STATE OF HAWAIʻI
Enhanced 911 Board

E911 Communications/Technical/Finance Committee Meeting
Tuesday, August 7, 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.   Press Releases

     ii. Logo Contest Update

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

     iv. 2013 Legislative agenda discussion

          1. Prepaid Mobile Phone surcharge.

          2. Others.

     v.   APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired.

     vi. Others

b.   Technical Committee

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

          1. HFD - Fire/EMS CAD update.

          2. Kauai CAD update

          3. Others

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

     iii. Discussion on the approval of the VisionAir Conference Kauai PSAP attendees for FY 2012.

iv. Discussion on Conference Attendance Policy & Procedures.

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

vi. Technology Investigation Task Force Update.

vii. PSAP Round Table on NG911 Implementation.

c. Finance Committee

i. Review of Monthly Cash Flow Financial Report

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

iii. Discussion of bank proposals for E911 Fund Bank Account, subject to Board approval.

iv. Request for funding for APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired subject to final approval by the Board.
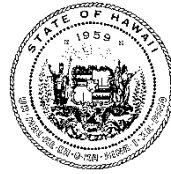
VI. Announcements

a. Next meeting date: Tuesday, September 11, 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, August 7, 2012
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10 am to 12 noon

MINUTES

Communications Committee Members present: Gordon Bruce, Chair, Victor Ramos, Clayton Tom, Thalia Burns, Jayne Nantkes, Paul Ferreira, Victor Ramos and Morris Tamanaha.
Communications Committee Members absent: None
Technical Committee Members present: Victor Ramos, Chair, Clayton Tom, James LaClair, Steven Schutte, Brandon Raines, Kiman Wong, Kenison Tejada, Aaron Correia, Tony Ramirez, Clement Chan and Morris Tamanaha.
Technical Committee Members absent: None
Finance Committee Members present: Kiman Wong, Chair, Bart Huber, Gordon Bruce, S. Kaleo Perez, Mark Begley, Roy Irei, and Paul Ferreira.
Finance Committee Members absent: None
Staff in Attendance: Thera Bradshaw and Courtney Tagupa.
Quests: Wendy Kaneshiro (HPD), Sharon M. Newalu-Garcia (HPD), and Davlyn Racadio (MPD).

I.   Call to Order, Public Notice, Quorum.

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

II.   Public testimony on all agenda items

A request for public testimony was announced by the Board Chair. There was no response from the public in attendance.

III.   Introductions

Introductions were made of all those in attendance.

IV.   Review and Approval of Last Meeting's Minutes

Mr. Gordon Bruce motioned to approve the minutes of the last meeting. The motion was seconded and approved unanimously by voice vote subject to the correction noted by Ms. Thalia Burns.

V.   Items for Discussion, Consideration and Action:

a. Communications Committee

i. Press Releases

There were no press releases brought forth at this time.

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ii. Logo Contest Update:

1. ***The Logo Contest name has been changed to the Logo/ Slogan Contest.***

2. ***September 11, 2012 will be the kickoff for the competition.***

3. ***The date for the judging will probably be in early 2013.***

4. ***Senator Willy Espero is considering our request to assist in judging the contest.***

5. ***Help will be solicited from all the counties to promote the contest within their area.***

6. ***Mary Boyd has offered Intrados' help with in-kind graphic services.***

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

1. ***All prior comments have been incorporated.***

2. ***Additionally from last month's discussion investigative committee is defined.***

3. ***Mr. Paul Ferreira motioned to approve the policy subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.***

iv. 2013 Legislative agenda discussion

1. ***Prepaid Mobile Phone surcharge.***

   a. ***Other states experience has been that the Retail Association has lobbied against collecting funds on prepaid wireless.***

   b. ***In our discussions with Hawaii's Retail Association the association indicates support for Hawaii legislation modeled after the Massachusetts state law.***

   c. ***Prepaid wireless service as defined in Massachusetts law is service activated in advanced by payment or a finite dollar amount of service or minutes that terminates either upon use by the customer and delivery by the wireless provider of an agreed upon amount of service or***

minutes unless the customer makes additional payments.

    d. *To bring parity in the State of Hawaii $0.66 is likely the rate to be considered.*

    e. *Senator Kidani offered to champion this proposed legislation*

    f. *The Enhanced 9-1-1 board will need to coordinate with DAGS to determine if proposed legislation can be included in the governor's package. Also the Enhanced 9-1-1 board will need to determine who the right legislators are to sponsor new legislation.*

    g. *Other issues:*

        i. *Tax submission process is complicated. The board may wish to consider submission of prepaid tax surcharges directly to State Tax Department.*

        ii. *There are a number of strategic decisions the board must consider in developing a plan of action before introduction of legislation.*

2. Other Legislation under consideration:

    a. *Proposed 9-1-1 tax rate changes.*

    b. *Bill & Keep currently allowed for Hawaiian Telcom*

    c. *Determine priorities and decide timing on each potential change in the legislation.*

    d. *Need to coordinate our expenditure plan with our request for additional revenue.*

v. APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired.

1. *We are requesting support from the Board.*

2. *One day forum at the Pacific Beach Hotel (Waikiki), Tuesday, October 23, 2012.*

3. *Senator Inouye has made a commitment to attend.*

4. *We are pursuing the rest of the congressional team as well as the governor to attend.*

5. *Planning has been initiated to meet the October meeting date.*

6. *State legislators will be invited.*

7. *Funding amounts would be similar to the NG911 Technology Forum but less since it will be a one day rather than a two day forum.*

8. *A keynote speaker and panelists are being invited.*

9. *A planning meeting is being held after the meeting.*

10. *Mr. Ferreira motioned to recommend full support by the Board. The motion was seconded and unanimously approved by voice vote without discussion.*

    vi. Others- None at this time.

b. Technical Committee

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

        1. HFD - Fire/EMS CAD update.

           a. *A kick-off conference call with TriTech. They will be arriving in Honolulu in October to start the hands on CAD upgrade.*

        2. Kauai CAD update

           a. *Kauai continues experiencing challenges with the 911 improvement project.*

           b. *Meetings continue with HawTel on a biweekly basis however Kauai is still not satisfied and there is not resolution of the outstanding issues.*

           c. *Hawaiian Telcom's approach with IP to CAMA translation layer inside the PSAP which strips the ability for Kauai to go Next Generation 9-1-1 and receive the additional IP based features.*

           d. *Kauai is considering alternatives and pursuing additional research.*

           e. *Kauai along with Maui PSAP's toured Intrado's headquarters in Longmont, Colorado. An overview of Intrado's product offerings, infrastructure and other services was enlightening.*

        3. Others

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        a. ***HPD CAD upgrade is about to reach another milestone next month.***

        b. ***The CAD upgrade equipment is anticipated to be delivered this week.***

        c. ***Payment will be withheld until it is installed and tested.***

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

    1. ***No updates at this time.***

iii. Discussion on the approval of the VisionAir Conference Kauai PSAP attendees for FY 2012.

    1. ***The Board had approved this disbursement in September 2012.***

iv. Discussion on Conference Attendance Policy & Procedures.

    1. ***Mr. Clayton Tom motioned to approve the policy subject to final approval by the Board. The motion was seconded and approved unanimously by voice vote without discussion.***

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

    1. ***No requests were made at this time.***

vi. Technology Investigation Task Force Update.

    1. ***Mr. Gordon Bruce met with the CEO and COO of HawTelcom.***

    2. ***The issues regarding Kauai and the Big Island were explained along with the impact on Hawaii's PSAP's.***

    3. ***The HawTel COO is now intimately involved with the issues.***

    4. ***HawTel is very much aware of the issues and have asked that we be patient until a decision is made.***

    5. ***Oahu is considering alternatives as backup.***

    6. ***HawTel will inform the Enhanced 9-1-1 Board of their action plan by the end of the month of August.***

    7. ***Mr. James LaClair stated the following:***

        a. ***HawTel recognizes the PSAP's dissatisfaction with Solecom. HawTel is addressing the issue at the company's highest executive level.***

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        b. *Mr. LaClair reports that there are a lot of technology decisions with Hawaiian Telcom that don't always involve the end user. For example, the Solecom solution is only the application that is being delivered on an IP infrastructure. Mr LaClair questioned if the Board really wanted to go into those in depth technology decisions?*

        c. *We should agree on additional transparency so there is more discussions going forward.*

8. *Mr. Tony Ramirez motioned to appoint a representative from the Enhanced 9-1-1 board to coordinate e911 activities at the executive level with the wireline provider or the e911 service provider in the State Hawaii. The motion was seconded and approved by voice vote with discussion. Mr. James LaClair was the only dissenting vote.*

vii. PSAP Round Table on NG911 Implementation.

1. *Provides a means of highlighting PSAP updates.*

2. *Encourage dialogue going forward.*

3. *Discussion on the results from the Investigative Technical committee.*

4. *Problems and success stories.*

5. *Recommend that this be a standing item.*

6. *Mr. Jim LaClair offered the following points:*

        a. *There were issues related to the migration that were not migration issues.*

        b. *There were issues related to migrations but weren't related to Solecom.*

        c. *There were Solecom issues such as defects and change requests.*

        d. *There were some issues with some expectations that will probably not be addressed such as phase II percentages.*

        e. *Clearly the Solecom solution is not working however, the expectations of the solution must be doable and reasonable.*

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     f. Caution must be taken as to what is possible and not possible.

     g. A distinction must be made between what can be managed by a platform and what is not manageable by a platform to prevent restrictive platform choices.

    7. The PSAPs need to educate themselves regarding NG911 and what services should be provided through HawTel.

  C. <u>Finance Committee</u>

    i. Review of Monthly Cash Flow Financial Report

     1. Cash receipts (month) - $759,219.

     2. Disbursements (month) - $1,282,275.

     3. Bank Balance (July, 31, 2012) - $10,336,477.

     4. Encumbrance pay down (month) - $1,170,430.

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

     1. No requests have come forward at this time.

    iii. Discussion of bank proposals for E911 Fund Bank Account, subject to Board approval.

