interface		-		
Total Computers		-		
Training				
RTO Training for CADS		-	15,000	(15,000)
TriTech CAD System Admin Train		-		
Training - Other		-		
Total Training		-	15,000	(15,000)
Total Non-RECURRING		-	15,000	(15,000)
RECURRING EXPENSES				
MAINTENANCE				
CAD Maintenance		-	115,825	(115,825)
Excom911 Logging Recorder Maint		-		
GeoComm Maintenance		-		
Intergraph Call Taker License		-		
MSAG Svcs (Akimeka, LLC)		254,612	436,521	(181,909)
Pictometry License Agreement		-	377,062	(377,062)
Positron Equipment SW Maint		-		
Tritech CAD System Maintenance				
EMS		-		
Honolulu Fire Dept.		-		
Total Tritech CAD System Maint.		-		
Total MAINTENANCE		254,612	929,408	(674,796)
Other RECURRING				
EMS Tower Lease		-		
Hawaiian Telcom Charges				
Haw Tel Frame Relay & CIR		-		
Hawaiian Telcom Trunk		139,247	278,495	(139,248)
HawT Chgs for C&C, Hickam, HPD		-		
Long Distance Charges		(115)		(115)
Mileage		-		
Ocean Safety CML Charges		-		
Total Hawaiian Telcom Charges		139,133	278,495	(139,362)
Total Other RECURRING		139,133	278,495	(139,362)
Total RECURRING EXPENSES		393,744	1,207,903	(814,159)
Total DISBURSEMENTS		393,744	1,246,903	(853,159)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC BUDGET PLAN	8 MOS.	Oahu PSAP ANNUAL Budget	Over/(UNDER) Budget
TOTAL RECEIPTS	-		
CONFERENCES			
911 Goes to Washington Conf	-	24,000	(24,000)
APCO Conference	11,743	27,000	(15,257)
Intergraph Conference	-		
Motorola CAD User's	-	12,000	(12,000)
NASNA Conference	-		
Navigator	-	3,000	(3,000)
Nena Conference	281	12,000	(11,719)
NG911 Technology Forum	-		
Pictometry Future View Confer	-		
TriTech CAD Users	-	9,000	(9,000)
Total CONFERENCES	12,024	87,000	(74,976)
Non-RECURRING			
CAD Replacement/Upgrade			
Honolulu Fire Dept.	-	1,400,000	(1,400,000)
Honolulu Police Dept.	-	2,000,000	(2,000,000)
Total CAD Replacement/Upgrade	-	3,400,000	(3,400,000)
Computers			
EMS CAD Live Routing	-	20,000	(20,000)
EMS Tritech-GeoComm Interface	-	30,000	(30,000)
Total Computers	-	50,000	(50,000)
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
Training - Other	-		
Total Training	-	6,000	(6,000)
Total Non-RECURRING	-	3,456,000	(3,456,000)
RECURRING EXPENSES			
MAINTENANCE			
CAD Maintenance	-	227,460	(227,460)
Excom911 Logging Recorder Maint	-	65,000	(65,000)
GeoComm Maintenance	-	40,000	(40,000)
Intergraph Call Taker License	-		
MSAG Svcs (Akimeka, LLC)	112,807	507,631	(394,824)
Pictometry License Agreement	-	300,905	(300,905)
Positron Equipment SW Maint	-		
Tritech CAD System Maintenance			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
Total Tritech CAD System Maint.	-	205,020	(205,020)
Total MAINTENANCE	112,807	1,346,016	(1,233,209)
Other RECURRING			
EMS Tower Lease	-	7,690	(7,690)
Hawaiian Telcom Charges			
Haw Tel Frame Relay & CIR	11,353		11,353
Hawaiian Telcom Trunk	473,441	918,893	(445,452)
HawT Chgs for C&C, Hickam, HPD	4,730		4,730
Long Distance Charges	-		
Mileage	1,892		1,892
Ocean Safety CML Charges	12,080	25,200	(13,120)
Total Hawaiian Telcom Charges	503,496	944,093	(440,597)
Total Other RECURRING	503,496	951,783	(448,287)
Total RECURRING EXPENSES	616,303	2,297,799	(1,681,496)
Total DISBURSEMENTS	628,328	5,840,799	(5,212,471)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending 29 February 2012

FY2012 STRATEGIC BUDGET PLAN	8 MOS.	ADMIN ANNUAL Budget	Over/(UNDER) Budget
TOTAL RECEIPTS	5,833,246	8,130,000	(2,296,754)
CONFERENCES			
911 Goes to Washington Conf	-	3,000	(3,000)
APCO Conference	-	3,000	(3,000)
Intergraph Conference	-		
Motorola CAD User's	-		
NASNA Conference	1,361	3,000	(1,639)
Navigator	-		
Nena Conference	-	3,000	(3,000)
NG911 Technology Forum	17,176	30,000	(12,824)
Pictometry Future View Confer	-		
TriTech CAD Users	-		
Total CONFERENCES	18,537	42,000	(23,463)
Non-RECURRING			
Training			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	-	10,000	(10,000)
Total Training	-	10,000	(10,000)
Total Non-RECURRING	-	10,000	(10,000)
RECURRING EXPENSES			
ADMINISTRATION			
Audit Expense	12,042	12,042	(0)
Bank Charge	72		
Board & Committee Venue	-	600	(600)
Board Member Travel	11,733	24,650	(12,917)
DB&F Assessments			
DB&F Admin. Exp. Assess	31,356	374,000	(342,644)
DB&F Revenue Assessment	186,113	440,000	(253,887)
Total DB&F Assessments	217,469	814,000	(596,531)
E911 Logo Contest	-	11,911	(11,911)
Meeting Venue	180		
NASNA Dues	100	100	-
Parking Permits	-	200	(200)
TKC Consulting Group, LLC	216,767	325,000	(108,233)
WSP Cost Recovery			
Sprint/Nextel	80,227	160,000	(79,773)
Total WSP Cost Recovery	80,227	160,000	(79,773)
Total ADMINISTRATION	538,590	1,348,503	(809,913)
Total DISBURSEMENTS	557,126	1,400,503	(843,377)
NET CASH INFLOW/(OUTFLOW)		6,729,497	(6,729,497)

Oahu Civilian E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations

9-1-1 Call Volume – February 2012
(<u>Source:</u> Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc.)

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	76,894	23,457	30.5%	53,431	69.5%

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

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
TOTAL YTD	**160,328**	**48,461**	**30.2%**	**111,840**	**69.8%**	**27**	**0.0%**	**14,100**	**8.8%**
AVG PER MO	**80,164**	**24,231**		**55,920**		**14**		**7,050**	

<u>Note:</u>   Total Calls include Administrative calls that are not direct 911 calls.

