



**STATE OF HAWAI'I**  
Enhanced 911 Board

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

Agenda

- I. Call to Order, Public Notice, Quorum.
- II. Public testimony on all agenda items
- III. Introductions
- IV. Review and Approval of Last Meeting's Minutes
- V. Items for Discussion, Consideration and Action:
  - a. Communications Committee
    - i. New Web Site Update
    - ii. Press Releases
    - iii. Logo Contest Update
    - iv. Update on meetings with Sen. Kidani & members of the Senate Committee.
    - v. Policy governing criteria and qualifications of Committee members.
    - vi. 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 PSAP updates for Enhanced 911 Timeline continuum.
    - iii. Review of Conference Attendance Policy & Procedures.
    - iv. Requests for funding for FY 2013 Conference Travel.
    - v. FY 2013-2017 Strategic Budget Plan Part III-Non-Recurring Items.
    - vi. Overall State E911 System Architecture.

C. Finance Committee

- i. Monthly Cash Flow Financial Report
- ii. Review of American Savings proposal for E911 Fund Bank Account.
- iii. Determination of threshold for payment (without Finance Committee and Board approval) of funded items in the Strategic Budget Plan that have overspent their budgets.
- iv. Raising the current \$9M Legislative ceiling.
- v. Repeal of the 5% Central Services Revenue Assessment (§36-27,HRS) and Administrative Assessment (§36-30,HRS) imposed on the E911 Fund.
- vi. Requests for funding for FY 2013 Conference Travel.
- vii. Request for approval for PSAP adjustments to previously approved FY 2012 funding.
  1. Maui PD- CAD Equipment upgrade \$219,050.
  2. Maui PD- Virtual Management System \$798,308.
  3. Hawaii PD- Internet Call Taker License \$1,256.00.
  4. Oahu PD- Telecom Trunk Charges & Other telecom Charges \$46,500.
  5. Oahu PD- Imagery License \$22,911.
  6. Others
- viii. FY 2013-2017 Strategic Budget Plan Part III-Non-Recurring Items.

VI. Announcements

- a. Next meeting date: Tuesday, July 10, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.
- b. Others

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

VIII. Adjournment



STATE OF HAWAII  
Enhanced 911 Board

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

MINUTES

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

**Communications committee members absent:** Jayne Nantkes, and Thalia Burns,

**Technical committee members present:** Victor Ramos (Chair), Clayton Tom, Kiman Wong, Sherwin Perez, Morris Tamanaha, James LaClair, Aaron Correira and Steven Schutte.

**Technical committee members absent:** Kenison Tejada, Clement Chan, and Tony Ramirez.

**Finance committee members present:** Kiman Wong (Chair), Paul Ferreira, Gordon Bruce, Bart Huber and Mark Begley.

**Finance committee members absent:** Roy Irei.

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

**Guests:** Mark Rigg (ESD), Jim Howe (ESD/OSD), Diana Chun (EMS), and Jeff Riewer (AT&T).

**I. Call to Order, Public Notice, Quorum.**

*The meeting was called to order at 10:04 am.*

**II. Public testimony on all agenda items**

*A request was made by the Chair to entertain any testimony by the public at this time. There was no request for testimony by anyone in attendance.*

**III. Introductions**

*Introductions were made from all individuals present.*

**IV. Review and Approval of Last Meeting's Minutes**

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

**V. Items for Discussion, Consideration and Action:**

**a. Communications Committee**

- i. New Web Site Update- No update at this time.
- ii. Press Releases – None at this time

- iii. Logo Contest Update- No Update at this time
- iv. Update on meetings with Sen. Kidani & members of the Senate Committee.

Mr. Gordon Bruce recommended that those who wish to attend the meeting please send an email to Gordon and he will make sure you are copied on all emails on this subject matter.

- v. Policy governing criteria and qualifications of Committee members.

*Ms. Thera Bradshaw put together a draft for discussion by the committee. The points of the draft are as follows:*

*1. Committee Structure:*

- a. Communications- Public facing duties.*
- b. Technical – Reviews disbursement requests to ensure they conform to the technical and legal elements.*
- c. Finance Committee-ensuring there is adequate funding for the Board to approve the disbursement request.*

*2. Committee Member Criteria:*

- a. Have the support of their organization/department/government.*
- b. Has the time to invest in participating in meetings.*
- c. Knowledge technically and/or operationally of 9-1-1 service.*
- d. Understands basic financial reports and willing to accept fiduciary responsibilities.*
- e. Understands and is willing to accept legal responsibilities.*
- f. Has a skill, talent, or access to resources of benefit to the committee.*
- g. Will work as a non-bias committee member without expectation of compensation.*
- h. Each committee member is appointed by the Chair and confirmed by the full Board.*

*Mr. Bruce had requested a final copy at the next meeting in addition to requesting that any recommendations or comments regarding this matter be forwarded to Thera Bradshaw.*

- vi. Others-None this at this time.

b. Technical Committee

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

1. HFD - Fire/EMS CAD update.

*This item has been deferred till next month.*

2. Kauai CAD update – *The amendment to change the payment terms has been completed and anticipates finalization within a week.*

3. Others

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

*None at this time.*

**iii. Review of Conference Attendance Policy & Procedures.**

*Ms. Thera Bradshaw presented a draft of the Enhanced 9-1-1 Conference and Training Policy which included:*

1. *The Board funds reimbursement requests for 9-1-1 professionals to attend conference and educational opportunities that further the professional development of personnel serving the public through the State of Hawaii 9-1-1 system.*
2. *Conferences and educational opportunities that are acceptable for reimbursement from the Enhanced 9-1-1 fund are those that are for professional development conducted by a 501(c)(3) as opposed to for profit companies and vendors. Individuals must have the approval of their department/governmental entity/organization in advance of submission for reimbursement.*
3. *Financial reimbursement must be preapproved and is in the amount of actual expenses.*
4. *Leave that is associated with the work of the attendee is at the approval and discretion of the attendee's workplace.*
5. *Application Requirements:*
  - a. *Preparation of precise details indicating why they wish to attend, what the value and benefits are of attending,*

*financial costs, and identification of the individuals that are approved within their organizations to attend.*

**6. Post Requirements:**

- a. The attendee is responsible to submit a short summary report to their organization of the professional development value benefiting 9-1-1 service to the public in the State of Hawaii.**

*Some of the other comments that were voiced on this topic:*

- a. The policy should be entitled “professional development”.**
  - b. An awareness of the amount of people from the same department that are applying.**
  - c. Can a conference be conducted in Hawaii rather than on the mainland?**
  - d. Comments to the draft should be forwarded to the Thera Bradshaw.**
- iv. Requests for funding for FY 2013 Conference Travel.  
None at this time.**
  - v. FY 2013-2017 Strategic Budget Plan Part III-Non-Recurring Items.**

	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017	12-Jun-12
<b>FY 2013 - 2017 STRATEGIC BUDGET PLAN</b>	<b>TOTAL</b>	<b>TOTAL</b>	<b>TOTAL</b>	<b>TOTAL</b>	<b>TOTAL</b>	<b>Decisions by Technical Comm.</b>
<b>NON-RECURRING</b>						
<b>CAD Replacements:</b>						
Hawaii	-	1,500,000	1,500,000	-	-	Approved
Maui/Molokai	82,000	-	-	82,000	1,500,000	Approved
Ocean Safety (Oahu)	<del>255,000</del>	<del>8,500</del>	<del>8,500</del>	<del>8,500</del>	<del>8,500</del>	Withdrawn
EMS/HFD (Oahu)	<del>100,000</del>					Withdrawn
EMS (Oahu)		130,000	-	-	-	Approved
<b>Computer Equipment:</b>						
Geocomm Computer Eq. (Oahu)	150,000	-	-	-	-	Approved
EMS 3 CMLs/Solecom for Alt. Dispch (Oahu)	-	-	240,000	-	-	Approved
Recording Device (Maui)	-	55,000	-	-	-	Approved
South Maui Buildout (Maui)	-	-	-	220,000	-	Approved
HawTel-Wiring for Alter. Dispatch(Kauai)	2,500	-	-	-	-	Approved
HawTel-Local ALI Database Server Pair (Kauai)	526,320	-	-	-	-	Approved
<b>Training:</b>						
CAD System (Oahu)	8,000	8,000	-	-	-	Approved
TriTech CAD System Admin (Oahu)	12,000	12,000	-	-	-	Approved
Emerg. Serv Dispatch (ESD)	29,500	29,500	29,500	29,500	29,500	Approved
Annual Recall Train-ESD	5,000	5,000	5,000	5,000	5,000	Approved
EMPAD (Oahu)	4,500	4,500	4,500	4,500	4,500	Approved
<b>Non Recurring Total</b>	<b>1,174,820</b>	<b>1,752,500</b>	<b>1,787,500</b>	<b>349,500</b>	<b>1,547,500</b>	

Mr. Gordon Bruce withdrew the amounts for Ocean Safety due to unresolved legal issues involving Ocean Safety's status as a secondary PSAP. Mr. Bruce will consult with the City and County of Honolulu City Attorney and Mayor to determine the city's legal position regarding Ocean Safety PSAP status.

Mr. Gordon Bruce also withdrew the \$100k earmarked for EMS/HFD.

The above budget line items marked as "approved" were unanimously approved by voice vote by the Technical Committee members present with the exception of Mr. James LaClair who abstained from voting for the only two line items involving Hawaiian Telcom equipment. The Technical committee approval is subject to funding by the Finance committee and final approval by the full Board.

**vi. Overall State E911 System Architecture.**

*Mr. Kiman Wong recommended that an overall state E911 architecture be put together to display interconnect ability from all counties.*

*Mr. Gordon Bruce acknowledged that the C&C of Honolulu may be able to provide an E911 architecture but the other counties operate independently which may result in incompatibility between counties.*

*Mr. Tamanaha recommended that the State needs a road map of NG911 implementation so the Board can better determine the technology to invest in.*

*Ms. Bradshaw recommended that the starting point is to determine what the counties have currently in terms of technologies in preparation for the transition to NG911.*

*Kiman Wong requested that each county provide high level system architecture to assist in the understanding of the systems State-wide.*

**C. Finance Committee**

**i. Monthly Cash Flow Financial Report**

*Mr. Courtney Tagupa presented the following information for the month of May 2012 and the year-to-date:*

- 1. Cash receipts (month) - \$750,957.*
- 2. Cash receipts (year-to-date) - \$7,909,432.*
- 3. Cash disbursements (month) - \$1,553,480.*
- 4. Cash disbursements (year-to-date) - \$4,801,464.*

**ii. Review of American Savings proposal for E911 Fund Bank Account.**

*Mr. Tagupa stated that he had received a proposal from the American Savings Bank which reflected more favorable terms that what was offered by First Hawaiian Bank. He had suggested that the American Savings Proposal be presented to First Hawaiian Bank to see if they are able to match ASB proposal.*

*Mr. Paul Ferreira motioned to request a proposal from the Bank of Hawaii. The motion was seconded and approved unanimously by voice vote without discussion.*

**iii. Determination of threshold for payment (without Finance Committee and Board approval) of funded items in the Strategic Budget Plan that have overspent their budgets.**

*Mr. Tagupa recommended that the committee consider establishing a threshold amount for budget items that have exceeded their funding but would not require subsequent approval by the Finance Committee or the Board. By doing so, this would facilitate the payment process by elimination the need to return to the Finance Committee and the Board for subsequent approval.*

*Mr. Gordon Bruce motioned to set the threshold to allow for payment of a budget item that has exceeded 10% of its approved budget but not to exceed \$50,000. In addition, the paid item will have to be reconciled to the Board at the next Board meeting. This motion is subject to Board approval. The motion was seconded and unanimously approved by voice vote without further discussion.*

**iv. Raising the current \$9M Legislative ceiling.**

*Mr. Paul Ferreira motioned to defer this item until next month. The motion was seconded and unanimously approved by voice vote.*

**v. Repeal of the 5% Central Services Revenue Assessment (§36-27,HRS) and Administrative Assessment (§36-30,HRS) imposed on the E911 Fund.**

This matter is deferred until next month in order for Kiman Wong and Thera Bradshaw to meet with Mr. Seki and Mr. Yoneshige to determine if DAGS will support the exemption for the E911 Fund.

**vi. Requests for funding for FY 2013 Conference Travel.**

*None at this time.*

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

**1. Maui PD- CAD Equipment upgrade \$219,050.**

*Mr. Paul Ferreira motioned to approve the funding and forward this request to the Board for final approval. The motion was seconded and approved unanimously by voice vote.*

**2. Maui PD- Virtual Management System \$798,308.**

*Mr. Gordon Bruce motioned to approve the funding and forward this request to the Board for final approval. The motion was seconded and approved unanimously by voice vote.*

**3. Hawaii PD- Intergraph Call Taker License \$1,256.**

*Mr. Gordon Bruce motioned to approve the funding and forward this request to the Board for final approval. The motion was seconded and approved by voice vote with Mr. Paul Ferreira abstaining.*

**4. Oahu PD- Telecom Trunk Charges & Other telecom Charges \$46,500.**

*Mr. Paul Ferreira motioned to approve the funding and forward this request to the Board for final approval. The motion was seconded and approved by voice vote with Mr. Gordon Bruce abstaining.*

**5. Oahu PD- Imagery License \$22,911.**

*Mr. Paul Ferreira motioned to approve the funding and forward this request to the Board for final approval. The motion was seconded and approved by voice vote with Mr. Gordon Bruce abstaining.*

**6. Others-None**

**viii. FY 2013-2017 Strategic Budget Plan Part III-Non-Recurring Items.**

*Mr. Paul Ferreira motioned to approve the FY 2013-2017 Strategic Budget Plan Part III-nonrecurring items with the amendments for Ocean Safety and EMS and the reclassification of recurring training to the recurring item section of the Strategic Budget Plan; subject to final approval by the Board. The motion was seconded and unanimously approved by voice vote without discussion.*

**VI. Announcements**

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

b. Others

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

*There were no comments from those present.*

**VIII. Adjournment: The meeting was adjured at 12:05 pm.**

APPROVED

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
For month ending 31 MAY 2012

<b>FIRST HAWAIIAN BANK ACCOUNT:</b>			
<b>General Fund</b>	<b>Prior Month</b>		<b>Ending</b>
	<b>Inception-to-Date</b>		<b>Inception-to-Date</b>
<b>ITEM</b>	<b>Cash Flow</b>	<b>Current</b>	<b>Cash Flow</b>
	<b>Balance</b>	<b>Month</b>	<b>Balance</b>
<b>Cash Inflow:</b>			
Enhance 911 Surcharge Collection	\$ 58,533,028.95	750,285.19	\$ 59,283,314.14
Other Income	\$ 11,555.22		\$ 11,555.22
Interest Income	\$ 1,825,700.50	672.18	\$ 1,826,372.68
<i>Prior Period Interest Income Adjustment</i>	\$ (257,236.01)		\$ (257,236.01)
Net Interest Income	\$ 1,568,464.49	\$ 672.18	\$ 1,569,136.67
<b>Subtotal Cash Inflow</b>	\$ 60,113,048.66	\$ 750,957.37	\$ 60,864,006.03
<b>Cash Outflow:</b>			
Act 79 Fund Transfer to State	\$ (16,000,000.00)		\$ (16,000,000.00)
PSAP Reimbursement	\$ (23,004,051.75)	(1,524,316.45)	\$ (24,528,368.20)
Board Member Travel Expense	\$ (110,302.65)	(2,079.92)	\$ (112,382.57)
DB&F Revenue Assessments	\$ (2,822,022.61)		\$ (2,822,022.61)
DB&F Administrative Expense Assess.	\$ (793,696.42)		\$ (793,696.42)
WSP Reimbursement	\$ (973,051.18)		\$ (973,051.18)
Consultant-Intrado, Inc.	\$ (439,260.41)		\$ (439,260.41)
Consultant-Exec Director	\$ (2,048,666.88)	(27,083.33)	\$ (2,075,750.21)
Audit Expense	\$ (36,586.88)		\$ (36,586.88)
Other Board Related Expenses	\$ (5,797.34)		\$ (5,797.34)
<b>Subtotal Cash Outflow</b>	\$ (46,233,436.12)	\$ (1,553,479.70)	\$ (47,786,915.82)
Bank Balance	\$ 13,879,612.54	\$ (802,522.33)	\$ 13,077,090.21
Encumbrances	\$ (2,329,628.28)		(2,329,628.28)
Unencumbered Cash	\$ 11,549,984.26	\$ (802,522.33)	\$ 10,747,461.93