     1. The Board had requested proposals from the large Hawaii Banks regarding their fee structure for handling the E911 Fund account.

     2. Proposals were requested from Bank of Hawaii and Central Pacific banks, however, both respectfully declined due to their inability to match the rates that First Hawaiian Bank was offering.

     3. Mr. Tagupa presented a comparative analysis between First Hawaiian Bank and American Savings which resulted in $600.00 per month favorable difference for American Savings.

     4. Due to the complexity of the collateralization requirements more due diligence is required before a recommendation can be made.

      iv.   Request for funding for APCO/NENA Joint Pacific Chapter Forum on the Access to 9-1-1 for the Speech and Hearing Impaired subject to final approval by the Board.

             1. ***Funding is available to support the APCO/NENA Joint pacific Chapter.***

             2. ***We review the funding issues when things are better clarified.***

VI.   Announcements

    a. ***Next meeting date: Tuesday, September 11, 2012, McCoy Pavilion, Ala Moana Park, 10 am – 12 noon.***

    b. Others

        i. ***Certificates of appreciation were presented to Paul Ferreira and Brandon Raines for their outstanding service to the Board.***

        ii. ***Certificates of appreciation from Governor Abercrombie were also presented to Paul Ferreira and Brandon Raines for their service to the Board.***

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

No one came forward to testify.

VIII. Adjournment

    a. ***A motion to adjourn was seconded and approved unanimously by voice vote without discussion. The meeting was adjourned at 11:35 am.***

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

FIRST HAWAIIAN BANK ACCOUNT:			
General Fund	**Prior Month**		**Ending**
	Inception-to-Date		**Inception-to-Date**
ITEM	**Cash Flow**	**Current**	**Cash Flow**
	Balance	**Month**	**Balance**
Cash Inflow:			
Enhance 911 Surcharge Collection	$ 60,282,461.67	758,617.17	$ 61,041,078.84
Other Income	$ 11,555.22		$ 11,555.22
Interest Income	$ 1,827,066.81	599.33	$ 1,827,666.14
Prior Period Interest Income Adjustment	$ (257,236.01)		$ (257,236.01)
Net Interest Income	$ 1,569,830.80	$ 599.33	$ 1,570,430.13
Subtotal Cash Inflow	$ 61,863,847.69	$ 759,216.50	$ 62,623,064.19
Cash Outflow:			
Act 79 Fund Transfer to State	$ (16,000,000.00)	(1,252,730.36)	$ (17,252,730.36)
PSAP Reimbursement	$ (27,718,141.81)		$ (27,718,141.81)
Board Member Travel Expense	$ (112,922.64)	(1,642.20)	$ (114,564.84)
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)	(818.52)	$ (973,869.70)
Consultant-Intrado, Inc.	$ (439,260.41)		$ (439,260.41)
Consultant-Exec Director	$ (2,102,833.54)	(27,083.33)	$ (2,129,916.87)
Audit Expense	$ (36,586.88)		$ (36,586.88)
Other Board Related Expenses	$ (5,797.34)	(0.13)	$ (5,797.47)
Subtotal Cash Outflow	$ (51,004,312.83)	$ (1,282,274.54)	$ (52,286,587.37)
Bank Balance	$ 10,859,534.86	$ (523,058.04)	$ 10,336,476.82
Encumbrances FY 2011	$ (1,724,508.75)		(1,724,508.75)
Encumbrances FY 2012	$ (4,639,778.93)	1,170,429.74	(3,469,349.19)
Unencumbered Cash	$ 4,495,247.18	$ 647,371.70	$ 5,142,618.88

Note: Detail of Current Month's Disbursements is on page 2.
        Detail of Encumbrances is on page 3.

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

MONTH OF JULY 2012	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-	-	-	-	759,217	759,217
DISBURSEMENTS						
CONFERENCES						
Nena Conference	-	-	(62)	-	-	(62)
VisionAir Conference	-	-	-	-	-	-
Total CONFERENCES	-	-	(62)	-	-	(62)
Non-RECURRING						
CAD Replacement/Upgrade						
Maui PD	-	-	-	-	-	-
Total CAD Replacement/Upgrade	-	-	-	-	-	-
Computers						
PowerPhone	-	-	-	-	-	-
VMS-MPD	-	-	-	-	-	-
Total Computers	-	-	-	-	-	-
Total Non-RECURRING	-	-	-	-	-	-
RECURRING EXPENSES						
ADMINISTRATION						
0010 Exec Dir. Services	-	-	-	-	27,083	27,083
Board Member Travel	-	-	-	-	1,642	1,642
DB&F Assessments						
DB&F Admin. Exp. Assess	-	-	-	-	-	-
DB&F Revenue Assessment	-	-	-	-	-	-
Total DB&F Assessments	-	-	-	-	-	-
Miscellaneous Expense	-	-	-	-	0	0
WSP Cost Recovery						
Sprint/Nextel	-	-	-	-	819	819
Total WSP Cost Recovery	-	-	-	-	819	819
Total ADMINISTRATION	-	-	-	-	29,544	29,544
MAINTENANCE						
0002 Imagery License Agreement	-	-	-	-	-	-
0011 9-1-1MSAG Maint.	-	0	0	-	-	0
CAD Maintenance	-	-	-	-	-	-
GPS Maint.	-	-	-	-	-	-
Total MAINTENANCE	-	0	0	-	-	0
Other RECURRING						
0005 Telcom Charges						
Long Distance Charges	-	-	79	-	-	79
Mileage	-	-	-	1,892	-	1,892
Telcom Trunk Charges	-	-	-	78,187	-	78,187
Telecom Ocean Safety CML Chges	-	-	-	2,205	-	2,205
Total 0005 Telcom Charges	-	-	79	82,284	-	82,363
Total Other RECURRING	-	-	79	82,284	-	82,363
Total RECURRING EXPENSES	-	0	79	82,284	29,544	111,907
Total Expense	-	0	17	82,284	29,544	111,845

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

FY 2012 Encumbrances				
Description	**Oahu**	**Maui**	**Hawaii**	**Total**
Conferences:				
NENA	3,415.05		6,989.10	10,404.15
VisionAir				-
Com/Board Travel			1,104.60	1,104.60
MSAG Services			37,513.81	37,513.81
HawTel Services			51,057.32	51,057.32
WSP Cost Recov				-
CAD Upgrades:				-
Maui PD		229,050.00		229,050.00
EMS/FIRE	991,085.48			991,085.48
HPD	785,750.00			785,750.00
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				-
Administrative				-
				-
Totals	1,816,650.53	1,556,033.83	96,664.83	3,469,349.19

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

MONTH OF JULY 2012	1 MOS.	Hawaii PSAP ANNUAL BUDGET	Over/(UNDER) Budget
Total Income	-		
DISBURSEMENTS			
CONFERENCES			
APCO Conference	-	5,772	(5,772)
Nena Conference	-		
CONFERENCES - Other	-		
Total CONFERENCES	-	5,772	(5,772)
Non-RECURRING			
CAD Replacement/Upgrade			
CAD Replacement/Upgrade - Other	-		
Total CAD Replacement/Upgrade	-		
Computers			
GeoComm	-		
Total Computers	-		
Training			
EMPAQ	-		
ESD	-		
ESD-Annual Recall	-		
Training (CAD) HPD	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING EXPENSES			
ADMINISTRATION			
0010 Exec Dir. Services	-		
0012 Electronic Signature Svcs	-		
911 Board Expansion	-		
Audit Expense	-		
Board & Committee Venue	-		
Board Member Travel	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
E911 Logo Contest	-		
Miscellaneous Expense	-		
NASNA Dues	-		
Parking Permits	-		
WSP Cost Recovery			
Sprint/Nextel	-		
WSP Cost Recovery - Other	-		
Total WSP Cost Recovery	-		
Total ADMINISTRATION	-		
MAINTENANCE			
0002 Imagery License Agreement	-	360,325	(360,325)
0003 Equipment SW Maint	-	40,000	(40,000)
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.			
0011 9-1-1MSAG Maint. - Other	-	465,097	(465,097)
Total 0011 9-1-1MSAG Maint.	-	465,097	(465,097)
CAD Maintenance	-	67,273	(67,273)
GPS Maint.	-		
PowerPhone	-		
Total MAINTENANCE	-	932,695	(932,695)
Other RECURRING			
0005 Telcom Charges			
Alt. PSAP 9-1-1 Del	-		
Long Distance Charges	-		
Mileage	-		
Telcom Trunk Charges	-	306,344	(306,344)
Telecom Ocean Safety CML Chges	-		
Wiring for Alt Dispatch	-		
Total 0005 Telcom Charges	-	306,344	(306,344)
EMS Tower Lease	-		
Total Other RECURRING	-	306,344	(306,344)
Total RECURRING EXPENSES	-	1,239,039	(1,239,039)
Total DISBURSEMENTS	-	1,244,811	(1,244,811)