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2012	**Total**	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February (*)	32,309	9,312	28.9%	39.7%	22,912	71.1%	42.9%	85	0.3%	743	2.3%
January	40,526	11,639	28.8%	46.5%	28,806	71.2%	49.3%	81	0.2%	1,095	2.7%
TOTAL YTD	**72,835**	**20,951**	**28.8%**	**43.2%**	**51,718**	**71.2%**	**46.2%**	**166**	**0.2%**	**1,838**	**2.5%**
AVG PER MO	**36,418**	**10,476**			**25,859**			**83**		**919**	

<u>Note:</u>   Total Calls include Administrative calls that are not direct 911 calls.

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

Oahu Civilian E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

9-1-1 Call Volume – February 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
TOTAL YTD	29,630	10,382	35.3%	21.4%	19,070	64.7%	17.1%	178	0.6%	1,575	5.3%
AVG PER MO	14,815	5,191			9,535			89		788	

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February (*)	7,681	2,567	33.4%	10.9%	5,109	66.6%	9.6%	5	0.1%	6,237	81.2%
January	9,496	3,168	33.4%	12.7%	6,325	66.6%	10.8%	3	0.0%	7,861	82.8%
TOTAL YTD	17,177	5,735	33.4%	11.8%	11,434	66.6%	10.2%	8	0.0%	14,098	82.1%
AVG PER MO	8,589	2,868			5,717			4		7,049	

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

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

Oahu Civilian E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

9-1-1 Call Volume – February 2012 (continued)

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)								Abandoned	
		Wireline			Wireless			Admin			
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
TOTAL YTD	10,253	4,155	43.4%	8.6%	5,427	56.6%	4.9%	671	6.5%	2,577	25.1%
AVG PER MO	5,127	2,078			2,714			336		1,289	

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

Note: Includes Ocean Safety

OAHU CIVILIAN		TRANSFERRED TO EMS								Abandoned	
		Wireline			Wireless			Admin			
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
TOTAL YTD	13,788	5,901	43.9%	12.2%	7,556	56.1%	12.9%	331	2.4%	221	1.6%
AVG PER MO	6,894	2,951			3,778			166		111	

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

- ## PSAP Operations (continued)

9-1-1 Call Volume – February 2012 (continued)

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2012	**TOTAL YTD**	January	February (*)	March	April	May	June
	16,645	6,099	10,546				
	AVG PER MO	July	August	September	October	November	December
	8,323						

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

Notes:

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

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

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

Wireless Test – February 2012

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

Oahu Civilian E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – February 2012

02/04/12   Akimeka personnel attended Solacom training in order to support the PSAP during the Solacom conversion.

02/23/12   The PSAPs, excluding Kauai County, and Akimeka participated in a conference call hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There was much discussion regarding the trouble that the Hawaii County PSAP was experiencing and the difficulty to identify and resolve the trouble by HTI. The PSAPs were assured by HTI and Solacom that they were working hard to rectify the trouble.

02/24/12   Akimeka personnel attended a joint meeting with the Oahu Civilian PSAPs (Police, Fire and EMS) and City & County of Honolulu representatives who support E9-1-1 operations and the Military PSAP representative to continue discussion regarding the MSAG Communities and Wireless Addressing Schema.

Major Thompson requested that all of the PSAPs review what is being recommended by Akimeka and provide their inputs and any recommended changes, along with the details as to the MSAG Community name, boundaries, and police beats. Jurisdictional responsibilities between the Oahu Civilian and Military for PPV identified areas also need to be confirmed and shared with Akimeka.

Wireless Tower Naming Project

A tower renaming standard has been recommended for the HPD PSAP for consideration and cannot be implemented until concurrence is reached on the MSAG Communities.

Akimeka's recommendations were presented to the Oahu Civilian and Military PSAPs on February 24, 2012. Following the meeting, Akimeka provided a pdf copy of the Basic Wireless 9-1-1 presentation for the PSAP's reference. The presentation highlighted the regulations with regards to Wireless 9-1-1.

Akimeka proposed that a standardized Wireless Tower naming schema needs be defined and agreed upon. There can be various standards depending on the tower type/location. Two naming schemes were recommended and included in the presentation. Specifications as to which naming scheme needs to be used, based on the criteria established, needs to be outlined.

HPD can also create its own naming schema provided that it is in accordance with the regulations for sector and compass orientation data, without the use of the LOCATION FIELD, keeping in mind that the STREET NAME FIELD has a 22-character limitation and special characters are allowed.

It was agreed that HPD/PSAPs would provide Akimeka with a standardized naming schema by Friday, March 9, 2012.

Oahu Civilian E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## MSAG

Current Month – February 2012

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
OAHU CIVILIAN	241	241	2	237	0	2	0	0	0	0	0

During the month of February 2012, 241 requests were processed in order to clean up the MSAG database which included 237 combines. Combine transaction opportunities were identified by Akimeka and highlighted in the Honolulu Police Department Public Safety Answering Points (PSAPs) Initial Data Assessment Report dated December 1, 2011. It was reported that valid MSAG records could be combined or merged together to match with the GIS records. Combining of the MSAG records will result in more efficient database query, searching capabilities, and routing capabilities. This process will improve the E9-1-1 call delivery efficiency.

No customers were affected by the 237 combines processed in the month of February 2012. No ALI Discrepancy report was submitted to 911Net.

There are no suspended requests in the system at this time as of February 29, 2012.

Year-to-Date (YTD) Summary – 2012

OAHU CIVILIAN		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	241	241	2	237	0	2	0	0	0	0	0
January	69	69	0	69	0	0	0	0	0	0	0
TOTAL YTD	310	310	2	306	0	2	0	0	0		
AVG PER MO	310	310	2	306	0	2	0	0	0		

(*) Applies to Change, Delete and Insert categories

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

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

- ## MSAG (continued)

MSAG Communities Project

Based on Akimeka's Initial Data Assessment Report dated December 1, 2011, it was agreed that MSAG Communities need to be defined and agreed upon as a starting point for maintenance and database synchronization efforts.

Further assistance from HPD and the Oahu Civilian PSAPs, along with the Military PSAP, is needed to address the PPV issue. A meeting was held on February 24, 2012 to review the proposed MSAG Communities and PPV issue raised by Ms. Joann Natividad.

