**DAVID Y. IGE**
GOVERNOR

**DOUGLAS MURDOCK**
Comptroller

**STATE OF HAWAII**

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

P.O. BOX 119, HONOLULU, HAWAII  96810-0119

**Enhanced 911 Communications, Technical and Finance Meeting**

**Thursday, February 12, 2015**
**(Joint Meeting with Board)**
**Kalanimoku Bldg., Room 322B**
**1151 Punchbowl St., Honolulu**
**9:00 am to 12:00 noon**

**Agenda**

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

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

**III.**   **Introductions**

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

**V.**   **Committee Updates by Committee Chairs**

 a. Technical Committee – Victor Ramos

   i. Investigative Regulatory Committee update

   ii. FCC updates

   iii. Others

 b. Communications Committee – Steven Schutte

   i. 2015 Legislative Investigative Committee – Items for discussion

    1. SB1063 & HB 894 Relating to E911 Board – Legislation to allow the E911 Board, the authority to hire employees exempt from chapters 76 and 89, Hawaii Revised Statutes.

    2. SB 193, Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.

    3. HB 431, Relating to E911 Surcharge – Legislation to allow the collection of a surcharge from pre-paid wireless.

   ii. Others

   c. Finance Committee – Kiman Wong

      i. Review of Monthly Cash Flow & Budget Financial report.

      ii. Update on the Independent CPA Audit.

      iii. Update C&C of Honolulu (DIT) reimbursement refund.

## VI. PSAP Status Updates

a. Kauai – Mark Begley

b. Oahu – Dave Kajihiro

c. Molokai – Victor Ramos

d. Maui – J. Jakubczak

e. Hawaii – Marshall Kanehailua

## VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

d. Others

## VIII. Announcements

      i. Meeting dates (9am – 12noon).

         1. Thursday, March 12, 2015 (Combined meeting)

         2. Thursday, April 9, 2015 (Combined meeting)

         3. Thursday, May 14, 2015 (Combined meeting)

         4. **Tuesday**, June 9, 2015 (Combined meeting)

         5. Thursday, July 9, 2015 (Combined meeting)

b. Others

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

## X. Adjournment
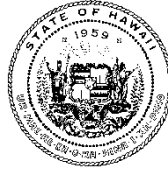
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**9:00 am to 12:00 noon**

**Meeting Minutes**

**Communications Committee members present**: Steve Schutte (Chair), Thalia Burns, Davlynn Racadio, and Victor Ramos.
**Communications Committee members absent:** Paul Ferreira and Lavina Taovao.

**Technical Committee members present**: Victor Ramos (Chair), Clement Chan, Marshall Kanehailua, Gary Lum, David Miyasaki, Tony Ramirez, Steven Schutte, Kenison Tejada and Kiman Wong.
**Technical Committee members absent:** None

**Finance Committee members present:** Kiman Wong (Chair), Mark Begley, Lisa Hiraoka (Consumer Advocate designee), Roy Irei and Randy Macadangdang.
**Finance Committee members absent:** Paul Ferreira.

**Staff members present:**  Thera Bradshaw, Courtney Tagupa, and Stella Kam.

**Guests:** Robert Gausepohl (KPD), Bonnie Young (MPD-Molokai), John Jakubczak (MPD), Jim Howe (ESD), Park Tachikabe (HFD), Eleni Papakiristis (HawTel), Annette Rausch (Intrado), Travis Ing (HawPD), Diana Chun (ESD), Wayne Hirasa (Sandwich Isle) and Lisa Fulton (TERT).

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

  a. The meeting was called to order at 9:10 am.

  b. Quorum was present for all committee meetings.

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

  **a.** The Board Chair asked if anyone present who wishes to provide testimony on any agenda item to please come forward.

  **b.** No one came forward.

III. **Introductions**

  **a.** Introductions were made of all in attendance.

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

  **a.** Mr. Jeff Riewer motioned to approve the meeting minutes of the February 12, meeting. The motion was approved by voice vote by all committee members present.

V. **Committee Updates by Committee Chairs**

  a. Technical Committee – Victor Ramos

    i. Investigative Regulatory Committee update – There were no updates.

    ii. FCC updates

      1. The Executive Director reported on the January 29, 2015 FCC Commission meeting regarding the Report and Order on 911 location accuracy in which she was in attendance representing the State of Hawaii.

        a. By unanimous vote the FCC adopted the Report and Order.

        b. The E911 board's comments were submitted within the filling deadline to the FCC. We were thanked by the commissioners and the Public Safety and Homeland Security Bureau.

        c. The FCC brought together a broad base of stakeholders from the industry and various public policy arenas in reaching a decision on the order.

d. The executive director is reviewing the FCC report and order in detail and will distribute a summary report to the board and committee members.

e. The good news is that there will be location accuracy requirements for both indoor and outdoor 911 calls. However, the order did blend indoor and outdoor accuracy. This particular issue was one of the concerns in the board's filing.

    iii. Others

        1. The technical committee chair appointed Jeff Riewer to the Technical Committee.

b. Communications Committee – Steven Schutte

    i. 2015 Legislative Investigative Committee – Items for discussion

        1. The executive director provided updates on the following bills

        a. **SB1063** & **HB 894** Relating to E911 Board – Legislation to allow the E911 Board, the authority to hire employees exempt from chapters 76 and 89, Hawaii Revised Statutes. The two bills are proceeding in committees.

        b. **SB 193 & HB431**, Relating to E911 Surcharge – Legislation allowing the collection of a surcharge from pre-paid wireless.
           i. The only objections came from the Food Handler's association who objected to the additional burden that will be imposed on mom & pop stores in processing the surcharges; and the Department of Taxation who objected to the responsibility of collection of surcharges from the retailers.
           ii. The objections are anticipated to be resolved as the bills progress through the legislative session.

        c. The executive director stated that the following bills is also be on the Board's monitor list:

           i. **HB651** – amends section 138-2, HRS, subsection (a) by reverting enhanced 911 board membership from the CIO or CIO's

designee back to the comptroller or the comptroller's designee.

        ii. **SB699** – Establishes a fine of not less than $500 nor more than $1,000 for committing an offense of misuse of 911 emergency telephone service.

  ii. Others

C. Finance Committee – Kiman Wong

    i. Review of Monthly Cash Flow & Budget Financial report.

    ii. The Finance Committee Chair reported the following statistics:

      1. Monthly Receipts - $783.3k

      2. Monthly Disbursements - $197.5k

      3. Bank balance - $15.0M

      4. Unencumbered bank balance - $12.3M

    iii. Update on the Independent CPA Audit.

      1. Mr. Courtney Tagupa reported on the status of the ongoing audit of the E911 Fund:

        a. The CPA audit contract has been reviewed and approved by all parties.

        b. The audit is currently underway.

        c. There was a discussion with the current auditor on the previous auditor's comment regarding the "segregation of duties".

          i. Due to controls the board has implemented the auditor felt the matter was resolved and will not be relevant in the current audit report.

          ii. There were no findings from the ongoing audit to report at this time.

    iv. Update C&C of Honolulu (DIT) reimbursement refund.

      1. The review of the C&C of Honolulu (DIT) reimbursement refund was completed with a final refund in the amount of $53,234.

2. Board member Mark Wong commented that the final refund amount was not the result of vendor invoices not being paid with the funds provided by the E911 Board, but was a matter of not finding the paid invoices among dated and incomplete records. Consequently, DIT felt, without proper documentation, it was their responsibility to reimburse the E911 Fund. Mr. Wong also cautioned that should DIT find the missing documents, DIT will respectfully request a return of the refund(s).

VI. **PSAP Status Updates**

a. Kauai – Mark Begley

i. Asst. Chief R. Gausepohl stated that there remain TriTech deliverables still outstanding.

ii. David Miyasaki stated that:

1. MapFlex is up and operational but there are technical issues to resolve.

2. Text-911 is also ready to implement. Procedures and licensing are yet to be completed.

3. The Kauai alternate dispatch center is scheduling the drop off with Intrado and HawTel.

b. Oahu – Dave Kajihiro

i. Asst. Chief R. Macadangdang – provided comments on the HPD/HFD CAD upgrade by stating that functional testing on January 20-23 uncovered a number of concerns and issues. Motorola provided a new team to work towards resolution. The next functional testing is scheduled for March 23-27.

ii. Battalion Chief G. Lum commented on the CAD upgrade on the HFD and EMS side by noting that there has been a significant slowdown in the operations of the CAD during the early morning hours of last week. The city network engineers have been notified but the problem remains unresolved. EMS also noticed freezing of the CAD. Mark Wong mentioned that there was a switchover to a new ERP system which may or may not have

been related to the CAD problems. DIT will be looking into the matter.

c. Molokai – Victor Ramos

   i. Nothing to report

d. Maui – J. Jakubczak

   i. Asst. Chief J. Jakubczak stated that the MapFlex training is postponed to allow Akimeka to provide information on the layers. MPD remains very optimistic on the product.

e. Hawaii – Marshall Kanehailua

   i. Sgt. Travis Ing reported on Wednesday, February 11 the communication fiber optic cables were severed resulting in temporary service outage for all phone and internet on the Big Isle. Hawaiian Telcom worked quickly to restore service within six to seven hours.

   ii. Sgt. Ing reported selection of the CAD vendor has been selected. HawPD is awaiting additional administrative financial rating steps to be completed before the CAD vendor can be announced.

VII. **Items for Discussion, Consideration and Action**

a. 911 Timeline update

   i. The executive director acknowledged appreciation to Akimeka and each county for the updates on accomplishments. Also acknowledgement was given to Akimeka for the e911 website.

b. Others

   i. Tony Ramirez stated that FCC 911 location accuracy is a carrier responsibility with the PSAP's responsibility to make useful the information delivered. Currently the PSAPs meet or exceed the requirements for display for both phase 1 and phase 2 according to the FCC order for location information.

   ii. Mr. Tony Ramirez responded to a question regarding the difficulty for a vendor to come up with an application for locating a caller on a different floor. He stated that there are companies who can perform field accuracy testing. Akimeka performs

annual audit testing on database synchronization with comparisons to GIS and what is in the FMCC database. The results of the audit found that there is as much as an 8% variance from Akimeka's database and what is being received from the carriers. The consequence of this significant variation is that a search pattern may be off by as much as 180 degrees. Akimeka is adjusting the database to reflect what is in the FMCC database.

iii. Ms. Lisa Fulton provided a brief presentation of the TERT program. TERT is provides assistance to individual states to develop their program. TERT establishes predetermined and selected trained teams of individuals who can be mobilized for deployment to assist communications centers during disasters.

## VIII. Announcements

    i. Meeting dates (9am – 12noon).

        1. Thursday, March 12, 2015 (Combined meeting)

        2. Thursday, April 9, 2015 (Combined meeting)

        3. Thursday, May 14, 2015 (Combined meeting)

        4. **Tuesday**, June 9, 2015 (Combined meeting)

        5. Thursday, July 9, 2015 (Combined meeting)

    ii. Others - none

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

    i. The Board Chair requested if anyone wishes to comment on issues not on the agenda for consideration for the Committee meeting agenda at the next meeting. Ms. Thalia Burns requested that the March 12 meeting agendas include funding for proposed attendees of the June 2015 NENA Conference in Denver

## X. Adjournment

    a. The meeting was adjourned at 9:56 am.

**HAWAII ENHANCED 911 BOARD**
**STATEMENT OF CASH FLOWS**
**For month ending January 31, 2015**

| Budget Analysis | | | | |
|---|---|---|---|---|
| **FY 2014-15** | **Actuals** | | **Annual** | **% of Budget** |
| | **JANUARY** | **FY-T-D** | **Budget** | **Expended** |
| **Receipts:** | | | | |
| Enhanced 911 Surcharge Collection | 783,077 | 5,392,750 | 9,080,000 | 59.4% |
| Interest Income | 251 | 742 | 2,500 | 29.7% |
| | | | | |
| Receipts | 783,328 | 5,393,492 | 9,082,500 | 59.4% |
| **Disbursements:** | | | | |
| Conference Travel | (1,046) | (55,558) | (158,000) | 35.2% |
| Non-Recurring Expenses | - | (13,472) | (1,900,556) | 0.7% |
| Recurring Expenses: | | | | |
| Administration | (30,000) | (445,144) | (1,261,692) | 35.3% |
| Maintenance | (38,737) | (953,548) | (3,533,551) | 27.0% |
| Telecommunications | (127,700) | (803,188) | (2,097,998) | 38.3% |
| Other | - | 3,770 | (7,600) | -49.6% |
| C&C HNL Reimbursement | | 120,314 | 120,314 | 100.0% |
| Disbursements | (197,484) | (2,146,825) | (8,839,083) | 24.3% |
| | | | | |
| Net Receipts/(Disbursements) | 585,844 | 3,246,667 | 243,417 | |
| | | | | |

| Cash Flow Analysis | | | | |
|---|---|---|---|---|
| | | | | |
| Net Receipts/(Disbursements) | $ 585,844 | $ 3,246,667 | | |
| | | | | |
| **Encumbrance Paydowns:** | | | | **Encumb. Bal.** |
| FY 2011 (Kauai) | | | | 419,000 |
| FY 2012 (HFD/EDS/HPD) | | | | 751,432 |
| FY 2014 | $ (1,086) | $ (748,707) | | 1,522,198 |
| Accounts Receivable (Offset) | | $ (350) | | 2,952 |
| Net Encumbrance Adds/(Paydown) | $ (1,086) | $ (749,057) | | |
| Net Cash Inflow/(Outflow) | $ 584,758 | $ 2,497,609 | | |
| | | | | |
| **Bank Balance Analysis:** | | | | |
| ADD: July 1, 2014 Beginning Balance | | $ 12,504,198 | | |
| Net Bank Balance | | $ 15,001,807 | | |
| Outstanding Ecumb/Accruals | | $ (2,692,629) | | |
| Unencumbered Cash Balance | $    - | $ 12,309,178 | | |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending January 31, 2015

| MONTH OF JANUARY 2015 | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL |
|---|---|---|---|---|---|---|
| Total RECEIPTS | 0 | | 0 | 0 | 783,328 | 783,328 |
| DISBURSEMENTS | | | | | | |
| 6400 RECURRING EXPENSES | | | | | | |
| 6401 ADMINISTRATION | | | | | | |
| 6401.01 Exec Dir. Services | 0 | | 0 | 0 | 30,000 | 30,000 |
| 6401.08 Board Member Travel | 0 | | 0 | 0 | 1,046 | 1,046 |
| Total 6401 ADMINISTRATION | 0 | | 0 | 0 | 31,046 | 31,046 |
| 6402 MAINTENANCE | | | | | | |
| 6402.07 0011 9-1-1MSAG Maint. | 19,943 | | 18,795 | 0 | 0 | 38,737 |
| Total 6402 MAINTENANCE | 19,943 | | 18,795 | 0 | 0 | 38,737 |
| 6403 Other RECURRING | | | | | | |
| 6403.01 Telcom Charges | | | | | | |
| 6403.0102 Long Distance | 28 | | 0 | 0 | 0 | 28 |
| 6403.0109 Telcom Trunk | 25,529 | | 23,236 | 78,907 | 0 | 127,672 |
| Total 6403.01 Telcom Charges | 25,557 | | 23,236 | 78,907 | 0 | 127,700 |
| Total 6403 Other RECURRING | 25,557 | | 23,236 | 78,907 | 0 | 127,700 |
| Total 6400 RECURRING EXPENSES | 45,500 | | 42,031 | 78,907 | 31,046 | 197,484 |
| Total DISBURSEMENTS | 45,500 | | 42,031 | 78,907 | 31,046 | 197,484 |

## HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending January 31, 2015

| FY-YTD JANUARY 2015 (7MOS.) | Hawaii PSAP 7 MOS. | Kauai PSAP 7 MOS. | Maui PSAP 7 MOS. | Oahu PSAP 7 MOS. | ADMIN 7 MOS. | TOTAL 7 MOS. | TOTAL ANNUAL Budget | $ Over (UNDER) Budget |
|---|---|---|---|---|---|---|---|---|
| **Total RECEIPTS** | - | - | - | - | 5,393,492 | 5,393,492 | - | 5,393,492 |
| **DISPURSEMENTS** | | | | | | | | |
| **6200 CONFERENCES** | | | | | | | | |
| 6201 911 Goes to WashDC | (150) | - | - | - | - | (150) | 37,818 | (37,968) |
| 6204 APCO Conference | 7,586 | 6,085 | 6,526 | 15,155 | 5,386 | 40,738 | 46,286 | (5,548) |
| 6213 Navigator | - | - | - | (73) | - | (73) | - | (73) |
| 6214 Nena Conference | - | - | (2) | 6,248 | - | 6,247 | - | 6,247 |
| 6222 TriTech CAD Users | - | 1,865 | - | 4,408 | - | 6,273 | 18,000 | (11,727) |
| 6227 FCC Hearings | - | - | - | - | 2,522 | 2,522 | 5,023 | (2,501) |
| 6200 CONFERENCES - Other | - | - | - | - | - | - | 50,873 | (50,873) |
| **Total 6200 CONFERENCES** | 7,436 | 7,950 | 6,525 | 25,738 | 7,908 | 55,558 | 158,000 | (102,442) |
| **6300 Non-RECURRING** | | | | | | | | |
| 6301 CAD Replac/Upgrade | | | | | | | | |
| 6301.01 EMS | | | | 6,949 | | 6,949 | - | 6,949 |
| 6301.02 Hawai'i Police Dept | | | | | | - | 1,500,000 | (1,500,000) |
| 6301.04 Honolulu Police | | | | (833) | | (833) | - | (833) |
| 6301.05 Kauai Police Dept | | 7,356 | | | | 7,356 | 7,356 | (0) |
| **Total 6301 CAD Replac/Upgrade** | - | 7,356 | - | 6,116 | - | 13,472 | 1,507,356 | (1,493,884) |
| 6302 CMLs for Altern Dispat | - | - | - | - | - | - | 300,000 | (300,000) |
| 6303 Computers | | | | | | | | |
| 6303.20 Dispatch Software | - | - | - | - | - | - | 5,000 | (5,000) |
| 6303.23 HPD SMART911 S/W | - | - | - | - | - | - | 45,200 | (45,200) |
| **Total 6303 Computers** | - | - | - | - | - | - | 50,200 | (50,200) |
| 6306 Training | | | | | | | | |
| 6306.11 Training (CAD) HPD | - | - | - | - | - | - | 16,000 | (16,000) |
| 6306.12 TriTechCADSystAdm | | | | | | | | |
| 6306.122 CAD TriTech EMS | | | | | | | | |
| **Total 6306.12 TriTechCADSystAdm** | - | - | - | - | - | - | 5,000 | (5,000) |
| 6306.14 NG Text to 911 Refresh | - | - | - | - | - | - | 22,000 | (22,000) |
| **Total 6306 Training** | - | - | - | - | - | - | 43,000 | (43,000) |
| **Total 6300 Non-RECURRING** | - | 7,356 | - | 6,116 | - | 13,472 | 1,900,556 | (1,887,084) |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending January 31, 2015

| FY-YTD JANUARY 2015 (7MOS.) | Hawaii PSAP 7 MOS. | Kauai PSAP 7 MOS. | Maui PSAP 7 MOS. | Oahu PSAP 7 MOS. | ADMIN 7 MOS. | TOTAL 7 MOS. | ANNUAL Budget | $ Over (UNDER) Budget |
|---|---|---|---|---|---|---|---|---|
| **6400 RECURRING EXPENSES** | | | | | | | | |
| **6401 ADMINISTRATION** | | | | | | | | |
| 6401.01 Exec Dir. Services | | | | | 200,625 | 200,625 | 350,625 | (150,000) |
| 6401.02 ElectronSignatur | | | | | | | 200 | (200) |
| 6401.05 Audit Expense | | | | | | | 13,000 | (13,000) |
| 6401.06 Bank Charge | | | | | | | 100 | (100) |
| 6401.08 Board Member Travel | | | | | 11,306 | 11,306 | 35,000 | (23,694) |
| 6401.09 DB&F Assessments | | | | | | | | |
| 6401.0101 DB&F Admin. Assess | | | | | 26,896 | 26,896 | 175,000 | (148,104) |
| 6401.0102 DB&F Rev Assessment | | | | | 189,043 | 189,043 | 452,500 | (263,457) |
| Total 6401.09 DB&F Assessments | | | | | 215,939 | 215,939 | 627,500 | (411,561) |
| 6401.12 NASNA Dues | | | | | | | 215 | (215) |
| 6401.13 Parking Permits | | | | | 400 | 400 | 200 | 200 |
| 6401.15 WSP Cost Recovery | | | | | | | | |
| 6401.0101 Sprint/Nextel | | | | | 2,522 | 2,522 | - | 2,522 |
| 6401.15 WSP Cost Recovery - Other | | | | | | | 70,000 | (70,000) |
| Total 6401.15 WSP Cost Recovery | | | | | 2,522 | 2,522 | 70,000 | (67,478) |
| 6401.17 ADA Compliance | | | | | | | 500 | (500) |
| 6401.18 AG Legal Fees | | | | | | | 100,000 | (100,000) |
| 6401.19 Public Education | | | | | | | 50,000 | (50,000) |
| 6401.20 RCUH Contract | | | | | 14,352 | 14,352 | 14,352 | |
| **Total 6401 ADMINISTRATION** | | | | | 445,144 | 445,144 | 1,261,692 | (816,548) |
| **6402 MAINTENANCE** | | | | | | | | |
| 6402.02 Imagery Lic Agree | | | | 120,225 | | 120,225 | 1,116,896 | (996,671) |
| 6402.05 Logging RecordMaint | | | | | | | 80,775 | (80,775) |
| 6402.07 0011 9-1-1MSAG Maint. | 79,771 | 54,968 | 93,973 | 186,458 | 85,352 | 500,522 | 1,312,521 | (811,999) |
| 6402.08 CAD Maintenance | | | 170,000 | 162,801 | | 332,801 | 1,038,752 | (705,951) |
| 6402.13 Software Maintenance | | | | | | | | |
| 6402.131 Integraph DB S/W Maint | | | | | | | 4,607 | (4,607) |
| Total 6402.13 Software Maintenance | | | | | | | 4,607 | (4,607) |
| **Total 6402 MAINTENANCE** | 79,771 | 54,968 | 263,973 | 469,484 | 85,352 | 953,548 | 3,533,551 | (2,580,003) |
| **6403 Other RECURRING** | | | | | | | | |
| 6403.01 Telcom Charges | | | | | | | | |
| 6403.0101 Alt. PSAP 9-1-1 Del | | | | | | | 232,132 | (232,132) |
| 6403.0102 Long Distance | 142 | 170 | 23,433 | | 28 | 23,773 | 2,160 | 21,613 |
| 6403.0103 Mileage | | | | 946 | | 946 | 11,353 | (10,407) |
| 6403.0109 Telcom Trunk | 102,115 | 37,121 | 116,039 | 473,441 | 25,529 | 754,244 | 1,643,237 | (888,993) |
| 6403.0110 Ocean Safety | | | | | | | | |
| 6403.0110.1 CML | | | | 4,988 | | 4,988 | | 4,988 |
| 6403.0110.2 Centrex | | | | 1,184 | | 1,184 | | 1,184 |
| 6403.0110.3 Mileage | | | | 202 | | 202 | | 202 |
| 6403.0110 Ocean Safety - Other | | | | (2,124) | | (2,124) | | (2,124) |
| Total 6403.0110 Ocean Safety | | | | 4,249 | | 4,249 | | 4,249 |
| 6403.0112 HPD CML Viper-Kapolei | | | | 17,664 | | 17,664 | 140,916 | (123,252) |
| 6403.0113 HPDCMLViper-Alapai | | | | 2,001 | | 2,001 | | 2,001 |
| 6403.0114 SD Viper (OSL) (3) | | | | | | | 43,500 | (43,500) |
| 6403.0115 Text-to-911 Service | | | | | | | 24,100 | (24,100) |
| 6403.0116 Alt PSAP Call Route | | | | | | | 600 | (600) |
| 6403.0117 Telcom Chgs-Other | | 311 | | | | 311 | | 311 |
| Total 6403.01 Telcom Charges | 102,256 | 37,601 | 139,473 | 498,300 | 25,557 | 803,188 | 2,097,998 | (1,294,810) |
| 6403.02 EMS Tower Lease | | | | (3,770) | | (3,770) | 7,600 | (11,370) |
| 6403.03 Prior Period Reimb. | | | | | (120,314) | (120,314) | (120,314) | |
| **Total 6403 Other RECURRING** | 102,256 | 37,601 | 139,473 | 494,530 | (94,757) | 679,103 | 1,985,284 | (1,306,180) |
| **Total 6400 RECURRING EXPENSES** | 182,027 | 92,570 | 403,446 | 964,014 | 435,739 | 2,077,796 | 6,780,527 | (4,702,731) |
| **Total DISBURSEMENTS** | 189,463 | 107,876 | 409,971 | 995,868 | 443,647 | 2,146,825 | 8,839,083 | (6,692,257) |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending January 31, 2015

**Summary of Encumbrances/Accruals:**

| | Oahu | Maui | Kauai | Hawaii | Admin | Total | Q1 Paydown | Q2 Paydown | Jan-15 | Feb-15 | Mar-15 | Balance |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| *FY 2011 Encumbrances:* | | | | | | | | | | | | |
| CAD Upgrade: | | | 419,000 | | | 419,000 | - | | | | | 419,000 |
| *FY 2012 Encumbrances:* | | | | | | - | | | | | | |
| *CAD Upgrades:* | | | | | | | | | | | | |
| EMS/FIRE | 56,040 | | | | | 56,040 | - | | | | | 56,040 |
| HPD | 695,392 | | | | | 695,392 | - | | | | | 695,392 |
| Total FY 2012 Encumbrances | 751,432 | - | - | - | - | 751,432 | - | - | | | | 751,432 |
| *FY 2014 Accruals* | | | | | | | | | | | | |
| *CAD Upgrade* | 31,000 | | | 1,500,000 | | 1,531,000 | 31,000 | | | | | 1,500,000 |
| *CAD Maintenance* | | | | 66,518 | | 66,518 | 66,518 | | | | | - |
| DB&F Rev. Assessment | | | | | 8,306 | 8,306 | 8,306 | | | | | - |
| DB&F Admin. Assessment | | | | | 55,632 | 55,632 | 55,632 | | | | | - |
| AG Legal Expenses for IRC | | | | | 25,000 | 25,000 | 1,481 | 235 | 1,086 | | | 22,198 |
| NENA Conference | | 6,600 | | | | 6,600 | 6,600 | | | | | - |
| Imagery License Agreement | 127,150 | | | | | 127,150 | 127,150 | | | | | - |
| WSP Recovery-Sprint | | | | | 36,000 | 36,000 | 36,000 | | | | | - |
| MSAG & GIS | 90,290 | 86,912 | 27,535 | 25,637 | | 230,375 | 230,375 | | | | | (0) |
| Microwave Antenna Lease | 3,770 | | | | | 3,770 | 3,770 | | | | | - |
| Ocean Safety-Telecom | 2,124 | | | | | 2,124 | 2,124 | | | | | - |
| HawTelcom CML Positions | 78,907 | 46,416 | 18,578 | 25,529 | | 169,430 | 169,430 | | | | | - |
| HT CML Viper (Kapolei) | 5,500 | | | | | 5,500 | 5,500 | | | | | - |
| HT CML Viper (Alapai) | 1,500 | | | | | 1,500 | 1,500 | | | | | - |
| Board & Committee Travel | | | | | 2,000 | 2,000 | 2,000 | | | | | - |
| Total FY 2014 Accruals | 340,242 | 139,927 | 46,114 | 1,617,684 | 126,939 | 2,270,905 | 747,386 | 235 | 1,086 | - | - | 1,522,198 |
| Total Encumbrances/Accruals | 1,091,674 | 139,927 | 465,113 | 1,617,684 | 126,939 | 3,441,337 | 747,386 | 235 | 1,086 | - | - | 2,692,629 |

## HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
## For month ending January 31, 2015

| FY 2015 STRATEGIC BUDGET PLAN CHANGES | HAWAII PSAP | OAHU PSAP | MAUI PSAP | KAUAI PSAP | ADMIN | CONFERENCE | TOTAL | Board Approval Date |
|---|---|---|---|---|---|---|---|---|
| Approved FY 2015 Strategic Budget Plan | 2,503,550.00 | 2,869,518.00 | 1,050,738.00 | 1,063,343.00 | 1,264,765.00 | 158,000.00 | 8,909,914.00 | 6/10/2014 |
| HPD - APCO Conference (3) | | 9,000.00 | | | | (9,000.00) | - | 5/15/2014 |
| HPD - APCO Conference (1) APCO/NENA Pacific Chapter | | 3,000.00 | | | | (3,000.00) | - | 5/15/2014 |
| KPD - APCO Conference (3) | | | | 11,100.00 | | (11,100.00) | - | 5/15/2014 |
| Executive Director (2) APCO | | | | | 5,386.11 | (5,386.11) | - | 6/10/2014 |
| MPD - APCO (2) | | | 7,400.00 | | | (7,400.00) | - | 6/10/2014 |
| Oahu DIT - (1) APCO | | 3,000.00 | | | | (3,000.00) | - | 6/10/2014 |
| HawPD - (2) APCO | 7,400.00 | | | | | (7,400.00) | - | 6/10/2014 |
| EMS - (2) TRICON Conference (Sep28-Oct1, 2014) | | 4,000.00 | | | | (4,000.00) | - | 6/10/2014 |
| KPD- TRICON Conference (Sep28-1Oct2014) | | | | 6,000.00 | | (6,000.00) | - | 6/10/2014 |
| RCUH Contract | | | | | 14,352.00 | | 14,352.00 | 7/1/2014 |
| EMS-TRICCON Conference added funding (2) | | 2,000.00 | | | | (2,000.00) | - | 8/14/2014 |
| HFD - TRICON Conference (1) | | 6,000.00 | | | | (6,000.00) | - | 8/14/2014 |
| KPD: Intrado interface | | | | 7,356.00 | | | 7,356.00 | 8/14/2014 |
| Prior Period C&CHNL Reimbursement | | | | | (120,314.44) | | (120,314.44) | |
| Executive Director Extension (6 months) | | | | | 9,375.00 | | 9,375.00 | 9/11/2014 |
| Administration Budget Adjustment from original Plan | | | | | (27,300.00) | | (27,300.00) | 9/15/2014 |
| Executive Diretor Travel to Wash.DC for FCC Hearing 10/17/2014 | | | | | 2,523.00 | (2,523.00) | - | 10/9/2014 |
| Executive Diretor Travel to Wash.DC for FCC Hearing (TBD) | | | | | 2,500.00 | (2,500.00) | - | 11/13/2014 |
| 911 Goes to WashDC - HPD (3) | | 9,318.00 | | | | (9,318.00) | | 12/11/2014 |
| 911 Goes to WashDC - HawPD (2) | 7,000.00 | | | | | (7,000.00) | | 12/11/2014 |
| 911 Goes to WashDC - Executive Dir (1) | | | | | 2,500.00 | (2,500.00) | | 12/11/2014 |
| 911 Goes to WashDC - MPD (2) | | | 7,000.00 | | | (7,000.00) | | 12/11/2014 |
| 911 Goes to WashDC - Board (4) | | | | | 12,000.00 | (12,000.00) | | 12/11/2014 |
| HPD SMART911 S/W | | 45,200.00 | | | | | 45,200.00 | 1/6/2015 |
| CPA AUDIT - Egami & Associates (incremental budget to $13K | | | | | 500.00 | | 500.00 | 1/6/2015 |
| Totals | 2,517,950.00 | 2,951,036.00 | 1,065,138.00 | 1,087,799.00 | 1,166,286.67 | 50,872.89 | 8,839,082.56 | |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending January 31, 2015

| FY-YTD JANUARY 2015 (7MOS.) | Hawaii PSAP | | |
| --- | --- | --- | --- |
| | 7 MOS. | ANNUAL Budget | $ Over (UNDER) Budget |
| **Total RECEIPTS** | - | | |
| **DISPURSEMENTS** | | | |
| 6200   CONFERENCES | | | |
| 6201   911   Goes to WashDC | (150) | 7,000 | (7,150) |
| 6204   APCO Conference | 7,586 | 7,400 | 186 |
| 6213   Navigator | - | | |
| 6214   Nena Conference | - | | |
| 6222   TriTech CAD Users | - | | |
| 6227   FCC Hearings | - | | |
| 6200   CONFERENCES - Other | - | | |
| Total 6200   CONFERENCES | 7,436 | 14,400 | (6,964) |
| 6300   Non-RECURRING | | | |
| 6301   CAD Replac/Upgrade | | | |
| 6301.01   EMS | - | | |
| 6301.02   Hawai'i Police Dept | - | 1,500,000 | (1,500,000) |
| 6301.04   Honolulu Police | - | | |
| 6301.05   Kauai Police Dept | - | | |
| Total 6301   CAD Replac/Upgrade | - | 1,500,000 | (1,500,000) |
| 6302   CMLs for Altern Dispat | - | | |
| 6303   Computers | | | |
| 6303.20   Dispatch Software | - | 5,000 | (5,000) |
| 6303.23   HPD SMART911 S/W | - | | |
| Total 6303   Computers | - | 5,000 | (5,000) |
| 6306   Training | | | |
| 6306.11   Training (CAD)  HPD | - | | |
| 6306.12   TriTechCADSystAdm | | | |
| 6306.122 CAD TriTech EMS | - | | |
| Total 6306.12   TriTechCADSystAdm | - | | |
| 6306.14 NG Text to 911 Refresh | - | 6,000 | (6,000) |
| Total 6306   Training | - | 6,000 | (6,000) |
| Total 6300   Non-RECURRING | - | 1,511,000 | (1,511,000) |
| 6400   RECURRING EXPENSES | | | |
| 6402   MAINTENANCE | | | |
| 6402.02   Imagery Lic Agree | - | 300,000 | (300,000) |
| 6402.05   Logging RecordMaint | - | | |
| 6402.07   0011 9-1-1M SAG Maint. | 79,771 | 307,647 | (227,876) |
| 6402.08   CAD Maintenance | - | 68,752 | (68,752) |
| 6402.13   Software Maintenance | | | |
| 6402.131 Integraph DB S/W Maint | - | 4,607 | (4,607) |
| Total 6402.13   Software Maintenance | - | 4,607 | (4,607) |
| Total 6402   MAINTENANCE | 79,771 | 681,006 | (601,235) |
| 6403   Other RECURRING | | | |
| 6403.01 Telcom Charges | | | |
| 6403.0101   Alt. PSAP 9-1-1 Del | - | | |
| 6403.0102   Long Distance | 142 | 1,200 | (1,058) |
| 6403.0103   Mileage | - | | |
| 6403.0109   Telcom Trunk | 102,115 | 306,344 | (204,229) |
| 6403.0110   Ocean Safety | | | |
| 6403.0110.1 CML | - | | |
| 6403.0110.2 Centrex | - | | |
| 6403.0110.3 Mileage | - | | |
| 6403.0110   Ocean Safety - Other | - | | |
| Total 6403.0110   Ocean Safety | - | - | - |
| 6403.0112 HPD CML Viper-Kapolei | - | | |
| 6403.0113 HPDCMLViper-Alapai | - | | |
| 6403.0114 SD Viper (OSL) (3) | - | | |
| 6403.0115 Text-to-911 Service | - | 4,000 | (4,000) |
| 6403.0116 Alt PSAP Call Route | - | | |
| 6403.0117 Telecom Chgs-Other | - | | |
| Total 6403.01 Telcom Charges | 102,256 | 311,544 | (209,288) |
| 6403.02   EMS Tower Lease | - | | |
| 6403.03   Prior Period Reimb. | - | | |
| Total 6403   Other RECURRING | 102,256 | 311,544 | (209,288) |
| Total 6400   RECURRING EXPENSES | 182,027 | 992,550 | (810,523) |
| **Total DISBURSEMENTS** | 189,463 | 2,517,950 | (2,328,487) |

| FY-YTD JANUARY 2015 (7MOS.) | Kauai PSAP | | |
|---|---|---|---|
| | 7 MOS. | ANNUAL Budget | $ Over (UNDER) Budget |
| **Total RECEIPTS** | - | | |
| **DISPURSEMENTS** | | | |
| 6200 CONFERENCES | | | |
| 6201 911 Goes to WashDC | - | | |
| 6204 APCO Conference | 6,085 | 11,100 | (5,015) |
| 6213 Navigator | - | | |
| 6214 Nena Conference | - | | |
| 6222 TriTech CAD Users | 1,865 | 6,000 | (4,135) |
| 6227 FCC Hearings | - | | |
| 6200 CONFERENCES - Other | - | | |
| Total 6200 CONFERENCES | 7,950 | 17,100 | (9,150) |
| 6300 Non-RECURRING | | | |
| 6301 CAD Replac/Upgrade | | | |
| 6301.01 EMS | - | | |
| 6301.02 Hawai'i Police Dept | - | | |
| 6301.04 Honolulu Police | - | | |
| 6301.05 Kauai Police Dept | 7,356 | 7,356 | (0) |
| Total 6301 CAD Replac/Upgrade | 7,356 | 7,356 | (0) |
| 6302 CMLs for Altern Dispat | - | 300,000 | (300,000) |
| 6303 Computers | | | |
| 6303.20 Dispatch Software | - | | |
| 6303.23 HPD SMART911 S/W | - | | |
| Total 6303 Computers | - | | |
| 6306 Training | | | |
| 6306.11 Training (CAD) HPD | - | | |
| 6306.12 TriTechCADSystAdm | | | |
| 6306.122 CAD TriTech EMS | - | | |
| Total 6306.12 TriTechCADSystAdm | | | |
| 6306.14 NG Text to 911 Refresh | - | | |
| Total 6306 Training | - | | |
| Total 6300 Non-RECURRING | 7,356 | 307,356 | (300,000) |
| 6400 RECURRING EXPENSES | | | |
| 6402 MAINTENANCE | | | |
| 6402.02 Imagery Lic Agree | - | 194,633 | (194,633) |
| 6402.05 Logging RecordMaint | - | | |
| 6402.07 0011 9-1-1MSAG Maint. | 54,968 | 220,000 | (165,032) |
| 6402.08 CAD Maintenance | - | | |
| 6402.13 Software Maintenance | | | |
| 6402.131 Integraph DB S/W Maint | - | | |
| Total 6402.13 Software Maintenance | - | | |
| Total 6402 MAINTENANCE | 54,968 | 414,633 | (359,665) |
| 6403 Other RECURRING | | | |
| 6403.01 Telcom Charges | | | |
| 6403.0101 Alt. PSAP 9-1-1 Del | - | 232,132 | (232,132) |
| 6403.0102 Long Distance | 170 | 480 | (310) |
| 6403.0103 Mileage | - | | |
| 6403.0109 Telcom Trunk | 37,121 | 111,398 | (74,277) |
| 6403.0110 Ocean Safety | | | |
| 6403.0110.1 CML | - | | |
| 6403.0110.2 Centrex | - | | |
| 6403.0110.3 Mileage | - | | |
| 6403.0110 Ocean Safety - Other | - | | |
| Total 6403.0110 Ocean Safety | - | - | - |
| 6403.0112 HPD CML Viper-Kapolei | - | | |
| 6403.0113 HPDCMLViper-Alapai | - | | |
| 6403.0114 SD Viper (OSL) (3) | - | | |
| 6403.0115 Text-to-911 Service | - | 4,100 | (4,100) |
| 6403.0116 Alt PSAP Call Route | - | 600 | (600) |
| 6403.0117 Telecom Chgs-Other | 311 | | 311 |
| Total 6403.01 Telcom Charges | 37,601 | 348,710 | (311,109) |
| 6403.02 EMS Tower Lease | - | | |
| 6403.03 Prior Period Reimb. | - | | |
| Total 6403 Other RECURRING | 37,601 | 348,710 | (311,109) |
| Total 6400 RECURRING EXPENSES | 92,570 | 763,343 | (670,773) |
| **Total DISBURSEMENTS** | 107,876 | 1,087,799 | (979,923) |

# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending January 31, 2015

| FY-YTD JANUARY 2015 (7MOS.) | Maui PSAP | | |
|---|---|---|---|
| | 7 MOS. | ANNUAL Budget | $ Over (UNDER) Budget |
| **Total RECEIPTS** | - | | |
| **DISPURSEMENTS** | | | |
|   6200  CONFERENCES | | | |
|     6201  911  Goes to WashDC | - | 7,000 | (7,000) |
|     6204  APCO Conference | 6,526 | 7,400 | (874) |
|     6213  Navigator | - | | - |
|     6214  Nena Conference | (2) | | (2) |
|     6222  TriTech CAD Users | - | | - |
|     6227  FCC Hearings | - | | - |
|     6200  CONFERENCES - Other | - | | - |
| **Total 6200  CONFERENCES** | 6,525 | 14,400 | (7,875) |
|   6300  Non-RECURRING | | | |
|     6301  CAD Replac/Upgrade | | | |
|       6301.01  EMS | - | | |
|       6301.02  Hawai'i Police Dept | - | | |
|       6301.04  Honolulu Police | - | | |
|       6301.05  Kauai Police Dept | - | | |
| **Total 6301  CAD Replac/Upgrade** | - | | |
|     6302  CMLs for Altern Dispat | - | | |
|     6303  Computers | | | |
|       6303.20  Dispatch Software | - | | |
|       6303.23  HPD SMART911 S/W | - | | |
| **Total 6303  Computers** | - | | |
|     6306  Training | | | |
|       6306.11  Training (CAD)  HPD | - | | |
|       6306.12  TriTechCADSystAdm | | | |
|         6306.122 CAD TriTech EMS | - | | |
| **Total 6306.12  TriTechCADSystAdm** | - | | |
|       6306.14 NG Text to 911 Refresh | - | | |
| **Total 6306  Training** | - | | |
| **Total 6300  Non-RECURRING** | - | | |
|   6400  RECURRING EXPENSES | | | |
|     6402  MAINTENANCE | | | |
|       6402.02  Imagery Lic Agree | - | 372,263 | (372,263) |
|       6402.05  Logging RecordMaint | - | | |
|       6402.07  0011 9-1-1MSAG Maint. | 93,973 | 225,500 | (131,527) |
|       6402.08  CAD Maintenance | 170,000 | 170,000 | - |
|       6402.13  Software Maintenance | | | |
|         6402.131 Integraph DB S/W Maint | - | | |
| **Total 6402.13  Software Maintenance** | - | | |
| **Total 6402  MAINTENANCE** | 263,973 | 767,763 | (503,790) |
|     6403  Other RECURRING | | | |
|       6403.01 Telcom Charges | | | |
|         6403.0101  Alt. PSAP 9-1-1 Del | - | | |
|         6403.0102  Long Distance | 23,433 | 480 | 22,953 |
|         6403.0103  Mileage | - | | |
|         6403.0109  Telcom Trunk | 116,039 | 278,495 | (162,456) |
|         6403.0110  Ocean Safety | | | |
|           6403.0110.1 CML | - | | |
|           6403.0110.2 Centrex | - | | |
|           6403.0110.3 Mileage | - | | |
|           6403.0110  Ocean Safety - Other | - | | |
| **Total 6403.0110  Ocean Safety** | - | - | - |
|         6403.0112 HPD CML Viper-Kapolei | - | | |
|         6403.0113 HPDCMLViper-Alapai | - | | |
|         6403.0114 SD Viper (OSL) (3) | - | | |
|         6403.0115 Text-to-911 Service | - | 4,000 | (4,000) |
|         6403.0116 Alt PSAP Call Route | - | | |
|         6403.0117 Telecom Chgs-Other | - | | |
| **Total 6403.01 Telcom Charges** | 139,473 | 282,975 | (143,502) |
|       6403.02  EMS Tower Lease | - | | |
|       6403.03  Prior Period Reimb. | - | | |
| **Total 6403  Other RECURRING** | 139,473 | 282,975 | (143,502) |
| **Total 6400  RECURRING EXPENSES** | 403,446 | 1,050,738 | (647,292) |
| **Total DISBURSEMENTS** | 409,971 | 1,065,138 | (655,167) |