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

MONTH OF JULY 2012	1 MOS.	Kauai PSAP ANNUAL BUDGET	Over/(UNDER) Budget
Total Income	-		
DISBURSEMENTS			
CONFERENCES			
APCO Conference	-		
Nena Conference	-		
CONFERENCES - Other	-		
Total CONFERENCES	-		
Non-RECURRING			
CAD Replacement/Upgrade			
CAD Replacement/Upgrade - Other	-		
Total CAD Replacement/Upgrade	-		
Computers			
GeoComm	-		
Total Computers	-		
Training			
EMPAQ	-		
ESD	-		
ESD-Annual Recall	-		
Training (CAD) HPD	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING EXPENSES			
ADMINISTRATION			
0010 Exec Dir. Services	-		
0012 Electronic Signature Svcs	-		
911 Board Expansion	-		
Audit Expense	-		
Board & Committee Venue	-		
Board Member Travel	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
E911 Logo Contest	-		
Miscellaneous Expense	-		
NASNA Dues	-		
Parking Permits	-		
WSP Cost Recovery			
Sprint/Nextel	-		
WSP Cost Recovery - Other	-		
Total WSP Cost Recovery	-		
Total ADMINISTRATION	-		
MAINTENANCE			
0002 Imagery License Agreement	-	194,623	(194,623)
0003 Equipment SW Maint	-		
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.			
0011 9-1-1MSAG Maint. - Other	0	325,907	(325,907)
Total 0011 9-1-1MSAG Maint.	0	325,907	(325,907)
CAD Maintenance	-		
GPS Maint.	-		
PowerPhone	-		
Total MAINTENANCE	0	520,530	(520,530)
Other RECURRING			
0005 Telcom Charges			
Alt. PSAP 9-1-1 Del	-	128,305	(128,305)
Long Distance Charges	-		
Mileage	-		
Telcom Trunk Charges	-	111,400	(111,400)
Telecom Ocean Safety CML Chges	-		
Wiring for Alt Dispatch	-	2,500	(2,500)
Total 0005 Telcom Charges	-	242,205	(242,205)
EMS Tower Lease	-		
Total Other RECURRING	-	242,205	(242,205)
Total RECURRING EXPENSES	0	762,735	(762,735)
Total DISBURSEMENTS	0	762,735	(762,735)

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

MONTH OF JULY 2012	1 MOS.	Maui PSAP ANNUAL BUDGET	$ Over/(UNDER) Budget
Total Income	-		
DISBURSEMENTS			
CONFERENCES			
APCO Conference	-	5,600	(5,600)
Nena Conference	(62)		(62)
CONFERENCES - Other	-		
Total CONFERENCES	(62)	5,600	(5,662)
Non-RECURRING			
CAD Replacement/Upgrade			
CAD Replacement/Upgrade - Other	-	82,000	(82,000)
Total CAD Replacement/Upgrade	-	82,000	(82,000)
Computers			
GeoComm	-		
Total Computers	-		
Training			
EMPAQ	-	4,500	(4,500)
ESD	-	29,500	(29,500)
ESD-Annual Recall	-	5,000	(5,000)
Training (CAD) HPD	-		
TriTech CAD System Admin Train	-		
Total Training	-	39,000	(39,000)
Total Non-RECURRING	-	121,000	(121,000)
RECURRING EXPENSES			
ADMINISTRATION			
0010 Exec Dir. Services	-		
0012 Electronic Signature Svcs	-		
911 Board Expansion	-		
Audit Expense	-		
Board & Committee Venue			
Board Member Travel	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
E911 Logo Contest	-		
Miscellaneous Expense	-		
NASNA Dues			
Parking Permits	-		
WSP Cost Recovery			
Sprint/Nextel	-		
WSP Cost Recovery - Other	-		
Total WSP Cost Recovery	-		
Total ADMINISTRATION	-		
MAINTENANCE			
0002 Imagery License Agreement	-	372,375	(372,375)
0003 Equipment SW Maint			
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.			
0011 9-1-1MSAG Maint. - Other	0	451,643	(451,643)
Total 0011 9-1-1MSAG Maint.	0	451,643	(451,643)
CAD Maintenance	-	161,555	(161,555)
GPS Maint.	-		
PowerPhone	-	5,257	(5,257)
Total MAINTENANCE	0	990,830	(990,830)
Other RECURRING			
0005 Telcom Charges			
Alt. PSAP 9-1-1 Del	-		
Long Distance Charges	79		79
Mileage	-		
Telcom Trunk Charges	-	278,495	(278,495)
Telcom Ocean Safety CML Chges	-		
Wiring for Alt Dispatch	-		
Total 0005 Telcom Charges	79	278,495	(278,416)
EMS Tower Lease	-		
Total Other RECURRING	79	278,495	(278,416)
Total RECURRING EXPENSES	79	1,269,325	(1,269,246)
Total DISBURSEMENTS	17	1,395,925	(1,395,908)

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

MONTH OF JULY 2012	1 MOS.	Oahu PSAP ANNUAL BUDGET	$ Over/(UNDER) Budget
Total Income	-		
DISBURSEMENTS			
CONFERENCES			
APCO Conference	-	15,582	(15,582)
Nena Conference	-		
CONFERENCES - Other	-		
Total CONFERENCES	-	15,582	(15,582)
Non-RECURRING			
CAD Replacement/Upgrade			
CAD Replacement/Upgrade - Other	-		
Total CAD Replacement/Upgrade	-		
Computers			
GeoComm	-	150,000	(150,000)
Total Computers	-	150,000	(150,000)
Training			
EMPAQ	-		
ESD	-		
ESD-Annual Recall	-		
Training (CAD) HPD	-	8,000	(8,000)
TriTech CAD System Admin Train	-	12,000	(12,000)
Total Training	-	20,000	(20,000)
Total Non-RECURRING	-	170,000	(170,000)
RECURRING EXPENSES			
ADMINISTRATION			
0010 Exec Dir. Services	-		
0012 Electronic Signature Svcs	-		
911 Board Expansion	-		
Audit Expense	-		
Board & Committee Venue	-		
Board Member Travel	-		
DB&F Assessments			
DB&F Admin. Exp. Assess	-		
DB&F Revenue Assessment	-		
Total DB&F Assessments	-		
E911 Logo Contest	-		
Miscellaneous Expense	-		
NASNA Dues	-		
Parking Permits	-		
WSP Cost Recovery			
Sprint/Nextel	-		
WSP Cost Recovery - Other	-		
Total WSP Cost Recovery	-		
Total ADMINISTRATION	-		
MAINTENANCE			
0002 Imagery License Agreement	-	310,000	(310,000)
0003 Equipment SW Maint	-		
0008 Logging Recorder Maint	-	65,000	(65,000)
0011 9-1-1MSAG Maint.			
0011 9-1-1MSAG Maint. - Other	-	524,380	(524,380)
Total 0011 9-1-1MSAG Maint.	-	524,380	(524,380)
CAD Maintenance	-	400,000	(400,000)
GPS Maint.	-	40,800	(40,800)
PowerPhone	-		
Total MAINTENANCE	-	1,340,180	(1,340,180)
Other RECURRING			
0005 Telcom Charges			
Alt. PSAP 9-1-1 Del	-		
Long Distance Charges	-		
Mileage	1,892		1,892
Telcom Trunk Charges	78,187	918,893	(840,706)
Telecom Ocean Safety CML Chges	2,205	25,200	(22,995)
Wiring for Alt Dispatch	-		
Total 0005 Telcom Charges	82,284	944,093	(861,809)
EMS Tower Lease	-	7,844	(7,844)
Total Other RECURRING	82,284	951,937	(869,653)
Total RECURRING EXPENSES	82,284	2,292,117	(2,209,833)
Total DISBURSEMENTS	82,284	2,477,699	(2,395,415)

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

MONTH OF JULY 2012	1 MOS.	Operations ANNUAL BUDGET	$ Over/(UNDER) Budget
Total Income	759,217		759,217
DISBURSEMENTS			
CONFERENCES			
APCO Conference	-		
Nena Conference	-		
CONFERENCES - Other	-	48,046	(48,046)
Total CONFERENCES	-	48,046	(48,046)
Non-RECURRING			
CAD Replacement/Upgrade			
CAD Replacement/Upgrade - Other	-		
Total CAD Replacement/Upgrade	-		
Computers			
GeoComm	-		
Total Computers	-		
Training			
EMPAQ	-		
ESD	-		
ESD-Annual Recall	-		
Training (CAD) HPD	-		
TriTech CAD System Admin Train	-		
Total Training	-		
Total Non-RECURRING	-		
RECURRING EXPENSES			
ADMINISTRATION			
0010 Exec Dir. Services	27,083	333,125	(306,042)
0012 Electronic Signature Svcs	-	200	(200)
911 Board Expansion	-	75,000	(75,000)
Audit Expense	-	11,250	(11,250)
Board & Committee Venue	-	1,000	(1,000)
Board Member Travel	1,642	27,000	(25,358)
DB&F Assessments			
DB&F Admin. Exp. Assess	-	207,250	(207,250)
DB&F Revenue Assessment	-	444,000	(444,000)
Total DB&F Assessments	-	651,250	(651,250)
E911 Logo Contest	-	11,911	(11,911)
Miscellaneous Expense	0		
NASNA Dues	-	100	(100)
Parking Permits	-	250	(250)
WSP Cost Recovery			
Sprint/Nextel	819		819
WSP Cost Recovery - Other	-	160,000	(160,000)
Total WSP Cost Recovery	819	160,000	(159,181)
Total ADMINISTRATION	29,544	1,271,086	(1,241,542)
MAINTENANCE			
0002 Imagery License Agreement	-		
0003 Equipment SW Maint	-		
0008 Logging Recorder Maint	-		
0011 9-1-1MSAG Maint.			
0011 9-1-1MSAG Maint. - Other	-		
Total 0011 9-1-1MSAG Maint.	-		
CAD Maintenance	-		
GPS Maint.	-		
PowerPhone	-		
Total MAINTENANCE	-		
Other RECURRING			
0005 Telcom Charges			
Alt. PSAP 9-1-1 Del	-		
Long Distance Charges	-		
Mileage	-		
Telcom Trunk Charges	-		
Telecom Ocean Safety CML Chges	-		
Wiring for Alt Dispatch	-		
Total 0005 Telcom Charges	-		
EMS Tower Lease	-		
Total Other RECURRING	-		
Total RECURRING EXPENSES	29,544	1,271,086	(1,241,542)
Total DISBURSEMENTS	29,544	1,319,132	(1,289,588)

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations

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

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	84,574	24,791	29.3%	59,775	70.7%

(*) 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	84,574	24,791	29.3%	59,775	70.7%	8	0.0%	7,686	9.1%
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	**575,076**	**171,127**	**29.8%**	**403,876**	**70.2%**	**73**	**0.0%**	**51,708**	**9.0%**
AVG PER MO	**82,154**	**24,447**		**57,697**		**10**		**7,387**	