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

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
<b>FISCAL YEAR-TO-DATE MAY 2012</b>	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	Annual Budget	\$ Over/(Under) Budget	
<b>TOTAL RECEIPTS</b>	-	-	-	-	7,909,432	7,909,432	8,130,000	(220,568)	97.3%
<b>DISBURSEMENTS</b>									
Total CONFERENCES	5	-	-	17,322	20,243	37,570	204,300	(166,730)	18.4%
<b>Non-RECURRING</b>									
Total CAD Replacement/Upgrade	-	-	-	404,680	-	404,680	4,411,500	(4,006,820)	
Total Computers	-	-	102,582	9,424	-	112,007	156,000	(43,993)	
Total Training	-	-	-	-	1,763	1,763	31,000	(29,237)	
<b>Total Non-RECURRING</b>	-	-	102,582	414,104	1,763	518,450	4,598,500	(4,080,050)	11.3%
<b>RECURRING EXPENSES</b>									
Total ADMINISTRATION	-	-	-	-	762,075	762,075	1,348,683	(586,608)	
Total MAINTENANCE	471,767	232,384	363,731	963,600	-	2,031,482	3,732,612	(1,701,130)	
Total Other RECURRING	229,758	93,225	208,855	920,050	-	1,451,887	1,651,620	(199,733)	
<b>Total RECURRING EXPENSES</b>	<b>701,525</b>	<b>325,609</b>	<b>572,586</b>	<b>1,883,649</b>	<b>762,075</b>	<b>4,245,444</b>	<b>6,732,915</b>	<b>(2,487,471)</b>	<b>63.1%</b>
<b>Total DISBURSEMENTS</b>	<b>701,530</b>	<b>325,609</b>	<b>675,169</b>	<b>2,315,075</b>	<b>784,081</b>	<b>4,801,464</b>	<b>11,535,715</b>	<b>(6,734,251)</b>	<b>41.6%</b>

*Note: Details of fiscal year-to-date expenditures are on pages 6 & 7.  
Details of expenditures against each PSAP's annual budget are on pages 8-12.*

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

FY2012 FORECAST	HAWAII	KAUAI	MAUI	OAHU	ADMIN	TOTAL	BUDGET	VAR
DESCRIPTION	Forecast	Forecast	Forecast	Forecast	Forecast	Forecast		Forecast
<b>DISBURSEMENTS:</b>								
E911 Logo Contest						-	11,911	(11,911)
Bank Charge					72	72		72
Audit Expense					12,042	12,042	12,042	-
Board Member Travel					24,650	24,650	24,650	-
NASNA Dues					100	100	100	-
DocuSign (Electronic Signature)					180	180	200	(20)
Board Meeting Venue Fee					180	180	600	(420)
Parking Permits					200	200	180	20
Exec. Dir. Svcs					325,000	325,000	325,000	-
DB&F Admin. Exp. Assess					335,000	335,000	374,000	(39,000)
DB&F Revenue Assessment					443,750	443,750	440,000	3,750
WSP Cost Recovery						-		-
Sprint/Nextel					160,000	160,000	160,000	-
Administration	-	-	-	-	1,301,174	1,301,174	1,348,683	(47,509)
9-1-1MSAG Services	450,166	309,846	436,521	507,631		1,704,164	1,704,164	-
CAD Maintenance	61,233		115,825	227,460		404,518	410,152	(5,634)
Tritech CAD System Maintenance						-		-
EMS						-	92,820	(92,820)
Honolulu Fire Dept.						-	112,200	(112,200)
Excom911 Logging Recorder Maint				60,775		60,775	65,000	(4,225)
Intergraph Call Taker License	35,396					35,396	34,140	1,256
Imagery License Agreement	304,800	204,825	408,396	323,816		1,241,837	1,234,136	7,701
Positron Equip SW Maintenance						-	40,000	(40,000)
GeoComm Maintenance				36,400		36,400	40,000	(3,600)
Maintenance	851,595	514,671	960,742	1,156,082	-	3,483,090	3,732,612	(249,522)
EMS Tower Lease				7,539		7,539	7,690	(151)
Telecom Charges						-	0	-
Telecom Trunk	306,344	111,398	278,495	946,881		1,643,118	1,618,730	24,388
Other Telecom Chgs				11,353		11,353		11,353
Ocean Safety CML Charges				25,500		25,500	25,200	300
Mileage				10,407		10,407	0	10,407
						-		-
Subtotal RECURRING	1,157,939	626,069	1,239,236	2,157,763	1,301,174	6,482,181	6,732,915	(250,734)
<b>NONRECURRING:</b>								
CAD Upgrade								
Honolulu Fire Dept./EMS				1,400,000		1,400,000	1,400,000	-
Honolulu Police Dept.				3,011,500		3,011,500	3,011,500	-
Maui Police Department			229,050			229,050		229,050
Computers							0	-
EMS CAD Live Rounting				9,424		9,424	20,000	(10,576)
EMS Tritech-GeoComm Interface				30,000		30,000	30,000	-
Computer Equipment			102,582			102,582	106,000	(3,418)
Virtual Management System			793,308			793,308		793,308
Training							0	-
RTO Training for CADS							15,000	(15,000)
CAD System Training						-		-
Solecom Training					1,309	1,309	10,000	(8,691)
TriTech CAD System Admin Train (HFD)						-	6,000	(6,000)
Subtotal Non-RECURRING	-	-	1,124,940	4,450,924	1,309	5,577,173	4,598,500	978,673
<b>Conferences:</b>								
911 Goes to Washington Conf	3,853		8,241	5,298	1,706	19,097	42,600	(23,503)
APCO Conference				11,743		11,743	39,000	(27,257)
Intergraph Conference						-	12,000	(12,000)
Motorola CAD User's						-	12,000	(12,000)
NASNA Conference					1,361	1,361	3,000	(1,639)
Navigator						-	3,000	(3,000)
Nena Conference	5,000		5,000	10,000	1,500	21,500	37,200	(15,700)
NG911 Technology Forum					17,178	17,178	30,000	(12,822)
Pictometry Future View Confer						-	16,500	(16,500)
TriTech CAD Users						-	9,000	(9,000)
Subtotal Conferences	8,853	-	13,241	27,041	21,745	70,879	204,300	(133,421)
<b>TOTAL FY2012 FORECAST</b>	<b>1,166,791</b>	<b>626,069</b>	<b>2,377,418</b>	<b>6,635,727</b>	<b>1,324,228</b>	<b>12,130,233</b>	<b>11,535,715</b>	<b>594,518</b>
% of Budget	9.6%	5.2%	19.6%	54.7%	10.9%	100.0%		

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

<b>MONTH OF MAY 2012</b>	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
<b>DISBURSEMENTS:</b>						
<b>Non-RECURRING</b>						
CAD Replacement/Upgrade						
Hawai'i Police Dept	0	0	0	404,680	0	404,680
<b>Total CAD Replacement/Upgrade</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>404,680</b>	<b>0</b>	<b>404,680</b>
Computers						
EMS CAD Live Rounting	0	0	0	9,424	0	9,424
<b>Total Computers</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9,424</b>	<b>0</b>	<b>9,424</b>
Training	0	0	0	0	455	455
<b>Total Non-RECURRING</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>414,104</b>	<b>455</b>	<b>414,559</b>
<b>RECURRING EXPENSES</b>						
<b>ADMINISTRATION</b>						
0010 Exec Dir. Services	0	0	0	0	27,083	27,083
Board Member Travel	0	0	0	0	2,080	2,080
<b>Total ADMINISTRATION</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>29,163</b>	<b>29,163</b>
<b>MAINTENANCE</b>						
0001 Call Taker License	35,396	0	0	0	0	35,396
0002 Imagery License Agreement	0	0	0	323,816	0	323,816
0011 9-1-1MSAG Maint.	75,028	25,820	36,373	225,614	0	362,835
CAD Maintenance	61,233	0	0	184,184	0	245,417
<b>Total MAINTENANCE</b>	<b>171,657</b>	<b>25,820</b>	<b>36,373</b>	<b>733,615</b>	<b>0</b>	<b>967,465</b>
<b>Other RECURRING</b>						
0005 Telcom Charges						
Long Distance Charges	0	29	0	0	0	29
Mileage	0	0	0	946	0	946
Telcom Trunk Charges	51,057	9,283	0	78,907	0	139,247
Telecom Ocean Safety CML Chges	0	0	0	2,071	0	2,071
<b>Total 0005 Telcom Charges</b>	<b>51,057</b>	<b>9,312</b>	<b>0</b>	<b>81,924</b>	<b>0</b>	<b>142,293</b>
<b>Total Other RECURRING</b>	<b>51,057</b>	<b>9,312</b>	<b>0</b>	<b>81,924</b>	<b>0</b>	<b>142,293</b>
<b>Total RECURRING EXPENSES</b>	<b>222,714</b>	<b>35,132</b>	<b>36,373</b>	<b>815,538</b>	<b>29,163</b>	<b>1,138,921</b>
<b>Total DISBURSEMENTS</b>	<b>222,714</b>	<b>35,132</b>	<b>36,373</b>	<b>1,229,642</b>	<b>29,618</b>	<b>1,553,480</b>

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

STATE OF HAWAII			
ENHANCED 911 BOARD			
ANALYSIS OF ENCUMBRANCE CHANGE FROM JUNE 30, 2011			
Vendor	FY 2011 ENCUMBRANCE Amount	AMOUNT PAID DOWN	ENCUMBRANCE CARRY-OVER
C&C of Honolulu, Hawaii, Maui, Kauai Counties	1,556.51	(1,556.51)	-
MSAG Services-Hawaii PSAP	36,311.62	(36,311.62)	-
MSAG Services-Kauai PSAP	50,012.62	(50,012.62)	-
MSAG Services-Maui PSAP	35,140.93	(35,140.93)	-
CAD Upgrade- (Kauai PSAP)	3,800,000.00	(1,470,371.72)	2,329,628.28
Integrgraph Conference-Hawai'i County PSAP	8,270.54	(8,270.54)	-
Nena Conference- Hawaii PSAP	19,559.05	(19,559.05)	-
Telcom-Oahu PSAP	2,070.12	(2,070.12)	-
Telcom-Oahu PSAP	350.00	(350.00)	-
Imagery Services-Hawaii PSAP	1,070,342.18	(1,070,342.18)	-
WSP Cost Recovery (Direct Payment)	72,500.00	(72,500.00)	-
§36-27, HRS Revenue Assessment	108,378.55	(108,378.55)	-
§36-30, HRS Administrative Assessment	184,490.86	(184,490.86)	-
TOTAL	5,388,982.98	(3,059,354.70)	2,329,628.28

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

FISCAL YEAR-TO-DATE MAY 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	Annual Budget	\$ Over/(Under) Budget	
<b>TOTAL RECEIPTS</b>	-	-	-	-	7,909,432	7,909,432	8,130,000	(220,568)	97.3%
<b>DISBURSEMENTS</b>									
<b>CONFERENCES</b>									
911 Goes to Washington Conf	-	-	-	5,298	1,706	7,004	42,600	(35,596)	
APCO Conference	-	-	-	11,743	-	11,743	39,000	(27,257)	
Intergraph Conference	-	-	-	-	-	-	12,000	(12,000)	
Motorola CAD User's	-	-	-	-	-	-	12,000	(12,000)	
NASNA Conference	-	-	-	-	1,361	1,361	3,000	(1,639)	
Navigator	-	-	-	-	-	-	3,000	(3,000)	
Nena Conference	5	-	-	281	-	286	37,200	(36,914)	
NG911 Technology Forum	-	-	-	-	17,176	17,176	30,000	(12,824)	
Pictometry Future View Confer	-	-	-	-	-	-	16,500	(16,500)	
TriTech CAD Users	-	-	-	-	-	-	9,000	(9,000)	
<b>Total CONFERENCES</b>	5	-	-	17,322	20,243	37,570	204,300	(166,730)	18.4%
<b>Non-RECURRING</b>									
<b>CAD Replacement/Upgrade</b>									
Hawai'i Police Dept	-	-	-	-	-	-	-	-	
Honolulu Fire Dept.	-	-	-	-	-	-	1,400,000	(1,400,000)	
Honolulu Police Dept.	-	-	-	404,680	-	404,680	3,011,500	(2,606,820)	
<b>Total CAD Replacement/Upgrade</b>	-	-	-	404,680	-	404,680	4,411,500	(4,006,820)	
<b>Computers</b>									
EMS CAD Live Rounting	-	-	-	9,424	-	9,424	20,000	(10,576)	
EMS Trittech-GeoComm Interface	-	-	-	-	-	-	30,000	(30,000)	
Computers - Other	-	-	102,582	-	-	102,582	106,000	(3,418)	
<b>Total Computers</b>	-	-	102,582	9,424	-	112,007	156,000	(43,993)	
<b>Training</b>									
RTO Training for CADS	-	-	-	-	-	-	15,000	(15,000)	
TriTech CAD System Admin Train	-	-	-	-	-	-	6,000	(6,000)	
Training - Other	-	-	-	-	1,763	1,763	10,000	(8,237)	
<b>Total Training</b>	-	-	-	-	1,763	1,763	31,000	(29,237)	
<b>Total Non-RECURRING</b>	-	-	102,582	414,104	1,763	518,450	4,598,500	(4,080,050)	11.3%

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

(Continuation from previous page)