# HAWAII ENHANCED 911 BOARD
# STATEMENT OF CASH FLOWS
## For month ending January 31, 2015

| FY-YTD JANUARY 2015 (7MOS.) | Oahu PSAP | | |
| --- | --- | --- | --- |
| | 7 MOS. | ANNUAL Budget | $ Over (UNDER) Budget |
| **Total RECEIPTS** | - | | |
| **DISPURSEMENTS** | | | |
| 6200   CONFERENCES | | | |
| 6201   911   Goes to WashDC | - | 9,318 | (9,318) |
| 6204   APCO Conference | 15,155 | 15,000 | 155 |
| 6213   Navigator | (73) | | (73) |
| 6214   Nena Conference | 6,248 | | 6,248 |
| 6222   TriTech CAD Users | 4,408 | 12,000 | (7,592) |
| 6227   FCC Hearings | - | | - |
| 6200   CONFERENCES - Other | - | | - |
| Total 6200   CONFERENCES | 25,738 | 36,318 | (10,580) |
| 6300   Non-RECURRING | | | |
| 6301   CAD Replac/Upgrade | | | |
| 6301.01   EMS | 6,949 | | 6,949 |
| 6301.02   Hawai'i Police Dept | - | | - |
| 6301.04   Honolulu Police | (833) | | (833) |
| 6301.05   Kauai Police Dept | - | | - |
| Total 6301   CAD Replac/Upgrade | 6,116 | | |
| 6302 CMLs for Altern Dispat | - | | - |
| 6303   Computers | | | - |
| 6303.20   Dispatch Software | - | | - |
| 6303.23   HPD SMART911 S/W | - | 45,200 | (45,200) |
| Total 6303   Computers | - | 45,200 | (45,200) |
| 6306   Training | | | |
| 6306.11   Training (CAD) HPD | - | 16,000 | (16,000) |
| 6306.12   TriTechCADSystAdm | | | |
| 6306.122 CAD TriTech EMS | | 5,000 | (5,000) |
| Total 6306.12   TriTechCADSystAdm | - | 5,000 | (5,000) |
| 6306.14   NG Text to 911 Refresh | - | 16,000 | (16,000) |
| Total 6306   Training | - | 37,000 | (37,000) |
| Total 6300   Non-RECURRING | 6,116 | 82,200 | (76,084) |
| 6400   RECURRING EXPENSES | | | |
| 6402   MAINTENANCE | | | |
| 6402.02   Imagery Lic Agree | 120,225 | 250,000 | (129,775) |
| 6402.05   Logging RecordMaint | - | 60,775 | (60,775) |
| 6402.07   0011 9-1-1MSAG Maint. | 186,458 | 559,374 | (372,916) |
| 6402.08   CAD Maintenance | 162,801 | 800,000 | (637,199) |
| 6402.13   Software Maintenance | | | |
| 6402.131 Integraph DB S/W Maint | - | | |
| Total 6402.13   Software Maintenance | - | | |
| Total 6402   MAINTENANCE | 469,484 | 1,670,149 | (1,200,665) |
| 6403   Other RECURRING | | | |
| 6403.01 Telcom Charges | | | |
| 6403.0101   Alt. PSAP 9-1-1 Del | - | | |
| 6403.0102   Long Distance | - | | |
| 6403.0103   Mileage | 946 | 11,353 | (10,407) |
| 6403.0109   Telcom Trunk | 473,441 | 947,000 | (473,559) |
| 6403.0110   Ocean Safety | | | |
| 6403.0110.1 CML | 4,988 | | 4,988 |
| 6403.0110.2 Centrex | 1,184 | | 1,184 |
| 6403.0110.3 Mileage | 202 | | 202 |
| 6403.0110   Ocean Safety - Other | (2,124) | | (2,124) |
| Total 6403.0110   Ocean Safety | 4,249 | - | 4,249 |
| 6403.0112 HPD CML Viper-Kapolei | 17,664 | 140,916 | (123,252) |
| 6403.0113 HPDCMLViper-Alapai | 2,001 | | |
| 6403.0114 SD Viper (OSL) (3) | - | 43,500 | (43,500) |
| 6403.0115 Text-to-911 Service | - | 12,000 | (12,000) |
| 6403.0116 Alt PSAP Call Route | - | | |
| 6403.0117 Telecom Chgs-Other | - | | |
| Total 6403.01 Telcom Charges | 498,300 | 1,154,769 | (658,469) |
| 6403.02   EMS Tower Lease | (3,770) | 7,600 | (11,370) |
| 6403.03   Prior Period Reimb. | | | |
| Total 6403   Other RECURRING | 494,530 | 1,162,369 | (667,839) |
| Total 6400   RECURRING EXPENSES | 964,014 | 2,832,518 | (1,868,504) |
| **Total DISBURSEMENTS** | 995,868 | 2,951,036 | (1,955,168) |

| FY-YTD JANUARY 2015 (7MOS.) | ADMIN | | |
| --- | --- | --- | --- |
| | 7 MOS. | ANNUAL Budget | $ Over (UNDER) Budget |
| Total RECEIPTS | 5,393,492 | - | 5,393,492 |
| DISPURSEMENTS | | | |
| 6200　CONFERENCES | | | |
| 　6201　911　Goes to WashDC | - | 14,500 | (14,500) |
| 　6204　APCO Conference | 5,386 | 5,386 | - |
| 　6213　Navigator | - | | |
| 　6214　Nena Conference | - | | |
| 　6222　TriTech CAD Users | - | | |
| 　6227　FCC Hearings | 2,522 | 5,023 | (2,501) |
| 　6200　CONFERENCES - Other | - | 50,873 | (50,873) |
| Total 6200　CONFERENCES | 7,908 | 75,782 | (67,874) |
| 6400　RECURRING EXPENSES | | | |
| 　6401　ADMINISTRATION | | | |
| 　　6401.01 Exec Dir. Services | 200,625 | 350,625 | (150,000) |
| 　　6401.02 ElectronSignatur | - | 200 | (200) |
| 　　6401.05　Audit Expense | - | 13,000 | (13,000) |
| 　　6401.06　Bank Charge | - | 100 | (100) |
| 　　6401.08　Board Member Travel | 11,306 | 35,000 | (23,694) |
| 　　6401.09　DB&F Assessments | | | |
| 　　　6401.0101　DB&F Admin. Assess | 26,896 | 175,000 | (148,104) |
| 　　　6401.0102　DB&F Rev Assessment | 189,043 | 452,500 | (263,457) |
| 　　Total 6401.09　DB&F Assessments | 215,939 | 627,500 | (411,561) |
| 　　6401.12　NASNA Dues | - | 215 | (215) |
| 　　6401.13　Parking Permits | 400 | 200 | 200 |
| 　　6401.15　WSP Cost Recovery | | | - |
| 　　　6401.0101　Sprint/Nextel | 2,522 | | 2,522 |
| 　　　6401.15　WSP Cost Recovery - Other | - | 70,000 | (70,000) |
| 　　Total 6401.15　WSP Cost Recovery | 2,522 | 70,000 | (67,478) |
| 　　6401.17　ADA Compliance | - | 500 | (500) |
| 　　6401.18　AG Legal Fees | - | 100,000 | (100,000) |
| 　　6401.19　Public Education | - | 50,000 | (50,000) |
| 　　6401.20　RCUH Contract | 14,352 | 14,352 | - |
| 　Total 6401　ADMINISTRATION | 445,144 | 1,261,692 | (816,548) |
| 　　6403.02　EMS Tower Lease | - | | |
| 　　6403.03 Prior Period Reimb. | (120,314) | (120,314) | - |
| 　Total 6403　Other RECURRING | (94,757) | (120,314) | 25,557 |
| Total 6400　RECURRING EXPENSES | 435,739 | 1,141,378 | (705,639) |
| Total DISBURSEMENTS | 443,647 | 1,217,160 | (773,513) |

# Oahu Civilian E9-1-1

# Status Report

*January 1, 2015 – January 31, 2015*

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JANUARY 2015

**(Source:  Intrado Viper)**

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

| 9-1-1 Primary PSAP Call Volume | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Honolulu City & County PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls |
| 2015 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Other Calls | % of Total Calls |
| January | 82,382 | 19,792 | 24.04% | 59,531 | 72.31% | 49.23% | 23.08% | 2,939 | 3.57% | 66 | 0.08% | 2,171 | 2.64% | 11,306 | 13.73% | 618 | 0.75% |

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Primary PSAP Call Volume | | | | | | | | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Honolulu City & County PSAPs | | Wireline | | Wireless | | | | VOIP Calls | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls |
| 2015 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Total Call Received | % of Total Calls |
| JAN | 82,382 | 19,792 | 24.04% | 59,531 | 72.31% | 49.23% | 23.08% | 2,939 | 3.57% | 66 | 0.08% | 2,171 | 2.64% | 11,306 | 13.73% | 618 | 0.75% |
| FEB | | | | | | | | | | | | | | | | | |
| MAR | | | | | | | | | | | | | | | | | |
| APR | | | | | | | | | | | | | | | | | |
| MAY | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 82,382 | 19,792 | | 59,531 | | | | 2,939 | | 66 | | 2,171 | | 11,306 | | 618 | |
| MON AVG | 82,382 | 19,792 | 24.04% | 59,531 | 72.31% | 49.23% | 23.08% | 2,939 | 3.57% | 66 | 0.08% | 2,171 | 2.64% | 11,306 | 13.73% | 618 | 0.75% |

NOTE:

- ***Calls with no Ali 0.08% - Statewide average excluding Military = 0.2%**

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – JANUARY 2015

| 2015 | 9-1-1 Call Volume by Agency | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Honolulu Police Department | | | | | | Honolulu Fire Department | | | |
| | No. of Total Calls Received | % of Total Calls | Number of Emergency Calls | Number of Non Emergency Calls | Number of Admin Calls | Number of Dropped Calls | No. of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| January | 70,213 | 85.28% | 19,601 | 38,128 | 1,178 | 11,306 | 2,597 | 3.15% | 122 | 0 |

| 2015 | 9-1-1 Call Volume by Agency | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| | Emergency Medical Services | | | | Ocean Safety | | | |
| | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| January | 8,814 | 10.71% | 787 | 110 | 86 | 0.10% | 84 | 4 |

## 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

| 2015 | 9-1-1 Call Volume by Agency | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | Honolulu Police Department | | | | | | Honolulu Fire Department | | | | Emergency Medical Services | | | | Ocean Safety | | | |
| | Number of Total Calls Received | % of Total Calls | No. of Emergency Calls | No. of Non Emergency Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls |
| JAN | 70,213 | 85.28% | 19,601 | 38,128 | 1,178 | 11,306 | 2,597 | 3.15% | 122 | 0 | 8,814 | 10.71% | 787 | 110 | 86 | 0.10% | 84 | 4 |
| FEB | | | | | | | | | | | | | | | | | | |
| MAR | | | | | | | | | | | | | | | | | | |
| APR | | | | | | | | | | | | | | | | | | |
| MAY | | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | | |
| YTD | 70,213 | | 19,601 | 38,128 | 1,178 | 11,306 | 2,597 | | 122 | 0 | 8,814 | | 787 | 110 | 86 | | 84 | 4 |
| MON AVG | 70,213 | 85.28% | 19,601 | 38,128 | 1,178 | 11,306 | 2,597 | 3.15% | 122 | 0 | 8,814 | 10.71% | 787 | 110 | 86 | 0.10% | 84 | 4 |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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### PSAP OPERATION NOTES:

- **Total call volumes does not include Administrative Calls.  Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.  Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.**

### WIRELESS PSAP TESTING – JANUARY 2015

| OAHU CIVILIAN - JANUARY 2015 | | | | | | |
|---|---|---|---|---|---|---|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| None | | | | | | |
| | | | | | | |
| | | | | | | |

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### NOTES:

- **There were no scheduled Wireless 911 Testing for the Oahu Civilian PSAP in January 2015.**

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### CURRENT MONTH – JANUARY 2015

| OAHU CIVILIAN | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN | 40 | 25 | 2 | 13 | 0 | 0 | 405 |

### MSAG CURRENT MONTH NOTES:

A total of 195 MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Forty **(40)** requests were processed relating to the MSAG database, and One hundred fifty-five **(155)** requests relating to the ALI database (see ALI Transaction chart on next page). There were 405 customer ANI/ALI (telephone/address) records updated as a direct result.

### MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

| OAHU CIVILIAN | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN | 40 | 25 | 2 | 13 | 0 | 0 | 405 |
| FEB | | | | | | | |
| MAR | | | | | | | |
| APR | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUG | | | | | | | |
| SEPT | | | | | | | |
| OCT | | | | | | | |
| NOV | | | | | | | |
| DEC | | | | | | | |
| **TOTAL YTD** | **40** | **25** | **2** | **13** | **0** | **0** | **405** |
| **AVG PER MONTH** | **40** | **25** | **2** | **13** | **0** | **0** | **405** |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

| OAHU CIVILIAN | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| **2015** | **TOTAL** | **TN CR (A)** | **ALI-DR (B)** | **VoIP DR (C)** | **TN CR** | **ALI-DR** | **VoIP DR** |
| **DEC** | 155 | 153 | 2 | 0 | 328 | 0 | 0 |

| Definitions |
| --- |
| (A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation. |
| (B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline. |
| (C) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014. |

### ALI TRANSACTIONS CURRENT MONTH NOTES:

**153** Telephone Number Change Requests (TN CR) and **2** ALI-DR processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

### OPEN DISCREPANCY RECORDS STATUS:

**There are 328 Open Telephone Number Change Requests as of January 31, 2015.**

- **Refer to chart in the next section "TNCR Current Status"**

The TNCRs are a direct result of the ESN 199 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

There are no ALI DRs in Referred status as of January 31, 2015.