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

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## 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	40,621	11,396	28.1%	46.0%	29,123	71.9%	48.7%	102	0.3%	1,262	3.1%
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	268,914	75,785	28.3%	44.3%	192,370	71.7%	47.6%	759	0.3%	7,266	2.7%
AVG PER MO	38,416	10,826			27,481			108		1,038	

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	14,816	5,301	36.1%	21.4%	9,393	63.9%	15.7%	122	0.8%	560	3.8%
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	104,270	36,741	35.5%	21.5%	66,823	64.5%	16.5%	706	0.7%	4,838	4.6%
AVG PER MO	14,896	5,249			9,546			101		691	

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

- **PSAP Operations** (continued)

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

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2012	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August											
July	10,093	3,110	30.8%	12.5%	6,976	69.2%	11.7%	7	0.1%	7,939	78.7%
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	64,694	21,024	32.5%	12.3%	43,645	67.5%	10.8%	25	0.0%	52,783	81.6%
AVG PER MO	9,242	3,003			6,235			4		7,540	

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)									
		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	5,416	2,037	40.2%	8.2%	3,029	59.8%	5.1%	350	6.5%	1,427	26.3%
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	36,853	14,659	42.6%	8.6%	19,715	57.4%	4.9%	2,479	6.7%	9,645	26.2%
AVG PER MO	5,265	2,094			2,816			354		1,378	

- ## 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	6,846	2,782	41.9%	11.2%	3,860	58.1%	6.5%	204	3.0%	133	1.9%
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	48,690	20,411	43.0%	11.9%	27,062	57.0%	46.3%	1,217	2.5%	839	1.7%
AVG PER MO	6,956	2,916			3,866			174		120	

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

Notes:

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

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

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

OAHU CIVILIAN	MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)						
	TOTAL YTD	January	February (*)	March (**)	April	May	June
2012	51,655	6,099	10,546	9,830	6,711	5,821	5,866
	AVG PER MO	July	August	September	October	November	December
	7,379	6,782					

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

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

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations (continued)

Wireless Test – July 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
07/03/12	T-Mobile (Connectivity Testing)	3	11	Oahu PSAP/ Akimeka	Fail

Current Month PSAP Operations Activities – July 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.

07/03/12 -- 07/04/12 — The Honolulu Police and Fire departments requested Akimeka's assistance in the investigation of lost hikers. The primary concern was the inability of the PSAP to obtain Wireless Phase II (WPH II) coordinates after multiple re-bids. The 9-1-1 caller was using an AT&T handset. Fortunately, the hikers were able to remain in contact with rescuers and walked out the next day.

A trouble ticket was opened with AT&T Mobility for further investigation. It was reported that due to weather conditions, low cloud cover, and the location of the 9-1-1 caller, WPH II coordinates could not be generated. The 9-1-1 caller and his party were in a location on a ridge that caused the 9-1-1 call to bounce off of four (4) separate towers on each side of the mountain ridge.

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations (continued)

Wireless Tower Re-Naming Project

As reported previously, during the test process, Akimeka observed that the source of the data being displayed was being retrieved from 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.

During the month of July 2012, Akimeka coordinated with GeoComm to work on a solution to properly deploy a combination of the ANI/ALI datastream and the GIS data layer to display a GIS picture conducive to Wireless E9-1-1 operations. A properly configured E9-1-1 GIS mapping system is designed to display the delivered ANI/ALI in order to obtain a useful location of a 9-1-1 caller for both Wireless Phase I and Wireless Phase II operations.   Akimeka recommended a potential configuration that would be conducive to the Oahu Wireless E9-1-1 dispatch operations and will present that configuration to HPD PMT sometime in August 2012.   Akimeka will facilitate a meeting and solicit input from the HPD PMT on what information should be displayed to provide the desired results for the dispatchers. Akimeka will then work with GeoComm and the City & County of Honolulu DIT to implement a system configuration that will retrieve the data from the correct source and display the expected results to help the dispatchers.

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. A draft notification letter was provided to the HPD PMT on July 26, 2012 for their review and approval. The letters are targeted to be issued in early August 2012.

Wireless Testing Status Update

A status update will not be included in the E9-1-1 Monthly Status report due the sensitive and confidential competitive information by Wireless Service Provider (WSP). A status report will be provided by Akimeka to the Oahu Civilian Primary PSAP and handled as customer confidential data.

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## MSAG

Current Month – July 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	88	81	40	3	4	15	19	3,658	7	0	0	0

Revised categories and report format changes effective May 2012.

During the month of July 2012, eighty-one (81) 9-1-1Net requests were completed relating to the MSAG database, with 3,658 customer ANI/ALI records updated as a direct result. Seven (7) TN CR and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections, as needed. See attached spreadsheet for a detailed description of changes and additions.

There are no records in Suspended status as of July 31, 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	88	81	40	3	4	15	19	3,658	7	0	0	0
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	930	923	73	806	4	18	22	5,211	5,211	7		
AVG PER MO	155	154	12	134	1	3	4	869	1,737	1		

(*) 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). On May 14, 2012, Akimeka received an email notification from Intrado advising Akimeka that HTI approved the Oahu Combine project and processing MSAG transactions could be resumed.

- ## MSAG (continued)

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

MSAG Communities Project

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

Combine Transactions

Combine transaction opportunities were identified by Akimeka and reported that valid MSAG records could be combined or merged together to match with the GIS records. Combining of the MSAG records would result in more efficient database query, searching capabilities, and routing capabilities. This process will improve the E9-1-1 call delivery efficiency.

On June 12, 2012, all of the identified Combine transaction opportunities were completed in 9-1-1Net.

Subsequently, with the Database Synchronization audit completed in July 2012, an additional twelve (12) Combine transaction opportunities were identified. These will be researched and if can be combined, Akimeka is targeting completion by the end of August 2012.

Jurisdictional Issues Between Oahu Military and Civilian Response

The need to correct ESN routing assignments between the Oahu Military and Civilian jurisdictions should be handled as a priority since it impacts the proper routing of emergency response personnel with jurisdictional responsibility.

Akimeka does not have access to or the authority to update or request 9-1-1Net transactions for the Oahu Military MSAG. Akimeka only has the ability to query the data.

A coordinated effort to effect the changes is needed between the Oahu Military and Civilian MSAG to avoid duplicate records and ensure proper 9-1-1 call routing. A course of action to implement the needed changes, which may include limited access to the Oahu Military MSAG for ESN and MSAG Community changes only by Akimeka, needs to be developed and agreed upon between the Oahu Military and Civilian PSAPs to address these jurisdictional issues.

- **MSAG** (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase I

It was agreed to begin the clean-up effort in existing MSAG Communities with minimal border, street segment, and MSAG Community issues.

The objective of the Phase I effort is to:

- ✓ Perform a street segment sweep by existing MSAG Community identified in Phase I.
- ✓ Identify border/jurisdictional response boundaries and adjust the street segments accordingly.
- ✓ Verify address ranges, high/low, odd/even, pre-directional, etc.
- ✓ Prepare the street segments for the re-naming to the New MSAG Community, if applicable.
- ✓ Prepare the street segments based on ESN/ELT assignments.

The Phase I effort would begin with the existing Waimanalo MSAG Community and continue counter-clockwise around the island of Oahu.

1. Waimanalo was completed on July 11, 2012 in 9-1-1Net.

2. Kailua is in progress and the target completion date is early August 2012.

3. Kaneohe is in progress and the target completion date is mid-September 2012.

The schedule and target completion dates are dependent and based on the MSAG transaction restrictions as approved by Hawaiian Telcom, Inc. (HTI).

A detailed schedule and target completion dates for the MSAG Communities that will be "swept" as part of the Phase I effort will be presented to HPD PMT by Akimeka in mid- August 2012 for review and approval.

It is estimated that Phase I, as identified, will be completed by February 2013.

On behalf of HPD, Akimeka will ensure compliance and work within the MSAG Maintenance transaction restrictions provided by HTI.

- ## MSAG (continued)

<u>MSAG Communities Project (continued)</u>

<u>MSAG Community and Street Segment Sweep – Phase II</u>

Phase II will cover Oahu MSAG Communities (Northeast Coastline and the Waianae Coastline) that have major border, street segment, and new MSAG Community issues and require a higher level of effort.

The Phase II effort is expected to begin after the completion of Phase I and will also include:

1. Defining and Implementing the New MSAG Communities

2. Incorporating the ESN/ELT Assignments

3. Processing the ESN/ELT and MSAG Community Changes

A detailed schedule and target completion dates for the MSAG Communities that will be included as part of the Phase II effort will be presented to HPD PMT by Akimeka in mid-November 2012 for review and approval.

<u>MSAG Community and Street Segment Sweep – Phase III</u>

Phase III will cover Oahu MSAG Communities (Pearl Harbor, Moanalua Terrace and Honolulu) that have major border, street segment, and new MSAG Community issues and require a higher level of effort. The Phase III will mirror the Phase II effort and begin after the completion of Phase II.

<u>Database Synchronization Validation</u>

Upon completion of the MSAG Community and Street Segment Sweep – Phase I, Phase II and Phase III, Akimeka will conduct a full database synchronization to ensure all records have been corrected accordingly and there is at least a 98% match rate which is compliant with NENA standards.

