STATE OF HAWAIʻI
Enhanced 911 Board

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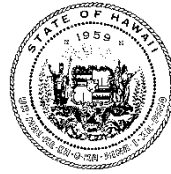10 am to 12 noon

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. Approval on policy governing criteria and qualifications of Committee members for recommendation to Enhanced 9-1-1 Board

        vi. 2013 Legislative agenda discussion

            1. Prepaid Mobile Phone surcharge.

            2. Others.

        vii. Others

    b. Technical Committee

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

            1. HFD - Fire/EMS CAD update.

            2. Kauai CAD update

            3. Others

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

iii. Discussion on Conference Attendance Policy & Procedures

iv. Requests for approval for Conference attendance subject to funding approval by the Finance Committee and final approval by the Board:

    1. APCO Conference (August 2012):

        a. Lt. Yvonne Bolton (HPD).

        b. SPRD Bertie Johnson (HPD).

        c. Battalion Chief K. Tejada (HFD).

        d. Sean Iida (HFD).

    2. VisionAir User Conference (October 2011) - Kauai

v. Request approval of Brandon Raines (Kauai) as a new Committee member replacing Acting Assistant Chief S. Kaleo Perez, subject to final approval by the Board.

C. Finance Committee

i. Review of Monthly Cash Flow Financial Report

ii. Approval of Independent CPA Firm to perform the FY2012-FY2014 audits of the Enhanced 911 Fund, subject to final approval by the Board.

iii. Requests for approval for funding of Conference attendance subject to final approval by the Board for:

    1. APCO Conference (August 2012)

        a. Lt. Yvonne Bolton (HPD)-$2,871.

        b. SPRD Bertie Johnson (HPD)-$2871

        c. Battalion Chief K. Tejada (HFD)- $3,420.

        d. Sean Iida (HFD)- $3,420.

    2. VisionAir User Conference (October 2011) – Kauai-$9,775.19.

iv. Review and approval of bank proposal for E911 Fund Bank Account, subject to Board approval.

v. Request approval for Acting Assistant Chief S. Kaleo Perez (Kauai) as a new committee member subject to final approval by the Board.

vi. Discussion on raising the current $9M Legislative ceiling.

vii. Discussion on 9-1-1 fund potential exception of the 5% Central Services Revenue Assessment (§36-27,HRS) and Administrative Assessment (§36-30,HRS) imposed on the E911 Fund.

viii. Approval of funding of the FY 2013-2017 Strategic Budget Plan for recommendation to the Enhanced 9-1-1 Board.

VI.   Announcements

a. Next meeting date: Tuesday, August 7, 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 HAWAIʻI
Enhanced 911 Board

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

MINUTES

Communications committee members present: Gordon Bruce (Chair), Clayton Tom, Victor Ramos, Thalia Burns and Morris Tamanaha.
Communications committee members absent: Paul Ferreira, and Jayne Nantkes.
Technical committee members present: Victor Ramos (Chair), Clayton Tom, James LaClair, Clement Chan, Tony Ramirez, Morris Tamanaha, Kenison Tejada, Kiman Wong, S. Kaleo Perez, and Aaron Correia.
Technical committee members absent: Steven Schutte.
Finance committee members present: Kiman Wong (Chair), Mark Begley, Gordon Bruce and Roy Irei.
Finance committee members absent: Paul Ferreira and Bart Huber.
Staff present: Thera Bradshaw, Courtney Tagupa, and Kerry Yoneshige.
Guests: Paul Calvey (HPD), Brandon Raines (KPD), Roy Halterman (Intrado), Ashish Patel (Intrado), Mary Boyd (Intrado), Ah Lan Leong (HPD), Terrence Kong (HPD), Dave Peck (Pictometry), and Jeff Riewer (AT&T).

I.   Call to Order, Public Notice, Quorum.

The meeting was called to order at 10:05am.

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 in attendance.

IV.   Review and Approval of Last Meeting's Minutes

There was a motion to approve the minutes of the last meeting. The motion was seconded and approved unanimously by voice vote without discussion.

V.   Items for Discussion, Consideration and Action:

There was a motion to rearrange the order of the agenda by having the Technical Committee begin first followed by the Finance and Communications Committee respectively. The motion was seconded and approved unanimously by voice vote without discussion.

a. Communications Committee

  i. New Web Site Update

  The website has been updated to include the latest information to include the committees and board members as of July 1, 2012.

  ii. Press Releases-*None at this time.*

  iii. Logo/Slogan Contest Update

  Ms. Thera Bradshaw stated the following:

  1. *The Dept. of Education is excited about the Logo Contest.*
  2. *There are approximately 280 schools in Hawaii although not all will participate.*
  3. *The sense was to open it up to interested all rather than just art students and will include charter and public schools.*
  4. *September 11 will be the kickoff date for the contest.*
  5. *There is a need for a selection committee which may include members of the legislature.*
  6. *An assembly will take place at the winning school for the award presentation.*
  7. *The contest timeframe will be during September, October, & November 2012.*
  8. *The next 911 Technology Forum may be tied into the winner of the Logo contest.*

  iv. Update on meetings with Sen. Kidani & members of the Senate Committee.

  1. The meeting with Senator Kidani will be held tomorrow, July 11, 2012, at 11pm in room 228 of the capitol building.
  2. Victor Ramos, Kiman Wong, Gordon Bruce, Roy Irei and Thera Bradshaw attending.

  v. Approval on policy governing criteria and qualifications of Committee members for recommendation to the Enhanced 9-1-1 Board.

Input from committee and board members were discussed for modifications to the policy. Each comment was discussed including:

1. *Should the members have the ability to speak for their own organization if required? It was recommended to strike this statement.*
2. *Should there be a number of members for each committee? It should be an odd number and the Committee Chairs should determine the number of members.*
3. *Should there be a willingness and ability to work with other members of the committee towards a common goal?*
4. *What about the legal responsibilities of the committees? Should it include a basic understanding the 138, HRS?*

Ms. Thera Bradshaw will update the policy for the upcoming meeting accordingly.

vi. 2013 Legislative agenda discussion
1. Prepaid Mobile Phone surcharge.
2. Other items for consideration

Ms. Thera Bradshaw stated that there will be a need to determine a legislative agenda for the upcoming session. It is recommendation that prepaid mobile phones be considered. Additional items will be recommended for consideration.

b. <u>Technical Committee</u>
i. Update on status of PSAP projects with funds pending expenditure.
1. HFD - Fire/EMS CAD update.

Mr. Kenison Tejada stated that the P.O. was signed before the fiscal yearend.

2. Kauai CAD update- no update at this time.
3. Others
ii. Request for PSAP updates for Enhanced 911 Timeline continuum.
iii. Discussion on Conference Attendance Policy & Procedures.

Ms. Thera Bradshaw reviewed the proposed procedure with the committee and the following comments were brought forward by the members:

1. *Professional development and training differentiation.*

2. *Limitation to only 501(c)(3) organizations?*

3. *No maximum amount of attendees per organization.*

4. *Will there be a reference to certain groups?*

5. *Post conference reporting requirement by the attendees.*

6. *More flexibility to be added to the policy.*

7. *Financial reimbursement to be according to the State of Hawaii's travel policy.*

Ms. Bradshaw will update the policy to implement the aforementioned comments for review at the next committee meeting.

iv. Requests for approval for Conference attendance subject to funding approval by the Finance Committee and final approval by the Board:

1. APCO Conference (August 2012):

   a. Lt. Yvonne Bolton (HPD).

   b. SPRD Bertie Johnson (HPD).

   c. Battalion Chief K. Tejada (HFD).

   d. Sean Iida (HFD).

   There was a motion to add the following 5 individuals to the agenda for approval of the Technical Committee. The motion was approved unanimously by voice vote without further discussion.

   e. Clement Chan (Oahu DIT)

   f. Isabel Kamoku (MPD)

   g. Kernette Pocock (MPD)

   h. Curtis Malia- HawPD

   i. Loralee Haskell HawPD

   Mr. Tony Ramirez motioned to approve the above listed individuals to attend the APCO Conference in August 2012 subject to funding by the Finance Committee and final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.

2. VisionAir User Conference (October 2011) – Kauai

   The matter was deferred until the next meeting for further research.

v. Request approval of Brandon Raines (Kauai) as a new Committee member replacing Acting Assistant Chief S. Kaleo Perez, subject to final approval by the Board.

Mr. Victor Ramos motioned to approve Brandon Raines as a new Technical Committee member subject to the approval of the Board. The motion was seconded and unanimously approved by voice vote without discussion.

vi. Update on technical plans and issues for NG911 Delivery in Hawaii. The following comments were stated:

1. The investigative regulatory committee should be the means to resolve regulatory issues.

2. A second investigative technical subcommittee will be formed for highly technical NG911 issues.

   a. The following individuals volunteered to be included on the subcommittee:

      i. Bruce Gordon (Oahu DIT)

      ii. James LaClair, (HawTel)

      iii. Morris Tamanaha (Navy RHC)

      iv. Ashish Patel (Intrado)

      v. Terrence Kong (HPD)

      vi. Brandon Raines (Kauai)

      vii. Jeff Reiwer (AT&T)

      viii. Jill Hayami (Akimeka LLC)

      ix. Kenison Tejada (HFD)

      x. Mary Boyd (Intrado)

      xi. Clement Chan (Oahu DIT)

   Mr. Tony Ramirez motioned to approve the Investigative Technical Subcommittee subject to final approval by the Board. The motion was seconded and passed unanimously by voice vote without discussion.