At the meeting, it was agreed that each of the PSAPs will need to review the most current Akimeka proposed MSAG Communities and come up with their concurrence and/or recommendations to modify, combine, add, or delete MSAG Communities. Specific details as the boundary and police beats associated with the PSAP recommended MSAG Communities need to be provided as well. It was also agreed that the PPV spreadsheet provided by Akimeka be reviewed and the 9-1-1 response jurisdiction be identified.

To assist the PSAPs with the review and finalization of the MSAG Communities, Akimeka provided the most current Akimeka proposed MSAG Communities in shapefile format.

A target date of Friday, March 9, 2012 was established. This should be the "Best, Last, and Final". Once approved, the information needs to be provided to Hawaiian Telcom, Inc. (HTI) to conduct their assessment of the level of effort and timeline.

- ## Geographic Information System (GIS)

Current Month GIS Activities – February 2012

02/13/12 --
02/16/12
Akimeka began working on a Points of Interest layer and Common Places layer. A Class/Subclass category system was created.

The initial compare and analysis resulted in 875 POI records that were successfully joined after all undercases and special characters were removed.

02/22/12 --
02/27/12
Akimeka updated 3,534 records to include a proper Class and Subclass designation.

02/28/12
Akimeka identified 3,681 Condos/Apartments and updated the Class and Subclass designation.

02/29/12
Akimeka began work on updating Class and Subclass designations for Schools, Churches, Beaches and Parks. This is an ongoing project -- currently 28% complete.

Oahu Civilian E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Geographic Information System (GIS)

Oahu Street Centerline Project Update – February 2012

Akimeka began its work effort on the recommended Oahu Street Centerline Project Plan as follows:

1. A new field (Join_Master) was added to the schema for each of the four existing Street Centerlines to allow for the joining of the Street Centerlines even with the existing non-UniqueIDs.

2. A new field (CAD_ID) was also added to the schema for each of the four existing Street Centerlines to allow for the calculation of a UniqueID which would allow all Street Centerlines to be joined and maintained.

   This field was initially populated with only the original UniqueIDs for streets that matched the County Street Centerline. Additional research will be needed due to discrepancies with the County UniqueID. A correct UniqueID or a new UniqueID will be assigned as research is completed.

Results of this initial work effort are as follows:

Street Centerlines	Police	Fire	EMS
IDs Calculated Into CAD_ID Field	21,528	21,660	21,624
Military Streets Requiring Further Review and Verification	3,344	3,377	3,347
PPV Streets Requiring Further Review and Verification	1,451	1,451	1,279
Non-Military/PPV Streets Requiring Correction	299	256	384

A new E9-1-1 Master Street Centerline was created by Akimeka using the standard schema and loading the Police Street Centerline data. Editing of the new Master Street Centerline with the assigned CAD_IDs will proceed as each CAD_ID is reviewed and verified.

The CAD_ID research and correction process for assigning the correct CAD_ID raised a series of questions about the current processes for maintaining of the existing data. As such, Akimeka consolidated and submitted these questions to HPD for their assistance to obtain responses. The key areas requiring input and information from HPD and City & County of Honolulu representatives supporting E9-1-1 are as follows:

1. Governance Process
2. Point of Contact List
3. GIS Mapping Activities
4. Business Processes/Maintenance

HPD and Akimeka will continue to work closely together to move the project along and synchronize the data.

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations

9-1-1 Call Volume – February 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	7,767	2,551	32.8%	5,216	67.2%
MOLOKAI	285	191	67.0%	94	33.0%

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

9-1-1 Call Volume – Calendar Year 2012

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME								
		Wireline		Wireless		Admin		Abandoned		
2012	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total	
December										
November										
October										
September										
August										
July										
June										
May										
April										
March										
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%	
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%	
TOTAL YTD	**16,232**	**5,267**	**32.4%**	**10,965**	**67.6%**	**0**	**0.0%**	**2,647**	**16.3%**	
AVG PER MO	**8,116**	**2,634**		**5,483**		**0**		**1,324**		

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

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
TOTAL YTD	675	402	59.6%	273	40.4%	0	0.0%	97	14.4%
AVG PER MO	338	201		137		0		49	

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 – February 2012

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

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – February 2012

02/07/12 -- 02/27/12	Akimeka validated and removed 9-1-1 location addressing for Callbox 19 on Molokai which is no longer in service.
02/16/12	The PSAPs, excluding Kauai County, and Akimeka participated in a conference call to review Hawaii County's Solacom conversion. Updates were provided by Hawaiian Telcom, Inc. (HTI) with changes requested by both the PSAP and Akimeka personnel.
02/23/12	The PSAPs, excluding Kauai County, and Akimeka participated in a conference call hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There was much discussion regarding the trouble that the Hawaii County PSAP was experiencing and the difficulty to identify and resolve the trouble by HTI. The PSAPs were assured by HTI and Solacom that they were working hard to rectify the trouble.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of February 29, 2012 are noted below:

11/21/09	Akimeka will continue to monitor and track AT&T Mobility's open trouble ticket (11/21/09) for missing house number (HN), street and community information when transferring a WPH2 call or rebidding a WPH2 call. This issue was escalated to the State of Hawaii Wireless Enhanced 9-1-1 Board for action (August 2010). There have been no updates received to date. Unfortunately, the trouble is still occurring.
	Akimeka will provide status updates via the Monthly Status Report (MSR) when there are significant changes or updates as provided by the State of Hawaii Wireless Enhanced 9-1-1 Board and/or AT&T Mobility.
	Update (4/30/11) -- Hawaiian Telcom notified the Neighbor Island PSAPs that Intrado will be upgrading the ALI software to Version 5.0. A feature in this upgrade may potentially address the AT&T issue. This feature can be activated with the permission of all of the PSAPs across the State of Hawaii. This will be reviewed and discussed at the next Enhanced 9-1-1 Wireless Board Technical Committee meeting on May 10, 2011.
	Update (5/31/11) -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

- ## PSAP Operations (continued)

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

Updates as of February 29, 2012 are noted below: (continued)

11/21/09 (continued)	**Update (6/30/11)** -- The ALI cache wireless option was installed by Hawaiian Telcom, Inc. (HTI) on June 5, 2011. Testing was conducted as scheduled on the Neighbor Islands on June 6, 2011. Testing began at 7:44 a.m. however, there was no improvement. House number (HN) and street and community information was still missing when transferring a WPH2 call or rebidding a WPH2 call. Akimeka contacted HTI to report the condition. HTI and Intrado addressed the issue and testing continued. Results of the re-bidding of a WPH1 to WPH2 (GSM) call displayed the tower information and city. However, when testing UMT to UMT calls, the tower information and city were missing. In addition, the COF fields remained constant at 271 meters for every Phase II test call received. Akimeka reported this to Intrado for review.