There are no VoIP DRs in Referred status as of January 31, 2015.

There are no Suspended Records as of January 31, 2015.

## ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| OAHU CIVILIAN | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| **2015** | **TOTAL** | **TN CR** | **ALI-DR** | **VoIP DR** | **TN CR** | **ALI-DR** | **VoIP DR** |
| JAN | 155 | 153 | 2 | 0 | 328 | 0 | 0 |
| FEB | | | | | | | |
| MAR | | | | | | | |
| APR | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUG | | | | | | | |
| SEPT | | | | | | | |
| OCT | | | | | | | |
| NOV | | | | | | | |
| DEC | | | | | | | |
| **TOTAL YTD** | **155** | **153** | **2** | **0** | | | |
| **AVG PER MONTH** | **155** | **153** | **2** | **0** | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status) | | | | |
|---|---|---|---|---|
| **PSAP** | **TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA** | **OPENED TNCRS PENDING FURTHER ACTION BY INTRADO** | **OPENED TNCRS REFERRED TO TELCO BY INTRADO** | **TOTAL UNOPENED TNCR RECORDS** |
| **OAHU CIVILIAN** | **328** | **12** | **88** | **228** |

| STATUS |
|---|
| **TOTAL TNCRs SUBMITTED** - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. |
| **PENDING STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate. |
| **REFERRED STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research. |
| **TOTAL UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun. |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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## MSAG COMMUNITIES PROJECT

### MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

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

Subsequent to the completion of the MSAG Community and Street Segment Sweep - Phase V work on **June 27, 2014,** and the Database Synchronization Phase VI in **July 2014**, a project plan for Phase VII, with regards to the spatial accuracy of Street Centerlines, was approved by the Honolulu Police Department on **July 31, 2014.** The MSAG Community and Street Segment Sweep – Phase VII project is aimed to identify and correct the spatial accuracy of Street Centerlines throughout the island of Oahu, through a methodical counter-clockwise approach, following the same community correction path in the previous phases, to ultimately increase the accuracy of the data and to be in compliance with NENA standards. Street Centerlines that are corrected through this process will then achieve the NENA recommended standard of being accurate to within 10 feet or less.

Below is the latest Phase VII work effort as of **January 31, 2015**:

| MSAG COMMUNITY (In Order of Effort) | MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII | | | | GIS UPDATES | |
|---|---|---|---|---|---|---|
| | TARGET START DATE | TARGET COMPLETION DATE | AKIMEKA COMPLETION DATE | NOTES/COMMENTS | DATE GIS DELIVERED TO HPD | DATE GIS LOADED TO CAD BY HPD |
| Waimanalo | 08/01/14 | 08/12/14 | 08/09/14 | | 08/11/14 | 08/22/14 |
| Kailua | 08/13/14 | 09/16/14 | 09/11/14 | | 09/19/14 | 09/26/14 |
| Kaneohe | 09/17/14 | 10/24/14 | 10/27/14 | Completed 1 business day behind schedule due to approved special requests | 10/31/14 | 11/07/14 |
| Kahaluu | 10/27/14 | 11/04/14 | 10/29/14 | | | |
| Kaaawa | 11/05/14 | 11/07/14 | 10/31/14 | | | |
| Punaluu | 11/10/14 | 11/11/14 | 11/05/14 | | | |
| Hauula | 11/12/14 | 11/17/14 | 11/06/14 | | 11/14/14 | 11/21/14 |
| Laie | 11/18/14 | 11/24/14 | 11/14/14 | | | |
| Kahuku | 11/25/14 | 12/02/14 | 11/25/14 | | 11/28/14 | 12/08/14 |
| Sunset | 12/03/14 | 12/10/14 | 12/08/14 | | 12/12/14 | 12/18/14 |
| Haleiwa | 12/12/14 | 12/24/14 | 01/14/15 | There are many farming and cane roads that require lengthy and detailed editing, slowing down progress | 01/23/15 | |
| Wahiawa | 01/02/15 | 01/21/15 | IN PROGRESS | | | |
| Waialua | 01/22/15 | 01/29/15 | | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

**MSAG Community and Street Segment Sweep – Phase VII  continued**

| MSAG COMMUNITY (In Order of Effort) | MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII | | | | GIS UPDATES | |
|---|---|---|---|---|---|---|
| | TARGET START DATE | TARGET COMPLETION DATE | AKIMEKA COMPLETION DATE | NOTES/COMMENTS | DATE GIS DELIVERED TO HPD | DATE GIS LOADED TO CAD BY HPD |
| Mokuleia | 01/30/15 | 02/05/15 | | | | |
| Makaha | 02/06/15 | 02/13/15 | | | | |
| Waianae | 02/16/15 | 02/25/15 | | | | |
| Maili | 02/26/15 | 03/06/15 | | | | |
| Nanakuli | 03/09/15 | 03/17/15 | | | | |
| Makakilo | 03/18/15 | 04/01/15 | | | | |
| Kapolei | 04/02/15 | 04/24/15 | | | | |
| Kalaeloa | 04/27/15 | 05/12/15 | | | | |
| Ewa Beach | 05/13/15 | 06/30/15 | | | | |
| Iroquois | 07/01/15 | 07/07/15 | | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015

### MAPPING LAYERS UPDATED (PART I)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| OAHU CIVILIAN | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS**<br>**Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| **Address Points** | 1/29/2015 | | Deleted two (2) address points in Wahiawa |
| | 1/27/2015 | | Spatially corrected one hundred seventy-seven (177) address points in Makaha |
| | | **1/23/2015** | |
| | 1/23/2015 | | Deleted three (3) address points in Wahiawa |
| | 1/23/2015 | | Added three (3) new address points in Wahiawa |
| | 1/23/2015 | | Spatially corrected two hundred sixty-eight (268) address points in Wahiawa |
| | 1/22/2015 | | Deleted three (3) address points in Wahiawa |
| | 1/22/2015 | | Spatially corrected one hundred sixty-five (165) address points in Wahiawa |
| | 1/22/2015 | | Spatially corrected one hundred fifty-six (156) address points in Makaha |
| | 1/22/2015 | | Added five (5) new address points in Wahiawa |
| | 1/21/2015 | | Spatially corrected seven (7) address points in Wahiawa |
| | 1/21/2015 | | Deleted one (1) address point in Wahiawa |
| | 1/20/2015 | | Added one (1) new address point in Aiea |
| | 1/20/2015 | | Added one (1) new address point in Ewa Beach |
| | 1/20/2015 | | Added one (1) new address point in Waialua |
| | 1/20/2015 | | Added one (1) new address point in Nanakuli |
| | 1/20/2015 | | Spatially corrected one (1) address point in Wahiawa |
| | 1/20/2015 | | Spatially corrected one (1) address point in Waipahu |
| | 1/20/2015 | | Spatially corrected one (1) address point in Waianae |
| | 1/20/2015 | | Spatially corrected two (2) address points in Nanakuli |
| | 1/20/2015 | | Spatially corrected two (2) address points in Kapahulu |
| | 1/20/2015 | | Deleted three (3) address points in Makaha |
| | 1/20/2015 | | Spatially corrected four hundred twenty (420) address points in Makaha |
| | 1/20/2015 | | Spatially corrected one hundred five (105) address points in Wahiawa |
| | 1/20/2015 | | Spatially corrected three (3) address points in Aiea |
| | 1/20/2015 | | Spatially corrected seven (7) address points in Ewa Beach |
| | 1/20/2015 | | Spatially corrected eleven (11) address points in Waialua |
| | 1/16/2015 | | Deleted one (1) address point in Waialua |
| | 1/16/2015 | | Deleted two (2) address points in Mokuleia |
| | 1/16/2015 | | Spatially corrected one hundred twenty-eight (128) address points in Wahiawa |
| | 1/16/2015 | | Spatially corrected twenty-two (22) address points in Waialua |
| | 1/16/2015 | | Spatially corrected one hundred sixty-nine (169) address points in Mokuleia |
| | 1/16/2015 | | Spatially corrected eighty-seven (87) address points in Haleiwa |
| | 1/15/2015 | | Deleted three (3) address points in Wahiawa |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART II)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| | | | OAHU CIVILIAN | | |
|---|---|---|---|---|---|

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| | **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** **(Listed Alphabetically)** | | |
| **Address Points** | 1/15/2015 | | Added two (2) new address points in Wahiawa |
| | 1/15/2015 | | Spatially corrected one hundred ninety-three (193) address points in Wahiawa |
| | 1/15/2015 | | Spatially corrected eighty-two (82) address points in Mokuleia |
| | 1/15/2015 | | Added one (1) new address point in Hickam |
| | 1/15/2015 | | Added one (1) new address point in Kalaeloa |
| | 1/15/2015 | | Added one (1) new address point in Schofield |
| | 1/15/2015 | | Added one (1) new address point in Hawaii Kai |
| | 1/13/2015 | | Deleted one (1) address point in Haleiwa |
| | 1/13/2015 | | Deleted six (6) address points in Waialua |
| | 1/13/2015 | | Added nine (9) new address points in Waialua |
| | 1/13/2015 | | Spatially corrected nine (9) address points in Haleiwa |
| | 1/13/2015 | | Spatially corrected seven hundred ninety-seven (797) address points in Waialua |
| | | **1/12/2015** | |
| | 1/12/2015 | | Deleted five (5) address points in Wahiawa |
| | 1/12/2015 | | Deleted one (1) address point in Mokuleia |
| | 1/12/2015 | | Added two (2) address points in Wahiawa |
| | 1/12/2015 | | Spatially corrected two hundred ninety-two (292) address points in Wahiawa |
| | 1/12/2015 | | Spatially corrected one hundred twenty-four (124) address points in Mokuleia |
| | 1/9/2015 | | Spatially corrected fifty-eight (58) address points in Wahiawa |
| | 1/8/2015 | | Added seven (7) new address points in Wahiawa |
| | 1/8/2015 | | Deleted nine (9) address points in Wahiawa |
| | 1/8/2015 | | Spatially corrected five hundred twenty-two (522) address points in Wahiawa |
| | 1/6/2015 | | Added one (1) new address point in Sunset |
| | 1/6/2015 | | Added three (3) new address points in Wahiawa |
| | 1/6/2015 | | Spatially corrected forty-three (43) address points in Sunset |
| | 1/6/2015 | | Spatially corrected two hundred seventy-seven (277) address points in Wahiawa |
| | 1/6/2015 | | Deleted one (1) address point in Sunset |
| | 1/6/2015 | | Deleted two (2) address points in Wahiawa |
| | 1/6/2015 | | Added one (1) new address point in Sunset |
| | 1/6/2015 | | Added three (3) new address points in Wahiawa |
| | 1/6/2015 | | Spatially corrected forty-three (43) address points in Sunset |
| | 1/6/2015 | | Spatially corrected two hundred seventy-seven (277) address points in Wahiawa |
| | 1/6/2015 | | Deleted one (1) address point in Sunset |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART III)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **OAHU CIVILIAN** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)** | | | |
| **Address Points** | 1/6/2015 | | Deleted two (2) address points in Wahiawa |
| | 1/6/2015 | | Added one (1) new address point in Sunset |
| | 1/6/2015 | | Added three (3) new address points in Wahiawa |
| | 1/6/2015 | | Spatially corrected forty-three (43) address points in Sunset |
| | 1/6/2015 | | Spatially corrected two hundred seventy-seven (277) address points in Wahiawa |
| | 1/6/2015 | | Deleted one (1) address point in Sunset |
| | 1/6/2015 | | Deleted two (2) address points in Wahiawa |
| | 1/5/2015 | | Added three (3) new address points in Sunset |
| | 1/5/2015 | | Added four (4) new address points in Haleiwa |
| | 1/5/2015 | | Added two (2) new address points in Mokuleia |
| | 1/5/2015 | | Added fifteen (15) new address points in Wahiawa |
| | 1/5/2015 | | Spatially corrected one hundred eighteen (118) address points in Wahiawa |
| | 1/5/2015 | | Added three (3) new address points in Sunset |
| | 1/5/2015 | | Added four (4) new address points in Haleiwa |
| | 1/5/2015 | | Added two (2) new address points in Mokuleia |
| | 1/5/2015 | | Added fifteen (15) new address points in Wahiawa |
| | 1/5/2015 | | Spatially corrected one hundred eighteen (118) address points in Wahiawa |
| | 1/5/2015 | | Added three (3) new address points in Sunset |
| | 1/5/2015 | | Added four (4) new address points in Haleiwa |
| | 1/5/2015 | | Added two (2) new address points in Mokuleia |
| | 1/5/2015 | | Added fifteen (15) new address points in Wahiawa |
| | 1/5/2015 | | Spatially corrected one hundred eighteen (118) address points in Wahiawa |
| | 1/2/2015 | | Deleted three (3) address points in Wahiawa |
| | 1/2/2015 | | Spatially corrected six hundred seventy-nine (679) address points in Wahiawa |
| | 1/2/2015 | | Deleted three (3) address points in Wahiawa |
| | 1/2/2015 | | Spatially corrected six hundred seventy-nine (679) address points in Wahiawa |
| | 1/2/2015 | | Deleted three (3) address points in Wahiawa |
| | 1/2/2015 | | Spatially corrected six hundred seventy-nine (679) address points in Wahiawa |
| **Airports** | | | |
| | | | |
| | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART IV)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| | OAHU CIVILIAN | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| **Bridges** | | | |
| | | | |
| | | | |
| **Building Footprints** | | | |
| | | | |
| | | | |
| **Bus Stops** | | | |
| | | | |
| | | | |
| **Churches** | | | |
| | | | |
| | | | |
| **Coastal Names** | | | |
| | | | |
| | | | |
| **Coastline** | | | |
| | | | |
| | | | |
| **Common Places** | 1/30/2015 | | Spatially corrected two (2) common places in Wahiawa (Helemano ES & Helemano Head Start) |
| | | **1/23/2015** | |
| | 1/23/2015 | | Spatially corrected ten (10) common places in Wahiawa |
| | 1/22/2015 | | Spatially corrected twelve (12) common places in Wahiawa |
| | 1/20/2015 | | Spatially corrected location of five (5) common places in Ewa Beach |
| | 1/20/2015 | | Spatially corrected location of one (1) common place in Waialua |
| | 1/20/2015 | | Spatially corrected location of one (1) common place in Kapahulu |
| | 1/20/2015 | | Spatially corrected twenty-five (25) common place locations for public schools |
| | 1/15/2015 | | Added one (1) new common place for FAA site in Hawaii Kai |
| | 1/15/2015 | | Added one (1) new common place for FAA site in Schofield |
| | 1/15/2015 | | Added one (1) new common place for FAA site in Kalaeloa |
| | 1/15/2015 | | Added one (1) new common place for FAA site in Hickam |
| | | **1/12/2015** | |
| | 1/12/2015 | | Added one (1) new CP in Honolulu per the GIS corrections spreadsheet |
| | 1/12/2015 | | Added one (1) new CP in Nuuanu per the GIS corrections spreadsheet |
| | 1/12/2015 | | Added one (1) new CP in Aiea per the GIS corrections spreadsheet |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