C. <u>Finance Committee</u>

There was a motion to reorder the Finance Committee agenda with item viii (approval for funding of the FY2012 Strategic Budget Plan) starting first and the rest will follow in their prior order. The motion was approved unanimously by voice vote without discussion.

i. Review of Monthly Cash Flow Financial Report
Mr. Courtney Tagupa presented the final FY2012 Cash Flow Financial Report and stated the following:

    a. *Total Revenues for the year- $8,909,273.*
    b. *Total Disbursements for the year- $12.053, 520.*
    c. *The total encumbrances for the year- $4,639,779.*

ii. Approval of Independent CPA Firm to perform the FY2012-FY2014 audits of the Enhanced 911 Fund, subject to final approval by the Board.
This matter was deferred to the full board meeting due to lack of quorum.

iii. Requests for approval for funding of Conference attendance subject to final approval by the Board for:

    1. APCO Conference (August 2012)
        a. Lt. Yvonne Bolton (HPD)-$2,871.
        b. SPRD Bertie Johnson (HPD)-$2871
        c. Battalion Chief K. Tejada (HFD) - $3,420.
        d. Sean Iida (HFD) - $3,420.
        e. Clement Chan (Oahu DIT) - $3,000.
        f. Isabell Kamoku (MPD)-$2,800
        g. Kernette Pocock (MPD)-$2,800.
        h. Curtis Malia (HawPD) - $3,072.
        i. Loralee Haskell (HawPD) - $2,700.
    This matter was discussed however deferred to the full board due to lack of quorum.
    2. VisionAir User Conference (October 2011) – Kauai $9,755.
    This matter was discussed however deferred due to lack of quorum.

iv. Review and approval of bank proposal for E911 Fund Bank Account, subject to Board approval.
This matter was discussed however deferred to the full board due to lack of quorum.

v. Request approval for Acting Assistant Chief S. Kaleo Perez (Kauai) as a new committee member subject to final approval by the Board.

> *This matter was discussed however deferred to the full board due to lack of quorum*

   vi. Discussion on raising the current $9M Legislative ceiling.
> *This matter was deferred due to lack of quorum*

  vii. Discussion on 9-1-1 fund potential exception of the 5% Central Services Revenue Assessment (§36-27, HRS) and Administrative Assessment (§36-30, HRS) imposed on the E911 Fund.
> *This matter was discussed however was deferred due to lack of quorum*

  viii. Approval of funding of the FY 2013-2017 Strategic Budget Plan for recommendation to the Enhanced 9-1-1 Board.
Mr. Courtney Tagupa reviewed the Strategic Budget Plan which included the:

1. Cash flow for fiscal years 2013-2017.
2. A legislative ceiling analysis of the projected budgets for fiscal years 2013-2017.
3. Each major cost category which included:
   a. Recurring costs.
      i. Administration.
      ii. Maintenance
      iii. Hawaiian Telcom services
      iv. Other recurring costs.
   b. Nonrecurring costs.
   c. Conference travel costs

> *Mr. Gordon Bruce motioned to approve the FY 2013-2017 Strategic Budget Plan subject to the final approval of the Board. The motion was seconded and unanimously approved by voice vote.*

VI. Announcements

  a. Next meeting date: Tuesday, August 7, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.

  b. Others

1. Mr. Clayton Tom requests that the members keep Courtney Tagupa abreast of their ability to attend the meetings for maximum attendance.

2. Mr. Kenison Tejada stated that the following regarding the Technology Forum:

    a. There will be a request for partnering with the Board.

    b. There are 30 million Americans who do not have equal access to 911 because they are either speech or hearing impaired.

    c. In Hawaii that amount may reach up to 100 thousand people.

    d. The focus of the Forum will be on the supplying service to the hearing and sight impaired.

    e. Waiting for a date in October that Senator Inouye will be able to attend.

    f. We are looking toward the 2nd half of October for the Forum.

3. Mr. Tony Ramirez stated the following:

    a. Kauai County is at 100% selective routing as an e911 system and 100% data base synchronization between the MSAG and the NGIS.

    b. Maui County is at 97% data base and Maui and Molokai is100% on the selective router.

    c. Hawaii County is at 92% matches on their data base synchronization. Hawaii county has submitted a letter to HawTel to have their ESNs programed in so they can start selective routing.

    d. Oahu County is at 67% MSAG match.

4. Ms. Mary Boyd recommended the following regarding potential new legislation policy:

    a. Multiline telephone systems legislation is before the FCC presently.

    b. Text to 911 is at the FCC. Educational materials for hearing and sight impaired are available.

    c. Language in new legislation should be broad enough to assess new technology.

Mary Boyd volunteered her printing services for the logo contest.

VII. Open Forum: Public comment on issues not on the agenda, for consideration for Committee agenda at the next meeting.
No comments were brought forward.

VIII. Adjournment- The meeting was adjourned at 12:15pm.

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month Inception-to-Date**		**Ending Inception-to-Date**
ITEM	**Cash Flow Balance**	**Current Month**	**Cash Flow Balance**
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 59,283,314.14	999,147.53	$ 60,282,461.67
Other Income	$ 11,555.22		$ 11,555.22
Interest Income	$ 1,826,372.68	694.13	$ 1,827,066.81
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,569,136.67	$ 694.13	$ 1,569,830.80
Subtotal Cash Inflow	$ 60,864,006.03	$ 999,841.66	$ 61,863,847.69
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)		$ (16,000,000.00)
PSAP Reimbursement	$ (24,528,368.20)	(3,189,773.61)	$ (27,718,141.81)
Board Member Travel Expense	$ (112,382.57)	(540.07)	$ (112,922.64)
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	$ (2,075,750.21)	(27,083.33)	$ (2,102,833.54)
Audit Expense	$ (36,586.88)		$ (36,586.88)
Other Board Related Expenses	$ (5,797.34)		$ (5,797.34)
Subtotal Cash Outflow	$ (47,786,915.82)	$ (3,217,397.01)	$ (51,004,312.83)
Bank Balance	$ 13,077,090.21	$ (2,217,555.35)	$ 10,859,534.86
Encumbrances FY 2011	$ (2,329,628.28)	605,119.53	(1,724,508.75)
Encumbrances FY 2012		(4,639,778.93)	(4,639,778.93)
Unencumbered Cash	$ 10,747,461.93	$ (6,252,214.75)	$ 4,495,247.18

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

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

TOTAL FULL YEAR 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:	-	-	-	-	8,909,273	8,909,273
DISBURSEMENTS:						
Total CONFERENCES	10,847	9,775	15,241	29,532	20,470	85,865
Total Non-RECURRING	-	-	1,153,290	4,414,097	1,763	5,569,150
Total ADMINISTRATION	-	-	-	-	1,279,301	1,279,301
Total MAINTENANCE	851,594	514,671	941,804	1,112,807	-	3,420,876
Total Other RECURRING	306,344	111,791	278,514	1,001,680	-	1,698,329
Total RECURRING EXPENSES	1,157,938	626,462	1,220,318	2,114,487	1,279,301	6,398,506
Total DISBURSEMENTS	1,168,785	636,237	2,388,848	6,558,116	1,301,534	12,053,520

Note: Details of fiscal year-to-date expenditures are on page 3.
.

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

TOTAL FULL YEAR 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:	-	-	-	-	8,909,273	8,909,273
DISBURSEMENTS:						
Total CONFERENCES	10,847	9,775	15,241	29,532	20,470	85,865
Non-RECURRING						
CAD Replacement/Upgrade						
Honolulu Fire Dept.	-	-	-	1,393,173	-	1,393,173
Honolulu Police Dept.	-	-	-	3,011,500	-	3,011,500
Maui Police Department	-	-	-	-	-	-
Maui PD	-	-	229,050	-	-	229,050
Total CAD Replacement/Upgrade	-	-	229,050	4,404,673	-	4,633,723
Computers						
EMS CAD Live Routing	-	-	-	9,424	-	9,424
PowerPhone	-	-	28,349	-	-	28,349
VMS-MPD	-	-	793,308	-	-	793,308
Computers - Other	-	-	102,582	-	-	102,582
Total Computers	-	-	924,240	9,424	-	933,664
Training	-	-	-	-	1,763	1,763
Total Non-RECURRING	-	-	1,153,290	4,414,097	1,763	5,569,150
RECURRING EXPENSES						
ADMINISTRATION						
0010 Exec Dir. Services	-	-	-	-	325,000	325,000
0012 Electronic Signature Sv	-	-	-	-	180	180
Audit Expense	-	-	-	-	12,042	12,042
Bank Charge	-	-	-	-	72	72
Board & Committee Venue	-	-	-	-	180	180
Board Member Travel	-	-	-	-	25,989	25,989
DB&F Assessments						
DB&F Admin. Exp. Assess	-	-	-	-	315,074	315,074
DB&F Revenue Assessme	-	-	-	-	445,464	445,464
Total DB&F Assessments	-	-	-	-	760,538	760,538
NASNA Dues	-	-	-	-	100	100
Parking Permits	-	-	-	-	200	200
WSP Cost Recovery						
Sprint/Nextel	-	-	-	-	155,000	155,000
Total WSP Cost Recovery	-	-	-	-	155,000	155,000
Total ADMINISTRATION	-	-	-	-	1,279,301	1,279,301
MAINTENANCE						
0001 Call Taker License	35,396	-	-	-	-	35,396
0002 Imagery License Agree	304,800	204,825	426,472	323,816	-	1,259,913
0008 Logging Recorder Main	-	-	-	60,775	-	60,775
0011 9-1-1MSAG Maint.	450,166	309,845	436,478	507,631	-	1,704,120
CAD Maintenance	61,233	-	78,855	184,184	-	324,272
GPS Maint.	-	-	-	36,400	-	36,400
Total MAINTENANCE	851,594	514,671	941,804	1,112,807	-	3,420,876
Other RECURRING						
0005 Telcom Charges						
Long Distance Charges	-	393	19	-	-	412
Mileage	-	-	-	10,407	-	10,407
Telcom Frame Relay & Cl	-	-	-	11,353	-	11,353
Telcom Trunk Charges	306,344	111,398	278,495	947,942	-	1,644,179
Telecom Ocean Safety CN	-	-	-	24,439	-	24,439
Total 0005 Telcom Charges	306,344	111,791	278,514	994,141	-	1,690,789
EMS Tower Lease	-	-	-	7,539	-	7,539
Total Other RECURRING	306,344	111,791	278,514	1,001,680	-	1,698,329
Total RECURRING EXPENSES	1,157,938	626,462	1,220,318	2,114,487	1,279,301	6,398,506
Total DISBURSEMENTS	1,168,785	636,237	2,388,848	6,558,116	1,301,534	12,053,520