FISCAL YEAR-TO-DATE MAY 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL			
	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	11 mos.	Annual Budget	\$ Over/(Under) Budget	
<b>TOTAL RECEIPTS</b>	-	-	-	-	7,909,432	7,909,432	8,130,000	(220,568)	97.3%
<b>DISBURSEMENTS</b>									
<b>RECURRING EXPENSES</b>									
<b>ADMINISTRATION</b>									
0010 Exec Dir. Services	-	-	-	-	297,917	297,917	325,000	(27,083)	
0012 Electronic Signature Svcs	-	-	-	-	180	180	180	(0)	
Audit Expense	-	-	-	-	12,042	12,042	12,042	(0)	
Bank Charge	-	-	-	-	72	72	-	72	
Board & Committee Venue	-	-	-	-	180	180	600	(420)	
Board Member Travel	-	-	-	-	19,721	19,721	24,650	(4,929)	
<b>DB&amp;F Assessments</b>									
DB&F Admin. Exp. Assess	-	-	-	-	51,192	51,192	374,000	(322,808)	
DB&F Revenue Assessment	-	-	-	-	300,244	300,244	440,000	(139,756)	
<b>Total DB&amp;F Assessments</b>	-	-	-	-	351,436	351,436	814,000	(462,564)	
E911 Logo Contest	-	-	-	-	-	-	11,911	(11,911)	
NASNA Dues	-	-	-	-	100	100	100	-	
Parking Permits	-	-	-	-	200	200	200	-	
WSP Cost Recovery									
Sprint/Nextel	-	-	-	-	80,227	80,227	160,000	(79,773)	
<b>Total WSP Cost Recovery</b>	-	-	-	-	80,227	80,227	160,000	(79,773)	
<b>Total ADMINISTRATION</b>	-	-	-	-	762,075	762,075	1,348,683	(586,608)	
<b>MAINTENANCE</b>									
0001 Call Taker License	35,396	-	-	-	-	35,396	34,140	1,256	
0002 Imagery License Agreement	-	-	-	323,816	-	323,816	1,234,136	(910,320)	
0003 Equipment SW Maint	-	-	-	-	-	-	40,000	(40,000)	
0007 Maintenance	-	-	-	-	-	-	40,000	(40,000)	
0008 Logging Recorder Maint	-	-	-	60,775	-	60,775	65,000	(4,225)	
0011 9-1-1MSAG Maint.	375,138	232,384	363,731	394,824	-	1,366,078	1,704,164	(338,086)	
CAD Maintenance	61,233	-	-	184,184	-	245,417	410,152	(164,735)	
<b>CAD System Maintenance</b>									
EMS	-	-	-	-	-	-	92,820	(92,820)	
Honolulu Fire Dept.	-	-	-	-	-	-	112,200	(112,200)	
<b>Total CAD System Maintenance</b>	-	-	-	-	-	-	205,020	(205,020)	
<b>Total MAINTENANCE</b>	471,767	232,384	363,731	963,600	-	2,031,482	3,732,612	(1,701,130)	
<b>Other RECURRING</b>									
0005 Telcom Charges									
Long Distance Charges	-	393	(16)	-	-	377	-	377	
Mileage	-	-	-	10,407	-	10,407	-	10,407	
Telcom Frame Relay & CIR	-	-	-	11,353	-	11,353	-	11,353	
Telcom Trunk Charges	229,758	92,832	208,871	867,975	-	1,399,435	1,618,730	(219,295)	
Telecom Ocean Safety CML Chges	-	-	-	22,776	-	22,776	25,200	(2,424)	
<b>Total 0005 Telcom Charges</b>	229,758	93,225	208,855	912,510	-	1,444,348	1,643,930	(199,582)	
EMS Tower Lease	-	-	-	7,539	-	7,539	7,690	(151)	
<b>Total Other RECURRING</b>	229,758	93,225	208,855	920,050	-	1,451,887	1,651,620	(199,733)	
<b>Total RECURRING EXPENSES</b>	701,525	325,609	572,586	1,883,649	762,075	4,245,444	6,732,915	(2,487,471)	63.1%
<b>Total DISBURSEMENTS</b>	701,530	325,609	675,169	2,315,075	784,081	4,801,464	11,535,715	(6,734,251)	41.6%

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

FISCAL YEAR-TO-DATE MAY 2012	Hawaii PSAP		
	11 mos.	Annual Budget	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS</b>			
<b>CONFERENCES</b>			
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	-		
<b>Total CONFERENCES</b>	5	30,000	(29,995)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	-		
<b>Computers</b>			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Computers - Other	-		
<b>Total Computers</b>	-		
<b>Training</b>			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	-		
<b>Total Training</b>	-		
<b>Total Non-RECURRING</b>	-		
<b>RECURRING EXPENSES</b>			
<b>MAINTENANCE</b>			
0001 Call Taker License	35,396	34,140	1,256
0002 Imagery License Agreement	-	353,260	(353,260)
0003 Equipment SW Maint	-	40,000	(40,000)
0007 Maintenance	-		
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.	375,138	450,166	(75,028)
CAD Maintenance	61,233	66,867	(5,634)
CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
<b>Total CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	471,767	944,433	(472,666)
<b>Other RECURRING</b>			
0005 Telcom Charges			
Long Distance Charges	-		
Mileage	-		
Telcom Frame Relay & CIR	-		
Telcom Trunk Charges	229,758	306,344	(76,586)
Telecom Ocean Safety CML Chges	-		
<b>Total 0005 Telcom Charges</b>	229,758	306,344	(76,586)
EMS Tower Lease	-		
<b>Total Other RECURRING</b>	229,758	306,344	(76,586)
<b>Total RECURRING EXPENSES</b>	701,525	1,250,777	(549,252)
<b>Total DISBURSEMENTS</b>	701,530	1,280,777	(579,247)

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending 31 MAY 2012**

FISCAL YEAR-TO-DATE MAY 2012	Kauai PSAP		
	11 mos.	Annual Budget	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS</b>			
<b>CONFERENCES</b>			
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	-		
<b>Total CONFERENCES</b>	-	21,300	(21,300)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	-		
<b>Computers</b>			
EMS CAD Live Rounting	-		
EMS Tritech-GeoComm Interface	-		
Computers - Other	-		
<b>Total Computers</b>	-		
<b>Training</b>			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	-		
<b>Total Training</b>	-		
<b>Total Non-RECURRING</b>	-		
<b>RECURRING EXPENSES</b>			
<b>MAINTENANCE</b>			
0001 Call Taker License	-		
0002 Imagery License Agreement	-	202,909	(202,909)
0003 Equipment SW Maint	-		
0007 Maintenance	-		
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.	232,384	309,846	(77,462)
CAD Maintenance	-		
CAD System Maintenance	-		
EMS	-		
Honolulu Fire Dept.	-		
<b>Total CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	232,384	512,755	(280,371)
<b>Other RECURRING</b>			
0005 Telcom Charges			
Long Distance Charges	393		393
Mileage	-		
Telcom Frame Relay & CIR	-		
Telcom Trunk Charges	92,832	114,998	(22,167)
Telecom Ocean Safety CML Chges	-		
<b>Total 0005 Telcom Charges</b>	93,225	114,998	(21,773)
EMS Tower Lease	-		
<b>Total Other RECURRING</b>	93,225	114,998	(21,773)
<b>Total RECURRING EXPENSES</b>	325,609	627,753	(302,144)
<b>Total DISBURSEMENTS</b>	325,609	649,053	(323,444)

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 31 MAY 2012**

FISCAL YEAR-TO-DATE MAY 2012	Maui PSAP		
	11 mos.	Annual Budget	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS</b>			
<b>CONFERENCES</b>			
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	-		
<b>Total CONFERENCES</b>	-	24,000	(24,000)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	-		
<b>Computers</b>			
EMS CAD Live Rounting	-		
EMS Trittech-GeoComm Interface	-		
Computers - Other	102,582	106,000	3,418
<b>Total Computers</b>	102,582	106,000	3,418
<b>Training</b>			
RTO Training for CADS	-	15,000	(15,000)
TriTech CAD System Admin Train	-		-
Training - Other	-		-
<b>Total Training</b>	-	15,000	(15,000)
<b>Total Non-RECURRING</b>	102,582	121,000	(18,418)
<b>RECURRING EXPENSES</b>			
<b>MAINTENANCE</b>			
0001 Call Taker License	-		
0002 Imagery License Agreement	-	377,062	(377,062)
0003 Equipment SW Maint	-		
0007 Maintenance	-		
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.	363,731	436,521	(72,790)
CAD Maintenance	-	115,825	(115,825)
CAD System Maintenance			
EMS	-		
Honolulu Fire Dept.	-		
<b>Total CAD System Maintenance</b>	-		
<b>Total MAINTENANCE</b>	363,731	929,408	(565,677)
<b>Other RECURRING</b>			
0005 Telcom Charges			
Long Distance Charges	(16)		(16)
Mileage	-		
Telcom Frame Relay & CIR	-		
Telcom Trunk Charges	208,871	278,495	(69,624)
Telecom Ocean Safety CML Chges	-		
<b>Total 0005 Telcom Charges</b>	208,855	278,495	(69,640)
EMS Tower Lease	-		
<b>Total Other RECURRING</b>	208,855	278,495	(69,640)
<b>Total RECURRING EXPENSES</b>	572,586	1,207,903	(635,317)
<b>Total DISBURSEMENTS</b>	675,169	1,352,903	(677,734)

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 31 MAY 2012**

	Oahu PSAP		
<b>FISCAL YEAR-TO-DATE MAY 2012</b>	<b>11 mos.</b>	<b>Annual Budget</b>	<b>\$ Over/(Under) Budget</b>
<b>TOTAL RECEIPTS</b>	-		
<b>DISBURSEMENTS</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	5,298	24,000	(18,702)
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)
<b>Total CONFERENCES</b>	17,322	87,000	(69,678)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Hawai'i Police Dept			
Honolulu Fire Dept.	-	1,400,000	(1,400,000)
Honolulu Police Dept.	404,680	3,011,500	(2,606,820)
<b>Total CAD Replacement/Upgrade</b>	404,680	4,411,500	(4,006,820)
<b>Computers</b>			
EMS CAD Live Rounting	9,424	20,000	(10,576)
EMS Tritech-GeoComm Interface	-	30,000	(30,000)
Computers - Other	-		
<b>Total Computers</b>	9,424	50,000	(40,576)
<b>Training</b>			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-	6,000	(6,000)
Training - Other	-		
<b>Total Training</b>	-	6,000	(6,000)
<b>Total Non-RECURRING</b>	414,104	4,467,500	(4,053,396)
<b>RECURRING EXPENSES</b>			
<b>MAINTENANCE</b>			
0001 Call Taker License	-		
0002 Imagery License Agreement	323,816	300,905	22,911
0003 Equipment SW Maint	-		
0007 Maintenance	-	40,000	(40,000)
0008 Logging Recorder Maint	60,775	65,000	(4,225)
0011 9-1-1MSAG Maint.	394,824	507,631	(112,807)
CAD Maintenance	184,184	227,460	(43,276)
<b>CAD System Maintenance</b>			
EMS	-	92,820	(92,820)
Honolulu Fire Dept.	-	112,200	(112,200)
<b>Total CAD System Maintenance</b>	-	205,020	(205,020)
<b>Total MAINTENANCE</b>	963,600	1,346,016	(382,416)
<b>Other RECURRING</b>			
0005 Telcom Charges			
Long Distance Charges	-		-
Mileage	10,407		10,407
Telcom Frame Relay & CIR	11,353		11,353
Telcom Trunk Charges	867,975	918,893	(50,918)
Telecom Ocean Safety CML Chges	22,776	25,200	(2,424)
<b>Total 0005 Telcom Charges</b>	912,510	944,093	(31,583)
EMS Tower Lease	7,539	7,690	(151)
<b>Total Other RECURRING</b>	920,050	951,783	(31,733)
<b>Total RECURRING EXPENSES</b>	1,883,649	2,297,799	(414,150)
<b>Total DISBURSEMENTS</b>	2,315,075	6,852,299	(4,537,224)

**HAWAII ENHANCED 911 BOARD**  
**STATEMENT OF CASH FLOWS**  
**For month ending 31 MAY 2012**

FISCAL YEAR-TO-DATE MAY 2012	ADMIN		
	11 mos.	Annual Budget	\$ Over/(Under) Budget
<b>TOTAL RECEIPTS</b>	7,909,432	8,130,000	(220,568)
<b>DISBURSEMENTS</b>			
<b>CONFERENCES</b>			
911 Goes to Washington Conf	1,706	3,000	(1,294)
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	-		
<b>Total CONFERENCES</b>	20,243	42,000	(21,757)
<b>Non-RECURRING</b>			
<b>CAD Replacement/Upgrade</b>			
Hawai'i Police Dept	-		
Honolulu Fire Dept.	-		
Honolulu Police Dept.	-		
<b>Total CAD Replacement/Upgrade</b>	-		
<b>Computers</b>			
EMS CAD Live Rounting	-		
EMS Trittech-GeoComm Interface	-		
Computers - Other	-		
<b>Total Computers</b>	-		
<b>Training</b>			
RTO Training for CADS	-		
TriTech CAD System Admin Train	-		
Training - Other	1,763	10,000	(8,237)
<b>Total Training</b>	1,763	10,000	(8,237)
<b>Total Non-RECURRING</b>	1,763	10,000	(8,237)
<b>RECURRING EXPENSES</b>			
<b>ADMINISTRATION</b>			
0010 Exec Dir. Services	297,917	325,000	(27,083)
0012 Electronic Signature Svcs	180	180	(0)
Audit Expense	12,042	12,042	(0)
Bank Charge	72		72
Board & Committee Venue	180	600	(420)
Board Member Travel	19,721	24,650	(4,929)
<b>DB&amp;F Assessments</b>			
DB&F Admin. Exp. Assess	51,192	374,000	(322,808)
DB&F Revenue Assessment	300,244	440,000	(139,756)
<b>Total DB&amp;F Assessments</b>	351,436	814,000	(462,564)
E911 Logo Contest	-	11,911	(11,911)
NASNA Dues	100	100	-
Parking Permits	200	200	-
<b>WSP Cost Recovery</b>			
Sprint/Nextel	80,227	160,000	(79,773)
<b>Total WSP Cost Recovery</b>	80,227	160,000	(79,773)
<b>Total ADMINISTRATION</b>	762,075	1,348,683	(586,608)
<b>Total MAINTENANCE</b>	-		
<b>Total RECURRING EXPENSES</b>	762,075	1,348,683	(586,608)
<b>Total DISBURSEMENTS</b>	784,081	1,400,683	(616,602)

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- PSAP Operations

### 9-1-1 Call Volume – May 2012

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	84,865	25,020	29.5%	59,832	70.5%

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

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

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October									
September									
August									
July									
June									
May	84,865	25,020	29.5%	59,832	70.5%	13	0.0%	7,380	8.7%
April	80,313	23,708	29.5%	56,597	70.5%	8	0.0%	7,449	9.3%
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
<b>TOTAL YTD</b>	<b>409,894</b>	<b>122,289</b>	<b>29.8%</b>	<b>287,549</b>	<b>70.2%</b>	<b>56</b>	<b>0.0%</b>	<b>36,795</b>	<b>9.0%</b>
<b>AVG PER MO</b>	<b>81,979</b>	<b>24,458</b>		<b>57,510</b>		<b>11</b>		<b>7,359</b>	

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

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

● **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)								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	41,206	11,408	27.8%	48.1%	29,679	72.2%	52.4%	119	0.3%	983	2.4%
April	37,868	10,664	28.3%	45.0%	27,070	71.7%	47.8%	134	0.4%	976	2.6%
March (**)	37,668	10,464	27.9%	41.7%	27,101	72.1%	45.7%	103	0.3%	1,192	3.2%
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%
<b>TOTAL YTD</b>	<b>189,577</b>	<b>53,487</b>	<b>28.3%</b>	<b>36.6%</b>	<b>135,568</b>	<b>71.7%</b>	<b>39.4%</b>	<b>522</b>	<b>0.3%</b>	<b>4,989</b>	<b>2.6%</b>
<b>AVG PER MO</b>	<b>37,915</b>	<b>10,697</b>			<b>27,114</b>			<b>104</b>		<b>998</b>	

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.