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Geographic Information System (GIS)

Mapping Layers Updated – July 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	07/23/12		Added a NEW_CITY field to the Address Points layer based on the new MSAG Communities project. The address points are not used in HPD's current CAD system. So this layer is being maintained and updated for the new PremierOne CAD.
Common Place Name	07/31/12		Corrected spelling of Eggs N Things on Kalakaua
			Researched and verified several Common Place locations on Sand Island Access Road
			Added editor field and date field to track edits from the error log
	07/30/12		Made edits per discussion with HPD AVS during 07/27/12 meeting
	07/23/12		Added a NEW_CITY field to the Common Place layer based on the new MSAG Communities project. The address points are not used in HPD's current CAD system. So this layer is being maintained and updated for the new PremierOne CAD.
	07/17/12		Added four (4) new Common Place locations based on HPD error log: OTS Wahiawa Transit, Keeaumoku Village, Kalapawai Café, and 7 Eleven Kalakaua.
			Added a "COMMENTS" field to the layer as agreed to with HPD during the 07/11/12 meeting. Akimeka will track edits performed to the layer as well the date of the edit.
	07/16/12 -- 07/19/12		Began edits in order to correct errors in the CAD. Most of the errors consist of address in the Common Place not matching the address in the Street Centerlines.
	07/09/12		Ran post-processing on GPS'ed Common Place locations and added to the layer
	07/05/12		Updated metadata
	07/02/12		Made edits based on error log provided by HPD
Fire Districts			
Points of Interest	07/03/12 -- 07/31/12		Updated Class and Subclass categories. This is an ongoing project.
Street Centerlines	07/02/12 -- 07/31/12		Updated E9-1-1 Street Centerlines. This is an ongoing project.

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Geographic Information System (GIS)

Mapping Layers Updated – July 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)**			
WSP Cell Towers	07/26/12		Per VZW CRS
	07/23/12 -- 07/31/12		Validated existing tower sites with new master CRS from T-Mobile against Lat/Long, Community and Street Address. This is an ongoing project.
	07/23/12		Per AT&T Mobility CRS
	07/16/12		Verified and updated all Verizon Wireless tower sites with communities.
	07/06/12 -- 07/20/12		Validated communities on all tower sites for AT&T Mobility, This is an ongoing project.

Current Month GIS Activities – July 2012

07/02/12   Akimeka updated the HPD error log spreadsheet to track changes/updates made to the Common Place and Street Centerlines layers in preparation for a CAD data upload on July 11, 2012.

07/03/12   Akimeka GPS'ed new Common Place locations in Aiea and Pearl City as identified in the HPD error log provided by HPD AVS.

07/06/12   Akimeka GPS'ed new Common Place locations as identified by HPD AVS: Tamura's, Kalaeloa Kroc Center, Ewa Beach Walmart, Kapolei Waipahu Square, Waipahu Ross Kapolei, and Kapolei Ross Waikiki.

07/09/12 -- 07/20/12   Akimeka updated the HPD error log sent on June 8, 2012 to close the discrepancies and indicate the change made in the "Comments" field. This is an ongoing maintenance effort to address discrepancies provided by HPD via the HPD error log.

07/10/12   Akimeka reconfigured the Address Points model in order to streamline the process and improve performance. The test run was successful.

07/11/12   Akimeka personnel met with HPD AVS to perform a data upload with updated Street Centerlines and Common Place Names. The process associated with the loading of the data to the AVS workstations and steps included for producing the Street Check and error logs were discussed and documented.

Oahu Civilian E9-1-1 Status Report
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- ## Geographic Information System (GIS) (continued)

Current Month GIS Activities – July 2012 (continued)

07/12/12 -- 07/19/12	Akimeka began reviewing the Tandem TCAS 060612 Aloha_1 error log sent to Akimeka by HPD on July 11, 2012. This is an error log output from the test CAD that identifies Common Places in the GIS data as well as the Common Places built in the CAD that have address discrepancies. The discrepancies are an output after geocoding against street ranges. Most of these are differences in address ranges or feature types.

Potential corrections that can be made to address errors in the CAD were noted and edits performed accordingly. |
07/13/12	Akimeka researched the Kroc Center address at the request of HPD AVS. It was confirmed that the address on the building permit is 91-3257 Kualaka Parkway.
07/20/12	Akimeka uploaded the Street Centerlines and Address Points to the ftp site for HPD AVS to download in order to run geoprocessing prior to the next scheduled meeting with Akimeka.
07/30/12	Akimeka began reviewing the Address Location Error Forms received from HPD during a July 27, 2012 meeting between HPD and Akimeka.
07/30/12	Akimeka delivered the Street Centerlines to the Military PSAP based on the interoperability agreement between the Oahu Civilian and Military PSAPs.

Oahu Street Centerline Project Update – June 2012

On July 11, 2012, a meeting was held with HPD AVS and PMT, City & County of Honolulu DPP GIS (CCH DPP GIS), and Akimeka to load the updated Street Centerlines and Common Place layers to the HPD CAD Aloha geodatabase. The focus of the meeting was to review processes, document workflows, and set a date for follow-up meeting.

The discussion was specific to uploading the Street Centerlines and Common Places in the Aloha geodatabase. The Street Centerlines and Common Place layers used in the update process were provided to HPD AVS. CCH DPP GIS was also on-site to assist and answer any questions.

The meeting covered the following areas:

1. Street Centerlines Update Process

2. Common Place Upload Process

3. HPD AVS Discrepancy Reports

4. Priority for Error Reports

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

Oahu Street Centerline Project Update – July 2012 (continued)

At the meeting, Akimeka supplied the latest updated version of the Street Centerlines and Common Place layers. The updated files included new developments and fixes to documented discrepancies. It was agreed that due to processing time, future data transfers will be done via the ftp site.

HPD AVS reviewed the steps and ran through the processes required to loading the Street Centerlines and Common Place layers. The processes included creating the geometric network junctions, Motorola Geofile Utility (MGU) processes, and final review of the Tandem TCAD. These processes remain the responsibility of the HPD AVS team. Akimeka will work with HPD AVS to fix warnings and errors as appropriate.

The established priority for warning and error checks agreed to are as follows:

1. Dispatcher Error Reports

2. MGU Log

3. DPP Corrections

4. Tandem TCAD Error Log

At the meeting, it was agreed that:

1. Akimeka will add a "Comments" field and date edits to the Common Place layer.

2. Akimeka will provide class and subclass list prior to the next meeting.

3. Akimeka will verify Common Place locations as requested by HPD AVS.

4. Akimeka will review the Street Check results and recommend a correction process.

5. Akimeka and HPD AVS agreed to the following process for performing updates:

    a. Akimeka uploads data to ftp site on Friday prior to meeting

    b. HPD AVS runs MGU prior to Akimeka onsite.

    c. HPD AVS sends Akimeka Street Check results.

    d. Akimeka uses error logs to further update the data.

    e. Akimeka posts new data to ftp site.

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 2012

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

Oahu Street Centerline Project Update – July 2012 (continued)

On July 27, 2012, a follow-up meeting was held with HPD AVS and Akimeka to discuss the results of the GIS data load. Akimeka posted data on the ftp site for HPD AVS prior to the meeting. HPD AVS re-ran the geoprocesssing and Street Check prior to the meeting.

The discussion was specific to reviewing specific common places identified by HPD AVS, reviewing the Street Check errors, discussing the common place class/subclasses and discussing the next steps to move forward.

At the meeting, it was agreed that:

1. Akimeka will verify several specific common places identified by HPD AVS.

2. Akimeka will make changes to Street Centerlines to create intersections identified by HPD AVS.

3. Akimeka and HPD AVS will work on a new format and transfer process for the error log to synchronize work efforts.

4. Akimeka and HPD AVS will meet on August 3, 2012 via conference call to discuss the next steps in moving data to production.

5. HPD AVS will be uploading the new GIS data into production in mid-August 2012.

6. CCH DPP GIS will be reviewing the new development notification process in August 2012 and will schedule a meeting with all stakeholders.

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in July 2012.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **6,953** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 27, 2012 for the Oahu Civilian PSAP are reported below.

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

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

Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	BASELINE (As of November 27, 2011) 9-1-1 MSAG Dated 11-01-11		As of July 12, 2012 9-1-1 MSAG Dated 07-01-12	
		# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		12,265		6,953	
Less: 9-1-1 MSAG Exception Records	(1)	0	0.0%	8	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		12,265		6,945	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,009	16.4%	5,629	81.1%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	1,429	11.6%	836	12.0%
9-1-1 MSAG Record With No Matching GIS Record	(3)	8,827	72.0%	480	6.9%
Total 9-1-1 MSAG Records No Match		10,256	83.6%	1,316	18.9%

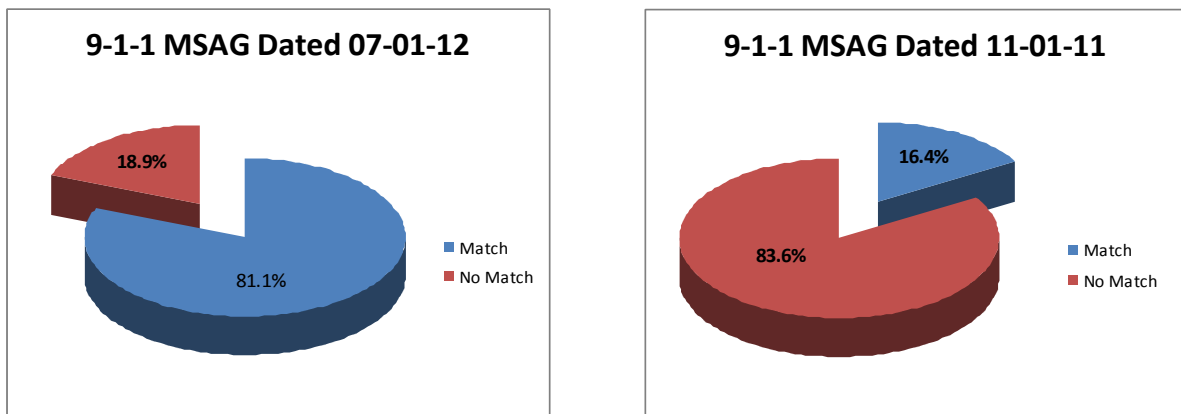***Objective: NENA Recommended Match Rate = 98%***

- **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 – July 1, 2012 MSAG vs. November 1, 2011 MSAG

Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 16.4% as of November 1, 2011 to 81.8% as of July 1, 2012

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

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

Oahu Civilian E9-1-1 Status Report
July 1, 2012 – July 31, 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 – July 1, 2012 MSAG vs. November 1, 2011 MSAG (continued)

- ❖ The total number of valid MSAG records was reduced by **43.3%** from 12,265 MSAG records on November 1, 2011 to 6,953 MSAG records on July 1, 2012. This was due primarily to the updating of street suffix to postal standards and the combining of odd/even street ranges. The identified Combine transactions project was completed in 9-1-1Net on June 12, 2012.