3

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

FY 2012 Encumbrances						
Description	Oahu	Maui	Hawaii	Kauai	Admin	Total
Conferences:						
NENA	12,210.19	7,000.00	6,989.10			26,199.29
VisionAir				9,775.19		9,775.19
Com/Board Travel					5,728.30	5,728.30
MSAG Services	56,403.44	36,373.13	37,513.81	25,820.45		156,110.83
HawTel Services	79,967.78	46,415.76	51,057.32	9,283.15		186,724.01
WSP Cost Recov					74,773.00	74,773.00
CAD Upgrades:		229,050.00				229,050.00
EMS/FIRE	1,393,172.70					1,393,172.70
HPD	785,760.00					785,760.00
Compter Eq.						-
VMS		793,308.00				793,308.00
PowerPhone		28,349.05				28,349.05
Imagery Services		426,472.08				426,472.08
CAD Maintenance		78,854.70				78,854.70
GPS Maintenance	36,400.00					36,400.00
Assessments:						-
Revenue					145,219.66	145,219.66
Administrative					263,882.12	263,882.12
						-
Totals	2,363,914.11	1,645,822.72	95,560.23	44,878.79	489,603.08	4,639,778.93

MONTH OF JUNE 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
TOTAL RECEIPTS	0	0	0	0	999,842	999,842
DISBURSEMENTS:						
CONFERENCES						
911 Goes to Washington Conf	3,853	0	8,241	0	0	12,093
NASNA Conference	0	0	0	0	227	227
Nena Conference	6,989	0	7,000	12,210	0	26,199
VisionAir Conference	0	9,775	0	0	0	9,775
Total CONFERENCES	10,842	9,775	15,241	12,210	227	48,295
Non-RECURRING						
CAD Replacement/Upgrade						
Honolulu Fire Dept.	0	0	0	1,393,173	0	1,393,173
Honolulu Police Dept.	0	0	0	3,011,500	0	3,011,500
Maui PD	0	0	229,050	0	0	229,050
Total CAD Replacement/Upgrade	0	0	229,050	4,404,673	0	4,633,723
Computers						
PowerPhone	0	0	28,349	0	0	28,349
VMS-MPD	0	0	793,308	0	0	793,308
Total Computers	0	0	821,657	0	0	821,657
Total Non-RECURRING	0	0	1,050,707	4,404,673	0	5,455,380
RECURRING EXPENSES						
ADMINISTRATION						
0010 Exec Dir. Services	0	0	0	0	27,083	27,083
Board Member Travel	0	0	0	0	6,268	6,268
DB&F Assessments						
DB&F Admin. Exp. Assess	0	0	0	0	263,884	263,884
DB&F Revenue Assessment	0	0	0	0	145,220	145,220
Total DB&F Assessments	0	0	0	0	409,104	409,104
WSP Cost Recovery						
Sprint/Nextel	0	0	0	0	74,773	74,773
Total WSP Cost Recovery	0	0	0	0	74,773	74,773
Total ADMINISTRATION	0	0	0	0	517,229	517,229
MAINTENANCE						
0002 Imagery License Agreement	304,800	204,825	426,472	0	0	936,097
0011 9-1-1MSAG Maint.	75,028	77,461	72,746	112,807	0	338,042
CAD Maintenance	0	0	78,855	0	0	78,855
GPS Maint.	0	0	0	36,400	0	36,400
Total MAINTENANCE	379,827	282,287	578,073	149,207	0	1,389,394
Other RECURRING						
0005 Telcom Charges						
Long Distance Charges	0	0	35	0	0	35
Telcom Trunk Charges	76,586	18,566	69,624	79,968	0	244,744
Telecom Ocean Safety CML Chges	0	0	0	1,663	0	1,663
Total 0005 Telcom Charges	76,586	18,566	69,659	81,630	0	246,441
Total Other RECURRING	76,586	18,566	69,659	81,630	0	246,441
Total RECURRING EXPENSES	456,413	300,853	647,732	230,837	517,229	2,153,064
Total DISBURSEMENTS:	467,255	310,628	1,713,680	4,647,720	517,456	7,656,738

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	80,608	24,047	29.8%	56,552	70.2%

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

9-1-1 Call Volume – Calendar Year 2012

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	**Total**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Wireline & Wireless**	**# of Calls**	**%to Total Calls**	**# of Calls**	**% Abandoned to Total**
December									
November									
October									
September									
August									
July									
June	80,608	24,047	29.8%	56,552	70.2%	9	0.0%	7,227	9.0%
May	84,865	25,020	29.5%	59,832	70.5%	13	0.0%	7,380	8.7%
April	80,313	23,708	29.5%	56,597	70.5%	8	0.0%	7,449	9.3%
March	84,388	25,100	29.7%	59,280	70.3%	8	0.0%	7,866	9.3%
February	76,894	23,457	30.5%	53,431	69.5%	6	0.0%	6,843	8.9%
January	83,434	25,004	30.0%	58,409	70.0%	21	0.0%	7,257	8.7%
TOTAL YTD	**490,502**	**146,336**	**29.8%**	**344,101**	**70.2%**	**65**	**0.0%**	**44,022**	**9.0%**
AVG PER MO	**81,750**	**24,389**		**57,350**		**11**		**7,337**	

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

- ## PSAP Operations (continued)

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

| OAHU CIVILIAN | | TRANSFERRED TO CALL TAKERS (HPDCT) | | | | | | | | | |
| | | Wireline | | | Wireless | | | Admin | | Abandoned | |
2012	Total	# of Calls	%to Total Wireline & Wireless	% of Total Wireline	# of Calls	%to Total Wireline & Wireless	% of Total Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June	38,716	10,902	28.3%	45.3%	27,679	71.7%	48.9%	135	0.3%	1,015	2.6%
May	41,206	11,408	27.8%	45.6%	29,679	72.2%	49.6%	119	0.3%	983	2.4%
April	37,868	10,664	28.3%	45.0%	27,070	71.7%	47.8%	134	0.4%	976	2.6%
March (**)	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%
TOTAL YTD	**228,293**	**64,389**	**28.3%**	**44.0%**	**163,247**	**71.7%**	**47.4%**	**657**	**0.3%**	**6,004**	**2.6%**
AVG PER MO	**38,049**	**10,732**			**27,208**			**110**		**1,001**	

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) | | | | | | | | | |
| | | 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	14,412	5,106	35.6%	21.2%	9,218	64.4%	16.3%	88	0.6%	641	4.4%
May	15,111	5,304	35.4%	21.2%	9,698	64.6%	16.2%	109	0.7%	655	4.3%
April	14,643	5,147	35.4%	21.7%	9,391	64.6%	16.6%	105	0.7%	607	4.1%
March	15,658	5,501	35.4%	21.9%	10,053	64.6%	17.0%	104	0.7%	800	5.1%
February	14,410	5,216	36.4%	22.2%	9,121	63.6%	17.1%	73	0.5%	955	6.6%
January	15,220	5,166	34.2%	20.7%	9,949	65.8%	17.0%	105	0.7%	620	4.1%
TOTAL YTD	**89,454**	**31,440**	**35.4%**	**21.5%**	**57,430**	**64.6%**	**16.7%**	**584**	**0.7%**	**4,278**	**4.8%**
AVG PER MO	**14,909**	**5,240**			**9,572**			**97**		**713**	

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

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 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	9,363	3,001	32.1%	12.5%	6,356	67.9%	11.2%	6	0.1%	7,396	79.0%
May	9,782	3,172	32.4%	12.7%	6,610	67.6%	11.0%	0	0.0%	7,901	80.8%
April	9,511	3,055	32.1%	12.9%	6,454	67.9%	11.4%	2	0.0%	7,932	83.4%
March (**)	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%
TOTAL YTD	54,601	17,914	32.8%	12.2%	36,669	67.2%	10.7%	18	0.0%	44,844	82.1%
AVG PER MO	9,100	2,986			6,112			3		7,474	

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	5,755	2,112	38.5%	8.8%	3,379	61.5%	6.0%	264	4.6%	1,430	24.8%
May	5,734	2,207	41.5%	8.8%	3,110	58.5%	5.2%	417	7.3%	1,429	24.9%
April	4,595	1,896	45.2%	8.0%	2,298	54.8%	4.1%	401	8.7%	1,375	29.9%
March	5,100	2,252	47.7%	9.0%	2,472	52.3%	4.2%	376	7.4%	1,407	27.6%
February	5,070	2,059	43.5%	8.8%	2,675	56.5%	5.0%	336	6.6%	1,310	25.8%
January	5,183	2,096	43.2%	8.4%	2,752	56.8%	4.7%	335	6.5%	1,267	24.4%
TOTAL YTD	31,437	12,622	43.1%	8.6%	16,686	56.9%	4.8%	2,129	6.8%	8,218	26.1%
AVG PER MO	5,240	2,104			2,781			355		1,370	

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

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

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

OAHU CIVILIAN		TRANSFERRED TO EMS						Admin		Abandoned	
		Wireline			Wireless						
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	6,496	2,696	42.8%	11.2%	3,599	57.2%	6.4%	201	3.1%	113	1.7%
May	7,211	3,036	42.9%	12.1%	4,033	57.1%	6.7%	142	2.0%	120	1.7%
April	6,985	2,852	41.9%	12.0%	3,958	58.1%	7.0%	175	2.5%	117	1.7%
March	7,364	3,144	43.7%	12.5%	4,056	56.3%	6.8%	164	2.2%	135	1.8%
February	6,878	2,950	43.8%	12.6%	3,778	56.2%	7.1%	150	2.2%	116	1.7%
January	6,910	2,951	43.9%	11.8%	3,778	56.1%	6.5%	181	2.6%	105	1.5%
TOTAL YTD	41,844	17,629	43.2%	12.0%	23,202	56.8%	39.7%	1,013	2.4%	706	1.7%
AVG PER MO	6,974	2,938			3,867			169		118	

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)					
2012	TOTAL YTD	January	February (*)	March (**)	April	May	June
	44,873	6,099	10,546	9,830	6,711	5,821	5,866
	AVG PER MO	July	August	September	October	November	December
	7,479						

(*) 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.