MAPPING LAYERS UPDATED (PART V)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server<br>Date Created/<br>Edits Performed | Date GIS<br>Delivered | Other/Remarks |
|---|---|---|---|
| **OAHU CIVILIAN** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)** | | | |
| Correctional Facilities | | | |
| Emergency Callboxes | | | |
| Emergency Operation Centers | | | |
| Emergency Shelters | | | |
| ESZ/ESN | | | |
| Fire Beats | | | |
| Fire Districts | | | |
| Fire Response Areas | | | |
| Fire Stations | | | |
| Food & Beverage | | | |
| Gas Stations | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

MAPPING LAYERS UPDATED (PART VI)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **OAHU CIVILIAN** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** (Listed Alphabetically) | | | |
| Gate Codes | | | |
| Government Buildings | | | |
| Harbors | | | |
| Helipads | | | |
| Hiking Trails | | | |
| Hospitals | | | |
| Hydrants | | | |
| Hyrdology Layers: Dams Ponds Streams Waterfalls | | | |
| Incident Response Areas | | | |
| Lodging | | | |
| Major Roads | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART VII)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server<br>Date Created/<br>Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **OAHU CIVILIAN** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>(Listed Alphabetically) | | | |
| Medic Beats | | | |
| Medic Districts | | | |
| Medic Response Areas | | | |
| Medic Stations | | | |
| Medical Facilities | | | |
| Milepost Markers | | | |
| MSAG Communities | | | |
| Net Junctions | | 1/30/2015 | |
| | 1/30/2015 | | Populated with the latest MSAG Community and Police Beat updates |
| | | 1/14/2015 | |
| | 1/14/2015 | | Populated with the latest MSAG Community and Police Beat updates |
| Ocean Rescue Boundaries | | | |
| Ocean Safety | | | |
| Parcels | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART VIII)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **OAHU CIVILIAN** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** (Listed Alphabetically) | | | |
| **Parks** | | | |
| | | | |
| | | | |
| **Parks Polygon** | 1/16/2015 | | Corrected boundaries for four (4) parks in Waianae |
| | 1/16/2015 | | Corrected boundaries for three (3) parks in Nanakuli |
| | 1/16/2015 | | Corrected boundaries for three (3) parks in Makaha |
| | 1/16/2015 | | Corrected boundaries for three (3) parks in Maili |
| | 1/16/2015 | | Corrected boundaries for two (2) parks in Kapolei |
| | 1/15/2015 | | Deleted one (1) address point in Mokuleia |
| | 1/14/2015 | | Added one (1) new park in Kalaeloa |
| | 1/14/2015 | | Deleted one (1) park in Kapolei |
| | 1/14/2015 | | Corrected boundaries for ten (10) parks in Waimanalo |
| | 1/14/2015 | | Corrected boundaries for four (4) parks in Makakilo |
| | 1/14/2015 | | Corrected boundaries for four (4) parks in Kapolei |
| | 1/14/2015 | | Corrected boundaries for two (2) parks in Kalaeloa |
| | 1/14/2015 | | Corrected boundaries for twenty-five (25) parks in Ewa Beach |
| | 1/9/2015 | | Corrected boundaries for four (4) parks in Waipio |
| | 1/9/2015 | | Corrected boundaries for eleven (11) parks in Waipio |
| | 1/9/2015 | | Corrected boundaries for nine (9) parks in Pearl City |
| | 1/9/2015 | | Corrected boundary for one (1) park in Aiea |
| | 1/9/2015 | | Corrected boundaries for sixteen (16) parks in Mililani |
| | 1/7/2015 | | Corrected boundaries for two (2) parks in Salt Lake |
| | 1/7/2015 | | Corrected boundaries for two (2) parks in Punchbowl |
| | 1/7/2015 | | Corrected boundaries for three (3) parks in Pearl City |
| | 1/7/2015 | | Corrected boundaries for five (5) parks in Nuuanu |
| | 1/7/2015 | | Corrected boundary for one (1) park in Moanalua V |
| | 1/7/2015 | | Corrected boundaries for two (2) parks in Downtown |
| | 1/7/2015 | | Corrected boundary for one (1) park in Aliamanu |
| | 1/7/2015 | | Corrected boundary for one (1) park in Airport |
| | 1/7/2015 | | Corrected boundaries for eight (8) parks in Aiea |
| | 1/7/2015 | | Corrected boundaries for fifteen (15) parks in Kalihi |
| **Points of Interest** | | | |
| | | | |
| | | | |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART IX)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **OAHU CIVILIAN** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)** | | | |
| **Police Beats** | 1/29/2015 | | Corrected Beat 372 and continued working on Beat 373, and 374 according to the HPD written policies and procedures |
| | | **1/23/2015** | |
| **Police Districts** | | | |
| | | | |
| | | | |
| **Police Response Areas** | | | |
| | | | |
| **Police Stations** | | | |
| | | | |
| **Post Offices** | | | |
| | | | |
| **Schools** | | | |
| | | | |
| | | | |
| **Street Centerlines** | 1/30/2015 | | Spatially corrected forty-four (44) street segments in Wahiawa |
| | 1/29/2015 | | Split one (1) segment of Kam Hwy in Wahiawa |
| | 1/29/2015 | | Spatially corrected one hundred (100) street segments in Wahiawa |
| | 1/29/2015 | | Spatially corrected one (1) street segment in Aiea |
| | 1/29/2015 | | Spatially corrected twenty-three (23) street segments in Pearl City |
| | 1/28/2015 | | Spatially corrected eighty (80) street segments in Wahiawa |
| | 1/28/2015 | | Split one (1) street segment of Kalie St in Wahiawa |
| | 1/28/2015 | | Corrected range for one (1) segment of Walea St in Wahiawa |
| | 1/27/2015 | | Deleted two (2) street segments in Wahiawa (Ma Way & Ala Waina Way) |
| | 1/27/2015 | | Spatially corrected eighty (80) street segments in Wahiawa |
| | 1/26/2015 | | Spatially corrected sixty-four (64) street segments in Wahiawa |
| | | **1/23/2015** | |
| | 1/23/2015 | | Corrected range for two (2) street segments in Wahiawa (Halakahiki Pl & Auhili Pl) |
| | 1/22/2015 | | Corrected street type for one (1) segment in AMR |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART X)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| | OAHU CIVILIAN | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/ Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| **Street Centerlines** | 1/22/2015 | | Spatially corrected sixteen (16) street segments in Wahiawa |
| | 1/21/2015 | | Spatially corrected fifty (50) street segments in Wahiawa |
| | 1/14/2015 | | Spatially corrected eighty0two (82) street segments in Haleiwa |
| | 1/14/2015 | | Split three (3) street segments of Weed Cir and Haleiwa Rd in Haleiwa |
| | | **1/12/2015** | |
| | 1/12/2015 | | Spatially corrected thirty-three (33) street segments in Haleiwa |
| | 1/6/2015 | | Spatially corrected twenty-six (26) street segments in Haleiwa |
| **Subdivisions** | | | |
| | | | |
| | | | |
| **Tow Jurisdictions** | | | |
| | | | |
| | | | |
| **Tsunami Evacuation Zones** | | | |
| | | | |
| | | | |
| **Tsunami Heights** | | | |
| | | | |
| | | | |
| **Waste Water Plants** | | | |
| | | | |
| **WSP Cell Sectors** | 1/26/2015 | | Per TMOB CRS |
| | | **1/23/2015** | |
| | 1/13/2015 | | Per VZW CRS |
| | | **1/12/2015** | |
| | 1/7/2015 | | Per MOBI CRS |
| | 1/7/2015 | | Per VZW CRS |
| **WSP Cell Towers** | 1/26/2015 | | Per TMOB CRS |
| | | **1/23/2015** | |
| | 1/13/2015 | | Per VZW CRS |
| | | **1/12/2015** | |
| | 1/7/2015 | | Per MOBI CRS |
| | 1/7/2015 | | Per VZW CRS |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

- **GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.**

| Date | Key Activities/Updates |
|---|---|
| 1/30/2015 | Net Junctions with the latest MSAG Community and Police Beat updates |
| 1/26/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 1/23/2015 | Street Centerlines and Common Places to HPD for Motorola CAD |
| 1/23/2015 | Street Centerlines and Bus Stops to HFD, EMS, and Ocean Safety for TriTech CAD |
| 1/23/2015 | Cell Towers, Cell Sectors, ESN, MSAG Communities, Tow Boundaries, Police Response Areas, Fire Response Areas, Medic Response Areas, Streams, Street Centerlines, Address Points, Common Places to Intrado for PowerMap at HPD, HFD, EMS, and Ocean Safety |
| 1/19/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 1/14/2015 | Net Junctions with the latest MSAG Community and Police Beat updates |
| 1/12/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 1/12/2015 | Street Centerlines and Common Places to HPD for Motorola CAD |
| 1/12/2015 | Street Centerlines and Bus Stops to HFD, EMS, and Ocean Safety for TriTech CAD |
| 1/12/2015 | Cell Towers, Cell Sectors, ESN, MSAG Communities, Tow Boundaries, Police Response Areas, Fire Response Areas, Medic Response Areas, Streams, Street Centerlines, Address Points, Common Places to Intrado for PowerMap at HPD, HFD, EMS, and Ocean Safety |
| 1/5/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## INTRADO POWERMAP UPLOAD

Since the establishment of the GIS Data deliverable process between Akimeka and Intrado in January 2014, the data uploads have been successfully carried out.

In January and February 2014, an issue within PowerMap had been identified with the display of Phase 1 wireless 911 calls. The issue identified is that the map is not displaying the Phase 1 polygons, but is zooming to the area when the 911 call occurs. Akimeka assisted Intrado on a couple occasions with the configuration settings; however no true identification of the cause of the discrepancy has been identified.

On October 14, 2014, the issues with the display of Phase 1 wireless calls in the PowerMap mapping system were resolved with the assistance of Hawaiian Telcom technical support.

1.  During discussion with the PSAPs in December 2014, it was identified that there have been display issues with the PowerMap wireless 911 calls.

    a.  During a wireless 911 call the calls are plotting at zoom extents that are too small in order to see where the call is located and any surrounding GIS layers. The issues with the zoom extents are for Phase I calls and the extents are not consistent among all of the public safety agencies.

    b.  There were no updates during the month of January 2015. It is an item that is being addressed by Hawaiian Telcom and Intrado technicians.

## POLICE BEATS CORRECTIONS

Background

The Police Beats was previously identified as a layer requiring corrective action in preparation for the ESZ/ESN project and ensuring spatial accuracy.

Subsequent to the Police Beat corrections that took place during the month of August 2013, upon loading the GIS data for Street Centerlines in the current Motorola Premier CAD, HPD PMT confirmed that there were no issues with regards to the CAD system recommendations. HPD PMT also reviewed the Police Beats corrections worksheet and confirmed that there were no issues with the document. As such, Akimeka proceeded to make corrections to the Police Beats layer utilizing HPD's written Policies and Procedures document for boundary descriptions.

Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of January 2015. Akimeka completed an additional one (1) Police Beat (372 and continued on 373, and 374) boundary correction.

Upload Process

It was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## POLICE BEATS CORRECTIONS - CONTINUED

As such, Akimeka assisted with creating a new upload process which mirrors a step similar to the updates with the MSAG Communities. The new process was run successfully in November 2013, and has been successful since that time. In addition, the new upload process for the Premier CAD, also resolved other discrepancies with recommendations which were previously identified. It was agreed that this new process will be implemented and used going forward. Subsequent to this process improvement, there have been no issues and the Police Beat corrections project continues to move forward.

## TRITECH CAD SYSTEM UPGRADE

During the month of January, 2014, no issues regarding the TriTech CAD system were reported. GIS data deliverables remained on schedule. Minor updated to Fire Response Areas, Medic Response Areas, and Ocean Response Areas were made during January 2014 and were provided as part of the normal data deliverable schedule.

Throughout January 2015, Akimeka and HFD worked together to identify what additional information they would like to see as descriptions into the Address Points layer.

1. On January 7, 2015, HFD requested that the individual descriptions for Surf Breaks, Dive Locations, Lifeguard Towers, and ERLs be added to the Address Points layer.

   a. Akimeka replied that they can work on this and can shoot for having it completed in the next GIS deliverable.

   b. The Address Points layer detailing this information was made available in the January 12, 2015 GIS deliverable.

## BUS STOPS PROJECT

Subsequent to receiving the request from EMS in August 2014 for a new Bus Stop layer, approval was provided shortly after in September 2014 by HPD. During September 2014 Akimeka had begun gathering information for a new Bus Stops layer to provide for the TriTech CAD system at EMS.

During October 2014, Akimeka created a new Bus Stop layer and began applying pseudo-addresses which correspond with the accurate 911 data in order to geocode correct locations. In November 2014, Akimeka finished the Bus Stops layer with information provided by Oahu Transit Services (OTS) and scheduled the delivery of the GIS data with the deliverable on November 14, 2014.

During December 2014 and January 2015, Akimeka included the Bus Stops layer into the Common Places for HPD and included the information in the Address Points for HFD, EMS, and Ocean Safety.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## ESN PROJECT

Since Akimeka had completed the preliminary ESN layer, during a meeting with HPD in December 2014 agreement was made to proceed with beginning the work efforts with Hawaiian Telcom.