- ❖ Eight (8) MSAG exception records were identified. These are known MSAG records that will not have a corresponding GIS record but is required for the routing of E9-1-1 calls (i.e., Wireless Shell Record, Foreign Exchange Records, etc.).

- ❖ "MSAG - GIS Minor Corrections" were reduced by **41.5%** (1,429 to 836) from November 2011 to July 2012 respectively. Low and high address ranges, odd/even combines, and street suffixes 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 **94.6%** (8,827 to 480) from November 2011 to July 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 City & County of Honolulu records.

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

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

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

Maui County E9-1-1 Status Report
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- ## PSAP Operations

9-1-1 Call Volume – July 2012

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,894	2,773	31.2%	6,119	68.8%
MOLOKAI	324	182	56.2%	142	43.8%

(*) 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	8,894	2,773	31.2%	6,119	68.8%	2	0.0%	1,383	15.5%
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	58,502	19,097	32.6%	39,403	67.4%	2	0.0%	9,753	16.7%
AVG PER MO	8,357	2,728		5,629		0		1,393	

__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)

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	324	182	56.2%	142	43.8%	0	0.0%	54	16.7%
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	2,045	1,207	59.0%	838	41.0%	0	0.0%	309	15.1%
AVG PER MO	292	172		120		0		44	

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

Notes:

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

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

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

Wireless Test – July 2012

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

Maui County E9-1-1 Status Report
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- ## PSAP Operations (continued)

Current Month PSAP Operations Activities – July 2012

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.
07/27/12	The Maui PSAP reported truncated ANI information on 9-1-1 calls received. An investigation was requested and HTI informed the PSAP that this was a known issue by HTI and Plant/CML. The truncation of digits appear when a no record found or a mainland telephone number is presented to the Plant/CML equipment. This issue will be addressed in a future upgrade if one is available. No estimated target date to resolve this issue has been provided.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 31, 2012 are noted below:

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

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

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

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

- ## PSAP Operations (continued)

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

Updates as of July 31, 2012 are noted below:

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

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 – 7/31/12) – 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 – 7/31/12) – No further updates.

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## MSAG

Current Month – July 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	306	93	41	9	11	16	16	814	213	0	13	13

Revised categories and report format changes effective May 2012.

During the month of July 2012, 93 9-1-1Net requests were completed relating to the Maui County MSAG database, with 814 customer ANI/ALI records updated as a direct result. 213 TN CR and no 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 thirteen (13) records in Suspended status as of July 31, 2012, affecting thirteen (13) 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.

- Four (4) 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.

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## MSAG (continued)

Year-to-Date (YTD) – 2012

MAUI COUNTY		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy Request (ALI DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July	306	93	41	9	11	16	16	814	213	0	13	13
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	**3,378**	**2,357**	**2,031**	**68**	**67**	**119**	**72**	**57,845**	**802**	**219**		
AVG PER MO	**483**	**337**	**290**	**10**	**10**	**17**	**10**	**9,641**	**267**	**31**		

(*) 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.

Emergency Service Number (ESN) Project Status – July 2012
Year-to-Date (YTD) – *100.0% Complete*

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

The ESN project for Maui County is **100.0%** complete. As such, Maui County is in routine maintenance mode hereafter.

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – July 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	Maui/Molokai		**07/25/12**	
	Molokai	07/30/12		Added one (1) address per DSA and five (5) addresses per DSA Address Points layer
	Molokai	07/19/12		Added nine (9) addresses per DSA and six (6) addresses per DSA Address Points layer
	Molokai	07/16/12		Added two (2) addresses per DSA and two (2) addresses per DSA Address Points layer
	Molokai	07/13/12		Added two (2) addresses per DSA Address Points layer
		07/12/12 -- 07/30/12		Added addresses based on the compare and data from DSA.
	Maui/Molokai		**07/11/12**	
	Maui	07/11/12		Added four (4) addresses per DSA. Akimeka completed a compare between Akimeka and DSA's Address Points layer. This is an ongoing project.
	Maui	07/11/12		Added a Common Name as requested by the Maui PSAP
	Maui	07/06/12		Added one (1) address per DSA
	Maui	07/05/12		Added two (2) addresses per DSA
	Maui/Molokai	07/02/12		Spatially corrected address points. This is an ongoing project.
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				
Points of Interest	Maui	07/30/12		Added address information for Kalama Park
	Maui/Molokai		**07/25/12**	
	Maui	07/17/12		Added The Old Wailuku Inn at Ulupono
	Maui	07/16/12		Added Mantokuji Soto Mission of Paia and corrected the spelling for Palapala Church
	Maui/Molokai		**07/11/12**	
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				

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

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – July 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)				
Schools				
	Maui/Molokai		**07/25/12**	
	Molokai	07/20/12		Edited street ranges to include new address point
	Maui	07/13/12		
Street Centerlines	Maui	07/13/12		Extended range for Door of Faith Road to fit new address assigned
	Maui/Molokai		**07/11/12**	
	Maui/Molokai	07/05/12		Corrected ranges according to address points and MSAG
	Maui/Molokai	07/02/12		Corrected ranges to match MSAG
Trails				
WSP Cell Towers	Maui/Molokai		**07/11/12**	
	Maui	07/09/12		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Churches	Maui/Molokai		**07/25/12**	
	Maui	07/16/12		Added Mantokuji Soto Mission of Paia and corrected the spelling for Palapala Church
Gas Stations				
Food & Beverage				
Hospitals				
Lodging	Maui/Molokai		**07/25/12**	
	Maui	07/12/12		Added The Old Wailuku Inn at Ulupono
Medical Facilities				
Parcels				
Parks (Includes National Parks)	Maui	07/30/12		Added address information for Kalama Park
	Maui/Molokai		**07/25/12**	
	Maui	07/19/12		
Park Polygon	Maui	07/30/12		Added address information for Kalama Park
	Maui/Molokai		**07/25/12**	
	Maui	07/19/12		
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				

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

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

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

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Hydrology Layers				
- Dams				
- Ponds				
- Streams (Includes Rivers)				
- Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid (50K)				
United States National Grid (500K)				
Waste Water Plants				
SPECIAL REQUESTS				
Gate Codes	Maui		07/02/12	Reloaded into PowerMap because the layer loaded was corrupted
HCS Monsanto Fields				
Tow Jurisdictions				

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

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

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

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

Current Month GIS Activities – July 2012

07/30/12   Akimeka prepared the Address Points, Street Centerlines, Lodging, Parks Polygon, and WSP Cell Towers layers for an Intergraph CAD map push.

07/31/12   Akimeka prepared data for an Intergraph CAD map push with the Address Points, Common Places Lookup Table, Street Centerlines, Parks Polygon, Lodging, and WSP Cell Towers data. After several attempts, a map push was not successful because of connection issues. More attempts will be pursued on August 1, 2012.

- ## Service Requests Transactions

Open Service Requests – July 2012 (June 28, 2012 – July 27, 2012)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	07/01/12	496	The Masters at Kaanapali	911 Map -- Update Needed	Normal	Gate Code changed on 07/02/12. This SR will be closed after the PowerMap update on 07/11/12 and the Intergraph CAD push on 07/26/12.
2	07/07/12	497	Aloha House Maunaolu Campus	911 Map -- Call Plotted Incorrectly	Normal	Request for caller information submitted; pending approval from HTI.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

Maui County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2012

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2012	**TOTAL**			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July	2	0	2	2	0	0	0	0	0	0	0
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	**19**	**17**	**2**	**7**	**5**	**7**	**7**	**0**	**0**	**5**	**5**

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

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

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

- ## PSAP Operations

9-1-1 Call Volume – July 2012

PSAP	Total	Wireline/ VoIP	%	Wireless	%
HAWAII (*)	10,876	3,618	33.4%	7,224	66.6%

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

9-1-1 Call Volume – Calendar Year 2012

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

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
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	10,876	3,618	33.4%	7,224	66.6%	34	0.3%	N/A	N/A	N/A	N/A
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	71,355	24,154	34.0%	46,956	66.0%	245	0.3%	N/A	N/A	N/A	N/A
AVG PER MO	10,194	3,451		6,708		41		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
July 1, 2012 – July 31, 2012

- ## PSAP Operations

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

HAWAII		TRANSFERRED TO FIRE											
		Wireline/VoIP			Wireless			Unknown		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	% to Total Calls	# of Calls	% Abandoned to Total
December													
November													
October													
September													
August													
July	2,243	877	39.7%	24.2%	1,334	60.3%	18.5%	32	1.4%	N/A	N/A	N/A	N/A
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	16,364	6,303	43.9%	26.1%	8,064	56.1%	17.2%	179	1.1%	N/A	N/A	N/A	N/A
AVG PER MO	2,338	1,051			1,344			36		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 – July 2012

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
07/12/12	AT&T Mobility	1	3	Hawai`i PSAP/ Akimeka	Pass

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

- ## PSAP Operations

Current Month PSAP Operations Activities – July 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 Hawai`i. There has been no significant progress or improvement to date. Hawai`i County still has not been able to achieve the same level of service and performance prior to the conversion, as promised by HTI.
07/02/12	The County of Hawai`i Police filed a FCC complaint Reference #12-T00984127) regarding a mainland telemarketer calling 9-1-1 and harassing the dispatchers.
07/20/12	The County of Hawai`i Police announced and welcomed Scott Uehara as a new member of the IT Department. Scott is replacing Linda Nako who retired.
07/23/12	The County of Hawaii Fire reported at 6:30 p.m. that the Positron map was not plotting calls. Akimeka discovered that the map server at the Police Department was disconnected. Through further inquiry, it was discovered that all Police and Fire positions were disconnected from the server.

Both PSAPs (Police and Fire) were notified by Akimeka that PowerMap was still functional through manual input and the server connectivity errors needed to be addressed first thing the following morning.