- **PSAP Operations** (continued)

Wireless Test – June 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/19/12	AT&T Mobility (GSM Overflow Route Test)	1	1	Oahu PSAP	Pass
06/22/12	AT&T Mobility	1	1	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – June 2012

Weekly (Every Thursday)	The Oahu Civilian PSAP, along with the other PSAPs and Akimeka, participated in the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There has been no significant progress or improvement to date. Hawaii County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
06/10/12 -- 06/14/12	City & County of Honolulu representatives, along with Akimeka and representatives from the other State of Hawaii PSAPs, attended the 2012 NENA Conference in Long Beach, California. There were education and training sessions dealing with Next Generation and its impact on the industry.

- ## PSAP Operations (continued)

Wireless Tower Naming Project

As reported last month, 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 has been working with GeoComm to address the issue on the system configuration and what is displayed on screen. Once Akimeka gets the answers from GeoComm, 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 and how it will help the dispatchers.

The HPD PMT approved the wireless tower re-naming project, using the agreed upon naming schema in March 2012. In conjunction with this project, HPD's expectation is to test all sites (towers) and sectors for each Wireless Service Provider (WSP) to establish a verified and tested baseline database and ensure accuracy and synchronization of the GeoComm mapping system and the Wireless E9-1-1 database.

As previously agreed to, the wireless tower re-naming project would begin with T-Mobile and Mobi PCS.

1. T-Mobile requested to re-schedule testing to July 9 -13, 2012 due to manpower issues, which was approved by the HPD PMT.

2. Mobi PCS requested to re-schedule testing to June 25 – 29, 2012 due to manpower issues, which was approved by the HPD PMT. It was agreed to start the testing with one technician on June 27, 2012. Future testing will be scheduled based on Mobi PCS' field technician availability and approval by the HPD PMT.

Mobi PCS Test

In preparation for the Mobi PCS test, Sheldon Kono from the City & County of Honolulu DIT department, confirmed that the GeoComm Cell Tower and Sector layers were received and loaded into their server and was ready for testing.

On June 27, 2012, twenty-one (21) cell sites (towers) and one sector per site were tested and validated for Wireless Phase I (WPH I) and Wireless Phase II (WPH II) compliance. 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. Additional testing will be scheduled to complete the testing requirement based on Mobi PCS' field technician availability and approval by the HPD PMT.

WSP Notification

The HPD PMT will notify the other WSPs of the wireless tower re-naming project and request their cooperation and assistance to plan for CRS submissions and test scheduling to test all sites (towers) and sectors.

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG

Current Month – June 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	52	52	31	18	0	0	3	1,553	0	0	0	0

Revised categories and report format changes effective May 2012.

Year-to-Date (YTD) Summary – 2012

| OAHU CIVILIAN | | 9-1-1NET REQUESTS | | | | | | | | | | In Suspended Status as of Report Month End (c) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | |
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July												
June	52	52	31	18	0	0	3	1,553	0	0	0	0
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
March	300	300	0	300	0	0	0	0		0	0	0
February	241	241	2	237	0	2	0	0		0	0	0
January	69	69	0	69	0	0	0	0		0	0	0
TOTAL YTD	842	842	33	803	0	3	3	1,553	1,553	0		
AVG PER MO	168	168	7	161	0	1	1	311	777	0		

(*) 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).

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

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG (continued)

MSAG Communities Project

On June 26, 2012, the Honolulu Police Department (HPD) received Hawaiian Telcom's letter dated May 9, 2012 via a pdf attachment to an email from Mr. Robert Uyehara.

In compliance with Hawaiian Telcom's MSAG Maintenance guidelines and restrictions, HPD will continue with its Oahu Combine project and focus on 9-1-1Net MSAG Maintenance transactions in existing MSAG Communities, as agreed to. On behalf of HPD, Akimeka will ensure compliance and work within the restrictions provided by Hawaiian Telcom.

With regards to the new MSAG Communities identified and provided to Hawaiian Telcom by HPD in March 2012, on behalf of HPD, Akimeka requested confirmation from Hawaiian Telcom that the information provided (tabular list of existing and new Civilian and Military MSAG Communities and maps) were sufficient and all E9-1-1 databases that need to be updated have been successfully updated by Hawaiian Telcom to accept the new MSAG Communities. It was recommended that Hawaiian Telcom provide HPD with a formal response accordingly.

- ## Geographic Information System (GIS)

Mapping Layers Updated – June 2012

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	06/07/12		Continued to work on setting up attributes to meet the Motorola Geofile Build requirements and other State of Hawaii PSAP's Address Points as a standard guide.
	06/05/12 -- 06/08/12		Added fields based on Motorola Geofile Build requirements as well as fields used by the other State of Hawaii PSAPs. Added metadata to include descriptions for the layer and each field.
	06/01/12		Akimeka received Address Points layer from CCH DPP GIS
Common Place Name	06/29/12		Researched new Common Place Name locations and made additional edits to the layer
	06/25/12 -- 06/26/12		Edited Common Place Name layer based on error log submitted by HPD
Fire Districts	06/04/12		Adjusted boundary on ridgeline in Waimanalo to match with the Fire Beat boundary
	06/01/12		Edited coastline to match other layers

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## Geographic Information System (GIS)

Mapping Layers Updated – June 2012

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Points of Interest	06/05/12 -- 06/29/12		Updated Class and Subclass categories
	06/05/12		Edited fields in order to standardize POIN layers across all State of Hawaii PSAPs
Street Centerlines	06/04/12 -- 06/26/12		Updated E9-1-1 Street Centerlines. This is an ongoing project.
WSP Cell Towers	06/29/12		Per T-Mobile CRS
			Per Mobi PCS CRS
	06/22/12		Added cell sectors for AT&T Mobility. This is an ongoing project.
	06/20/12		Added sectors and prepared layer for Mobi PCS testing
	06/07/12 -- 06/08/12		Added cell sectors to tower sites for Mobi PCS
	06/06/12		Plotted all cell tower sites for Mobi PCS

Current Month GIS Activities – June 2012

06/01/12   Akimeka received the Addressing Procedures Guidelines from the City & County of Honolulu (CCH) DPP GIS team.

06/08/12   Akimeka received a street, common place, and ANI/ALI error report from the HPD PSAP.

06/08/12   Akimeka researched twenty-nine (29) missing addresses using TMK Lookup on the DPP HoLIS website. All addresses were identified and the Address Points layer updated accordingly.

06/12/12   Akimeka uploaded a geodatabase to Motorola's ftp site which contained the latest Address Points. The feature classes in this geodatabase are being used to build the geofile for the HPD's Motorola PremierOne CAD system.

06/14/12   Akimeka compared and analyzed previous address points on the CCH ftp site against the latest updated address points. Minor corrections were identified and the Address Points layer was updated accordingly.

Oahu Civilian E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

Current Month GIS Activities – June 2012 (continued)

06/14/12 -- 06/22/12	Akimeka researched how an update process can be implemented to the Address Points layer when new updates are posted by CCH DPP to their ftp site. Based on this, Akimeka began building an Address Points model that inputs the new updated Address Points and outputs a layer with the correct schema for the 9-1-1 CAD systems. Tests were performed as a quality control measure and the model was completed on June 22, 2012 which included descriptions and metadata.
06/21/12	Akimeka received a Street Centerlines layer and a Common Place Name layer from HPD via Akimeka's ftp site.
06/21/12	Akimeka compared and analyzed the updated Common Place Name layer received from the HPD PSAP. One addition and one name change of an existing record were identified and the updates were completed.
06/21/12 -- 06/25/12	Akimeka began reviewing HPD's Common Places error log. Using the error log, Akimeka also began editing the Common Place Name layer on June 25, 2012.
06/25/12	Akimeka received a copy of the GeoComm geodatabase from CCH DIT.

Oahu Street Centerline Project Update – June 2012

On June 28, 2012, a meeting was held with HPD AVS and PMT, City & County of Honolulu DPP GIS and Akimeka to transfer knowledge used to maintain the current HPD CAD GIS data. The focus of the meeting was to review processes, document workflows, and set a date for the current HPD CAD GIS data update.

The discussion was also specific to the Street Centerlines and Common Places in the Aloha geodatabase. Historically, the Street Centerlines have been maintained by DPP GIS in coordination with HPD AVS and Common Places have been maintained by HPD AVS.