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

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)								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	15,111	5,304	35.4%	22.4%	9,698	64.6%	17.1%	109	0.7%	655	4.3%
April	14,643	5,147	35.4%	21.7%	9,391	64.6%	16.6%	105	0.7%	607	4.1%
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
<b>TOTAL YTD</b>	<b>75,042</b>	<b>26,334</b>	<b>35.3%</b>	<b>18.0%</b>	<b>48,212</b>	<b>64.7%</b>	<b>14.0%</b>	<b>496</b>	<b>0.7%</b>	<b>3,637</b>	<b>4.8%</b>
<b>AVG PER MO</b>	<b>15,008</b>	<b>5,267</b>			<b>9,642</b>			<b>99</b>		<b>727</b>	

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

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO DROP								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	9,782	3,172	32.4%	13.4%	6,610	67.6%	11.7%	0	0.0%	7,901	80.8%
April	9,511	3,055	32.1%	12.9%	6,454	67.9%	11.4%	2	0.0%	7,932	83.4%
March (**)	8,768	2,951	33.7%	11.8%	5,815	66.3%	9.8%	2	0.0%	7,517	85.7%
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%
<b>TOTAL YTD</b>	<b>45,238</b>	<b>14,913</b>	<b>33.0%</b>	<b>10.2%</b>	<b>30,313</b>	<b>67.0%</b>	<b>8.8%</b>	<b>12</b>	<b>0.0%</b>	<b>37,448</b>	<b>82.8%</b>
<b>AVG PER MO</b>	<b>9,048</b>	<b>2,983</b>			<b>6,063</b>			<b>2</b>		<b>7,490</b>	

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.

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

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	5,734	2,207	41.5%	9.3%	3,110	58.5%	5.5%	417	7.3%	1,429	24.9%
April	4,595	1,896	45.2%	8.0%	2,298	54.8%	4.1%	401	8.7%	1,375	29.9%
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
<b>TOTAL YTD</b>	<b>25,682</b>	<b>10,510</b>	<b>44.1%</b>	<b>7.2%</b>	<b>13,307</b>	<b>55.9%</b>	<b>3.9%</b>	<b>1,865</b>	<b>7.3%</b>	<b>6,788</b>	<b>26.4%</b>
<b>AVG PER MO</b>	<b>5,136</b>	<b>2,102</b>			<b>2,661</b>			<b>373</b>		<b>1,358</b>	

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

Note: Includes Ocean Safety

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

● **PSAP Operations (continued)**

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

OAHU CIVILIAN		TRANSFERRED TO EMS									
		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	7,211	3,036	42.9%	12.8%	4,033	57.1%	7.1%	142	2.0%	120	1.7%
April	6,985	2,852	41.9%	12.0%	3,958	58.1%	7.0%	175	2.5%	117	1.7%
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
<b>TOTAL YTD</b>	<b>35,348</b>	<b>14,933</b>	<b>43.2%</b>	<b>10.2%</b>	<b>19,603</b>	<b>56.8%</b>	<b>33.6%</b>	<b>812</b>	<b>2.3%</b>	<b>593</b>	<b>1.7%</b>
<b>AVG PER MO</b>	<b>7,070</b>	<b>2,987</b>			<b>3,921</b>			<b>162</b>		<b>119</b>	

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

**Notes:**

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

OAHU CIVILIAN		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)					
		TOTAL YTD	January	February (*)	March (**)	April	May
2012	<b>39,007</b>	6,099	10,546	9,830	6,711	5,821	
	<b>AVG PER MO</b>	<b>July</b>	<b>August</b>	<b>September</b>	<b>October</b>	<b>November</b>	<b>December</b>
	<b>7,801</b>						

(\*) 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.

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

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### Wireless Test – May 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/17/12	T-Mobile	1	4	Oahu PSAP/ Akimeka	Pass
05/17/12	T-Mobile	1	2	Oahu PSAP/ Akimeka	Fail
05/25/12	AT&T Mobility	2	6	Oahu PSAP/ Akimeka	Fail
05/25/12	AT&T Mobility	2	6	Oahu PSAP/ Akimeka	Pass

### Current Month PSAP Operations Activities – May 2012

Weekly (Every Thursday)      The State of Hawaii PSAPs and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.

05/17/12 -- 05/31/12      Representatives from the City & County of Honolulu PSAPs received an email from Crystal Beelen of the Department of Emergency Management (DEM) regarding a distressed 9-1-1 caller. The location of the 9-1-1 caller could not be secured by the dispatcher. The 9-1-1 caller hung up. When the PSAP contacted the respective Wireless Service Provider (WSP) for assistance, the WSP would not initially release the caller's address until they confirmed that 9-1-1 Dispatch was calling.

A meeting was scheduled for May 31, 2012 to ensure that all of the Oahu PSAPs had access to the exigent circumstances procedures. Representatives from Wavecom Solutions, Verizon Wireless, Sandwich Isle Communication, Mobi PCS, HPD, EMS, DIT, DEM, and Akimeka were in attendance. At the meeting, it was recommended that all of the Oahu PSAPs provide a 24 x 7 contact telephone number that service providers can use to contact the PSAP with the requested information. DEM agreed to send this out to all service providers using DEM's letterhead.

05/22/12 -- 05/26/12      HPD granted AT&T Mobility's request for a temporary tower. The tower was needed for the 2012 Honolulu Lantern Lighting Ceremony at Magic Island which normally has 40,000 guests. The first test scheduled for May 25, 2012 was cancelled due to gusty wind conditions. A second test was scheduled for May 26, 2012. The test was successfully completed at approximately 8:00 a.m.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

#### **Wireless Tower Naming Project**

In accordance with the April 23, 2012 agreements, Akimeka began the wireless maintenance transition from DIT to Akimeka.

Ivan Zavala from Akimeka and Sheldon Kono from DIT worked together to load, test, and ensure proper data was being delivered and the tower will plot a Wireless Phase I call as well as the accuracy of the tower number and sectors.

Following the successful test on May 14, 2012, Akimeka issued a new Call Routing Sheet (CRS) to T-Mobile and a new test date of May 17, 2012 was requested.

On May 17, 2012, Akimeka facilitated the T-Mobile wireless test at the Oahu Civilian Primary PSAP (HPD). The test was considered successful after the 9-1-1 call plotted both Wireless Phase I (WPH I) and Wireless Phase II (WPH II) data elements. All sectors were tested including the sectors overlaying into the Military PSAP.

This test confirmed that the new tower naming format would display and plot accurately and validated that the operation of the rebid feature in the CML was operational. When a wireless 9-1-1 test call was presented as a Wireless Phase I (WPH I) call upon initial delivery and a rebid was performed, Wireless Phase II (WPH II) information was returned consistently – 100% of the time.

With some adjustments by DIT, it was agreed to move forward and load the rest of the Wireless Service Providers (WSP) into the GeoComm system using the new tower naming schema.

During the test process, Akimeka observed that the source of the data being displayed was being retrieved from the GIS mapping layer rather than the ALI datastream. Akimeka will submit recommendations to HPD/PSAP with regards to the GeoComm mapping system configurations in order to retrieve the data from the correct source.

- **MSAG**

#### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu, HPD/PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, HPD/PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that HTI approved the Oahu Combine project and processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

**MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)  
(continued)**

On May 16, 2012, the following was agreed to for Oahu and all State of Hawaii PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawaii.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawaii (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

MSAG Record Number Changes	Timeline
Up to and including 250 MSAG records	7 business days to complete
251 – 500 MSAG records	12 business days to complete
501 – 750 MSAG records	17 business days to complete
751+ MSAG records	Timeline to be agreed upon

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

ALI DR	Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.
TN CR - Single	Single TN request with routine urgency. No transaction restriction.
TN CR - Multiple	Must be identified as an addressing special project. There must be at least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.  This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit.

On behalf of the PSAPs across the State of Hawaii, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

• **MSAG (continued)**

**Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd\even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The “Customer Addresses Affected (\*)” footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported “Customer Address Change Requests Submitted” is captured under the “ALI Discrepancy Request (ALI-DR) Submitted” column.
4. The “Definitions” chart has been updated as well.

**Current Month – May 2012**

2012		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
OAHU CIVILIAN	180	180	0	179	0	1	0	0	0	0	0	0

Revised categories and report format changes effective May 2012.

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

OAHU CIVILIAN		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September													
August													
July													
June													
May	180	180	0	179	0	1	0	0	0	0	0	0	
April (*)	0	0	0	0	0	0	0	0	0	0	0	0	
March	300	300	0	300	0	0	0	0	0	0	0	0	
February	241	241	2	237	0	2	0	0	0	0	0	0	
January	69	69	0	69	0	0	0	0	0	0	0	0	
<b>TOTAL YTD</b>	<b>790</b>	<b>790</b>	<b>2</b>	<b>785</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	
<b>AVG PER MO</b>	<b>158</b>	<b>158</b>	<b>0</b>	<b>157</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	

(\*) Applies to Change Request Category Only

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

(\*) During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI).

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

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

### **MSAG Communities Project**

A follow-up letter was sent from Captain Terrence Kong (HPD) to Mr. Kurt Hoffman and Mr. John Komeiji (Hawaiian Telcom) regarding Major John Thompson's March 20, 2012 letter that was sent to Hawaiian Telcom regarding the MSAG Community Name Changes.

To date, HPD/PSAP has not received a formal response from Hawaiian Telcom, Inc. (HTI) regarding this critical project. As such, HPD/PSAP is not able to fulfill its responsibility under the E9-1-1 tariff to maintain the MSAG.

- **Geographic Information System (GIS)**

### **Current Month GIS Activities – May 2012**

- 05/02/12 -- Akimeka created a new point layer for Beach Right of Ways based on information  
05/04/12 provided by Diana Chun from EMS. This information was collected by Ocean Safety.  
  
The layer was uploaded to Akimeka's server on May 4, 2012.
- 05/03/12 -- Akimeka updated the WSP Cell Towers layer based on Call Routing Sheets  
05/22/12 (CRSs) received from various Wireless Service Providers (WSPs).
- 05/04/12 Akimeka added metadata to the following layers: Police Beats and Police Response Areas.
- 05/04/12 Akimeka deleted all of the extra fields in the Street Centerlines layer that are not required for the Motorola PremierOne CAD. LGRID and RGRID were added to meet one of Motorola's geofile build requirements. Metadata was also added.
- 05/07/12 -- Akimeka corrected the EMS boundaries to align with the Parcels boundaries and  
05/14/12 added the metadata.
- 05/09/12 At the request of Patty Dukes, Chief of EMS, Akimeka created and sent a pdf copy of the Oahu proposed Medic Beats.
- 05/17/12 -- Akimeka reviewed and analyzed the Fire Beats layer. This layer is titled  
05/24/12 "FirstInAreas" by the City & County of Honolulu DPP GIS. It is also known as Engine Company Administrative Boundaries according to the HFD Policy and Procedures, Section 5: Response Boundaries. Each polygon represents an engine company's boundary.  
  
The coastline for this layer was edited to match with the Police Beats, Medic Beats, and MSAG Community coastlines.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

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

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

05/17/12 -- Akimeka reviewed and analyzed the Fire Districts layer. This layer is called  
05/29/12 "Battalion Boundaries" by HFD but is the same as the Fire Districts.

The coastline for this layer was edited to match with the Police Beats, Medic Beats, Fire Beats, and MSAG Community coastlines.

05/22/12 Akimeka reviewed TriTech's GIS Overview and Minimum Requirements VisiCAD Mapping Features and GIS Link document provided by Greg Middleton, TriTech Solutions Specialist.

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

On May 2, 2012, HPD/PSAP and Akimeka met to discuss and review HPD's Police Beats and Sub-beat Names in order to validate correctness prior to submitting data to Motorola to build the Geofile file for the Motorola PremierOne CAD.

1. Courtesy of Curtis Maeshiro, a brief history of how he and the HPD staff created the first police beat and sub-beat boundaries for the City & County of Honolulu during the 1980's was shared. Initially, these boundaries were established pre-Geographic Information System (GIS) and had to be drawn in by hand manually.

The Beat Boundaries were always the more important boundaries as they were used for dispatching which continues at HPD/PSAP today. As the Beat Boundaries changed over time, the Sub-beats lagged behind a bit. As such, the Sub-beat Names do not match the naming schema of the Beat Names.

2. After all of the Police Beats Names and Boundaries were reviewed, it was agreed by HPD that the names and boundaries of the police beats are correct.
3. To address the Sub-beats Names and Boundaries, it was agreed that Akimeka will work with Curtis Maeshiro and IT Department at a later date to correct the names and boundaries. Akimeka will also work with HPD to create a proposal for correcting the alignment of the Sub-beat Boundaries and possible renaming.
4. With HPD's approval, Akimeka was authorized to deliver to Motorola all of the layers required by Motorola for staging their PremierOne CAD system.

On May 4, 2012, the following layers, using WGS 1984 spatial reference, were delivered to Motorola via Motorola's ftp site: Police Beats, Police Reporting Districts, Street Centerlines, and Common Places.

## Oahu Civilian E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

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

### **Emergency Medical Services (EMS) Medic Districts and Beats**

On April 17, 2012, Akimeka met with Emergency Medical Services (EMS) personnel to discuss building an EMS District layer and EMS Beat layer. Based on the paper maps provided by EMS, Akimeka began to create Medic Beats and define boundaries. Akimeka also received confirmation from the Military on EMS jurisdictions on the military bases.

A follow-up meeting was held with EMS and Akimeka personnel on April 24, 2012 to review the newly created Medic Beats and Boundaries. Subsequent to the meeting, Akimeka began to create Medic Districts and define boundaries.

On May 9, 2012, EMS and Akimeka met to discuss and review the Medic Beats and their respective boundaries for EMS response requirements. Each of the Medic Beats and Boundaries around the entire island of Oahu was reviewed, using streets as a good reference guide for each boundary.

1. Aiea's boundary with Honolulu was reviewed in detail and decided by EMS that the boundary designation is good for now. The boundary may require some minor changes in the future depending on where some units may be going.
2. Ewa Beach was added as a new medic beat. Previously the beat had existed but was removed because of a hospital closing in that area and the Waipahu units took over in Ewa Beach. The intersection of Renton Road and Fort Weaver Road was used as a general boundary on the north. On the west, Coral Sea Road was used as the boundary and extends south to the ocean.
3. It was agreed that Akimeka will add all of the small islands around Oahu, such as Chinaman's Hat and Rabbit Island, to the Medic Beats layer.
4. It was also agreed that Akimeka will provide EMS with a pdf map which includes all sixteen (16) of the Medic Beats with the changes agreed upon.

On May 10, 2012, Akimeka received approval from Patricia Dukes, Chief of EMS, to proceed with EMS' Beats and Boundaries. Akimeka agreed to coordinate with EMS before creating the Emergency Service Zone (ESZ)/Emergency Service Number (ESN) layer to ensure that the boundaries are accurate and final.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

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

#### **Honolulu Fire Department (HFD) Battalion and First In Response Areas**

On May 16, 2012, Akimeka met with Honolulu Fire Department (HFD) personnel, City & County of Honolulu Department of Information Technology (DIT) and Department of Public Planning (DPP) representatives who support E9-1-1 operations, and TriTech (via phone). The purpose of the meeting was to discuss the HFD's Battalion Boundaries (Districts) and Response Areas (Beats) and determine if those are existing boundaries used for their dispatch and response.

Akimeka provided an overview of the project to synchronize the MSAG and GIS databases. Akimeka also explained the need for creating ESZs/ESNs utilizing the Police, Fire, and EMS Beats, why this is important, and how it used to display primary response information to the dispatchers.

The meeting covered the following areas:

1. Current Boundaries
2. MSAG
3. CAD Data Update Process
4. CAD Reference Imagery
5. TriTech CAD

As a result of the meeting, the following action items were agreed to:

1. Battalion Chief Kenison Tejada will request the latest copy of the Battalion Boundaries, Response Boundaries, and Fire Stations from DPP GIS.
2. HFD and Akimeka agreed to schedule a follow-up meeting to verify the data once the Battalion Boundaries layer, Response Areas layer, and the Fire Stations layers are received and reviewed by HFD and Akimeka. Akimeka will use the HFD Policy and Procedures Section 5: Battalion Boundaries to compare with the GIS layers that will be provided by DPP.
3. Akimeka will also continue to work and meet with Geoff Shon, prior to his retirement at the end of May 2012, to hopefully transfer his knowledge base and experience and document these boundaries for dispatch purposes.