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

Update (7/1/11 – 2/29/12) – No further updates.

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

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

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

Update (5/1/11 – 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 – 2/29/12) – No further updates.

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## MSAG

Current Month – February 2012

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
MAUI COUNTY	160	160	137	3	4	6	10	2,834	0	10	10

During the month of February 2012, 160 9-1-1Net requests were completed relating to the Maui County MSAG database, with 2,834 customer ANI/ALI records updated as a direct result. No ALI discrepancy report was submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are ten (10) records in Suspended status as of February 29, 2012, affecting ten (10) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Ten (10) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

Year-to-Date (YTD) – 2012

MAUI COUNTY		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	160	160	137	3	4	6	10	2,834	0	10	10
January	131	131	108	1	3	19	0	4,007	0	10	10
TOTAL YTD	291	291	245	4	7	25	10	6,841	0		
AVG PER MO	146	146	123	2	4	13	5	3,421	0		

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

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

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## MSAG (continued)

**Emergency Service Number (ESN) Project Status – February 2012
Year-to-Date (YTD)**

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	905	**18.1%**
Lanai	112	82	**73.2%**
Molokai	500	440	**88.0%**

An additional 105 street segments were assigned new ESNs in the month of February 2012 for the island of Maui, bringing the percent to complete to **18.1%.**

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

This is an ongoing project that will cover all communities.

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012

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

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
Address Points	Molokai		**02/28/12**	
	Maui	02/28/12		
	Maui		**02/22/12**	
	Maui	02/21/12		Added (2) addresses and corrected (1) address per DSA
	Molokai	02/17/12		Added new address per DSA
	Maui	02/17/12		Added (5) addresses per DSA
	Molokai		**02/08/12**	
	Maui	02/09/12		Added (2) addresses per DSA
	Maui		**02/08/12**	
	Maui	02/06/12		
	Maui	02/02/12		Added (1) address per DSA
	Molokai	02/01/12		Corrected street name per County Surveyor
	Maui	02/01/12		
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points **(aka Pseudo Address Points)**	Molokai		**02/10/12**	
	Maui		**02/08/12**	
	Maui	01/25/12		
MSAG Communities **(aka Towns)**				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest	Molokai	02/28/12	**02/28/12**	
	Maui	02/28/12		Added Government Buildings
	Maui		**02/22/12**	
	Maui	02/10/12		Added Harbors, Wharfs, Piers, Landings, and Boat Ramps
	Molokai	01/25/12		
	Maui/Molokai		**01/11/12**	
	Molokai	01/09/12		Added, changed, and deleted per Molokai Dispatch

(*) *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
February 1, 2012 – February 29, 2012

- **Mapping Layers Updated/Loaded Into GIS – February 2012**
  (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				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines				
	Molokai		02/22/12	
	Maui		02/22/12	
	Maui	02/21/12		Extended ranges according to address points
	Molokai		02/10/12	
	Maui	02/09/12		Extended ranges according to address points
	Maui		02/08/12	
	Maui	02/07/12		Corrected ranges according to address points
				Corrected the communities in the Street Centerlines attributes for Kilohana Dr in Kihei/Wailea
	Maui	02/06/12		
	Molokai	02/01/12		Corrected street name per County Surveyor
Trails				
WSP Cell Towers				
	Maui	02/29/12		Mobi PCS Annual Audit
	Molokai		02/28/12	
	Maui	02/23/12 -- 02/24/12		Nextel Annual Audit
	Maui		02/22/12	
	Maui	02/13/12		
	Maui	02/15/12		Sprint Annual Audit
	Maui	02/14/12		T-Mobile Annual Audit
	Maui	02/13/12		VZW Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches				
Gas Stations				
Food & Beverage				
	Maui	02/28/12		
Hospitals				
Lodging				
Medical Facilities				
Parcels				

(*) *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
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012
  (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)				
Parks (Includes National Parks)	Molokai		02/10/12	
	Maui		02/08/12	
Park Polygon	Molokai		02/10/12	
	Maui		02/08/12	
	Maui	02/01/12		
Post Offices				
Subdivisions	Maui	02/28/12		Corrected subdivision name per Dispatch request
	Maui/Molokai		01/25/12	
	Maui	01/23/12		
	Maui	01/17/12		Added subdivision per Dispatch request
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names	Molokai		02/10/12	
	Maui		02/08/12	
Emergency Operation Centers (EOC)	Molokai		02/10/12	
	Maui		02/08/12	
Emergency Shelters				
Government Buildings	Maui	02/28/12		Created new layer
Harbors	Maui	02/10/12		Updated attributes and removed special characters and undercases
	Maui	02/08/12		Completed edits and updated metadata
	Maui	02/07/12		Created Harbors point layer from the State of Hawaii website -- State GIS Office of Planning and reprojected
Helipads				
Hydrology Layers				
- Dams				
- Ponds	Molokai		02/28/12	
	Maui		02/22/12	
- 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.*

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- **Mapping Layers Updated/Loaded Into GIS – February 2012**
  (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)**				
Ocean Rescue Boundaries				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants	Maui	02/06/12		Created new layer
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

Current Month GIS Activities – February 2012

02/01/12   Akimeka created four (4) tactical maps for the Kihei Police Station. These maps will familiarize police officers of the area. Pictometry and GIS were used to create these maps.

02/28/12   Akimeka prepared data for an Intergraph CAD map push which included: Address Points, Street Centerlines, and WSP Cell Towers.

02/29/12   Akimeka started the Intergraph CAD map push process.

Maui County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Service Requests Transactions

Open Service Requests – February 2012 (January 28, 2012 – February 27, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	02/12/12	434	EFS search on right click works intermittently	911 Map - Pictometry	Normal	Current version needs to be replaced with previous version. This is a common occurrence elsewhere.
2	02/15/12	443	TN = 808/214-6476	MSAG - ANI/ALI Discrepancy	Normal	

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2012

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**3**	**1**	**2**	**1**	**0**	**1**	**0**	**0**	**0**	**1**	**1**

> **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 – 2012 (continued)

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	**Closed**	**Open**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
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

Kauai County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations

9-1-1 Call Volume – February 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	2,934	1,032	35.2%	1,899	64.8%

9-1-1 Call Volume – Calendar Year 2012

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**%Abandoned to Total**
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
TOTAL YTD	**6,109**	**1,948**	**31.9%**	**4,158**	**68.1%**	**3**	**0.0%**	**1,324**	**21.7%**
AVG PER MO	**3,055**	**974**		**2,079**		**2**		**662**	

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

Notes:

(1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)

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

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

- ## PSAP Operations (continued)

Wireless Test – February 2012

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

Current Month PSAP Operations Activities – February 2012

02/01/12 – 02/29/12 — The County of Kauai has an ongoing project to install and implement a Virtual Private Network (VPN) circuit and the necessary software licenses required for the updating of the CAD mapping layers.