The meeting covered the following areas:

1. Overview of Current Motorola CAD GIS Data Workflow

2. Aloha Geodatabase Editing Options

3. Current CAD Data Update Process.

4. Current CAD Data Maintenance Process (Draft)

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

Oahu Street Centerline Project Update – June 2012 (continued)

A general overview of the current process was provided by Jim Hayden from DPP GIS. Jim's role is to keep the HPD Street Centerlines synchronized with updates from the main County Street Centerlines.

At the meeting, DPP GIS also supplied the latest copy of the County Street Centerlines. A process to routinely transfer the latest copy of the County Street Centerlines in the future will be established with HPD and DPP.

A more detailed overview of the past workflows, options for editing streets, and general knowledge which keep the HPD Street Centerlines updated as required by HPD was discussed during the meeting.

HPD AVS is responsible for performing maintenance after the data is updated to rebuild required networks. The Motorola Geofile Utilities (MGU) is used to process the data for loading to the system.   Additional details will be documented during the next meeting to ensure everyone involved have a common understanding on how the system functions.

At the meeting, it was agreed that:

1. Akimeka will determine their business process with respect to editing and updating GIS data. (Note: Akimeka is able to have data available for uploads every two weeks.)

2. Any errors/discrepancies discovered by Akimeka between DPP GIS and HPD's data will be reported to DPP by Akimeka.

3. Akimeka will continue to work with HPD on the best way to record, resolve, and track address discrepancies.

4. Spatial edits/attribute changes performed by Akimeka will have comments attached to note the changes made.

5. Akimeka will be on-site at HPD on Wednesday, July 11, 2012 at 7:30 a.m. to update the Aloha geodatabase and perform a CAD Street Centerlines functional update cycle.

6. Akimeka will document the Motorola Geofile Utilities (MGU) process during the next meeting with HPD AVS.

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations

9-1-1 Call Volume – June 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,015	2,655	33.1%	5,360	66.9%
MOLOKAI	268	151	56.3%	117	43.7%

(*) 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							
		Wireline		Wireless		Admin		Abandoned	
2012	**Total**	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June	8,015	2,655	33.1%	5,360	66.9%	0	0.0%	1,280	16.0%
May	8,762	2,880	32.9%	5,882	67.1%	0	0.0%	1,857	21.2%
April	8,322	2,751	33.1%	5,571	66.9%	0	0.0%	1,336	16.1%
March	8,277	2,771	33.5%	5,506	66.5%	0	0.0%	1,250	15.1%
February	7,767	2,551	32.8%	5,216	67.2%	0	0.0%	1,243	16.0%
January	8,465	2,716	32.1%	5,749	67.9%	0	0.0%	1,404	16.6%
TOTAL YTD	**49,608**	**16,324**	**32.9%**	**33,284**	**67.1%**	**0**	**0.0%**	**8,370**	**16.9%**
AVG PER MO	**8,268**	**2,721**		**5,547**		**0**		**1,395**	

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

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

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

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned of Total
December									
November									
October									
September									
August									
July									
June	268	151	56.3%	117	43.7%	0	0.0%	41	15.3%
May	291	190	65.3%	101	34.7%	0	0.0%	40	13.7%
April	201	118	58.7%	83	41.3%	0	0.0%	30	14.9%
March	286	164	57.3%	122	42.7%	0	0.0%	47	16.4%
February	285	191	67.0%	94	33.0%	0	0.0%	38	13.3%
January	390	211	54.1%	179	45.9%	0	0.0%	59	15.1%
TOTAL YTD	1,721	1,025	59.6%	696	40.4%	0	0.0%	255	14.8%
AVG PER MO	287	171		116		0		43	

**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 – June 2012

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

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – June 2012

Effective 06/01/12	Lieutenant Gregg Okamoto assumed responsibility of the Molokai PSAP command.
Weekly (Every Thursday)	Maui County, along with the other PSAPs and Akimeka, participated in the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There has been no significant progress or improvement to date. Hawaii County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
06/07/12	An open trouble ticket with AT&T Mobility (5/15/12) was successfully tested and closed with the Molokai PSAP. The dispatcher was able to confirm that the call plotted correctly on the map to the location of the handset.
06/10/12 -- 06/14/12	Bill Heyde and Tracy Pellazar, Emergency Dispatcher's III for the Maui Police Department, along with Akimeka and representatives from the other State of Hawaii PSAPs, attended the 2012 NENA Conference in Long Beach, California. There were education and training sessions dealing with Next Generation and its impact on the industry.
06/09/12 -- 06/20/12	On June 9, 2012, there was another reported incident of a wireless call (808/357-xxxx) that experienced trouble when the 9-1-1 call was transferred between the Hilo PSAP and the Maui PSAP.

A trouble ticket was opened with Hawaiian Telcom, Inc. (HTI) to report the disconnect problem and that the dispatchers were unable to call the 9-1-1 caller back, using both the CML and PBX Admin lines. While using both methods, the dispatcher reported receiving the "your call cannot be completed as dialed" recording.

HTI's initially reported the following as potential causes:

1) The disconnect may have occurred because the 9-1-1 caller was in a potentially marginal connection to the network.

2) The inability to ringback the 9-1-1 caller via the CML equipment could possibly be that the Customer Provided Number (CPN) was incorrectly populated, which is sent by the WSP via a third party provider, Intrado or TCS.

3) The inability to ringback the 9-1-1 caller via the PBX Admin line, could possibly be dispatcher error. The dispatcher may have needed to dial using the (808) area code.

4) The disconnect may have been caused by the Hilo dispatcher disconnecting the incorrect leg on the Solacom equipment.

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – June 2012 (continued)

06/09/12 -- 06/20/12 (continued)	HTI recommended additional testing to be scheduled for the evening of June 18, 2012 beginning at 11:45 a.m. Based on this test, HTI reported that the test was successful with no issues.

The County of Hawaii and County of Maui PSAPs requested HTI to perform additional testing on June 20, 2012 at 10:00 a.m. so both commands could observe and monitor the transfer of the call. Two test calls were conducted on June 20, 2012 without incident. There were no disconnection or ringback issues.

Stephen Douglass of HTI reviewed the proper procedures for disconnecting "legs" on a conference/transfer call using the Solacom position with the County of Hawaii primary and secondary PSAPs (Police and Fire).   HTI also dispatched field technicians to check on the Admin lines and placed test calls to the number on record. Test calls were successful.

This issue will continue to be monitored by the PSAPs and HTI.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 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.

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

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

Updates as of June 30, 2012 are noted below:

11/21/09 (continued)	**Update *(5/31/11)*** -- All PSAPs sent in a written confirmation to Hawaiian Telcom, Inc. (HTI) to proceed with the software 5.0 upgrade. Testing has been scheduled for Monday, June 6, 2011.

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

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 – 6/30/12)* – No further updates.

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

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

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

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

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

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

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

Update *(1/31/12 – 6/30/12)* – No further updates.

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG

Current Month – June 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	684	144	89	12	4	29	10	1,817	539	1	9	9

Revised categories and report format changes effective May 2012.

During the month of June 2012, 144 9-1-1Net requests were completed relating to the Maui County MSAG database, with 1,817 customer ANI/ALI records updated as a direct result. 539 TN CR and one (1) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

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

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

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 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	684	144	89	12	4	29	10	1,817	539	1	9	9
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
TOTAL YTD	3,072	2,264	1,990	59	56	103	56	57,031	589	219		
AVG PER MO	512	377	332	10	9	17	9	9,505	295	37		

(*) Applies to Change Request Category Only

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

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

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG (continued)

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

Island	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Maui	5,000	4,984	**99.7%**
Lanai	112	112	**100.0%**
Molokai	500	500	**100.0%**

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.

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 almost complete. Sixteen (16) records were pending change over to the newly assigned ESN. Once these changes have been processed, Maui will be at 100.0% complete. Going forward, ESN assignments to new street segments will part of the ongoing maintenance effort.

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Molokai	06/29/12		Added one (1) new address point per DSA
	Molokai		**06/28/12**	
	Maui	06/28/12		Added four (4) address points per DSA
	Maui	06/27/12	**06/27/12**	Deleted a duplicate entry for one common name to meet Intergraph CAD standards
				Added one (1) address per DSA and one (1) common name per the Maui PSAP
	Maui	06/22/12		Added one (1) new address point per DSA
	Molokai	06/20/12		Added one (1) address point per DSA
	Maui			Added two (2) addresses per DSA
	Maui/Molokai		**06/13/12**	
	Maui	06/13/12		Added twenty-seven (27) addresses using KivaNet. Added one (1) address per DSA.
	Maui	06/13/12		Added twenty-two (22) address points
	Maui	06/12/12		Added Makena State Park as an alias common name as requested by the Maui PSAP
	Molokai	06/12/12		Added tweny (20) address points
	Maui	06/11/12		Changed common names for ABC Stores as requested by the Maui PSAP
	Maui	06/08/12		Corrected address for Kahului Post Office
	Molokai	06/01/12 -- 06/06/12		Validated addresses and a total of eighteen (18) addresses were added on Lihi Pali Avenue, Hoolehua
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				
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.*

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Points of Interest	Molokai	06/29/12		Added Hoolehua Congregational Church
	Maui		**06/13/12**	
	Maui	06/11/12		Corrected a feature name and deleted a duplicate subdivision entry
	Maui	06/08/12		Corrected location and street type of Hana Post Office
	Maui	06/04/12		Edited fields in order to standardize POI layers across all PSAPs in the State of Hawaii
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Schools				
Street Centerlines	Maui	06/29/12		Extended range to fit new address assigned
	Molokai		**06/28/12**	
	Maui		**06/27/12**	
	Maui	06/14/12 -- 06/22/12		Assigned ranges according to address points
	Maui/Molokai		**06/13/12**	
	Maui	06/13/12		Ranged Street Centerlines according to new address points
	Molokai	06/12/12 -- 06/13/12		Assigned ranges according to new address points
Trails				
WSP Cell Towers	Maui/Molokai		**06/13/12**	
	Maui	06/08/12		Temporary cell sectors for T-Mobile
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches	Molokai	06/29/12		Added Hooleha Congregational Church
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon	Maui/Molokai		**06/13/12**	
	Maui	06/11/12		Deleted an erroneous polygon accidentally created because of an error with the Parcels layer
Post Offices	Maui/Molokai		**06/13/12**	
	Maui	06/08/12		Corrected location and street type of Hana Post Office
Subdivisions	Maui/Molokai		**06/13/12**	
	Maui	06/08/12		Corrected the location and name for The Summit at Kaanapali

(*) *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
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
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)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				

(*) *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
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
SPECIAL REQUESTS				
Gate Codes	Maui/Molokai		06/13/12	
	Maui	06/08/12		Changed gate code for The Summit at Kaanapali per SR 491
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

Current Month GIS Activities – June 2012

06/14/12   Akimeka received an updated Parcels layer from the County of Maui's Real Property Tax Division.