On May 23, 2012, a follow-up meeting was held with HFD and Akimeka. The purpose of the meeting was to discuss HFD's Battalion Boundaries and First In Areas and obtain HFD's approval for Akimeka to move forward to create the ESZ/ESN.

The current boundaries for both the Battalion and First In Areas layers were reviewed by both HFD and Akimeka prior to the meeting based on the data received as a result of the May 16, 2012 meeting among HFD, CCH DIT, CCH DPP, and Akimeka.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

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

#### **Honolulu Fire Department (HFD) Battalion and First In Response Areas (continued)**

The process for loading GIS data to the CAD was also discussed in detail. There was also preliminary discussion on the proposed TriTech upgrade project

As a result of the meeting, the following action items were agreed to:

1. Akimeka will use the approved First In Areas in order to move forward with the ESZ/ESN project.
2. Akimeka will include the small islands and adjust the coastline around Oahu in order to be consistent with the response areas for the other public safety agencies.
3. Battalion Chief Kenison Tejada will follow up with Tommy Takeshita (Akimeka) and TriTech regarding the CML display and CAD secondary response units.
4. Jon Sakamoto agreed to follow up with TriTech to discuss the capabilities of the GIS Link utility and if it can import a corrected shapefile of the Response Areas without having to rebuild some of the CAD components. Because the current Response Areas contain some gaps, overlaps, and uncorrected boundaries, Akimeka recommended that HFD assess based on the findings of their CAD Administrator if updates can be performed to the layer by Akimeka and then be imported back into the CAD without affecting CAD operations or requiring the rebuilding of any of the CAD components.

Since this was the last meeting to include Captain Geoff Shon who is retiring. Akimeka will await word from Battalion Chief Kenison Tejada on who will be named to take his place in future meetings. Captain Geoff Shon's participation and insights were invaluable to help move the project along.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

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

#### **Oahu Street Centerline Project Update – May 2012**

On May 25, 2012, a meeting with the Oahu Civilian PSAPs (HPD, HFD, EMS), City & County of Honolulu representatives supporting E9-1-1 from DIT and DPP, and Akimeka was held to discuss the current process, proposed process, transfer of knowledge, and target implementation. Currently, the City & County of Honolulu maintains and is the steward of the data and process for updating GIS data for all three PSAP CAD systems. The process whereby GIS source data collection, correction, validation, synchronization and submission needs to be developed to sustain E9-1-1 PSAP operations and the CAD systems.

The meeting covered the following areas:

1. GIS Data Stewardship
2. GI Data Transfer and Schedule
3. Governance for GIS Updates and Process

The current process for addressing was provided by Ken Schmidt and Jim Hayden from DPP GIS. This included discussion on the process for addresses and streets for new subdivisions as well as address changes by land owners. DPP GIS agreed to share the detailed flowcharts with HPD and Akimeka to ensure a better and completed understanding of the documented current processes.

Ken and Jim also shared information regarding the new standard Address Guide Document received from the United States Postal Service (USPS). DPP GIS agreed to share the Address Guide Document.

A general overview of the GIS Address Points layer was also provided by DPP GIS. DPP GIS agreed to provide HPD and Akimeka with the GIS Address Points layer and will help define the delivery process and schedule for future updates to the GIS Address Points layer.

In accordance with the Governance Process, it was agreed that as the Program Management Team (PMT), HPD will be included on all GIS layers transferred to or processed by Akimeka. Akimeka will only transfer data to the County agencies with the approval of the HPD PMT.

The CAD update process was discussed. The current schedule for processing updates to the PSAP Street Centerlines is done on an adhoc basis. Updates are done several times a year as coordinated with DPP GIS.

There was discussion regarding the CAD update process and schedule which should be done on a more regular and scheduled basis. It was agreed that the proposed monthly updates be established across all of the PSAPs beginning with HPD and HFD and EMS would follow.

Each PSAP has a different process established with DPP GIS for editing Street Centerline data. Transferring data to and from the PSAPs was also discussed. It was agreed that HPD, DPP GIS and Akimeka should meet to discuss details on documenting a process for editing and transferring data updating stewardship to Akimeka. A follow-up technical meeting was tentatively scheduled for May 31, 2012.

## Oahu Civilian E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

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

#### **Oahu Street Centerline Project Update – May 2012 (continued)**

A follow-up technical meeting was held on May 31, 2012 with the Oahu Civilian PSAP (HPD), City & County of Honolulu representatives supporting E9-1-1 from DPP, and Akimeka to further discuss DPP's address assignment workflows and process to resolve address errors encountered within the scope of HPD and Akimeka's scope of work.

The meeting covered the following areas:

1. Assignment of Site Addresses
2. Maintenance of DPP Datasets
3. How to Integrate Akimeka's Feature Edits with DPP's Workflows

The current process for the assignment of addresses as it relates to the GIS data update process was provided by Ken Schmidt and Jim Hayden. DPP is still reviewing the detailed flowcharts that define this address process. Once approved by DPP, Akimeka and HPD requested that they receive a copy in order to gain a better understanding of the processes and systems.

Jason Balmut from DPP shared the "Guidelines for Addressing Procedures" document which is a combination of the FGDC standards and the USPS Publication 28 standards. Akimeka and HPD were both provided printed copies of the "Guidelines for Addressing Procedures". An electronic copy will be provided to HPD and Akimeka following the meeting for review.

The address points file process was also discussed. The file is regularly updated and posted on the ftp website. Akimeka and HPD will use the ftp site as the initial place to transfer and receive the data. Jon Hodge from DPP agreed to review and ensure the file is up-to-date. Akimeka agreed to assist HPD in transferring the address points to Motorola.

DPP discussed address review and authority. It was determined that Jim Hayden would be the primary contact for address errors or discrepancies. Jim's knowledge of DPP's address processes and PSAP systems provide an excellent initial point of contact. Akimeka and HPD agreed to thoroughly review addresses prior to requesting DPP's assistance. The process with Jim will begin once HPD implements a standard processing of the ANI/ALI discrepancies.

HPD, DPP, and Akimeka also agreed to work together to move forward and ensure that processes used to update the Aloha geodatabase are documented. DPP agreed to have Jim Hayden assist in the next update to ensure all knowledge is captured and documented. HPD will provide guidance on when the next update will take place.

It was also discovered during the meeting that EMS is upgrading its TriTech CAD system in the very near future. Jim Hayden suggested that Akimeka contact EMS to gain a better understanding of the scope and timeline.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- PSAP Operations**

### 9-1-1 Call Volume – May 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,762	2,880	32.9%	5,882	67.1%
MOLOKAI	291	190	65.3%	101	34.7%

(\*) 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						Abandoned	
		Wireline		Wireless		Admin		# of Calls	% Abandoned of Total
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	8,762	2,880	32.9%	5,882	67.1%	0	0.0%	1,857	21.2%
April	8,322	2,751	33.1%	5,571	66.9%	0	0.0%	1,336	16.1%
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
<b>TOTAL YTD</b>	<b>41,593</b>	<b>13,669</b>	<b>32.9%</b>	<b>27,924</b>	<b>67.1%</b>	<b>0</b>	<b>0.0%</b>	<b>7,090</b>	<b>17.0%</b>
<b>AVG PER MO</b>	<b>8,319</b>	<b>2,734</b>		<b>5,585</b>		<b>0</b>		<b>1,418</b>	

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **PSAP Operations (continued)**

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June									
May	291	190	65.3%	101	34.7%	0	0.0%	40	13.7%
April	201	118	58.7%	83	41.3%	0	0.0%	30	14.9%
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
<b>TOTAL YTD</b>	<b>1,453</b>	<b>874</b>	<b>60.2%</b>	<b>579</b>	<b>39.8%</b>	<b>0</b>	<b>0.0%</b>	<b>214</b>	<b>14.7%</b>
<b>AVG PER MO</b>	<b>291</b>	<b>175</b>		<b>116</b>		<b>0</b>		<b>43</b>	

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

*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 – May 2012**

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### Current Month PSAP Operations Activities – May 2012

Weekly (Every Thursday)      The State of Hawaii PSAPs and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.

05/14/12      At the request of the PSAP, Akimeka installed the printer drivers for three (3) PowerMap workstations. At this time, those workstations have the ability to print from PowerMap.

05/15/12      On May 16, 2012, Maui Dispatch reported ANI/ALI failures to HTI. A series of failures occurred on May 15, 2012 at 1:48 p.m. The Maui Dispatch Supervisor also reported that the Maui out dial trunks had an unusual call information window (red with a black telephone). HTI is investigating.

05/15/12 -- 05/31/12      A trouble ticket for the Molokai PSAP was opened with AT&T Mobility's ENOC in Atlanta due to a dropped 9-1-1 call on May 15, 2012 at approximately 7:20 p.m. The call was received as a Wireless Phase I (WPH I) call with a high confidence factor of 7,887. The dispatcher proceeded to re-bid the call four (4) times with no success and the 9-1-1 caller hung up. Since the dispatcher could not reach the 9-1-1 caller, rescue was dispatched to the area. When the 9-1-1 caller called back, it was discovered that the 9-1-1 caller was actually across the street from the police station.

John Schickinger from AT&T Mobility investigated the trouble and discovered the following. An option was not turned on between AT&T Mobility and Intrado which affected the re-bidding process. Secondly, there is only one tower on Molokai. The next nearest tower is 25 miles away on another island.

AT&T Mobility fixed the option problem and a new test has been scheduled for June 7, 2012 at 9:00 a.m.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

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

*Updates as of May 31, 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.

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 – 5/31/12)** – No further updates.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

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

*Updates as of May 31, 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 – 5/31/12)** – No further updates.

- **MSAG**

### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. The Oahu Civilian Primary PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date as to when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, Oahu Civilian Primary PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

**MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI) (continued)**

On May 16, 2012, the following was agreed to for the State of Hawaii PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawaii.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawaii (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

MSAG Record Number Changes	Timeline
Up to and including 250 MSAG records	7 business days to complete
251 – 500 MSAG records	12 business days to complete
501 – 750 MSAG records	17 business days to complete
751+ MSAG records	Timeline to be agreed upon

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

ALI DR	Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.
TN CR - Single	Single TN request with routine urgency. No transaction restriction.
TN CR - Multiple	Must be identified as an addressing special project. There must be at least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.  This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit.

On behalf of the PSAPs across the State of Hawaii, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

### **Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd\even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The “Customer Addresses Affected (\*)” footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported “Customer Address Change Requests Submitted” is captured under the “ALI Discrepancy Request (ALI-DR) Submitted” column.
4. The “Definitions” chart has been updated as well.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Current Month – May 2012**

2012		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
MAUI COUNTY	1,043	992	902	20	29	14	27	26,718	50	1	7	7	

Revised categories and report format changes effective May 2012.

During the month of May 2012, 992 9-1-1Net requests were completed relating to the Maui County MSAG database, with 26,718 customer ANI/ALI records updated as a direct result. 51 ALI transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

***There are seven (7) records in Suspended status as of May 31, 2012, affecting seven (7) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) – 2012**

MAUI COUNTY		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy Request (ALI DR) Submitted (b)	# of Transactions	TNs Affected	
December													
November													
October													
September													
August													
July													
June													
May	1,043	992	902	20	29	14	27	26,718	50	1	7	7	
April	695	495	434	16	15	24	6	12,707		200	7	7	
March	359	342	320	7	1	11	3	8,948		17	10	10	
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	
<b>TOTAL YTD</b>	<b>2,388</b>	<b>2,120</b>	<b>1,901</b>	<b>47</b>	<b>52</b>	<b>74</b>	<b>46</b>	<b>55,214</b>	<b>50</b>	<b>218</b>			
<b>AVG PER MO</b>	<b>478</b>	<b>424</b>	<b>380</b>	<b>9</b>	<b>10</b>	<b>15</b>	<b>9</b>	<b>11,043</b>	<b>50</b>	<b>44</b>			

(\*): Applies to Change Request Category Only

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

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

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

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	4,965	99.3%
Lanai	112	112	100.0%
Molokai	500	500	100.0%

Significant progress has been made to complete the project. Lanai and Molokai are 100.0% complete. This completes the assignment of ESNs to existing street segments. Going forward, ESN assignments to new street segments will part of the ongoing maintenance effort.

Maui is close to completion and is expected to be at 100% complete by June 2012.

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.

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – May 2012**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Address Points	Maui	05/24/12		Made corrections to meet Intergraph requirements
	Maui	05/18/12		Assigned MSLINKs to meet Intergraph requirements
	Maui	05/14/12		Added two (2) new address points per DSA and verified nine (9) addresses on Kapohue Road sent by DSA
	Maui	05/10/12		Added one (1) address points assigned by DSA
	Maui/Molokai		<b>05/09/12</b>	
	Maui	05/09/12		Added two (2) address points per DSA and spatially corrected the address points. This is an ongoing project.
	Maui	05/08/12		Added nine (9) new address points per DSA and five (5) new address points from KIVA
	Maui	05/07/12		Corrected FEA_MSLINK for three (3) address points to meet Intergraph CAD standards
	Molokai	05/07/12		Corrected thirty-five (35) address points and added one (1) address point at Kepuhi Place per DSA
	Maui	05/04/12		
Maui	05/03/12			Corrected street name in Spreckelsville from Cane Road to Cane Place as confirmed by the County's street naming authority
Emergency Callboxes				
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				

*(\*) 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 May 1, 2012 – May 31, 2012

• **Mapping Layers Updated/Loaded Into GIS – May 2012 (continued)**

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Milepost Markers	Maui/Molokai		05/09/12	
Points of Interest	Maui	05/17/12		Added Napili Park
	Maui/Molokai		05/09/12	
	Maui	05/07/12		
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines	Maui	05/30/12		Deleted street centerlines for roads that were not built. Corrected road classification types and assigned 1-1 ranges to synchronize with the MSAG.
	Maui	05/25/12		Investigated 1 - 9999 ranges
	Maui	05/24/12		Made a correction to meet Intergraph CAD requirements
	Maui	05/18/12		Validated errors found on error report
	Maui	05/16/12		Corrected gaps in street centerline ranges. This is an ongoing project.
	Maui/Molokai		05/09/12	
	Maui	05/09/12		Corrected errors flagged in Akimeka's validation report
	Maui	05/08/12		Added one (1) new street centerline and range to follow the data received from DSA. Corrected gaps in ranges flagged by Akimeka's validation report. This is an ongoing project.
	Maui	05/07/12		Corrected range overlaps and gaps found in the validation report
Trails				
WSP Cell Towers	Maui/Molokai		05/09/12	
	Maui	05/01/12		Per VZW CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging	Maui/Molokai		05/09/12	
		05/07/12		
Medical Facilities				

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
Parcels				
Parks (Includes National Parks)	Maui	05/17/12		Added Napili Park
Park Polygon	Maui	05/17/12		Added Napili Park
Post Offices				
Subdivisions				
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				

*(\*) 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 May 1, 2012 – May 31, 2012

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

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
<b>SPECIAL REQUESTS</b>				
Gate Codes	Maui	05/29/12		Added a new gate code for Puunoa Subdivision per Service Request #478
	Maui	05/17/12		Added a gate code and changed one gate code per Service Request #474 and #475 respectively
	Maui/Molokai		05/09/12	
	Maui	05/07/12		Changed gate code for Plantation Estates per Service Request #469
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

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

### Current Month GIS Activities – May 2012

- 05/09/12 Akimeka corrected an overlapping label issue in PowerMap. Labels from layers that are also included in the Points of Interest (POI) layer were removed to prevent overlapping duplicate labels.
  