Unfortunately, to date, the implementation of the VPN connection has been unsuccessful after several attempts by the County of Kauai and Akimeka personnel. Akimeka proposed an alternate method which is under consideration by the County of Kauai IT personnel.

Akimeka has also requested the "right to use" the GeoLynx Data Management System (DMS) and CAD GeoFile extensions in order to properly process GIS data. This will provide for a more efficient means to process the data to ensure Kauai County's GIS data is error free and acceptable for delivery into the mapping and CAD systems.

To date, the necessary "right to use" licenses have not been provided to Akimeka.

Akimeka personnel are willing and available to discuss possible solutions with the County of Kauai and VisionAIR personnel inorder to complete this project.

02/02/12 — At the request of the Kauai County PSAP, Akimeka provided Job Description material to assist with establishing a Trainer/Supervisor position documentation for the Communications Division.

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of February 29, 2012 are noted below:

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

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

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

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

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

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

Update (7/1/11 – 2/29/12) – No further updates.

- **PSAP Operations** (continued)

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

Updates as of February 29, 2012 are noted below:

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

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

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

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

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

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

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

            Update (1/31/12 – 2/29/12) – No further updates.

Kauai County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

• MSAG

Current Month – February 2012

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
KAUAI	17	14	10	0	0	3	1	214	3	33	36

During the month of February 2012, 14 9-1-1Net requests were completed relating to the MSAG database, with 214 customer ANI/ALI records updated as a direct result. Three (3) ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are thirty-three (33) records in Suspended status as of February 29, 2012 affecting 36 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Twenty-five (25) suspended records are due to the TNs not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

- Five (5) suspended records are due to the TNs being on Federal property and not having a valid address record. Address validation requests for each customer TN were sent to the respective service provider. The respective service provider provided a TMK number for the ALI record. Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment.

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

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2012

KAUAI		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	17	14	10	0	0	3	1	214	3	33	36
January	23	18	5	5	3	5	0	53	5	33	36
TOTAL YTD	**40**	**32**	**15**	**5**	**3**	**8**	**1**	**267**	**8**		
AVG PER MO	**20**	**16**	**8**	**3**	**2**	**4**	**1**	**134**	**4**		

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

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

Kauai County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		02/24/12	
	02/10/12	02/10/12	Added Common Name for Aston Aloha Beach Hotel
	01/31/12		Added TMK information to address points that were missing the TMK information
			Added address points for Pi`ilani Mai Ke Kai Subdivision in Anahola
	01/31/12		Added four (4) new addresses
	01/27/12		
		01/25/12	
		01/12/12	
	01/12/12		Added ESN to new address points to meet GeoComm requirements
	01/04/12 -- 01/12/12		Added address points that the Fire Department uses for camps and low income housing.
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
	01/18/12		Corrected Medic name as reported by Dispatch. Sent corrected layer for GeoComm update.
Major Roads			
		02/10/12	
MSAG Communities (aka Towns)			
	02/24/12		Boundary for Koloa/Poipu were adjusted per PSAP guidance
Medic Beats			
Medic Districts			

(*) *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
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012

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

	KAUAI		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
	02/28/12		Added Government Buildings
		02/24/12	
	02/10/12	**02/10/12**	Updated to include Harbors, Boat Ramps, Wharfs, Piers, and Landings
			Corrected name for Aston Aloha Beach Hotel
	02/06/12		Created a point for the Kauai Emergency Operation Centers
	01/27/12		Added ABC Stores Kapaa
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines			
		02/10/12	
	02/09/12		Edited geometry of two streets using data received from the County
	02/07/12 -- 02/09/12		Updated ranges for Poipu Beach Estates
	02/02/12		Updated ranges for Mahua Street
	01/31/12		Assigned ranges according to the address points
	01/27/12		
		01/12/12	
	01/03/12		Updated PMRF speed limits
Trails			

(*) *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 – February 2012
  (continued)

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)			
	02/27/12		
		02/10/12	
	02/08/12		AT&T Mobility Annual Audit
			Mobi PCS Annual Audit
	02/07/12		Nextel Annual Audit
			Sprint Annual Audit
			T-Mobile Annual Audit
	02/06/12		VZW Annual Audit
	02/03/12		
	01/12/12	**01/12/12**	Updated Beam Width for existing site
	01/03/12		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
		02/24/12	
	02/10/12		Added point for Aston Aloha Beach Hotel
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			

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

Kauai County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012
  (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
KAUAI			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operaion Centers (EOC)	02/06/12		Created new layer
Government Buildings	02/28/12		Created new layer
Harbors	02/10/12		Updated attributes and removed special characters and undercases
	02/08/12		Completed edits and updated metadata
	02/07/12		Created Harbors point layer from the State of Hawaii website -- State GIS Office of Planning and reprojected
Hydrants			
Hydrology Layers			
- Dams			
- Ponds	02/08/12		Made corrections and updates to layer
	02/07/12		Edited and updated metadata
	02/06/12		Obtained layer from the State of Hawaii website. Added names and updated metadata.
- 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
February 1, 2012 – February 29, 2012

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Ocean Rescue Boundaries			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
	02/06/12		Created new layer
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

Current Month GIS Activities – February 2012

02/13/12 -- 02/15/12   Along with the PSAP, Akimeka personnel attended training for the MDT GeoLynx Mobile.

Kauai County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Service Requests Transactions

Open Service Requests – February 2012 (January 28, 2012 – February 27, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/25/11	358	Incorrect Community -- 7-Eleven Hanamaulu	MSAG - ANI/ALI Discrepancy	High	Pending change in 9-1-1Net
2	09/14/11	379	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Pending change in 9-1-1Net
3	11/17/11	412	Correct Fire Assignment -- E-5	911 Map	High	Request for caller information submitted; pending change in 9-1-1Net.
6	01/24/12	425	Correct Police Beat for Haoa Street and Corresponding Streets	911 Map	High	Screenshot sent to K. Langtad for verification.