1. The new ESN layer was created based on all of the operational response areas for each agency

2. Review and discussion was held during the meeting and Akimeka was given approval to proceed with preparing documentation to provide HPD with in order for Hawaiian Telcom to program the new ESN numbers and ELTs.

3. Akimeka prepared the final documentation during the month of January 2015 and provided the ELTs, Letter, and supporting attachments to HPD.

   a. Upon approval, HPD will send the letter and attachments to Hawaiian Telcom to proceed with the project.

## SPAWAR MEETING ON ADDRESSING FOR MCBH

There has been no further information or correspondence with regards to this project.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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### STREET UTILITY CHECK

This is an ongoing project to correct the errors identified.  A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered December 29, 2014 and January 29, 2015. Below are the results of the comparison.

| Street Utility Check | | | | |
|---|---|---|---|---|
| | **First Report 06/01/13** | **12/29/2014** | **1/29/2015** | **Improvements/Corrections** |
| Total Number of GIS Records | 26,602 | 27,435 | 27,432 | Removed three (3) records |
| **Errors Identified** | | | | |
| Zero Errors | 5,112 | 553 | 545 | Further reduced by 1.4% (8 errors) |
| Low > High Errors | 3 | 0 | 0 | No Change |
| Mixed Parity Errors | 1 | 0 | 0 | No Change |
| Changed Parity Errors | 105 | 0 | 0 | No Change |
| Address Gap Errors | 2,629 | 0 | 0 | No Change |
| Address Overlap Errors | 423 | 0 | 0 | No Change |
| Flipped Link Errors | 1,030 | 491 | 486 | Further reduced by 1% (5 errors) |
| Total Errors | **9,303** | **1,044** | **1,031** | Further reduced by 1.2% (13 errors) |

In addition to Akimeka's internal validation tools, Akimeka will continue to utilize the various CAD reports to further identify and correct the multitude of discrepancies in the GIS data.  This is an ongoing and routine process which Akimeka has been using to improve the accuracy of the GIS data for Public Safety.

Akimeka plans to continue its work effort to complete corrections of the discrepancies identified and/or identify any valid exceptions which Akimeka will tag with the proper information so the CAD system will accept the record(s) and not jeopardize the full functionality of the CAD system from the upload to RMS.  Akimeka plans to complete all Street Utility Check errors prior to the implementation of the Motorola PremierOne CAD "go live" date.

Due to the MSAG Community and Street Sweep – Phase VII project, Akimeka expects there to be fluctuation in the results of the Street Check Utility moving forward, especially with regards to Zero Errors, Flipped Link Errors, Address Gap Errors, and Address Overlap Errors. These errors are as a direct result of the spatial corrections made on the Street Centerline network, where many new ingress segments are added. The preference is that the system can generate these non-impacting and non-critical errors instead of overriding them beforehand. The errors that are identified through this process are subsequently corrected based on the results of the Street Check.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 4. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 1, 2015.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on January 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,525** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2015 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.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### AUDIT SUMMARY RESULTS – 2015

| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS | Notes | As of April 1, 2014 | | As of July 1, 2014 | | As of October 1, 2014 | | As of January 1, 2015 | |
|---|---|---|---|---|---|---|---|---|---|
| | | 9-1-1 MSAG Dated 04-01-14 | | 9-1-1 MSAG Dated 07-01-14 | | 9-1-1 MSAG Dated 10-01-14 | | 9-1-1 MSAG Dated 1-01-15 | |
| | | # of Records | % | # of Records | % | # of Records | % | # of Records | % |
| Total 9-1-1 MSAG Records Reviewed | | 7,509 | | 7,511 | | 7,524 | | 7,525 | |
| Less: 9-1-1 MSAG Exception Records | (1) | 6 | 0.1% | 118 | 1.6% | 11 | 0.1% | 27 | 0.4% |
| Net 9-1-1 MSAG Records Eligible for Comparison | | 6,560 | | 7,393 | | 7,513 | | 7,498 | |
| Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required) | | 6,430 | 98.0% | 7,364 | 99.6% | 7,474 | 99.5% | 7,474 | 99.7% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required | (2) | 57 | 0.9% | 34 | 0.5% | 19 | 0.3% | 6 | 0.1% |
| 9-1-1 MSAG Record With No Matching GIS Record | (3) | 73 | 1.1% | 7 | 0.1% | 20 | 0.3% | 16 | 0.2% |
| Total 9-1-1 MSAG Records No Match | | 130 | 2.0% | 41 | 0.6% | 39 | 0.5% | 22 | 0.3% |

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

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate remained consistent from October 2014 with a 99.5% Match Rate to a 99.7% Match Rate as of January 2015

### NOTES:

- 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.

- 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.).

- 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.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. OCTOBER 1, 2014 MSAG

**9-1-1 MSAG Dated 1-1-15**

.3%

99.7%

■ Match
■ No Match

**9-1-1 MSAG Dated 10-1-14**

.5%

99.5%
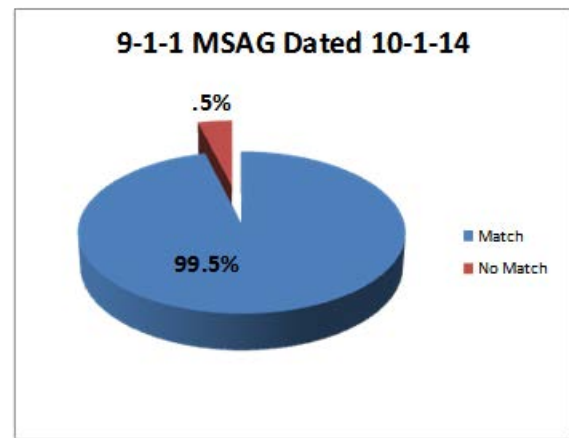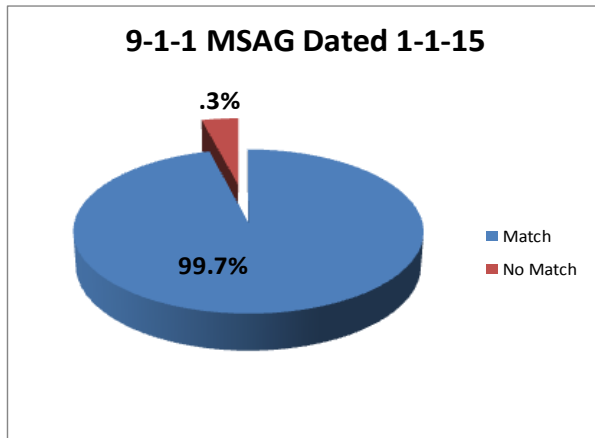
■ Match
■ No Match

**Oahu Civilian's level of accuracy or 9-1-1 Match percentage remained consistent with a**

**99.5% as of October 1, 2014 to 99.7% as of January 1, 2015.**

**The majority of the remaining MSAG and GIS discrepancies are in the**

**Honolulu MSAG Community.**

❖ As agreed between HPD PMT and Akimeka, Akimeka would initially 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 <u>new</u> MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.

❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.

❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.

❖ "MSAG - GIS Minor Corrections" were further reduced by **68%** (19 to 6) from October 2014 to January 2015 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. OCTOBER 1, 2014 MSAG
CONTINUED

- ❖ "MSAG Record With No GIS Record" were further reduced by **20%** (20 to 16) from October 2014 to January 2015 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 and County Honolulu. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2015 re-analysis.

- ❖ "GIS MSAG Records With No Matching E9-1-1 MSAG Record" increased from 3 to 12 records from October 2014 to January 2015. The increase in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2015 re-analysis.

- ❖ "GIS – MSAG Minor Corrections" were further reduced by **86%** (21 to 3) from October 2014 to January 2015 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.

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

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

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

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

At the request of the Kauai County and Hawaiʻi County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided all State of Hawaiʻi PSAPs and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the Oahu Civilian data provided are as follows:

| OAHU CIVILIAN | Invalid MSAG Records | |
|---|---|---|
| | 9-1-1 MSAG Dated 01-01-15 | |
| | # of Records (Baseline Starting Point) | % of Total MSAG Records (Valid and Invalid) |
| ESN 199 | 193 | 2.5% |

These invalid MSAG records represent **2.5%** of the Total MSAG records for the City & County of Honolulu as of the January 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 199 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

# Oahu Civilian E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of January 1, 2014, there are **1,176** ALI records with an assigned ESN of 199, representing **2.5%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

With Akimeka's continuing MSAG Community and Street Segment Sweep effort, the percentage of ESN 199 records may increase as low and high address ranges and new communities are verified.
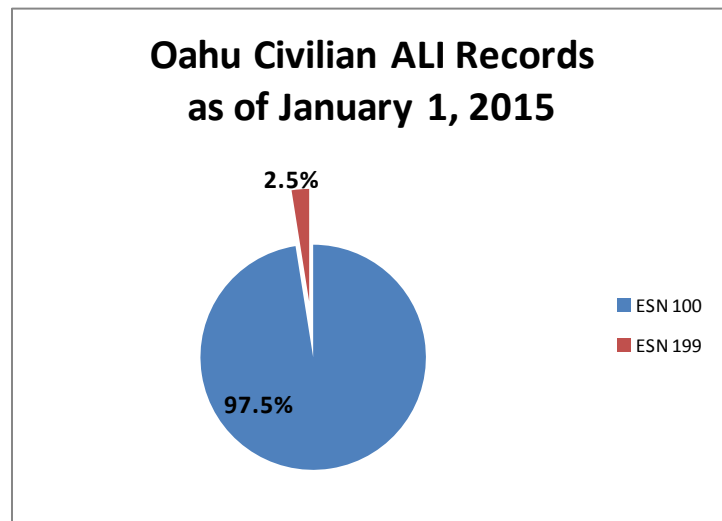


The number of Ali records with an ESN 199 records decreased by **22.3%** (1,513 to 1,176) from October 2014 to January 2015 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 199 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 199 MSAG records to a valid City & County of Honolulu ESN 100 to ensure that all ALI records assigned to the City & County of Honolulu (Oahu Civilian) have an "MSAG valid address".

# Maui County E9-1-1 Status Report

*January 1, 2015 – January 31, 2015*

# TABLE OF CONTENTS

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME MAUI PSAP – JANUARY 2015

**(Source:** **Intrado Viper)**

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

| 9-1-1 Call Volume | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MAUI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN | 11,904 | 2,411 | 20.25% | 7,697 | 64.66% | 61.96% | 38.04% | 277 | 2.33% | 13 | 0.11% | 0 | 0.00% | 1,506 | 12.65% | 0 | 0.00% |

### CALL VOLUME MAUI PSAP NOTES:

***Calls with no Ali 0.11% - Statewide average excluding Military = 0.2%**

#### 9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MAUI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN | 11,904 | 2,411 | 20.25% | 7,697 | 64.66% | 61.96% | 38.04% | 277 | 2.33% | 13 | 0.11% | 0 | 0.00% | 1,506 | 12.65% | 0 | 0.00% |
| FEB | | | | | | | | | | | | | | | | |
| MAR | | | | | | | | | | | | | | | | |
| APR | | | | | | | | | | | | | | | | |
| MAY | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | |
| YTD | 11,904 | 2,411 | | 7,697 | | | | 277 | | 13 | | 0 | | 1,506 | | 0 | |
| MON AVG | 11,904 | 2,411 | 20.25% | 7,697 | 64.66% | 61.96% | 38.04% | 277 | 2.33% | 13 | 0.11% | 0 | 0.00% | 1,506 | 12.65% | 0.00 | 0.00% |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### 9-1-1 CALL VOLUME MOLOKAI PSAP – JANUARY 2015

| | | 9-1-1 Call Volume | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MOLOKAI PSAP** | | **Wireline** | | **Wireless** | | | | **VOIP** | | **Calls With No ALI** | | **Admin Calls** | | **Abandoned Calls** | | **Other Calls** | |
| **2015** | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| **JAN** | 371 | 152 | 40.97% | 176 | 47.44% | 51.70% | 48.30% | 0 | 0.00% | 2 | 0.54% | 0 | 0.00% | 41 | 11.05% | 0 | 0.00% |

---

**CALL VOLUME MOLOKAI PSAP NOTES:**

*Calls with no Ali 0.54% - Statewide average excluding Military = 0.2%*

### 9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2015

| | | 9-1-1 Call Volume | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **MOLOKAI PSAP** | | **Wireline** | | **Wireless** | | | | **VOIP** | | **Calls with No ALI** | | **Admin Calls** | | **Abandoned Calls** | | **Other Calls** | |
| **2015** | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| **JAN** | 371 | 152 | 40.97% | 176 | 47.44% | 51.70% | 48.30% | 0 | 0.00% | 2 | 0.54% | 0 | 0.00% | 41 | 11.05% | 0 | 0.00% |
| **FEB** | | | | | | | | | | | | | | | | | |
| **MAR** | | | | | | | | | | | | | | | | | |
| **APR** | | | | | | | | | | | | | | | | | |
| **MAY** | | | | | | | | | | | | | | | | | |
| **JUNE** | | | | | | | | | | | | | | | | | |
| **JULY** | | | | | | | | | | | | | | | | | |
| **AUG** | | | | | | | | | | | | | | | | | |
| **SEPT** | | | | | | | | | | | | | | | | | |
| **OCT** | | | | | | | | | | | | | | | | | |
| **NOV** | | | | | | | | | | | | | | | | | |
| **DEC** | | | | | | | | | | | | | | | | | |
| **YTD** | 371 | 152 | | 176 | | | | 0 | | 2 | | 0 | | 41 | | 0 | |
| **MON AVG** | 371 | 152 | 40.97% | 176 | 47.44% | 51.70% | 48.30% | 0.00 | 0.00% | 2 | 0.54% | 0 | 0.00% | 41 | 11.05% | 0 | 0.00% |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JANUARY 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MAUI COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP Calls | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN | 12,275 | 2,563 | 20.88% | 7,873 | 64.14% | 61.73% | 38.27% | 277 | 2.26% | 15 | 0.12% | 0 | 0.00% | 1,547 | 12.60% | 0 | 0.00% |

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| MAUI COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN | 12,275 | 2,563 | 20.88% | 7,873 | 64.14% | 61.73% | 38.27% | 277 | 2.26% | 15 | 0.12% | 0 | 0.00% | 1,547 | 12,60% | 0 | 0.00% |
| FEB | | | | | | | | | | | | | | | | | |
| MAR | | | | | | | | | | | | | | | | | |
| APR | | | | | | | | | | | | | | | | | |
| MAY | | | | | | | | | | | | | | | | | |
| JUNE | | | | | | | | | | | | | | | | | |
| JULY | | | | | | | | | | | | | | | | | |
| AUG | | | | | | | | | | | | | | | | | |
| SEPT | | | | | | | | | | | | | | | | | |
| OCT | | | | | | | | | | | | | | | | | |
| NOV | | | | | | | | | | | | | | | | | |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 12,275 | 2,563 | | 7,873 | | | | 277 | | 15 | | 0 | | 1,547 | | 0 | |
| MON AVG | 12,275 | 2,563 | 20.88% | 7,873 | 64.14% | 61.73% | 38.27% | 277 | 2.26% | 15 | 0.12% | 0.00 | 0.00% | 1,547 | #DIV/0! | 0 | 0.00% |

## PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the Wireline and Wireless total counts respectively.**
- **All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.**
- **Outgoing 911 calls are included in the totals. These are ringback or callback 911calls made from the Viper System.**

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### WIRELESS PSAP TESTING – JANUARY 2015

| MAUI COUNTY - JANUARY 2015 | | | | | | |
|---|---|---|---|---|---|---|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 1/30/2015 | AT&T | 1 | 3 | Maui PSAP | Pass | Tower located on Lanai |
| | | | | | | |
| | | | | | | |

### NOTES:

- There was one (1) scheduled Wireless 911 Test in January 2015 for the Maui and Molokai PSAPs.
- A "No 911 Testing" period due to the Holidays was in effect between December 15th 2014, and January 4th 2015.