The PowerMap server was successfully re-booted at 9:00 a.m. and network connectivity restored on July 24, 2012. |

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

- ## PSAP Operations

County of Hawai`i Conversion to NG9-1-1 Enabled Solacom Platform Update – As of July 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 July 31, 2012, which is approximately six (6) months since the February 8, 2012 cutover.

As of July 31, 2012, a total of **340** 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	July 2012	
Audio Issues	113	22	9	18	1	3	166
No ANI/ALI Transferring to the CAD	12	14	9	3	4	1	43
Feature Not Working and Screen Problems	11	9	8	4	0	0	32
Ringback Issues -- Inability to Callback 9-1-1 Callers	4	3	4	0	0	0	11
Transfer Issues to Secondary PSAP (Fire)	4	2	3	0	0	0	9
Transfer Issues Between Hawaii and Maui PSAP					2	0	2
Call History Not Complete or Available	2	3	0	0	0	0	5
Other (Printer Not Working, Miscellaneous Reports, TDD Not Working Properly, Testing Document Not Provided, Etc.)	10	16	7	23	8	8	72
Total Trouble Reports	**156**	**69**	**40**	**48**	**15**	**12**	**340**

The trouble experienced by Fire was inadvertently not reported and included in previous months. The above chart has been updated to reflect the changes by month accordingly.

Of the 340 reported troubles, feedback and/or resolution has been received on 103 (30.3%) of the trouble reports All audio trouble issues have been resolved with the exception of two (2) positions at the Primary PSAP – Call taker and Puna, which experiences intermittent trouble. One (1) of the positions at the Primary PSAP is still experiencing CAD issues and this has been referred to Intergraph. The remaining trouble tickets are being addressed by HTI and are pending updates or enhancements from Solacom.

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.

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

- ## PSAP Operations (continued)

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

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

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

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

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

   Hawaiian Telcom continues to work with all of the CLEC's for a statewide approach to resolve the issue of not delivering the ANI/ALI information on overflow MF trunks. Updates will continue to be provided weekly to the PSAP's.

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.

   No further occurrences have been reported as of July 31, 2012.

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.

   Scott Uehara of the County of Hawai'i Police IT Department initiated a trouble ticket with Intergraph (Intergraph SR: 1-395752809) on July 19, 2012 and continues to work with Intergraph to resolve the issue.

- **PSAP Operations** (continued)

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

4. <u>Greater Percentage of Wireless Phase I (WPHI I) Calls</u> – 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 is under review by the PSAPs.

On July 5, 2012, the decision was made by the Hawaii County Police PSAP to leave the delay at two (2) seconds until further notice. On July 19, 2012 and as a result of the overall studies and results provided by HTI, the Hawaii County Police PSAP requested that the delay be set at five (5) seconds since this produced the highest results of Wireless Phase II (WPH II) initial call delivery at 35.7%.

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

(<u>Note:</u> 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 inquiries by the dispatcher for location information and/or more re-bid requests being required as compared to pre-conversion.)

- ## PSAP Operations (continued)

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

5. <u>Inability to Transfer Calls to the Secondary PSAP</u> – 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.

   No further occurrences have been reported as of July 31, 2012.

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

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

7. <u>Call History</u> – 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.

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

Hawai`i County E9-1-1 Status Report
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- ## PSAP Operations (continued)

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

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

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

    No further occurrences have been reported as of July 31, 2012.

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

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

    No further occurrences have been reported as of July 31, 2012.

10. Call History From a Previous Call Does Not Populate the CAD – With the Plant/CML platform, when a previous call was "recalled" from the system, the call information such as name, telephone number and address would re-populate in the Intergraph CAD system.

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

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

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

- ## PSAP Operations (continued)

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

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.

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.

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 31, 2012 are noted below:

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

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

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

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

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

- ## PSAP Operations (continued)

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

Updates as of July 31, 2012 are noted below:

11/29/09
(continued)

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

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

Update (7/1/11 – 7/31/12) – 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 – 7/31/12) – No further updates.

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

- ## MSAG

Current Month – July 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	733	509	392	12	17	17	71	6,517	221	3	5	5

Revised categories and report format changes effective May 2012.

During the month of July 2012, 509 9-1-1Net requests were completed relating to the MSAG database, with 6,517 customer ANI/ALI records updated as a direct result. 221 TN CR and three (3) 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 July 31, 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.

- ## 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	730	509	392	12	17	17	71	6,517	221	3	5	5
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	2,943	1,895	1,262	83	126	188	236	31,701	418	633		
AVG PER MO	420	271	180	12	18	27	34	4,529	139	90		

(*) 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.

Emergency Service Number (ESN) Project

Police Chief Harry Kubojiri sent Hawaiian Telcom, Inc. (HTI) a letter dated June 25, 2012 to advise HTI of the County of Hawai`i's plan to establish and update the MSAG records with the ESN and ELT assignments.  The County of Hawai`i requested HTI's assistance to:

1. Prepare and program the Selective Router and/or its relative replacement in the Solacom platform and the MSAG databases to accept the ESN assignments and their associated ELTs.

2. Authorize this ESN/ELT effort as a special project similar to Maui County.

3. Notify Akimeka upon completion of HTI's portion of the work and provide a date when Akimeka can begin the ESN/ELT project.

- ## MSAG (continued)

Emergency Service Number (ESN) Project (continued)

The ESN addition will assist the County of Hawai`i with their CAD operations by identifying the geographic response area the call is originating from and assist the 9-1-1 dispatcher by identifying the appropriate response units (Police, Fire and EMS) for the area the 9-1-1 caller is calling from.

HTI notified Akimeka on July 16, 2012 to proceed with the ESN/ELT project and approved forty-five (45) ESN Special Project MSAG transactions per day. Akimeka worked with Intrado to test the ESNs and ELTs at the PSAP. It appeared that the ELTs were posting correctly however; the ESN is still displaying 200. Intrado resolved the trouble and Akimeka verified that the ESN and ELTs were posting correctly.

As such, the County of Hawai`i ESN/ELT project and MSAG updates began on July 19, 2012.

Project Status – July 2012 Year-to-Date (YTD)

County	Total # of Street Segments	# of Street Segments Assigned New ESNs	% Complete
Hawai`i	4,500	455	**10.1%**

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

This is an ongoing project that will cover all communities.

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

- ## Mapping Layers Updated/Loaded Into GIS – July 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	07/31/12		Corrected spatial location of an address point
			Added Common Name for several churches.
		07/24/12	
	07/16/12		Performed and completed monthly update
Emergency Callboxes			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Response Areas	**N/A for Hawaii County**		
Medic Stations			
Milepost Markers			
Points of Interest	07/31/12		Added Bridges to POI
		07/24/12	
	07/19/12		Added twelve (12) airports and airstrips
	07/11/12		Added point for Nani O Puna Apartments
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		07/24/12	
	07/16/12		Performed and completed monthly update
Trails			
WSP Cell Towers		07/24/12	
	07/12/12 -- 07/13/12		Per VZW CRS

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

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

- ## Mapping Layers Updated/Loaded Into GIS – July 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**
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches	07/31/12		Updated and corrected data
Gas Stations			
Food & Beverage			
Hospitals			
Lodging		**07/24/12**	
	07/11/12		Added point for Nani O Puna Apartments
Medical Facilities			
Parcels		**07/24/12**	
	07/02/12 -- 07/19/12		Edited parcels to overlay with the Street Centerlines. This is an ongoing project.
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports		**07/24/12**	
	07/20/12		Updated and corrected data
	07/19/12		Added Waikoloa Airport
Bridges	07/30/12		Updated and corrected data
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Operation Centers (EOC)			
Emergency Shelters			
Government Buildings			
Harbors			
Helipads			
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.*

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

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

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
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 (500K)			
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.*

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

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

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

Current Month GIS Activities – July 2012

07/10/12   There were no layers to update so a PowerMap upload was not performed accordingly. A PowerMap upload on July 24, 2012 was completed as scheduled.

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 July 16, 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	88	
# of New Addresses Removed	5	
# of Street Segment Range Changes		18
# of Street Segment Name Changes		0
# of Street Name Changes	10	
# of Street Number Changes	4	

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
July 1, 2012 – July 31, 2012

- ## Service Requests Transactions

Open Service Requests – July 2012 (June 28, 2012 – July 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 07/20/12.
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 07/20/12.
4	7/19/2012	500	Incorrect Address: TN = 808/775-9358	MSAG - ANI/ALI Discrepancy	Normal	Request for caller information submitted; pending approval from HTI and 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

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	4	4	4	0	0	4	4	0	0	0	0
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	**61**	**57**	**4**	**7**	**7**	**54**	**50**	**0**	**0**	**0**	**0**

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

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

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations

9-1-1 Call Volume – July 2012

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,281	989	30.1%	2,292	69.9%

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	3,281	989	30.1%	2,292	69.9%	0	0.0%	663	20.2%
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	**22,062**	**7,120**	**32.3%**	**14,911**	**67.7%**	**31**	**0.1%**	**4,659**	**21.1%**
AVG PER MO	**3,152**	**1,017**		**2,130**		**4**		**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
July 1, 2012 – July 31, 2012

- ## PSAP Operations (continued)

Wireless Test – July 2012

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

Current Month PSAP Operations Activities – July 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.
07/13/12 – 07/25/12	Hawaiian Telcom, Inc. (HTI) forwarded a Trouble Reporting Procedures for Planned and Unplanned Outages document via email on July 13, 2012. Kauai County's previous inputs, which included PSAP expectations, were incorporated into the document.
	It appears that the documents were merely merged together and was not a cohesive document, thus difficult to follow. Kauai County provided feedback and inputs to HTI on July 25, 2012. Suggestions and questions were submitted to accordingly.
07/14/12	Kauai Police Dispatch received a bomb threat from a number in Jamaica. It was discovered through investigation that the number had been known for fraudulent calling. This matter was turned over for further investigation and prosecution.