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

Year-to-Date (YTD) Summary – 2012

2012	KAUAI			SERVICE REQUEST CATEGORIES							
	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	0	2	4	0	0	0	2	0	0	0	0
January	3	0	6	1	0	2	0	0	0	0	0
2011 Carryover	3	0	3	1	0	2	0	0	0	0	0
TOTAL	3	2	1	2	0	4	2	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

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations

9-1-1 Call Volume – February 2012

PSAP	Total	Wireline	%	Wireless	%
HAWAII (*)	N/A	N/A		N/A	

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

Due to the Solacom conversion, PSAP call volume statistics via the Next Generation 9-1-1 (NG9-1-1) enabled Solacom ESInet system were not provided by Hawaiiian Telcom, Inc. (HTI) and are not available for the full calendar month of February 2012. A problem with the statistics module which involves associating ANI/ALI data with all legs was identified by HTI.

Hawaiian Telcom, Inc. (HTI) provided a manual spreadsheet with call volume information for the month of February 2012 as follows:

Total Calls	7,863	
Wireline/VoIP Calls	2,688	34.2%
Wireless Calls	5,143	65.4%
Unknown Calls	32	0.4%

However, Admin and Abandoned Call statistics were not identified and provided. Also, the transfer destination reports are not available. HTI reported that 1,818 calls were transferred to Fire covering the period February 8 – 29, 2012.

Hawaiian Telcom, Inc. (HTI) reported that they have performed preliminary tests and should be capturing the data going forward, effective March, 5, 2012.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2012

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May									
April									
March									
February		Not Available							
January	10,875	3,690	33.9%	7,185	66.1%	0	0.0%	1,105	10.2%
TOTAL YTD	10,875	3,690	33.9%	7,185	66.1%	0	0.0%	1,105	10.2%
AVG PER MO	10,875	3,690		7,185		0		1,105	

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

HAWAII		TRANSFERRED TO FIRE									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	%of Total Wireline	# of Calls	%to Total Wireline & Wireless	%of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February		Not Available									
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%	0	0.0%	52	2.4%
TOTAL YTD	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%	0	0.0%	52	2.4%
AVG PER MO	2,157	948			1,209			0		52	

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

Notes:

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

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

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

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

Wireless Test – February 2012

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

County of Hawai`i Conversion to NG9-1-1 Solacom Platform

The County of Hawai`i Public Safety Answering Points (PSAPs) – Police and Fire – contracted with Hawaiian Telcom, Inc. (HTI), the current E9-1-1 Service Provider in the State of Hawai`i and Local Exchange Carrier (LEC), to migrate from the current 9-1-1 Emergency Telephone Service (ETS) system to a Next Generation Emergency Services IP Network (ESInet) system.

This turnkey solution would provide the County of Hawai`i PSAPs with a foundation for Next Generation E9-1-1 Services and Features. HTI, along with the Next Generation solutions provider, Solacom, would:

1. Update the existing E9-1-1 service to be Next Generation 9-1-1 enabled.
2. Design and install a ESI network.
3. Upgrade the 9-1-1 core switch.
4. Configure the selective routing of E9-1-1 traffic to emulate the existing setup.
5. Upgrade the existing workstations with NG9-1-1 software client and user interface.
6. Integrate Motorola's radio interface on all workstations equipped with this capability.
7. Implement instant recall recorder on all workstations equipped with this capability.
8. Provide for a headset manager and headset/radio integration.
9. Train users on the new NG9-1-1 system and software.
10. Conduct Customer Acceptance Testing.
11. Provide post implementation support until the project is accepted.
12. Provide proactive monitoring and resolution.
13. Provide ongoing maintenance of the NG9-1-1 Solacom platform.

The conversion was scheduled for **February 7 – 8, 2012** to flash cut from the current Emergency Telephone Service (ETS) 9-1-1 system, working off of the Plant/CML platform, to a Next Generation 9-1-1 (NG9-1-1) enabled ESInet system, working off of the Solacom platform.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Solacom Platform (continued)

In preparation for the conversion, training was provided by Ms. Donna Burnside of Solacom from February 1 – 5, 2012. Akimeka personnel and Ms. Davlynn Racadio of the Maui PSAP participated in the training along with the PSAP users and supervisors. It was helpful to have the Maui PSAP participate to share their operational insight as well allow them to better prepare for Maui County's NG9-1-1 network enabled conversion.

On February 7, 2012, beginning at 2300 hours, the conversion of seven (7) Plant/CML positions at the Hawai`i Police Department and four (4) Plant/CML positions at the Hawai`i Fire Department began to cutover to the NG9-1-1 enabled Solacom platform. The first step was to re-route 9-1-1 traffic to the Hawai`i County PSAP's backup lines then HTI and Solacom could begin the conversion of each position to the new NG9-1-1 enabled Solacom platform.   All positions were migrated to the NG9-1-1 enabled Solacom platform at approximately 0430 hours on February 8, 2012. Subsequently, testing was performed to ensure the system was operational in accordance with HTI's Test Plan and continued throughout the day.

At 0630 hours on February 8, 2012, the County of Hawai`i primary PSAP agreed to keep the 9-1-1 traffic on the NG9-1-1 enabled Solacom platform.

Support personnel from Akimeka, County of Hawai`i, Pacific Wireless Communications (PWC) and Solacom were on-site to support the PSAP with CAD, Radio and Positron mapping issues. Issues regarding the headset manager, CAD, Radio, Positron mapping and Wireless data transfers (WPH1 and WPH2) were addressed during the conversion by the support personnel on site.

Following the February 8, 2012 cutover, the County of Hawai`i PSAPs continued to experience network, data and operational issues.  As a result, a trouble conditions log was initiated by the County of Hawai`i primary PSAP, to document the issues being experienced by the PSAPs. As of February 29, 2012, a total of 141 trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports
Audio Issues	107
No ANI/ALI information transferring to the CAD	10
Features not working and screen problems	8
Inability to callback Wireless Callers. Ring No Answer/Voicemail. Needed to use PBX as a backup.	4
Inability to transfer calls to the secondary PSAP (Fire)	4
Call History not complete	2
Other (printer not working, miscellaneous reports, TDD not working properly, testing document not provided)	6

The County of Hawai`i PSAPs continues to submit daily trouble reports via email to Hawaiian Telcom, Inc. (HTI) as issues arise.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Solacom Platform (continued)

To facilitate the post conversion implementation, HTI initiated a bi-monthly conference call (every other Thursday) with the State of Hawai`i PSAPs to discuss the outstanding issues/trouble and the progress being made following the County of Hawai`i's NG9-1-1 enabled Solacom conversion.

1. On the February 16, 2012 conference call, updates were provided by HTI with changes requested by both the PSAP and Akimeka personnel.