- 05/14/12 At the request of the PSAP, Akimeka created and delivered two (2) situational maps. These maps will be used for special operational purposes.
  
- 05/23/12 ESN boundaries for Maui were updated by Akimeka.
  
- 05/24/12 Akimeka prepared and pushed the following layers for an Intergraph CAD map update: Address Points, Street Centerlines, WSP Cell Towers, Lodging, Gate Codes, and Parks Polygon.

- **Service Requests Transactions**

### Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	03/08/12	450	<u>Incorrect Community</u> : TN = 808/573-6214	MSAG - ANIVALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  In referred status and pending approval from HTI as of 5/29/12.
2	05/29/12	478	Gate Code Update	Suggestions	Normal	Gate code was added. Awaiting PowerMap update in June 2012. Service Request will be closed at that time.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

## Maui County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **Service Requests Transactions (continued)**

**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	4	5	2	2	3	0	1	0	0	2	1
April	3	4	3	0	0	2	2	0	0	1	2
March	6	4	4	1	1	4	3	0	0	1	0
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>16</b>	<b>14</b>	<b>2</b>	<b>4</b>	<b>4</b>	<b>7</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>4</b>

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

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	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Hawai`i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – May 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,403	3,659	35.3%	6,705	64.7%%

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

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME								Abandoned	
		Wireline/VoIP		Wireless		Unknown		Admin			
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July											
June											
May	10,403	3,659	35.3%	6,705	64.7%	39	0.4%	N/A	N/A	N/A	N/A
April	10,327	3,412	33.2%	6,874	66.8%	41	0.4%	N/A	N/A	N/A	N/A
March (*)	10,651	3,563	33.6%	7,050	66.4%	38	0.4%	N/A	N/A	N/A	N/A
February (*)	7,863	2,688	34.3%	5,143	65.7%	32	0.4%	N/A	N/A	N/A	N/A
January	10,875	3,690	33.9%	7,185	66.1%			0	0.0%	1,105	10.2%
<b>TOTAL YTD</b>	<b>50,119</b>	<b>17,012</b>	<b>34.0%</b>	<b>32,957</b>	<b>66.0%</b>	<b>150</b>	<b>0.3%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>
<b>AVG PER MO</b>	<b>10,024</b>	<b>3,402</b>		<b>6,591</b>		<b>38</b>		<b>N/A</b>		<b>N/A</b>	

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- PSAP Operations**

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

HAWAII		TRANSFERRED TO FIRE										Abandoned		
		Wireline/VoIP			Wireless			Unknown		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	% to Total Calls	# of Calls	% Abandoned to Total	
December														
November														
October														
September														
August														
July														
June														
May	3,111	1,498	49.0%	40.9%	1,557	51.0%	23.2%	56	1.8%	N/A	N/A	N/A	N/A	
April	2,886	1,200	42.1%	35.2%	1,647	57.9%	24.0%	39	1.4%	N/A	N/A	N/A	N/A	
March (*)	2,121	904	43.0%	25.4%	1,199	57.0%	17.0%	18	0.8%	N/A	N/A	N/A	N/A	
February (*)	1,818	N/A									N/A	N/A	N/A	N/A
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%			0	0.0%	52	2.4%	
<b>TOTAL YTD</b>	<b>12,093</b>	<b>4,550</b>	<b>44.8%</b>	<b>26.7%</b>	<b>5,612</b>	<b>55.2%</b>	<b>17.0%</b>	<b>113</b>	<b>0.9%</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	<b>N/A</b>	
<b>AVG PER MO</b>	<b>2,419</b>	<b>1,138</b>			<b>1,403</b>			<b>38</b>		<b>N/A</b>		<b>N/A</b>		

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

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

**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.)

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

**Wireless Test – May 2012**

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
05/02/12	Verizon Wireless	11	33	Akimeka	Pass
05/02/12	Mobi PCS	1	3	Akimeka	Pass
05/02/12	AT&T Mobility	2	12	Akimeka	Pass

**Current Month PSAP Operations Activities – May 2012**

- Weekly (Every Thursday)

The State of Hawai'i PSAPs and Akimeka participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawai'i. In the best interest of the public, the issues experienced post cutover by the Hawai'i County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.
- 05/17/12

At the request of Sergeant Matsumoto, Akimeka investigated and provided Sergeant Matsumoto with the City & County of Honolulu website regarding alarms. The website is: <http://www.honolulu.org/info/burglaralarms.htm>.
- 05/23/12

While conducting research with regards to adding Automatic Location Identification (ALI) information for telephone numbers (TNs) with mainland addresses, Hawai'i County received an email from Intrado stating that a solution is not probable for the State of Hawai'i at this time due to geographic limitations of the system and network.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### County of Hawai'i Conversion to NG9-1-1 Solacom Platform Update

Due to the numerous outstanding issues, the County of Hawai'i Public Safety Answering Points (PSAPs) – Police and Fire – have not formally accepted the Hawaiian Telcom, Inc.(HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system as of May 31, 2012.

Following the February 8, 2012 cutover, the County of Hawai'i PSAPs continue to experience network, data, and operational issues. In an effort to resolve the issues, the County of Hawai'i PSAPs have been identifying and reporting post conversion issues. As issues arise, trouble reports have been generated and reported to HTI via email from Sergeant Matsumoto, on behalf of the County of Hawai'i PSAPs, to Mr. Stephen Douglass from HTI.

As of May 31, 2012, a total of **196** (141 in February 2012, 31 in March 2012, 17 in April 2012, and 7 in May 2012) trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports				Total Trouble Reports To-date
	February 2012	March 2012	April 2012	May 2012	
Audio Issues	107	7	6	0	<b>120</b>
No ANI/ALI information transferring to the CAD	10	9	5	2	<b>26</b>
Features not working and screen problems	8	0	0	1	<b>9</b>
Inability to callback 9-1-1 Callers. Ring No Answer/Voicemail. Needed to use PBX as a backup.	4	3	2	0	<b>9</b>
Inability to transfer calls to the secondary PSAP (Fire)	4	2	3	0	<b>9</b>
Call History not complete or available	2	3	0	0	<b>5</b>
Other (printer not working, miscellaneous reports, TDD not working properly, testing document not provided)	6	7	1	4	<b>18</b>

No documentation and/or feedback/updates have been provided by HTI as to which of the **196** trouble reports have been closed with the PSAP's concurrence.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### County of Hawai'i Conversion to NG9-1-1 Solacom Platform Update (continued)

In an effort to address the post conversion issues, Hawaiian Telcom, Inc. (HTI) continues to host weekly (every Thursday) conference calls with the State of Hawai'i PSAPs to review the Solacom conversion in the State of Hawai'i. In the best interest of Public Safety, the issues experienced post cutover by the Hawai'i County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls. Having a functioning system with accurate location data is essential for PSAP operations and Public Safety.

Feedback and updates provided by HTI as of May 31, 2012 are as follows:

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

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

2. Inability to Ringback 9-1-1 Callers -- HTI reported that a maintenance update was performed as scheduled on May 9, 2012. The purpose of the maintenance update was to resolve the issue of the intermittent inability to ringback callers.

The Hawai'i County PSAP dispatchers and supervisors performed a review and analysis of the ringback function from May 9, 2012 through May 17, 2012. Results of the analysis are as follows. Of the eighteen (18) ringback calls observed, 83.3% (15) were successful and 16.7% (3) were not successful.

This issue was closed out with the PSAP's concurrence on May 24, 2012. Unfortunately, the trouble ticket was re-opened on May 31, 2012 due to the occurrence of similar ringback issues. The Hawaii County PSAP agreed to continue to monitor this issue throughout the month of June 2012.

3. No ANI/ALI Information Transferring to the CAD -- This issue remains unresolved. On May 26, 2012, Sergeant Ing requested that the 8-second delay be reduced to a 6-second delay in order to evaluate if this would help the information flow easier into the CAD and improve performance. Stephen Douglass from HTI performed the requested change that day. HTI asked if the Hawai'i County dispatchers could monitor the performance of the wireless calls. The dispatchers reported that the problem still exists and there was no noticeable improvement with the ANI/ALI information into the CAD. HTI reported that they would continue to monitor.

On May 30, 2012, at the recommendation of Stephen Douglass and with Sergeant Matsumoto's approval, the second delay was changed from a 6-second delay to a 5-second delay. HTI agreed to continue to monitor and will share their results with the Hawai'i County PSAP.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

### • PSAP Operations (continued)

#### County of Hawai'i Conversion to NG9-1-1 Solacom Platform Update (continued)

4. Greater Percentage of Wireless Phase I (WPHI I) Calls – HTI continued to adjust and evaluate the second delay within the network. Several attempts were made at re-adjusting the second delay and new software was introduced on May 16, 2012. At the recommendation of HTI, a 5-second delay was implemented on May 31, 2012 and approved by Sergeant Matsumoto. HTI agreed to continue to monitor and will share their results with the Hawai'i County PSAP.

(Note: Prior to the conversion, most of the wireless 9-1-1 calls delivered to the PSAP were Wireless Phase II calls upon initial delivery. Following the conversion, there has been a noticeable shift from Wireless Phase II calls to Wireless Phase I calls. As a result, there are more re-bid requests being required as compared to pre-conversion.)

5. Inability to Transfer Calls to the Secondary PSAP – HTI installed a software maintenance update on May 9, 2012. The purpose of this update was to resolve some operational issues with the original ACD configuration of "priority". The software update appeared to resolve the ACD issue. As such, this issue was closed as of May 22, 2012 by Sergeant Matsumoto and Battalion Chief Gahan. This issue will continue to be monitored during the month of June 2012.
6. No 9-1-1 Recording – This issue has not been resolved. HTI is still working with Solacom to provide an "All Operators Are Busy" recording for the Hawaii County Police queue. Hawai'i County Fire closed this issue, however; Hawai'i County Police requested that this issue remain open.
7. Audio Quality Issues – Battalion Chief Gahan agreed to close this issue.
8. Call History – This is still an open issue. Originally calls transferred to the secondary PSAP (Fire) from the primary PSAP (Police) would not retain history on the primary PSAP positions. HTI installed a software maintenance upgrade on May 9, 2012 to correct this problem. During testing, it was discovered that the record only becomes available when the caller disconnects from the final destination. Follow up action is needed by HTI to resolve this issue since the call transfer record is needed when the call is transferred. The Hawaii County PSAPs (Police and Fire) also requested that they be provided the ability to print screen in order to document the call history and call transfer.

Implementation of the Hawaiian Telcom, Inc. (HTI) Solacom Next Generation 9-1-1 (NG9-1-1) enabled ESInet system has affected the County of Hawai'i PSAP operations. The time to answer, process and respond to E9-1-1 calls have been impacted due to ringback issues, incomplete or no ANI/ALI data upon delivery of the initial E9-1-1 call, and the inability to transfer calls to the secondary PSAP. The County of Hawai'i PSAPs have also experienced a shift in the delivery of Wireless Phase II calls to more Wireless Phase I calls upon initial delivery. As a result, the PSAP is processing more re-bid requests.

At a minimum, the County of Hawai'i PSAPs were expecting the same level of performance prior to the conversion, as committed by HTI. The County of Hawai'i PSAPs are hopeful that HTI can resolve the outstanding issues in a timely manner which will be a key factor in determining whether or not to accept the Hawaiian Telcom/Solacom Next Generation 9-1-1 enabled ESInet system, taking into account what is in the best interest of the public.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- PSAP Operations (continued)**

### Call Observations Conducted at Primary PSAP

At the request of Sergeant Matsumoto, Akimeka conducted an on-site call observation audit on May 29, 2012. The purpose of the audit was to observe 9-1-1 wireless calls and document if the wireless call was presented upon initial delivery as Wireless Phase I (WHP I) or Wireless Phase II (WPH II).

A total of 75 wireless calls were observed between the hours of 0736 to 1608 hours. Results of the call observation audit by Wireless Service Provider are as follows:

Wireless Service Provider (WSP)	Total Calls Observed	% of Calls by WSP	Wireless Phase I		Wireless Phase II	
			# of Calls	%	# of Calls	%
AT&T Mobility	34	45.3%	18	52.9%	16	47.1%
Mobi PCS	5	6.7%	3	60.0%	2	40.0%
Sprint	7	9.3%	3	42.9%	4	57.1%
T-Mobile	7	9.3%	3	42.9%	4	57.1%
Verizon Wireless	22	29.3%	7	31.8%	15	68.2%
<b>TOTAL</b>	<b>75</b>	<b>100.0%</b>	<b>34</b>	<b>45.3%</b>	<b>41</b>	<b>54.7%</b>

The total number of wireless calls observed by time periods are as follows:

Time of Day	Total Calls Observed	% of Calls by WSP	Wireless Phase I		Wireless Phase II	
			# of Calls	%	# of Calls	%
0736 - 0810 Hours	6	8.0%	3	50.0%	3	50.0%
0811 - 1005 Hours	18	24.0%	12	66.7%	6	33.3%
1016 - 1353 Hours	22	29.3%	6	27.3%	16	72.7%
1400 - 1608 Hours	29	38.7%	13	44.8%	16	55.2%
<b>TOTAL</b>	<b>75</b>	<b>100.0%</b>	<b>34</b>	<b>45.3%</b>	<b>41</b>	<b>54.7%</b>

The results of the Call Observation conducted on May 29, 2012 were provided to Sergeant Matsumoto.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

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

*Updates as of May 31, 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 – 5/31/12)** – No further updates.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

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

*Updates as of May 31, 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 – 5/31/12)** – No further updates.

## Hawai`i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG**

### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. The Oahu Civilian Primary PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date as to when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, Oahu Civilian Primary PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

On May 16, 2012, the following was agreed to for the State of Hawai`i PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawai`i.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawai`i (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

MSAG Record Number Changes	Timeline
Up to and including 250 MSAG records	7 business days to complete
251 – 500 MSAG records	12 business days to complete
501 – 750 MSAG records	17 business days to complete
751+ MSAG records	Timeline to be agreed upon

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

**MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)  
(continued)**

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

ALI DR	Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.
TN CR - Single	Single TN request with routine urgency. No transaction restriction.
TN CR - Multiple	<p>Must be identified as an addressing special project. There must be at least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.</p> <p>This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit.</p>

On behalf of the PSAPs across the State of Hawai'i, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

**Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd\even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The "Customer Addresses Affected (\*)" footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported "Customer Address Change Requests Submitted" is captured under the "ALI Discrepancy Request (ALI-DR) Submitted" column.
4. The "Definitions" chart has been updated as well.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Current Month – May 2012**

2012		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
HAWAII	428	259	179	7	21	16	36	5,530	158	11	8	8	

Revised categories and report format changes effective May 2012.