VisionAIR/911 Inc. Integrated CAD Replacement Project

Bi-weekly conference calls are facilitated by Hawaiian Telcom, Inc. (HTI) to monitor and provide status updates on the agreed upon action items. Unfortunately, key issues required to move forward have not been resolved. Highlights of the July 11, 2012 and July 25, 2012 follow up conference calls are as follows:

1. Network Connectivity and Compatibility Issues

   HTI agreed to provide Solacom's product catalog information to Kauai County/VisionAIR that provides supported NG9-1-1 features based on the current release of the NENA i3 standards. This document can be used as a reference towards supported SIP messages.

   Kauai County acknowledged receipt of the Solacom ESP Product Guide forwarded by HTI on July 17, 2012. The Solacom ESP Product Guide is currently under review by Kauai County.

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations (continued)

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

2. ALI Database Access

    On the July 11, 2012 conference call, HTI reported that they will provide the PSAP with the ALI database with the address information only. Kauai County/Akimeka requested that there be a process to tag the address. The telephone number would help identify the address record. If this was not possible, a random number identifier needs to be associated with the addresses in the ALI database so that it can be tagged back to customer name/number if necessary. HTI agreed to research and if they will not provide the telephone number, then there should be an identifier tag.

    Kauai County/Akimeka also re-iterated that there still remains a difference of interpretation regarding NENA and the PUC tariff with regard to sharing the ALI database with the PSAP. The key issue is not providing the ALI database, but rather the **handling** of the ALI database once it is provided which everyone agrees must be treated as confidential.

    On the July 25, 2012 conference call, HTI reported that they are doing a Quality Assurance review of the ALI database and will burn a CD for Kauai County. Specifics as to exactly what would be provided via the CD were requested. Unfortunately, HTI was not able to respond and confirm if an identifier was included and agreed to do further follow-up.

3. County of Hawaii Solacom Conversion Status

    HTI reported that there is a list of items with the County of Hawaii that need to be closed in order to obtain acceptance. There are also some change requests pending with Solacom and HTI is awaiting quotes with dates and costs.

    HTI provided the latest list of open items as of July 19, 2012.

    HTI also reported that a Lessons Learned draft was provided to the County of Hawaii and HTI received the County's feedback. HTI still needs to complete the document with the County of Hawaii before providing it to the other PSAPs.

    There were no further updates or progress as of the July 25, 2012 conference call. There is no estimated date as to if or when the County of Hawaii will accept the Solacom platform and conversion.

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations (continued)

Open Issues (To be Monitored and Tracked by Akimeka)

Updates as of July 31, 2012 are noted below:

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

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

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

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

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

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

Update (7/1/11 – 7/31/12) – No further updates.

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## PSAP Operations (continued)

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

Updates as of July 31, 2012 are noted below:

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

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

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

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

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

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

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

                  Update (1/31/12 – 7/31/12) – No further updates.

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## MSAG

Current Month – July 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	25	2	1	0	1	0	0	7	23	0	25	25

Revised categories and report format changes effective May 2012.

During the month of July 2012, two (2) 9-1-1Net requests were completed relating to the MSAG database, with seven (7) customer ANI/ALI records updated as a direct result. Twenty-three (23) 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-five (25) records in Suspended status as of July 31, 2012 affecting 25 telephone numbers (TNs). An invalid MSAG address will result in a No Record Found (NRF) condition during a 9-1-1 call.

- Twenty (20) 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
July 1, 2012 – July 31, 2012

- ## MSAG (continued)

Year-to-Date (YTD) Summary – 2012

KAUAI		9-1-1NET REQUESTS									In Suspended Status as of Report Month End (c)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			
2012	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	# of Transactions	TNs Affected
December												
November												
October												
September												
August												
July	25	2	1	0	1	0	0	7	23	0	25	25
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	**171**	**117**	**66**	**6**	**8**	**34**	**3**	**2,961**	**0**	**41**		
AVG PER MO	**24**	**17**	**9**	**1**	**1**	**5**	**0**	**423**	**0**	**6**		

(*) 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
July 1, 2012 – July 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – July 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	07/20/12	**07/26/12**	
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			
Medic Stations			
Points of Interest	07/20/12	**07/26/12** **07/12/12**	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines			
Trails			
WSP Cell Sectors (Polygon)	07/02/12 -- 07/03/12		VZW Audit
WSP Cell Towers (Points)	07/02/12 -- 07/03/12	**07/12/12**	VZW Audit
**OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS** **(Listed Alphabetically)**		
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			

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

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – July 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			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports		07/26/12	
	07/20/12		
Bridges		07/26/12	
	07/20/12		
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			

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

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Mapping Layers Updated/Loaded Into GIS – July 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)**			
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.

Current Month GIS Activities – July 2012

07/02/12 – 07/03/12	A special validation was conducted for Verizon Wireless based on a number of discrepancies discovered prior to some scheduled testing. As such, a complete review and validation of the Verizon Wireless sites (towers) was conducted.
07/12/12	Akimeka posted updated WSP Cell Sectors, WSP Cell Towers, IRA, and Points of Interest layers to Kauai's GeoComm computer.
07/31/12	Akimeka posted updated Address Points, Airports, Bridges, Points of Interest and Street Centerlines layers to Kauai's GeoComm computer.

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

- ## Service Requests Transactions

Open Service Requests – July 2012 (June 28, 2012 – July 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. Suspended in 9-1-1Net as of 07/20/12 due to Kaumakani Village addressing issues.

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	0	0	1	0	0	0	0	0	0	0	0	
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

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **1,246** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 6, 2012 for Kauai County are reported below.

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

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

Audit Summary Results – 2012

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	9-1-1 MSAG Dated 01-01-12		9-1-1 MSAG Dated 04-01-12		9-1-1 MSAG Dated 07-01-12	
		# of Records	%	# of Records	%	# of Records	%
		1,242		1,242		1,246	
Less: 9-1-1 MSAG Exception Records	(1)	57	4.6%	57	4.6%	56	4.5%
Net 9-1-1 MSAG Records Eligible for Comparison		1,185		1,185		1,190	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,170	98.7%	1,172	98.9%	1,188	99.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	10	0.8%	4	0.3%	1	0.1%
9-1-1 MSAG Record With No GIS Record	(3)	5	0.4%	9	0.8%	1	0.1%
Total 9-1-1 MSAG Records No Match		15	1.3%	13	1.1%	2	0.2%

Objective: NENA Recommended Match Rate = 98%

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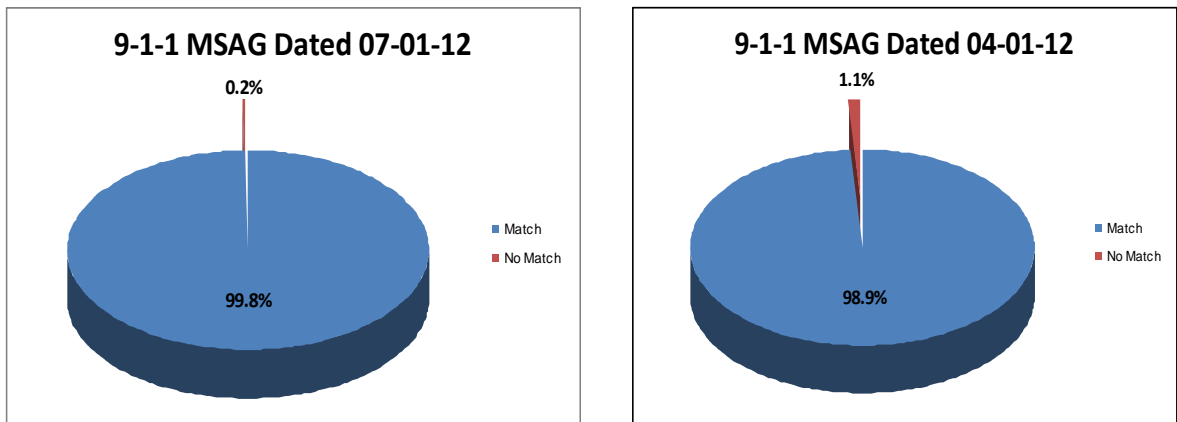## July 1, 2012 – July 31, 2012

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

Audit Summary Results – 2012 (continued)

Notes:

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

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

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

Audit Summary Results – July 1, 2012 MSAG vs. April 1, 2012 MSAG

9-1-1 MSAG Dated 07-01-12
0.2%
99.8%
■ Match
■ No Match

9-1-1 MSAG Dated 04-01-12
1.1%
98.9%
■ Match
■ No Match

Kauai County's level of accuracy or 9-1-1 Match percentage further improved to 99.8%.
The NENA recommended minimum match rate of 98% has been met consistently in 2012.

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

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

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

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

Kauai County E9-1-1 Status Report
July 1, 2012 – July 31, 2012

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

Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Kauai County. As of June 22, 2012, **2,675** ESN 499 records, representing **8.3%** of Kauai County's total ALI records, require research and corrective action, if needed.

Kauai County ALI Records as of 06-22-12

- 8.3%
- 91.7%
- ESN 400
- ESN 499
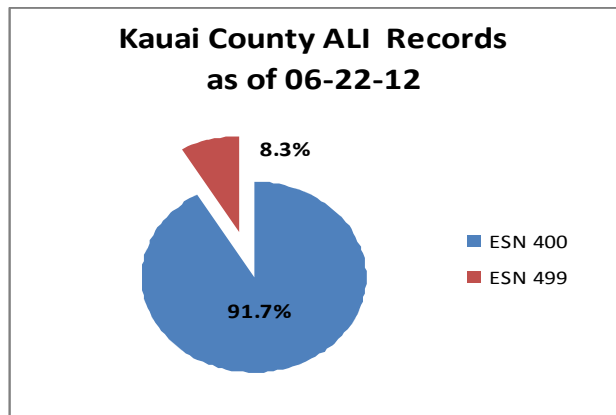
These ALI discrepancy reports will result in a No Record Found (NRF) condition during a 9-1-1 call.

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 499 MSAG records to a valid Kauai County ESN 400 – 448 and valid MSAG address.