2. On the February 23, 2012 conference call, there was much discussion regarding the trouble that the PSAPs were experiencing and the difficulty to identify and resolve the trouble by HTI. HTI reported that a representative of Solacom would be on the island of Hawai`i on February 27, 2012 to troubleshoot the audio problems. The PSAPs were also assured by HTI and Solacom that they are working hard to rectify the outstanding trouble issues.

On February 27, 2012, a representative from Solacom and Stephen Douglass from HTI were on-site to trouble shoot the audio trouble. It was reported by Solacom that there was a polarity issue causing the erratic audio trouble. Intermittent audio trouble continues, but the good news is that the trouble count level of audio trouble has diminished.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of February 29, 2012 are noted below:

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

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

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

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

- **PSAP Operations** (continued)

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

Updates as of February 29, 2012 are noted below:

11/21/09 (continued)

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

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

Update (7/1/11 – 2/29/12) – No further updates.

04/16/10

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

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

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

Update (5/1/11 – 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 – 2/29/12) – No further updates.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## MSAG

Current Month – February 2012

2012		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected		# of Transactions	TNs Affected
HAWAII	**337**	**226**	**142**	**7**	**17**	**49**	**11**	**8,574**	**111**	**21**	**37**

During the month of February 2012, 226 9-1-1Net requests were completed relating to the MSAG database, with 8,574 customer ANI/ALI records updated as a direct result. 111 ALI discrepancy reports were submitted to 9-1-1Net for updates and corrections, as needed, and monitored for completion. See attached spreadsheet for a detailed description of changes and additions.

There are 21 records in Suspended status as of February 29, 2012 affecting 37 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

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

- Nine (9) suspended records are due to discrepancies between information provided by the Hawai`i County website and information provided by Hawaiian Telcom, Inc. (HTI). HTI will not authorize a change to the database if their information does not agree with the County website. Akimeka met with HTI on January 24, 2012, to discuss new corrective processes to address suspended records and ongoing ALI discrepancies.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## **MSAG** (continued)

Year-to-Date (YTD) Summary – 2012

HAWAII		9-1-1NET REQUESTS							Customer Address Change Requests Submitted (a)	In Suspended Status as of Report Month End (b)	
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)		# of Transactions	TNs Affected
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	337	226	142	7	17	49	11	8,574	111	21	37
January	203	60	32	0	3	23	2	298	143	40	75
TOTAL YTD	**540**	**286**	**174**	**7**	**20**	**72**	**13**	**8,872**	**254**		
AVG PER MO	**270**	**143**	**87**	**4**	**10**	**36**	**7**	**4,436**	**127**		

(*) Applies to Change, Delete and Insert categories

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

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

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012

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)**			
Address Points			
	02/29/12		Moved address points to center of building in Pekeekeo Community (75% complete)
			Moved address points to center of building in Honomu Community (100% complete)
	02/28/12		Moved address points to center of building in Papaikou Community (100% complete)
	02/22/12		Added Common Names for critical infrastructure points
	02/06/12 --02/27/12		Moved address points to center of building in Hilo Community (100% complete)
	02/02/12 -- 02/06/12		Moved address points to center of building in Mountain View Community (100% complete)
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)			
	02/23/12 -- 02/24/12		
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest	02/28/12		Added Government Buildings
	02/21/12		Added Critical Infrastructure
	02/09/12		Added Harbors, Wharfs, Landings, and Boat Ramps

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

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Mapping Layers Updated/Loaded Into GIS – February 2012
  (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)			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	02/21/12		Edited street ranges
	02/03/12		Changed "KULA KAI ST" TO "KULA KAI PL"
Trails			
WSP Cell Towers	02/28/12		Per AT&T Mobility CRS
			Per VZW CRS
	02/22/12		Per VZW CRS
	02/13/12		Per VZW CRS
	02/01/12		Per AT&T Mobility Annual Audit
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
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.*

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- **Mapping Layers Updated/Loaded Into GIS – February 2012**
  (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)**			
Coastal Names			
Critical Infrastructure	02/21/12		Edited and verified locations
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings	02/28/12		Added Government Buildings and updated some names
Harbors	02/09/12		Made corrections to Harbor layer attributes
	02/08/12		Completed edits and updated metadata
	02/07/12		Created Harbors point layer from the State of Hawaii website - - State GIS Office of Planning and reprojected
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.*

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

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

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date 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			
Volcano Hazard Zones			
Waste Water Plants	02/06/12		New layer created to replace current layer loaded in PowerMap since the source is unknown
Wharfs			
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 Centerline, Address Points, and Parcels layers are provided by Hawaii County.
	Akimeka has been instructed to not perform any edits on the Parcels layers as provided. Akimeka uploads the layer into the Akimeka GIS Server and PSAP GIS Server accordingly.
	For the Street Centerline and Address Points layers, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerline and Address Points layer.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

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

Current Month GIS Activities – February 2012

02/01/12 -- 02/29/12	Due the Solacom conversion, PowerMap updates were suspended for the month of February 2012.
02/08/12	Akimeka received final approval of the Kona Beat maps from Sergeant Souther.
02/17/12	Akimeka worked on the Intergraph CAD map push.
02/22/12	Akimeka created a lookup table for Common Place Names.
02/22/12	Akimeka began work on creating an Emergency Service Zone (ESZ) polygon layer. Assignment of borders, numbers and ELTs need to be determined. This is an ongoing project.

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.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai`i County Planning Department on February 24, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		22
# of New Addresses Added	132	
# of Street Segment Range Changes		7
# of Street Name Changes	66	
# of Street Number Changes	18	

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

Hawaii County E9-1-1 Status Report
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- ## **Service Requests Transactions**