06/14/12   Akimeka received Worldview-2 half meter imagery of Lanai and Molokai from the County of Maui's GIS department.

06/22/12   Akimeka prepared the following layers for an Intergraph CAD map push: Address Points, Street Centerlines, Gate Codes, WSP Cell Towers, and Subdivisions.

06/22/12   Akimeka conducted an Intergraph CAD map push with the Address Points, Common Places Lookup Table, Street Centerlines, Gate Codes, Subdivisions, and WSP Cell Towers data.

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## Service Requests Transactions

Open Service Requests – June 2012 (May 30, 2012 – June 27, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Year-to-Date (YTD) Summary – 2012

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June	1	3	0	1	1	0	1	0	0	0	1
May	4	5	2	2	3	0	1	0	0	2	1
April	3	4	3	0	0	2	2	0	0	1	2
March	6	4	4	1	1	4	3	0	0	1	0
February	2	0	2	1	0	1	0	0	0	0	0
January	1	1	0	0	0	0	0	0	0	1	1
2011 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**17**	**17**	**0**	**5**	**5**	**7**	**7**	**0**	**0**	**5**	**5**

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

- **Service Requests Transactions** (continued)

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

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

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

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

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,701** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on June 5, 2012 for Maui 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 March 16, 2012		As of June 5, 2012	
		9-1-1 MSAG Dated 03-01-12		9-1-1 MSAG Dated 06-01-11	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,744		2,701	
Less: 9-1-1 MSAG Exception Records	(1)	60	2.2%	60	2.2%
Net 9-1-1 MSAG Records Eligible for Comparison		2,684		2,641	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,435	90.7%	2,410	91.3%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	164	6.1%	158	6.0%
9-1-1 MSAG Record With No GIS Record	(3)	85	3.2%	73	2.8%
Total 9-1-1 MSAG Records No Match		249	9.3%	231	8.7%

Objective: NENA Recommended Match Rate = 98%

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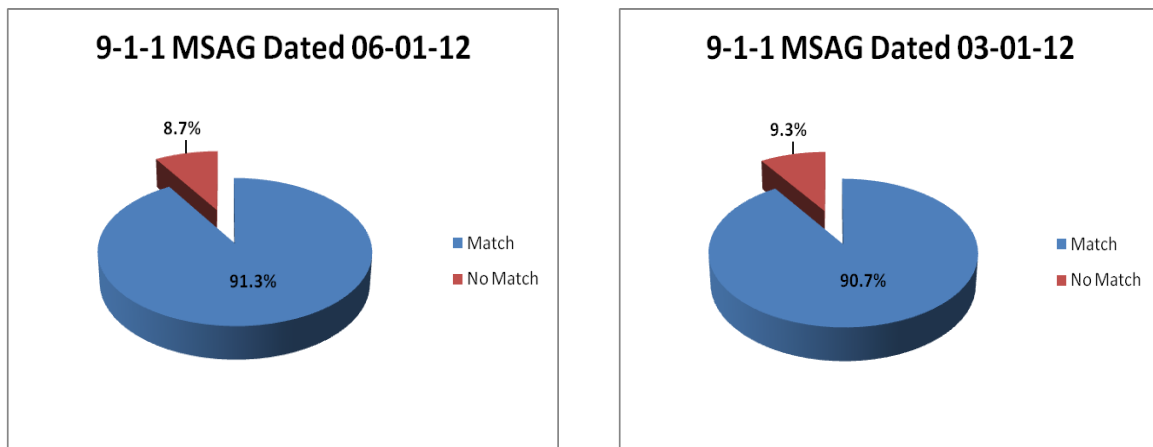## June 1, 2012 – June 30, 2012

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

Audit Summary Results – 2012 (continued)

<u>Notes:</u>

(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 – June 1, 2012 vs. March 1, 2012 MSAG

9-1-1 MSAG Dated 06-01-12
8.7%
91.3%
- Match
- No Match

9-1-1 MSAG Dated 03-01-12
9.3%
90.7%
- Match
- No Match

Maui County's level of accuracy or 9-1-1 Match percentage improved from 90.7% as of March 1, 2012 to 91.3% as of June 1, 2012

Maui County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

Audit Summary Results – June 1, 2012 vs. March 1, 2012 MSAG (continued)

❖ Akimeka continues to work with the Maui County GIS and Planning Departments to validate GIS record errors. The items being validated with the County agencies include: invalid low/high address range, incorrect community, and/or incorrect ESN values. During the validation process, Akimeka identified new road segments that needed to be added to the 9-1-1 GIS and MSAG databases.

❖ "MSAG - GIS Minor Corrections" were reduced by 3.7% (164 to 158) from March 2012 to June 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.

❖ "MSAG Record With No GIS Record" was reduced by 14.1% (85 to 73) from March 2012 to June 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 Maui County records.

❖ "GIS Record With No MSAG Record" was significantly increased (15 to 64) from March 2012 to June 2012 respectively mainly due to the ESN project. The increase was due primarily to a lag between the GIS and MSAG record updates. New GIS records that were added to the Street Centerlines layer before the updates were completed in 9-1-1Net. Once 9-1-1Net is updated, the GIS and MSAG records will match.

❖ "GIS Record With Minor Corrections" were reduced by 5.1% (156 to 148) from March 2012 to June 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 5.9% (527 to 496) from March 2012 to June 2012 respectively. The street segment errors were validated by Maui County personnel or databases, corrected, and uploaded into the GIS Street Centerlines layer. The MSAG is also adjusted accordingly to reflect the change in GIS.

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

- ## 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 Maui County. As of May 16, 2012, **10,011** ESN 399 records, representing **11.4%** of Maui County's total ALI records, require research and corrective action, if needed.
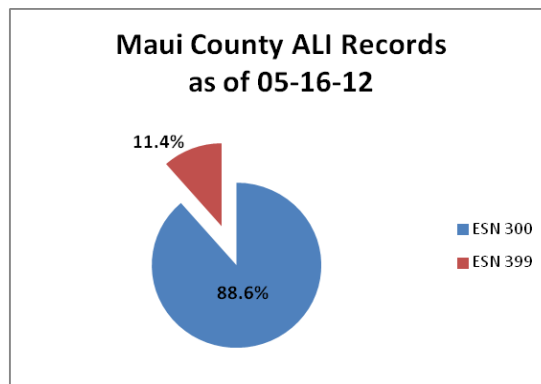
These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.

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

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 399 MSAG records and associated ALI records to a valid Maui County ESN and valid MSAG address.

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations

9-1-1 Call Volume – June 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,360	3,524	34.2%	6,775	65.8%

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

9-1-1 Call Volume – Calendar Year 2012

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December											
November											
October											
September											
August											
July											
June	10,360	3,524	34.2%	6,775	65.8%	61	0.6%	N/A	N/A	N/A	N/A
May	10,403	3,659	35.3%	6,705	64.7%	39	0.4%	N/A	N/A	N/A	N/A
April	10,327	3,412	33.2%	6,874	66.8%	41	0.4%	N/A	N/A	N/A	N/A
March (*)	10,651	3,563	33.6%	7,050	66.4%	38	0.4%	N/A	N/A	N/A	N/A
February (*)	7,863	2,688	34.3%	5,143	65.7%	32	0.4%	N/A	N/A	N/A	N/A
January	10,875	3,690	33.9%	7,185	66.1%			0	0.0%	1,105	10.2%
TOTAL YTD	**60,479**	**20,536**	**34.1%**	**39,732**	**65.9%**	**211**	**0.3%**	**N/A**	**N/A**	**N/A**	**N/A**
AVG PER MO	**10,080**	**3,423**		**6,622**		**42**		**N/A**		**N/A**	

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

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

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 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	2,028	876	43.9%	24.9%	1,118	56.1%	16.5%	34	1.7%	N/A	N/A		N/A	N/A
May	3,111	1,498	49.0%	40.9%	1,557	51.0%	23.2%	56	1.8%	N/A	N/A		N/A	N/A
April	2,886	1,200	42.1%	35.2%	1,647	57.9%	24.0%	39	1.4%	N/A	N/A		N/A	N/A
March (*)	2,121	904	43.0%	25.4%	1,199	57.0%	17.0%	18	0.8%	N/A	N/A		N/A	N/A
February (*)	1,818	N/A								N/A	N/A		N/A	N/A
January	2,157	948	43.9%	25.7%	1,209	56.1%	16.8%			0	0.0%		52	2.4%
TOTAL YTD	14,121	5,426	44.6%	26.4%	6,730	55.4%	16.9%	147	1.0%	N/A	N/A		N/A	N/A
AVG PER MO	2,354	1,085			1,346			37		N/A			N/A	

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

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

Notes:

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

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

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

Wireless Test – June 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/29/12	AT&T Mobility	1	3	Hawai`i PSAP/ Akimeka	Pass

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations

Current Month PSAP Operations Activities – June 2012

Weekly (Every Thursday)	The State of Hawai`i PSAPs and Akimeka participated in the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There has been no significant progress or improvement to date. Hawaii County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
06/10/12 -- 06/14/12	Sergeant Travis Ing and Michelle Shiroma, along with Akimeka and representatives from the other State of Hawaii PSAPs, attended the 2012 NENA Conference in Long Beach, California. There were education and training sessions dealing with Next Generation and its impact on the industry.