During the month of May 2012, 259 9-1-1Net requests were completed relating to the MSAG database, with 5,530 customer ANI/ALI records updated as a direct result. 169 ALI transactions 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 eight (8) records in Suspended status as of May 31, 2012 affecting 8 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Six (6) 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).
- Two (2) 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. However, there has been no further discussions or agreements reached.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

HAWAII COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
		2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)
December												
November												
October												
September												
August												
July												
June												
May	428	259	179	7	21	16	36	5,530	158	11	8	8
April	444	361	225	17	36	23	60	7,591		83	8	8
March	348	72	33	6	2	27	4	292		276	11	25
February	337	226	142	7	17	49	11	8,574		111	21	37
January	203	60	32	0	3	23	2	298		143	40	75
<b>TOTAL YTD</b>	<b>1,760</b>	<b>978</b>	<b>611</b>	<b>37</b>	<b>79</b>	<b>138</b>	<b>113</b>	<b>22,285</b>	<b>158</b>	<b>624</b>		
<b>AVG PER MO</b>	<b>352</b>	<b>196</b>	<b>122</b>	<b>7</b>	<b>16</b>	<b>28</b>	<b>23</b>	<b>4,457</b>	<b>158</b>	<b>125</b>		

(\*) Applies to Change Request Category Only

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- Mapping Layers Updated/Loaded Into GIS – May 2012

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Address Points	05/31/12		Added the Common Name "Kona Community School - Adult" to 745000 Puohulihuli Street
		<b>05/22/12</b>	
	05/14 /12 -- 05/17/12		Corrected data to meet Intergraph CAD requirements
	05/11/12		Changed MCOMM for 770968 Waiaea Road from Keauhou to Kailua Kona
	05/08/12	<b>05/08/12</b>	Added Kukio Golf Course as a Point of Interest address point
	05/03/12 -- 05/07/12		Moved address points to the center of the buildings in corrected parcels
Emergency Callboxes			
Fire Beats (Includes Medic Beats)	05/10/12 -- 05/11/12		Edited boundaries to follow Street Centerlines. Edited boundary adjustments to Beat 11, per Battalion Chief Gahan.
Fire Districts (Includes Medic Districts)	05/10/12 -- 05/11/12	<b>05/22/12</b>	Edited boundaries to follow Street Centerlines. Edited and merged Beat 1 into Beat 11, per Battalion Chief Gahan.
Fire Response Areas	05/10/12	<b>05/22/12</b>	Edited boundaries to follow Street Centerlines. This is an ongoing project.
Fire Stations			
Major Roads	05/01/12	<b>05/08/12</b>	Edited the Major Roads to match the Street Centerlines layer
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)		<b>05/22/12</b>	
	05/07/12 -- 05/11/12	<b>05/08/12</b>	Edited boundaries to follow Street Centerlines. This is an ongoing project.
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)			
Points of Interest		05/22/12	
	05/18/12		
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		05/22/12	
	05/17/12		Made corrections to meet Intergraph CAD requirements
		05/08/12	
	05/03/12		Corrected errors identified in the Intergraph CAD error report
	05/01/12		Adjusted the alignment of the Street Centerlines to follow Pictometry imagery. This is an ongoing project.
Trails			
WSP Cell Towers		05/22/12	
	05/17/12		Per Sprint CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)			
Churches		05/22/12	
	05/18/12		Removed hyphen from two (2) street names and added zip codes
Gas Stations		05/22/12	
	05/18/12		
Food & Beverage		05/22/12	
	05/18/12		Removed hyphen from two (2) street names

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Hospitals			
Lodging	05/18/12	05/22/12	
Medical Facilities	05/18/12	05/22/12	Corrected street name and removed Hawaiian diacritical and extra space
Parcels	05/10/12	05/22/12	Edited boundaries to follow Street Centerlines. This is an ongoing project.
		05/09/12	
		05/08/12	
	05/02/12 -- 05/29/12		Edited parcels to overlay with the Street Centerlines. This is an ongoing project.
Parks (Includes National Parks)		05/22/12	
Parks Polygon		05/22/12	
Post Offices			
Subdivisions	05/18/12	05/22/12	Removed an empty entry
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports		05/22/12	
	05/17/12		Removed <Null> values
Bridges	05/18/12		Added MSAG Community information
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
Tsunami Roadblocks			
United States National Grid (50K)			
United States National Grid			
Volcano Hazard Zones			

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

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

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

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

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

### Current Month GIS Activities – May 2012

- 05/02/12 Akimeka prepared the Address Points, Fire Response Areas, Police Response Areas, and Street Centerlines for an Intergraph CAD push.
- 05/14/12 Akimeka validated the Street Centerlines that were flagged as errors for the Intergraph CAD.
- 05/18/12 Akimeka edited the Power Plants layer and corrected the spelling of one (1) street address and added all zip codes.
- 05/22/12 Akimeka met with the Hawai'i County Police and Fire personnel to present and obtain approval for the ESN/ELT layer.
- 05/25/12 Akimeka prepared the Address Points, Street Centerlines, Fire ESZ, and Police ESZ for an Intergraph CAD update. Akimeka is awaiting approval from the Hawai'i County PSAP to push the update to a test environment.

## Hawai`i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

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

**Address Points and Street Centerlines Update Comparison**

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

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

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		19
# of New Street Segments Removed		0
# of New Addresses Added	116	
# of New Addresses Removed	17	
# of Street Segment Range Changes		21
# of Street Segment Name Changes		17
# of Street Name Changes	19	
# of Street Number Changes	17	

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- **Service Requests Transactions**

### Open Service Requests – May 2012 (April 28, 2012 – May 29, 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.  Arrangements for travel to Puako Beach are in discussion with Hawaii Police. As such, the Service Request is in a valid pending status.
2	05/12/11	327	<u>Incorrect Address:</u> TN = 808/982-3265	MSAG - ANI/ALI Discrepancy	Normal	Customer confirmed address and advised that she will contact her service provider. Waiting for updated information to be processed.  House number has been updated. Received approval on February 7, 2012 to keep the MSAG Communities as initially provided by Akimeka in 2008.  This transaction is still in "Referred" status pending HTI approval as of 05/29/12.
3	09/01/11	359	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 02/28/12.
4	09/01/11	368	<u>Incorrect Address:</u> TN = 808/969-1024	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 02/28/12.
5	11/15/11	410	<u>Incorrect Address:</u> TN = 808/962-0414	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 02/28/12.
6	01/30/12	426	<u>Incorrect Address:</u> TN = 808/962-6601	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is in "Referred" status since 04/27/12.
7	03/01/12	447	<u>Incorrect Address:</u> TN = 808/889-5117	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is still in "Referred" status as of 05/29/12.
8	03/17/12	452	Different name and address	MSAG - ANI/ALI Discrepancy	High	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is still in "Referred" status as of 05/29/12.
9	03/17/12	455	Oceanic Time Warner Customer – Torrano	MSAG - No Record Found	High	Request for caller information submitted; awaiting additional information from PSAP.
10	04/12/12	464	Incorrect Display	MSAG - ANI/ALI Discrepancy	Low	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.  This TN is still in "Referred" status as of 05/29/12.
11	05/08/12	471	Kukio Golf Course	MSAG - No Record Found	High	Request for caller information submitted; pending change in 9-1-1Net.  ALI-DR is in "Referred" status as of 05/29/12.
12	05/29/12	480	<u>Incorrect Address:</u> TN = 808/967-7587	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending change in 9-1-1Net.

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **Service Requests Transactions (continued)**

**Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012) (continued)**

#	Date	Ticket #	Description	Category	Urgency	Comments
13	05/29/12	481	<u>Incorrect Address:</u> TN = 808/965-6430	MSAG - ANI/ALI Discrepancy	Normal	MSAG Community is "Pahoa".
14	05/29/12	482	<u>Incorrect Address:</u> TN = 808/967-7218	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending change in 9-1-1Net.
15	05/29/12	483	<u>Incorrect Address</u>	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending change in 9-1-1Net.
16	05/29/12	484	<u>Incorrect Address:</u> TN = 808/929-7161	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending change in 9-1-1Net.
17	05/29/12	485	<u>Address Updated:</u> TN = 808/968-6470	MSAG - ANI/ALI Discrepancy	Normal	Caller information has been submitted to 9-1-1Net.
18	05/29/12	486	<u>Address Updated:</u> TN = 808/327-4346	MSAG - ANI/ALI Discrepancy	Low	Caller information has been submitted to 9-1-1Net.
19	05/29/12	487	<u>Address Updated:</u> TN = 808/963-6446	MSAG - ANI/ALI Discrepancy	Normal	Caller information has been submitted to 9-1-1Net.
20	05/29/12	488	<u>Incorrect Address:</u> TN = 808/966-7008	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
21	05/29/12	489	<u>Incorrect Address:</u> TN = 808/775-0764	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and update in 9-1-1Net.
22	05/29/12	490	<u>Incorrect Address:</u> TN = 808/315-8603	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from Sprint and update in 9-1-1Net.

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- **Service Requests Transactions (continued)**

### Year-to-Date (YTD) Summary – 2012

HAWAII				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May	16	9	22	0	0	16	9	0	0	0	0
April	4	2	15	0	1	4	1	0	0	0	0
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
<b>TOTAL</b>	<b>55</b>	<b>33</b>	<b>22</b>	<b>7</b>	<b>7</b>	<b>48</b>	<b>26</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 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 May 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 **4,542** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on May 26, 2012 for Hawai'i County are reported below.

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

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

### Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 21, 2012		As of May 26, 2012	
		9-1-1 MSAG Dated 02-01-12		9-1-1 MSAG Dated 05-01-12	
		# of Records	%	# of Records	%
<b>Total 9-1-1 MSAG Records Reviewed</b>		4,560		4,542	
<b>Less: 9-1-1 MSAG Exception Records</b>	(1)	6	0.1%	6	0.1%
<b>Net 9-1-1 MSAG Records Eligible for Comparison</b>		4,554		4,536	
<b>Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)</b>		3,635	79.8%	3,816	84.1%
<b>9-1-1 MSAG -- GIS No Match Minor Correction Required</b>	(2)	394	8.7%	298	6.6%
<b>9-1-1 MSAG Record With No GIS Record</b>	(3)	525	11.5%	422	9.3%
<b>Total 9-1-1 MSAG Records No Match</b>		919	20.2%	720	15.9%

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

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

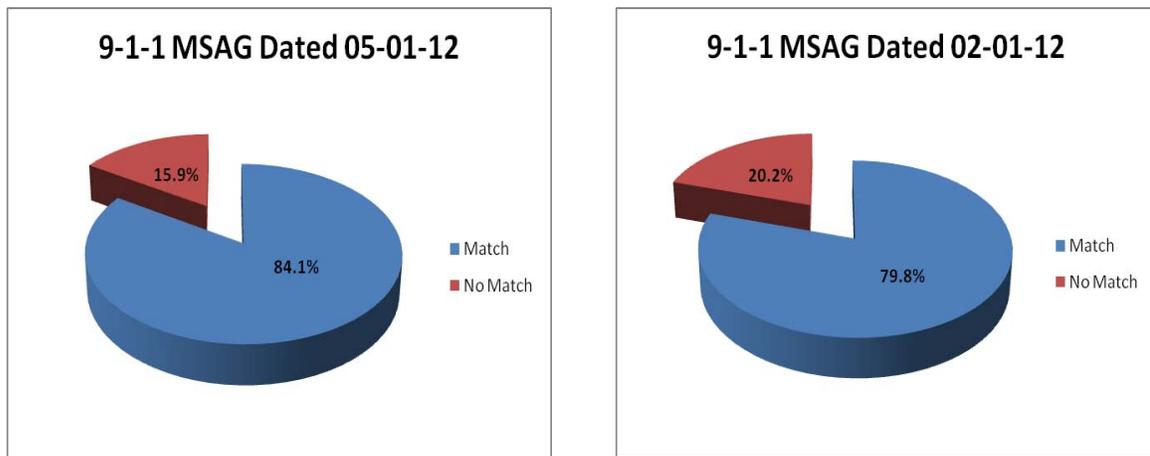
- **E9-1-1 Database Synchronization (continued)**  
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

### 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 – May 1, 2012 vs. February 1, 2012 MSAG



***Hawai'i County's level of accuracy or 9-1-1 Match percentage improved from 79.8% as of February 1, 2012 to 84.1% as of May 1, 2012***

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which has helped facilitate Akimeka's synchronization efforts.
- ❖ The number of matching records increased from February 1, 2012. MSAG records were either added or adjusted according to Hawai'i County GIS databases.
- ❖ "MSAG - GIS Minor Corrections" were reduced by 24.4% (394 to 298) from February 2012 to May 2012 respectively. Low and high address ranges were adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNS) need to be validated by the service providers prior to adjusting an address range.

## Hawai'i County E9-1-1 Status Report May 1, 2012 – May 31, 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 – May 1, 2012 vs. February 1, 2012 MSAG (continued)

- ❖ “MSAG Record With No GIS Record” was further reduced by 19.6% (525 to 422) from February 2012 to May 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.
- ❖ Blank-to-blank ranges were reduced by 30.1% (73 to 51) from February 2012 to May 2012 respectively. These ranges were identified as being invalid due to no assigned address number and have been updated as ESN 299 records. These ranges will be corrected as a special TN CR project.
- ❖ Continuous 1 – 9999 ranges were reduced by 61.9% (139 to 53) from February 2012 to May 2012 respectively. Low and high addresses were adjusted in the MSAG to correspond with the GIS database. The remaining 53 records require further research in order to be corrected.
- ❖ “GIS Record With No MSAG Record” was reduced by 20.3% (236 to 188) from February 2012 to May 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 26.4% (375 to 276) from February 2012 and May 2012 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- ❖ Street segment GIS record errors were reduced by 3.8% (1,018 to 979) from February 2012 to May 2012 respectively. The street segment errors were validated by Hawaii County personnel or databases, corrected, and uploaded into the GIS Street Centerlines layer.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

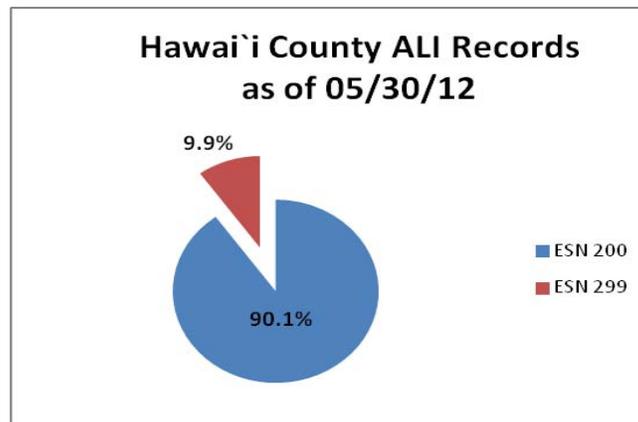
## Hawai`i County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

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

### Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai`i County. As of May 30, 2012, **9,153** ESN 299 records, representing **9.9%** 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.



There has been an increase in the number of ALI discrepancy reports since February 23, 2012 from **5.9% to 9.9%** as of May 30, 2012. The increase in telephone numbers (TNs) with ESN 299 is due to invalid house numbers being assigned to customers by the service providers and identified by Akimeka through its MSAG maintenance efforts. These TN discrepancy records result in a "No Match" condition between the MSAG and GIS databases and affect synchronization results and ultimately 9-1-1 response. As such, split transactions are being submitted in 9-1-1Net to separate the valid TNs from the invalid TNs which are assigned an ESN 299. These ESN 299 invalid records need to be researched and a Telephone Number Change Request (TN CR) submitted by the respective service provider.