Open Service Requests – February 2012 (January 28, 2012 – February 27, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Pending visual verification of 157 customer addresses on Puako Beach Rd.
2	06/02/11	324	Incorrect Address	MSAG - ANI/ALI Discrepancy	Normal	Correct address was confirmed; however Akimeka is unable to input the address in the MSAG without a telephone number.
3	05/12/11	327	Incorrect Address: TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed. House number has been updated, however the community is pending per a meeting with Hawai`i County Police/Fire personnel.
4	09/01/11	359	Incorrect Address: TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
5	09/01/11	368	Incorrect Address: TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
6	10/25/11	401	Incorrect TN and Address: Barbera Ferraro	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
7	10/25/11	402	TN = 808/965-9864	911 Map -- Call Plotted Incorrectly	Low	Request for caller information submitted; pending change in 9-1-1Net. TN is still in "Referred" status.
8	10/25/11	403	TN = 808/934-0297; No Record Found	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending change in 9-1-1Net. TN is still in "Referred" status.
9	11/15/11	410	Incorrect Address: TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
10	01/30/12	426	Incorrect Address: TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
			Service Requests On Hold Status			
11	05/25/10	220	MSAG Community Layer	911 Map -- Other	Low	Hawai`i County Police reviewed Akimeka's 2008 MSAG Community layer data and would like to redefine them.  New boundaries for West Hawai`i was received on May 16, 2010. Akimeka contacted the Hawai`i County PSAP to set up a meeting to discuss, define and agree upon the MSAG Communities to be used.  Akimeka E9-1-1 Support met with the Hawai`i County PSAP on March 17, 2011 to discuss and adjust the MSAG Communities layer. Research is being done to ensure that the layer is properly updated. Hawai`i County Police advised Akimeka in July 2011 that this project will be placed "On Hold" pending a meeting with other community sources.
12	02/11/11	312	Incorrect Information Displayed	MSAG - ANI/ALI Discrepancy	Normal	Sent inquiry to Intrado regarding street name change and potential community name change. New boundary plan will affect this telephone number; *approvals are still pending.*

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

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2012

2012	HAWAII			SERVICE REQUEST CATEGORIES							
	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	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
TOTAL	25	13	12	7	3	18	10	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

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

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

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

The database synchronization effort included comparing Hawai`i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,560** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on February 21, 2012 for Hawai`i County are reported below.

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

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

Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 21, 2012 9-1-1 MSAG Dated 02-01-12	
		# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,560	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		**4,554**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**3,635**	**79.8%**
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	394	8.7%
9-1-1 MSAG Record With No GIS Record	(3)	525	11.5%
Total 9-1-1 MSAG Records No Match		**919**	**20.2%**

Objective: NENA Recommended Match Rate = 98%

Hawaii County E9-1-1 Status Report
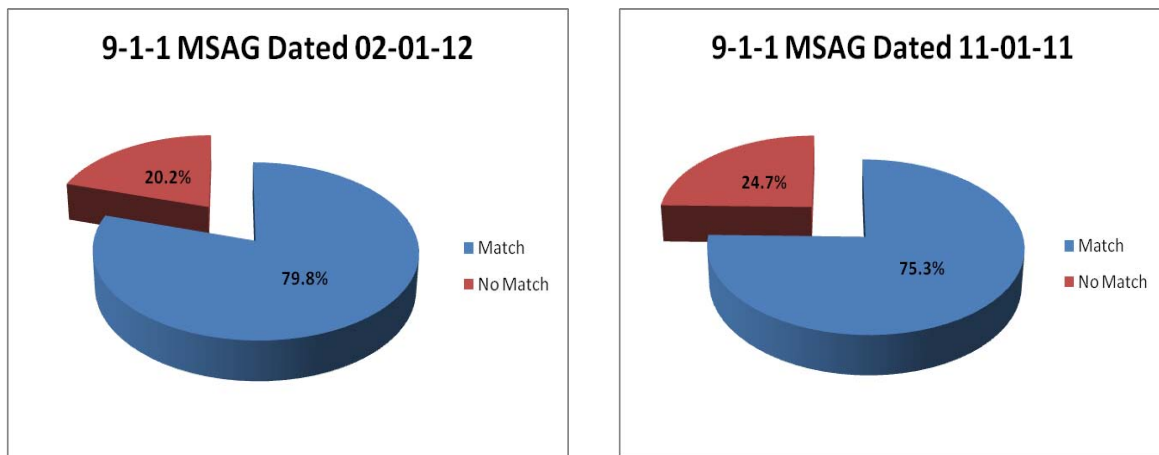## February 1, 2012 – February 29, 2012

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

Audit Summary Results – 2012 (continued)

Notes:

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

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

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

Audit Summary Results – February 1, 2012 vs. November 1, 2011 MSAG

Hawai`i County's level of accuracy or 9-1-1 Match percentage improved from 75.3% as of November 1, 2011 to 79.8% as of February 1, 2012

❖   There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with Hawai`i County Planning to address problem areas.  Hawai`i County has worked very hard to assign addresses and name and range street centerlines which has helped facilitate Akimeka's synchronization efforts.

❖   "MSAG - GIS Minor Corrections" were reduced by 31.7% (577 to 394) from November 2011 to February 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.

Hawaii County E9-1-1 Status Report
February 1, 2012 – February 29, 2012

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

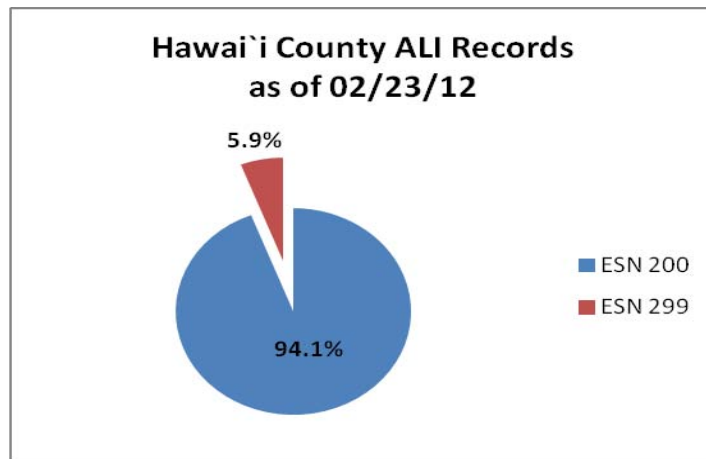**Audit Summary Results – February 1, 2012 vs. November 1, 2011 MSAG (continued)**

- ❖ "MSAG Record With No GIS Record" was reduced by 4.7% (551 to 525) from November 2011 to February 2012 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Hawai`i County records.

- ❖ "GIS Record With No MSAG Record" was reduced by 2.5% (242 to 236) from November 2011 to February 2012 respectively. MSAG records were either added or adjusted according to Hawai`i County GIS databases, thereby reducing the number of No GIS to MSAG match.

- ❖ "GIS Record With Minor Corrections" were reduced by 32.6% (556 to 375) from November 2011 to February 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.

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

Hawaii County E9-1-1 Status Report
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- ### 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) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai`i County.  As of February 23, 2012, **5,503** ESN 299 records, representing **5.9%** of Hawai`i County's total ALI records, require research and corrective action, if needed.

These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.

The ALI discrepancy reports are primarily due to telephone numbers (TNs) with missing digit(s) in the address point, assigned to blank-to-blank ranges without an assigned customer or address, and attached to the wrong address point, street, customer or combination thereof.

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