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – June 2012

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 June 30, 2012, which is approximately five (5) months since the February 8, 2012 cutover.

As of June 30, 2012, a total of **201** trouble reports have been documented as follows:

Trouble Category	# of Trouble Reports					Total Trouble Reports to Date
	February 2012	March 2012	April 2012	May 2012	June 2012	
Audio Issues	107	7	6	0	0	120
No ANI/ALI Transferring to the CAD	10	9	5	2	3	29
Feature Not Working and Screen Problems	8	0	0	1	0	9
Ringback Issues -- Inability to Callback 9-1-1 Callers	4	3	2	0	0	9
Transfer Issues to Secondary PSAP (Fire)	4	2	3	0	0	9
Transfer Issues Between Hawaii and Maui PSAP					2	2
Call History Not Complete or Available	2	3	0	0	0	5
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	6	7	1	4	0	18
Total Trouble Reports	**141**	**31**	**17**	**7**	**5**	**201**

There were two 9-1-1 call incidents in June 2012, whereby the 9-1-1 call was received by the Hilo PSAP but could not be transferred successfully to the Maui PSAP. One incident occurred on June 3, 2012 which resulted in a fatality in Hana, Maui. Another incident occurred on June 9, 2012.

No documentation and/or feedback/updates have been provided by HTI as to which of the **201** trouble reports have been closed with the PSAP's concurrence.

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – June 2012 (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. There appears to be no significant progress made to date.

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

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

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

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

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 Hawai`i County PSAP agreed to continue to monitor this issue throughout the month of June 2012.

   Sergeant Matsumoto agreed to close this issue at this time. However, should there be future issues, a trouble report will be re-opened.

3. No ANI/ALI Information Transferring to the CAD -- This issue remains unresolved and is still under investigation by Solacom. The Hawai`i County PSAP reported that the only occurrence has been on the Hilo Solacom position and will be reported to Intergraph.

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – June 2012 (continued)

4. Greater Percentage of Wireless Phase I (WPHI I) Calls – This issue remains unresolved. HTI continued to adjust and evaluate the second delay within the network. Several attempts were made at re-adjusting the second delay. On June 7, 2012, the delay was set at four (4) seconds. On June 21,2012, the delay was set at two (2) seconds. Based on all of this "trial and error" approach to problem solving, Sergeant Matsumoto recommended that the delay remain at two (2) seconds until additional data is provided by HTI

    On June 8, 2012, HTI held a conference call with the Hawai`i County PSAPs to discuss this issue. HTI provided a PowerPoint presentation to review how the call information is received and presented to the PSAPs. This information in under review by the PSAPs.

    (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.

    Since there have been no further incidents, this issue was closed.

6. No 9-1-1 Recording – This issue has not been resolved. HTI is still working with Solacom to provide an "All Operators Are Busy" recording for the Hawai`i County Police queue. Hawai`i County Fire closed this issue, however; Hawai`i County Police requested that this issue remain open.

7. 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 Hawai`i County PSAPs (Police and Fire) also requested that they be provided the ability to print screen in order to document the call history and call transfer.

    This issue continues to be investigated by HTI.

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – June 2012 (continued)

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

   a. On June 3, 2012, there was a fatality in Hana, Maui. The 9-1-1 call was received at the Hawai`i County Police PSAP and the call was transferred to the Maui PSAP. Unfortunately, the 9-1-1 call was dropped and when the 9-1-1 caller called back, the Hilo dispatcher was not able to transfer the call to the Maui PSAP and received an "all circuits busy" recording. The Hilo dispatcher then transferred the call to the Molokai PSAP to handle the call.

      The "all circuits busy" recording clearly indicates that this was a Hawaiian Telcom network issue. According to Hawaiian Telcom, the Hilo PSAP was set up to transfer only one (1) call at a time on the Solacom platform. To resolve this issue, Hawaiian Telcom installed another trunk.

      Maui County is currently doing an investigation regarding this incident.

   b. On June 9, 2012, it was reported by the Maui County PSAP that they received a 9-1-1 transfer call from the Hilo PSAP. The 9-1-1 call was announced to the Maui PSAP. However, when the 9-1-1 caller started to speak, the 9-1-1 call was disconnected. The Maui dispatcher attempted a ringback from both the CML equipment and PBX Admin lines, unfortunately it was not successful. The Maui dispatcher received a "your call cannot be completed as dialed" recording on both methods. The 9-1-1 caller did callback and the Hilo dispatcher remained on the line for the duration of the second 9-1-1 call with no problems.

      HTI provided their initial report and performed subsequent testing. However, the responses were not to the PSAP's satisfaction.

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

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

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – June 2012 (continued)

8. <u>9-1-1 Calls With No Audio and No ANI/ALI Information</u> (continued)

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

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. 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.

The County of Hawai`i PSAPs' is no longer confident that HTI can resolve the issues since it has been almost five (5) months since the February 8, 2012 cutover.

HTI committed, prior to the conversion, that the County of Hawai'i PSAPs would receive same or better services and performance with the new Solacom platform as compared to the Plant/CML platform. Unfortunately, this has not been the case to date.

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 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 – 6/30/12) – No further updates.

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

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

Updates as of June 30, 2012 are noted below:

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

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

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

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

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

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

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

Update (1/31/12 – 6/30/12) – No further updates.

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG

Current Month – June 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	453	408	259	34	30	33	52	2,899	39	6		5	5

Revised categories and report format changes effective May 2012.

During the month of June 2012, 408 9-1-1Net requests were completed relating to the MSAG database, with 2,899 customer ANI/ALI records updated as a direct result. 39 TN CR and six (6) ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

There are five (5) records in Suspended status as of June 30, 2012 affecting five (5) telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Four (4) 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 communications service provider. The respective communications service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

- One (1) suspended record is due to a discrepancy 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
June 1, 2012 – June 30, 2012

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2012

HAWAII COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
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	453	408	259	34	30	33	52	2,899	39	6	5	5
May	428	259	179	7	21	16	36	5,530	158	11	8	8
April	444	361	225	17	36	23	60	7,591		83	8	8
March	348	72	33	6	2	27	4	292		276	11	25
February	337	226	142	7	17	49	11	8,574		111	21	37
January	203	60	32	0	3	23	2	298		143	40	75
TOTAL YTD	2,213	1,386	870	71	109	171	165	25,184	197	630		
AVG PER MO	369	231	145	12	18	29	28	4,197	99	105		

(*) Applies to Change Request Category Only

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

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

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		06/26/12	
		06/12/12	
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities			
Medic Response Areas	N/A for Hawaii County		
Medic Stations			
Milepost Markers			
Points of Interest		06/12/12	
	06/04/12		Edited fields in order to standardize POI layers across all State of Hawaii PSAPs

(*) *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
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		06/26/12	
		06/12/12	
	06/08/12		Corrected the MSAG Community for two (2) street segments
Trails			
WSP Cell Towers			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels	06/01/12 -- 06/29/12		Edited parcels to overlay with the Street Centerlines. This is an ongoing project.
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			

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

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

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

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

Hawai`i County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

HAWAII			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
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
June 1, 2012 – June 30, 2012

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

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
United States National Grid (50K)			
United States National Grid			
Volcano Hazard Zones			
Waste Water Plants			
Wharfs			
SPECIAL REQUESTS			
Correctional Facilities			

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

<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 – June 2012

06/05/12   Akimeka prepared and published the Address Points, Street Centerlines, Police ESZ, and Fire ESZ layers for an Intergraph CAD map update.

- **Mapping Layers Updated/Loaded Into GIS – June 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 June 20, 2012. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		13
# of New Street Segments Removed		0
# of New Addresses Added	68	
# of New Addresses Removed	5	
# of Street Segment Range Changes		211
# of Street Segment Name Changes		3
# of Street Name Changes	12	
# of Street Number Changes	231	

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
June 1, 2012 – June 30, 2012

- ## Service Requests Transactions

Open Service Requests – June 2012 (May 30, 2012 – June 27, 2012)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI). Pending visual verification of 157 customer addresses on Puako Beach Rd. Arrangements for travel to Puako Beach are in discussion with Hawaii Police. As such, the Service Request is in a valid pending status.
2	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 06/25/12.
3	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 06/25/12.
4	06/25/12	492	Incorrect Address: TN = 808/985-8511	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 as of 06/25/12.