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

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

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

### • PSAP Operations

#### 9-1-1 Call Volume – May 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,029	1,012	33.7%	1,992	66.3%

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

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin		# of Calls	% Abandoned to Total
2012	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls		
December									
November									
October									
September									
August									
July									
June									
May	3,029	1,012	33.7%	1,992	66.3%	25	0.8%	639	21.1%
April	3,097	968	31.3%	2,129	68.7%	0	0.0%	703	22.7%
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
<b>TOTAL YTD</b>	<b>15,570</b>	<b>5,062</b>	<b>32.6%</b>	<b>10,477</b>	<b>67.4%</b>	<b>31</b>	<b>0.2%</b>	<b>3,342</b>	<b>21.5%</b>
<b>AVG PER MO</b>	<b>3,114</b>	<b>1,012</b>		<b>2,095</b>		<b>6</b>		<b>668</b>	

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

**Notes:**

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

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### Wireless Test – May 2012

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

### Current Month PSAP Operations Activities – May 2012

05/09/12      A fiber cut that occurred on Oahu around 10:40 a.m. on May 9, 2012, affected 9-1-1 service delivery to Kauai County. When the fiber cut was first identified, around 10:40 a.m., Hawaiian Telcom, Inc. (HTI) contacted the Kauai PSAP to inquire if 9-1-1 service was being affected. At that time, there was no observed impact to the Kauai PSAP.

During the period of 10:40 a.m. and 3:00 p.m., the Plant/CML positions on Kauai lost connectivity and were unable to receive 9-1-1 calls. This was not known to the Kauai PSAP until a 9-1-1 caller called the admin line at approximately 2:30 p.m. 9-1-1 calls were re-routed to the backup white phones at approximately 3:00 p.m. The delay was because a Kauai technician needed to be dispatched to the Lihue central office to input the software in order to re-route the 9-1-1 calls. The commands could not be sent from Oahu due to the loss of connectivity.

The nature of this fiber cut, which was caused by the City & County of Honolulu while digging underground, was that a lot of water/liquid was introduced to the manhole. HTI crews had to wait for the City & County of Honolulu to pump out the water before beginning their repair work. HTI assumed that while the manhole was being pumped dry, additional damage to the fiber cable occurred. HTI gained access to the fiber cable at approximately 5:15 p.m. and priority was given to restore 9-1-1 related inter-island service.

The problem was with the overall telephone network and HTI's ability to route 9-1-1 calls between Kauai and the Plant/CML switch on Oahu which gets the 9-1-1 call, gets the ALI, and then sends both the 9-1-1 call and data back to the Kauai PSAP.

Work was completed on the Oahu fiber cut and 9-1-1 traffic was re-routed back to the Kauai PSAP at 8:15pm that evening. HTI reported that will be working on additional circuit diversity for Kauai.

Due this outage and lack of real-time communication, Acting Assistant Chief asked HTI to provide planned and unplanned outage notification procedures for Kauai County to review and provide input.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### **Current Month PSAP Operations Activities – May 2012 (continued)**

Weekly (Every Thursday) Beginning with the May 24, 2012 conference call, Kauai County, along with the other PSAPs and Akimeka, participated in weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. In the best interest of the public, the issues experienced post cutover by the Hawaii County PSAPs need to be resolved with a sense of urgency since the PSAPs are dealing with emergency 9-1-1 calls.

### **VisionAIR/911 Inc. Integrated CAD Replacement Project**

On July 10, 2009, the State of Hawaii Wireless Enhanced 911 Board approved Kauai County's request to fund its CAD Upgrade Request for Proposal (RFP) as a special project which would include the Call Taking system and equipment and GeoComm mapping. The Board's commitment to fund the upgrade project was reaffirmed on December 11, 2009.

On November 6 – 8, 2011, Kauai County implemented the VisionAIR CAD system due to operational necessity since their current CAD system was failing. The connectivity issues between VisionAIR/911 Inc. and Hawaiian Telcom, Inc. (HTI), however, were not resolved. As such the VisionAIR CAD is operating off of HTI's current Plant/CML Emergency Telephone System (ETS).

HTI committed to Assistant Chief Begley that they would provide Kauai County with whatever support and cooperation are needed to move the project forward. Several requests were made by VisionAIR/911 Inc., on behalf of Kauai County, to discuss all options and resolve the network connectivity issues.

On December 14, 2011, HTI sent Kauai County, via Assistant Chief Begley, HTI's proposed Statement of Work (SOW) which included technical design drawings and pricing for HTI's solution.

Unfortunately, with the absence of Assistant Chief Begley, the project stalled and was resurrected by Acting Assistant Chief Perez in late April 2012 in order to complete the project.

On May 9, 2012, a meeting was held with representatives from Kauai County, HTI, VisionAIR/911 Inc., Akimeka, and the Executive Director of the State of Hawaii 911 Board. Several issues were discussed, including the County of Hawaii Solacom conversion status. HTI also shared that the reason they changed out their network and system to Solacom was because the Plant/CML platform could no longer be supported.

HTI agreed to track all open issues via an Action Register. A face-to-face meeting every two weeks to ensure the project stays on track and issues are resolved in a timely manner was also agreed to. Allowances would be made for those who are located outside of the State of Hawaii.

## Kauai County E9-1-1 Status Report

### May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

#### **VisionAIR/911 Inc. Integrated CAD Replacement Project (continued)**

The first status update meeting was held on May 23, 2012. HTI reviewed the current status of the County of Hawaii Solacom conversion and open issues, reviewed the Action Register, and presented two options. Key discussion topics were:

1. Current 9-1-1 Service Delivery to the County of Hawaii – Enhanced 9-1-1 (E9-1-1) vs. Next Generation 9-1-1 (NG9-1-1)

HTI confirmed that they are currently providing E9-1-1 service to the County of Hawaii via an ESInet platform. It is a Next Generation 911 solution and network design working on an IP enabled backbone and is an IP-based private network. However, at this time, according to HTI, video and text are not available and dependent on the wireless carriers. While HTI is setting up a NG ESInet foundation of supporting the next generation of 911 call handling capabilities, wireless carriers need to integrate their networks before services like text and video can be offered over the Solacom platform.

Given that the network is ESInet, Kauai County asked what technology is currently being used between the host selective router and the County of Hawaii PSAP equipment to provide E9-1-1 service. If it is via Ethernet or SIP, Kauai County should be able to receive the same. There should be parity among the PSAPs and what is provided by HTI.

2. Network Connectivity and Compatibility Issues

There has been no movement and dialogue on the compatibility issues. To date, there has been no clarification from HTI as to the incompatibility.

3. ALI Database Access

It was clarified that VisionAIR/911 Inc. is requesting “access to” an ALI feed just as HTI provides today via a splitter cable. Access to the ALI database on a live 9-1-1 is mandated by the current E9-1-1 tariff. HTI agreed to take the action item and confirm that HTI can deliver an ALI feed to VisionAIR/911 Inc.’s equipment.

It was also confirmed that Kauai County is not requesting a redundant ALI server as reflected in HTI’s December 14, 2011 SOW.

Kauai County would also like an electronic file of the ALI database in order to validate the routing of addresses in accordance with the current E9-1-1 tariff.

4. HTI Call Taking Position Options

HTI presented Kauai County with two options as follows:

- a. Option 1- CAMA Solution

This solution allows Kauai County to utilize the VisionAIR platform to process E9-1-1 calls however; it does not support NG9-1-1 capabilities. This option also replaces the Plant/CML positions with Solacom diagnostic workstations.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

### **VisionAIR/911 Inc. Integrated CAD Replacement Project (continued)**

4. HTI Call Taking Position Options (continued)

b. Option 2 – Solacom PSAP Position

This solution is intended to reduce the risk of using a non-standard, one off native SIP-T solution. This option will replace the Plant/CML positions with Solacom positions. This option will also achieve NG9-1-1 capability consistent with all other PSAP positions statewide.

Kauai County questioned why Kauai County would want to have two redundant workstations that have the same features and capability to process a 9-1-1 call as being proposed with Option 2. There should be no issue with interfacing between vendors.

5. Transition Plan from E9-1-1 to NG 9-1-1

With Option 1, Kauai County would not be Next Generation capable. As such, Kauai County asked what HTI's plan is to convert Kauai County from CAMA (under Option 1) to Next Generation 9-1-1 (NG9-1-1) when Next Generation features and services are delivered and the E9-1-1 tariff would no longer apply.

Similarly, when the PSAPs went from Basic 9-1-1 to Enhanced 9-1-1 and with the entry of Wireless 9-1-1, new tariffs were filed accordingly. As such, Kauai County asked if HTI is planning to file a Next Generation 9-1-1 tariff, to include cost recovery, when transitioning from E9-1-1 service. HTI took this as a follow-up action item.

A follow-up meeting is scheduled for June 6, 2012. Kauai County is hopeful that HTI will be able report on all issues raised and provide recommended solutions.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

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

*Updates as of May 31, 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 – 5/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **PSAP Operations (continued)**

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

*Updates as of May 31, 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 – 5/31/12)** – No further updates.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG**

### **MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)**

During the month of April 2012, Akimeka was informed by Intrado that no MSAG requests or transactions within the Intrado E9-1-1 MSAG would be processed as directed by Hawaiian Telcom, Inc. (HTI) for Oahu. The Oahu Civilian Primary PSAP was notified of this situation and sent a letter to HTI requesting an explanation and a target date as to when Oahu MSAG transaction processing will resume.

As a result, several conference calls were held in the month of May 2012 among HTI, Intrado, Oahu Civilian Primary PSAP, and Akimeka to discuss and resolve the MSAG transactions issue. A distinction between MSAG transactions and ALI discrepancies were discussed and clarified at the request of Akimeka.

On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that processing MSAG transactions could be resumed under the new definitions presented by HTI during the conference call.

On May 16, 2012, the following was agreed to for the State of Hawaii PSAPs collectively:

1. 9-1-1Net will be utilized to process all MSAG and ALI transactions for the State of Hawaii.
2. MSAG transactions are limited to 50 Maintenance transactions per day for the State of Hawaii (all County PSAPs collectively).
3. Previously agreed upon 50 ESN transactions per day for the County of Maui will be honored. Any future ESN special projects will require the approval of HTI and Intrado.
4. Any additional MSAG transactions special projects will require approval from HTI and Intrado and must have a completion date identified in the 9-1-1Net transaction. The following timeline was provided by Intrado in their MSAG training:

MSAG Record Number Changes	Timeline
Up to and including 250 MSAG records	7 business days to complete
251 – 500 MSAG records	12 business days to complete
501 – 750 MSAG records	17 business days to complete
751+ MSAG records	Timeline to be agreed upon

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

---

- **MSAG (continued)**

**MSAG and ALI Transaction Direction from Hawaiian Telcom, Inc. (HTI)  
(continued)**

5. ALI transactions will be processed as either an ALI Discrepancy Request (ALI DR) or a Telephone Number Change Request (TN CR) in accordance with the following guidelines:

ALI DR	Treated with a higher sense of urgency since a result of a 9-1-1 call. No transaction restriction.
TN CR - Single	Single TN request with routine urgency. No transaction restriction.
TN CR - Multiple	Must be identified as an addressing special project. There must be least two or more TNs within the same street, community and ESN. All TNs must be identified on a separate Excel spreadsheet.  This will count as one (1) transaction against the 50 Maintenance MSAG transaction restriction limit.

On behalf of the PSAPs across the State of Hawaii, Akimeka agreed to ensure compliance and work within the restrictions as outlined above.

**Report Changes Due to New Intrado Functionality**

Effective May 2012, a new Intrado functionality was made available to report Telephone Number Change Requests (TN CRs) separately from Automatic Location Identification (ALI) Discrepancy Requests (ALI DRs) was made available. TN CRs represent ALI address record corrections on a specific TN or group of TNs. ALI DRs represent ALI discrepancies discovered during a 9-1-1 call. These record corrections are treated with a higher urgency by Intrado.

As such, the report formats below have been updated accordingly.

1. A distinction between MSAG Transactions and ALI Transactions are reflected.
  - a. MSAG Transactions will only affect and update the address range, pre-street directional, street name, street name suffix, odd/even identifier, Emergency Service Number (ESN), or the MSAG Community within the MSAG Database. Approved MSAG transactions will automatically perform a mass change and update all the ALI records associated with the MSAG record.
  - b. ALI DRs and TN CRs will only affect and update individual ALI records associated with the affected Telephone Number (TN) within the ALI database.
2. The “Customer Addresses Affected (\*)” footnote applies only to Change Requests and the footnote has been corrected accordingly. Delete and Insert Request do not contain TNs and do not affect or compromise the Automatic Number Identification (ANI)/ALI database.
3. Previously reported “Customer Address Change Requests Submitted” is captured under the “ALI Discrepancy Request (ALI-DR) Submitted” column.
4. The “Definitions” chart has been updated as well.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Current Month – May 2012**

2012		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected	
KAUAI	28	26	21	0	1	3	1	1,696	0	2	22	22	

Revised categories and report format changes effective May 2012.

During the month of May 2012, 26 9-1-1Net requests were completed relating to the MSAG database, with 1,696 customer ANI/ALI records updated as a direct result. Two (2) 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 twenty-two (22) records in Suspended status as of May 31, 2012 affecting 22 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.***

- Seventeen (17) 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.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

• **MSAG (continued)**

**Year-to-Date (YTD) Summary – 2012**

KAUAI		9-1-1NET REQUESTS										In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				
		2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions
December													
November													
October													
September													
August													
July													
June													
May	26	26	21	0	1	3	1	1,696	0	2	22	22	
April	30	27	14	1	1	11	0	758		3	23	23	
March	23	21	10	0	2	8	1	115		2	18	18	
February	17	14	10	0	0	3	1	214		3	33	36	
January	23	18	5	5	3	5	0	53		5	33	36	
<b>TOTAL YTD</b>	<b>119</b>	<b>106</b>	<b>60</b>	<b>6</b>	<b>7</b>	<b>30</b>	<b>3</b>	<b>2,836</b>	<b>0</b>	<b>0</b>			
<b>AVG PER MO</b>	<b>24</b>	<b>21</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>567</b>	<b>0</b>	<b>0</b>			

(\*) Applies to Change Request Category Only

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

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

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- **Mapping Layers Updated/Loaded Into GIS – May 2012**

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Address Points	05/29/12		Added address point
		05/10/12	
Emergency Callboxes			
Fire Beats		05/10/12	
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)		05/10/12	
Medic Beats		05/10/12	
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest	05/30/12		
Police Beats		05/10/12	
Police Districts			
Police Response Areas		05/10/12	
Police Stations			
Schools			
Street Centerlines	05/31/12		Named and ranged Street Centerlines in multiple camps
		05/10/12	
Trails			
WSP Cell Sectors (Polygon)			
WSP Cell Towers (Points)		05/24/12	
	05/18/12		Updated communities and latitude/longitude to various cell towers and validated the locations of all sites
		05/15/12	

(\*) 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 May 1, 2012 – May 31, 2012

- Mapping Layers Updated/Loaded Into GIS – May 2012

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels		05/10/12	
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- 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 May 1, 2012 – May 31, 2012

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

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
<b>SPECIAL REQUESTS</b>			
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 – May 2012

- 05/04/12 Akimeka performed edits to the ESN layer for Police Beat 150\156 boundary adjustments per Kauai County PSAP's guidance.
- 05/10/12 Akimeka prepared the Police Beats, Police Response Areas, and ESN layer for a GeoComm update and posted these layers to the Akimeka ftp site for Kauai County IT to download.

## Kauai County E9-1-1 Status Report May 1, 2012 – May 31, 2012

- **Service Requests Transactions**

### Open Service Requests – May 2012 (April 28, 2012 – May 29, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	09/14/11	379	Incorrect Address - Error in House Number	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending update in 9-1-1Net.
2	05/29/12	479	Incorrect Address - Error in House Number	MSAG - ANI/ALI Discrepancy	Low	Research in progress.

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

### Year-to-Date (YTD) Summary – 2012

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

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

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