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

Year-to-Date (YTD) Summary – 2012

HAWAII				SERVICE REQUEST CATEGORIES							
2012	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June	2	20	4	0	0	2	20	0	0	0	0
May	16	9	22	0	0	16	9	0	0	0	0
April	4	2	15	0	1	4	1	0	0	0	0
March	10	9	13	0	3	10	6	0	0	0	0
February	8	11	12	0	1	8	10	0	0	0	0
January	1	2	15	0	2	1	0	0	0	0	0
2011 Carryover	16	0	16	7	0	9	0	0	0	0	0
TOTAL	57	53	4	7	7	50	46	0	0	0	0

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

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

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations

9-1-1 Call Volume – June 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,211	1,069	33.3%	2,142	66.7%

9-1-1 Call Volume – Calendar Year 2012

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2012	Total	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Wireline & Wireless	# of Calls	%to Total Calls	# of Calls	%Abandoned to Total
December									
November									
October									
September									
August									
July									
June	3,211	1,069	33.3%	2,142	66.7%	0	0.0%	654	20.4%
May	3,029	1,012	33.7%	1,992	66.3%	25	0.8%	639	21.1%
April	3,097	968	31.3%	2,129	68.7%	0	0.0%	703	22.7%
March	3,335	1,134	34.0%	2,198	66.0%	3	0.1%	676	20.3%
February	2,934	1,032	35.2%	1,899	64.8%	3	0.1%	655	22.3%
January	3,175	916	28.9%	2,259	71.1%	0	0.0%	669	21.1%
TOTAL YTD	**18,781**	**6,131**	**32.7%**	**12,619**	**67.3%**	**31**	**0.2%**	**3,996**	**21.3%**
AVG PER MO	**3,130**	**1,022**		**2,103**		**5**		**666**	

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
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

Wireless Test – June 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
06/19/12	AT&T Mobility (GSM Overflow Route Test)	1	1	Kauai PSAP	Pass

Current Month PSAP Operations Activities – June 2012

Weekly (Every Thursday)	Kauai County, along with the other PSAPs and Akimeka, participated in the weekly conference calls hosted by Hawaiian Telcom, Inc. (HTI) to review the Solacom conversion in the State of Hawaii. There has been no significant progress or improvement to date. Hawaii County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
06/28/12	Akimeka proactively requested and received Verizon Wireless' complete CRS to perform a special audit to validate all of Verizon Wireless' towers on Kauai. The special audit was deemed necessary due to the number of changes and updates. The purpose of the special audit is to ensure all cell towers and sectors have been updated and reflected in the WSP Cell Towers and WSP Cell Sectors (Polygon) layers.

VisionAIR/911 Inc. Integrated CAD Replacement Project

Unfortunately, key issues required to move forward have not been resolved. Highlights of the June 6, 2012 and June 20, 2012 follow up conference calls with Hawaiian Telcom are as follows:

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)

   Hawaiian Telcom re-confirmed that they are currently providing E9-1-1 service and their existing tariffs cover this service. When Next Generation 9-1-1 (NG9-1-1) is available, Hawaiian Telcom will take the appropriate action.

2. Network Connectivity and Compatibility Issues

   Because NENA's i3 architecture is not fully defined, Hawaiian Telcom will not support a custom non-standard solution for 9-1-1 call delivery because of the risk involved with ongoing software patching and regression testing that could impact 9-1-1's critical service and Public Safety.

   It was re-iterated that this is a collective decision by Hawaiian Telcom to not support a custom non-standard solution and compatibility details will not be provided.

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

• PSAP Operations (continued)

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

2. <u>Network Connectivity and Compatibility Issues (continued)</u>

Hawaiian Telcom will not support an IP-based 9-1-1 delivery that is not Solacom from end-to-end. This prevents the PSAPs from deciding upon technology inside their facilities and seems to conflict with the existing tariff language on demarcation.

Given Hawaiian Telcom's position, Kauai County requested if Hawaiian Telcom can provide Hawaiian Telcom/Solacom's API standards so 911 Inc. can better understand what Hawaiian Telcom is expecting. Hawaiian Telcom contacted Solacom to discuss what documentation can be made available. Hawaiian Telcom requested the SIP messaging standards and documentation. This is still an open issue.

3. <u>ALI Database Access</u>

Hawaiian Telcom confirmed that they can deliver an ALI feed to VisionAIR/911 Inc.'s equipment on a live 9-1-1 call. This is no longer an issue.

However, Hawaiian Telcom's position has not changed with regards to providing Kauai County with an electronic file of the ALI database. The ALI database is necessary in order for the County to validate subscribers' addresses and the routing of 9-1-1 calls in accordance with the current E9-1-1 tariff.

Kauai County suggested if Hawaiian Telcom could provide the ALI data/information if the subscriber name was removed and merely the address and telephone number was provided to Kauai County. Hawaiian Telcom reviewed the request and declined to accept the request.

As such, Kauai County asked if Hawaiian Telcom's Regulatory folks could participate on the next scheduled call since there are a lot of open regulatory related issues.

4. <u>Transition Plan from E9-1-1 to NG 9-1-1</u>

Hawaiian Telcom shared that it has no immediate plans to deliver a Next Generation 9-1-1 solution until the i3 standards have been established and ratified. Hawaiian Telcom later clarified that their requirement for i3 standards being finalized prior to NG 9-1-1 delivery was limited to PSAPs choosing to implement a non-Solacom solution at their facilities. Additionally, Hawaiian Telcom has yet to discuss NG 9-1-1 integration with the wireless carriers, but confirmed that associated requirements for i3 standards at that level would pose a similar barrier/delay. Hawaiian Telcom suggested that the discussion of implementing Next Generation features and services for the State of Hawaii should be driven by the State of Hawaii E9-1-1 Board.

The next follow-up conference call is scheduled for July 11, 2012.

Given the complexity of the situation and circumstances, Kauai County requested the assistance of the State of Hawaii E9-1-1 Board to resume discussions regarding the delivery of Next Generation 9-1-1 for the State of Hawaii, work with the Technical Committee to "stand up" the agreed upon Investigative Regulatory Committee, and review the PSAP Monthly Status Reports from Kauai and Hawaii County which documents the challenges faced by the respective PSAP.

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of June 30, 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 – 6/30/12) – No further updates.

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## PSAP Operations (continued)

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

Updates as of June 30, 2012 are noted below:

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

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

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

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

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

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

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

           Update (1/31/12 – 6/30/12) – No further updates.

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG

Current Month – June 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	27	9	5	0	0	4	0	118	18	0	22	22
Revised categories and report format changes effective May 2012.												

During the month of June 2012, nine (9) 9-1-1Net requests were completed relating to the MSAG database, with 118 customer ANI/ALI records updated as a direct result. Eighteen (18) TN CRs were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are twenty-two (22) records in Suspended status as of June 30, 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 communications service provider. The respective communications service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

- Five (5) suspended records are due to the TNs being on Federal property and not having a valid address in the ALI record. Address validation requests for each customer TN were sent to the respective communications service provider. The communications respective service provider provided a TMK number for the ALI record. However, a TMK is not a valid address nor is it acceptable under current NENA guidelines and industry best practices for locating 9-1-1 callers. As a courtesy, Akimeka researched multiple databases, however, a valid address was not attached to the TMK assignment. The communications service provider is responsible for providing a valid MSAG address and for correcting the ALI record in accordance with NENA standards and the current E9-1-1 Wireline tariff.

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2012

KAUAI		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July												
June	27	9	5	0	0	4	0	118	18	0	22	22
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
TOTAL YTD	146	115	65	6	7	34	3	2,954	0	18		
AVG PER MO	24	19	11	1	1	6	1	492	0	3		
		(*) Applies to Change Request Category Only										

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

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

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points		**06/28/12**	
	06/21/12		Assigned Street Centerline Names for address points that are Points of Interest (POI)
		06/14/12	
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas		**06/28/12**	
	06/27/12		Corrected Medic 21 to Lihue
Medic Stations			
Milepost Markers			
Points of Interest		**06/28/12**	
	06/21/12		Corrected a restaurant name
	06/15/12		Added plantation camps
		06/14/12	
	06/04/12		Edited fields in order to standardize POI layers across PSAPs in the State of Hawaii
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		**06/28/12**	
	06/21/12		Extended range to fit address points
		06/14/12	
	06/01/12		Named and ranged Street Centerlines

(∗) *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
June 1, 2012 – June 30, 2012

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Trails			
WSP Cell Sectors (Polygon)	06/28/12		Added Sector IDs for all site records
			Updated sectors for VZW sites
WSP Cell Towers (Points)		**06/28/12**	
	06/26/12		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage		**06/28/12**	
	06/21/12		Corrected a restaurant name
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions		**06/28/12**	
	06/15/12		Added plantation camps
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Hydrants			

(*) *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
June 1, 2012 – June 30, 2012

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

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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

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

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

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

Current Month GIS Activities – June 2012

06/01/12   The Kauai County PSAP reported warning lights on the alarm panel of the Sentry Server. These lights are warnings sent to the Administrator of a potential risk at the workstation. The Sentry Server was reset and the issue was resolved.

06/18/12 --
06/20/12   Akimeka personnel attended GeoComm GeoLynx DMS training.

06/22/12 --
06/27/12   Akimeka prepared and copied the following updated layers to Kauai's GeoComm computer: Address Points, WSP Cell Sectors, WSP Cell Towers, ESN, Fire Beats, Fire Response Areas, Fire Stations, Food & Beverage, IRA, Medic Beats, Medic Response Areas, MSAG Communities, Parcels, Points of Interest, Police Beats, Police Districts, Street Centerlines, and Subdivisions.

06/28/12   Akimeka replaced the WSP Cell Sectors and WSP Cell Towers layers on Kauai's GeoComm computer for a GeoLynx map update.

Kauai County E9-1-1 Status Report
June 1, 2012 – June 30, 2012

- ## Service Requests Transactions

Open Service Requests – June 2012 (May 30, 2012 – June 27, 2012)

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

> **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	0	1	1	0	0	0	1	0	0	0	0
May	1	1	2	0	1	1	0	0	0	0	0
April	0	2	2	0	1	0	1	0	0	0	0
March	0	0	4	0	0	0	0	0	0	0	0
February	0	2	4	0	0	0	2	0	0	0	0
January	3	0	6	1	0	2	0	0	0	0	0
2011 Carryover	3	0	3	1	0	2	0	0	0	0	0
TOTAL	**4**	**6**	**-2**	**2**	**2**	**5**	**4**	**0**	**0**	**0**	**0**

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

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