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

### CURRENT MONTH – JANUARY 2015

| MAUI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 25 | 6 | 1 | 4 | 14 | 0 | 102 |

### MSAG CURRENT MONTH NOTES:

A total of 119 MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Twenty-five (25) requests were processed relating to the MSAG database, and ninety-four (94) requests relating to the ALI database (see ALI Transaction chart on next page). There were 102 customer ANI/ALI (telephone/address) records updated as a direct result.

### MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

| MAUI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 25 | 6 | 1 | 4 | 14 | 0 | 102 |
| FEBRUARY | | | | | | | |
| MARCH | | | | | | | |
| APRIL | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUGUST | | | | | | | |
| SEPTEMBER | | | | | | | |
| OCTOBER | | | | | | | |
| NOVEMBER | | | | | | | |
| DECEMBER | | | | | | | |
| TOTAL YTD | 25 | 6 | 1 | 4 | 14 | 0 | 102 |
| AVG PER MONTH | 25 | 6 | 1 | 4 | 14 | 0 | 102 |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

| MAUI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| JAN | 92 | 91 | 1 | 0 | 343 | 0 | 0 |

| Definitions |
| --- |
| (A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation. |
| (B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline.  These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline. |
| (C) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center.  MSR tracking effective April 2014. |

ALI TRANSACTIONS CURRENT MONTH NOTES:

Ninety-one (**91**) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort.  There was one (**1**) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net, as the result of a 911 call from a residence in Paia.  Akimeka verified the address provided by the caller and verified the correct location.  The address has been updated in the GIS and in 9-1-1 Net and is now MSAG valid.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 343 Open TN CR Transactions as of January 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records.  Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer.  Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

**There are no Open ALI-DRs as of January 31, 2015**

**There are no Open VoIP DRs as of January 31, 2015**

## ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| MAUI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| **2015** | **TOTAL** | **TN CR** | **ALI-DR** | **VoIP DR** | **TN CR** | **ALI-DR** | **VoIP DR** |
| JAN | 92 | 91 | 1 | 0 | 343 | 0 | 0 |
| FEB | | | | | | | |
| MAR | | | | | | | |
| APR | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUG | | | | | | | |
| SEPT | | | | | | | |
| OCT | | | | | | | |
| NOV | | | | | | | |
| DEC | | | | | | | |
| TOTAL YTD | 92 | 91 | 1 | 0 | | | |
| AVG PER MONTH | 92 | 91 | 1 | 0 | | | |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status) | | | | |
|---|---|---|---|---|
| **PSAP** | **TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA** | **OPENED TNCRS PENDING FURTHER ACTION BY INTRADO** | **OPENED TNCRS REFERRED TO TELCO BY INTRADO** | **TOTAL UNOPENED TNCR RECORDS** |
| **MAUI** | 327 | 40 | 46 | 241 |
| **MOLOKAI** | 16 | 4 | 4 | 8 |
| **TOTAL** | 343 | 44 | 50 | 249 |

| STATUS |
|---|
| **TOTAL TNCRs SUBMITTED** - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. |
| **PENDING STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate. |
| **REFERRED STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research. |
| **TOTAL UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun. |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

**3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015**

**MAPPING LAYERS UPDATED (PART I)**

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| MAUI COUNTY | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/ Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| Address Points | 1/28/2015 | | Added two (2) addresses in Kaunakakai |
| | 1/28/2015 | | Added two (2) addresses in Paia |
| | 1/27/2015 | | Spatially corrected ninety-eight (98) street centerline segments |
| | 1/26/2015 | | Spatially corrected three (3) address points in Paia |
| | 1/23/2015 | | Added two (2) addresses in Hana |
| | 1/23/2015 | | Spatially corrected one (1) address in Hana |
| | 1/23/2015 | | Added location name to one (1) address in Hoolehua |
| | 1/23/2015 | | Spatially corrected two (2) addresses in Kahului |
| | 1/23/2015 | | Corrected one (1) address in Kahului |
| | 1/23/2015 | | Added one (1) address in Kahului |
| | 1/23/2015 | | Spatially corrected one (1) address in Makawao |
| | 1/23/2015 | | Spatially corrected one (1) address in Paia |
| | 1/23/2015 | | Added house number to one (1) address in Paia |
| | 1/23/2015 | | Spatially corrected one (1) address in Waihee |
| | 1/23/2015 | | Added one (1) address in Waihee |
| | 1/22/2015 | | Spatially corrected five (5) address points in Lahaina |
| | 1/22/2015 | | Spatially corrected two (2) address points in Hana |
| | 1/22/2015 | | Added House Number to one (1) address in Maunaloa |
| | 1/22/2015 | | Spatially corrected two (2) address points in Pukalani |
| | 1/22/2015 | | Added two (2) Location Names to two (2) addresses in Lahaina |
| | | 1/21/2015 | |
| | 1/21/2015 | | Added one (1) address in Lahaina |
| | 1/21/2015 | | Added one (1) address in Kula |
| | 1/21/2015 | | Added one (1) address in Wailea |
| | 1/21/2015 | | Added one (1) address in Hana |
| | 1/21/2015 | | Added one (1) address in Kaunakakai |
| | 1/20/2015 | | Corrected one (1) address in Wailuku |
| | 1/20/2015 | | Spatially corrected one (1) address in Wailea |
| | 1/16/2015 | | Added one (1) address in Wailea |
| | 1/16/2015 | | Spatially corrected one (1) address point in Wailea |
| | 1/16/2015 | | Spatially corrected six (6) address points in Pukalani |
| | 1/16/2015 | | Added one (1) address in Paia |
| | 1/16/2015 | | Spatially corrected five (5) address points in Kihei |
| | 1/16/2015 | | Added one (1) address in Kihei |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART II)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| MAUI COUNTY | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS**<br>**Delivered** | **Other/Remarks** |
| | CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | |
| **Address Points** | 1/16/2015 | | Changed one (1) address in Kihei |
| | 1/16/2015 | | Added two (2) addresses in Hana |
| | 1/16/2015 | | Added thirteen (13) address points in Haiku |
| | 1/16/2015 | | Spatially corrected one hundred six (106) address points in Haiku |
| | 1/16/2015 | | Corrected one (1) address in Haiku |
| | 1/16/2015 | | Added one (1) address in Kualapuu |
| | 1/15/2015 | | Spatially corrected one (1) address point in Waikapu |
| | 1/15/2015 | | Spatially corrected forty-two (42) address points in Waiehu |
| | 1/15/2015 | | Added four (4) addresses in Paia |
| | 1/15/2015 | | Corrected one (1) address in Paia |
| | 1/15/2015 | | Spatially corrected forty-six (46) address points in Paia |
| | 1/15/2015 | | Spatially corrected four (4) in Kula |
| | 1/15/2015 | | Spatially corrected twenty (20) address points in Haiku |
| | 1/14/2015 | | Added two (2) addresses in Kula |
| | 1/14/2015 | | Spatially corrected one hundred two (102) address points in Kula |
| | 1/14/2015 | | Spatially corrected one (1) address point in Kahului |
| | 1/14/2015 | | Spatially corrected two (2) address points in Haiku |
| | 1/14/2015 | | Added nine (9) addresses in Kaunakakai |
| | 1/14/2015 | | Spatially corrected twenty (20) address points in Kaunakakai |
| | 1/13/2015 | | Added two (2) addresses in Wailea |
| | 1/13/2015 | | Spatially corrected fifty-three (53) address points in Wailea |
| | 1/13/2015 | | Spatially corrected thirteen (13) address points in Kula |
| | 1/13/2015 | | Added two (2) addresses in Kula |
| | 1/13/2015 | | Added one (1) address in Hana |
| | 1/13/2015 | | Spatially corrected eight (8) address points in Hana |
| | 1/13/2015 | | Added eleven (11) addresses in Haiku |
| | 1/13/2015 | | Spatially corrected sixteen (16) address points in Haiku |
| | 1/13/2015 | | Spatially corrected five (5) address points in Kaunakakai |
| | 1/12/2015 | | Added five (5) addresses in Pukalani |
| | 1/12/2015 | | Spatially corrected twenty-four (24) address points in Pukalani |
| | 1/12/2015 | | Added one (1) address in Lanai |
| | 1/12/2015 | | Added one (1) address in Lahaina |
| | 1/12/2015 | | Spatially corrected sixteen (16) address points in Kula |
| | 1/12/2015 | | Spatially corrected one (1) address point in Kahului |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART III)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | MAUI COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS**<br>**Delivered** | **Other/Remarks** |
| | CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | |
| **Address Points** | 1/12/2015 | | Spatially corrected four (4) address points in Hana |
| | 1/12/2015 | | Added one (1) address in Kahului |
| | 1/12/2015 | | Added four (4) addresses in Hana |
| | 1/12/2015 | | Added four (4) addresses in Haiku |
| | 1/12/2015 | | Spatially corrected twenty-six (26) address points in Haiku |
| | 1/12/2015 | | Spatially corrected nine (9) address points in Kualapuu |
| | 1/9/2015 | | Added four (4) addresses in Pukalani |
| | 1/9/2015 | | Spatially corrected thirty-one (31) address points in Pukalani |
| | 1/9/2015 | | Spatially corrected thirty-nine (39) address points in Paia |
| | 1/9/2015 | | Spatially corrected thirty-two (32) address points in Makawao |
| | 1/9/2015 | | Spatially corrected sixty-four (64) address points in Kula |
| | 1/9/2015 | | Spatially corrected forty (40) address points in Kahului |
| | 1/9/2015 | | Added one (1) address in Kahului |
| | 1/8/2015 | | Spatially corrected eleven (11) address points in Wailea |
| | 1/8/2015 | | Added two (2) addresses in Lahaina |
| | 1/8/2015 | | Spatially corrected twenty-three (23) address points in Lahaina |
| | 1/8/2015 | | Spatially corrected thirty-three (33) address points in Kula |
| | 1/8/2015 | | Spatially corrected seventeen (17) address points in Kihei |
| | 1/8/2015 | | Added one (1) address in Haiku |
| | 1/8/2015 | | Spatially corrected sixty (60) address points in Haiku |
| | 1/8/2015 | | Corrected two (2) addresses in Haiku |
| | 1/8/2015 | | Spatially corrected five (5) address points in Pukoo |
| | 1/8/2015 | | Spatially corrected sixty (60) address points in Kaunakakai |
| | 1/8/2015 | | Added one (1) address in Kaunakakai |
| | | **1/7/2015** | |
| | 1/7/2015 | | Added one (1) address in Makawao |
| | 1/7/2015 | | Added four (4) addresses in Haiku |
| | 1/7/2015 | | Spatially corrected seventeen (17) address points in Haiku |
| **Airports** | | | |
| | | | |
| | | | |
| **Bridges** | | | |
| | | | |
| | | | |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART IV)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | MAUI COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/<br>Edits Performed** | **Date GIS<br>Delivered** | **Other/Remarks** |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | | |
| **Building Footprints** | | | |
| **Bus Stops** | | | |
| **Churches** | | | |
| **Coastal Names** | 1/23/2015 | | Spatially corrected fifteen (15) coastal name points. Corrected three (3) names. |
| **Coastline** | | | |
| **Common Places** | | | |
| **Correctional Facilities** | | | |
| **Emergency Callboxes** | | | |
| **Emergency Operation Centers** | | | |
| **Emergency Shelters** | | | |
| **ESZ/ESN** | 1/5/2015 | | Modified boundary of ESN 301, 302, 311, 312, 313, 314, 315, 317, 318, 322, 327, and 328 to match spatially corrected street centerlines |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART V)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **MAUI COUNTY** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** (Listed Alphabetically) | | | |
| Fire Beats | | | |
| Fire Districts | | | |
| Fire Response Areas | 1/2/2015 | **1/7/2015** | Modified boundary of Fire RA 500, 501, 502, 1000, 1001, 1002, 1003, and 1300 to match spatially corrected street centerlines |
| Fire Stations | | | |
| Food & Beverage | | | |
| Gas Stations | | | |
| Gate Codes | | | |
| Government Buildings | | | |
| Harbors | | | |
| Helipads | | | |
| Hiking Trails | | | |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART VI)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| | Date Created/ Edits Performed | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** | | | |
| **(Listed Alphabetically)** | | | |
| **Hospitals** | | | |
| **Hydrants** | | | |
| **Hyrdology Layers: Dams Ponds Streams Waterfalls** | | | |
| **Incident Response Areas** | | | |
| **Lodging** | | | |
| **Major Roads** | | | |
| **Medic Beats** | 1/2/2015 | **1/7/2015** | Modified boundary for Medic 2, 3, 11 and 14 to match spatially corrected street centerlines |
| **Medic Districts** | | | |
| **Medic Response Areas** | | | |
| **Medic Stations** | | | |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART VII)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **MAUI COUNTY** | | | |
| **Type of Layer** | **Date Created/ Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)** | | | |
| **Medical Facilities** | | | |
| **Milepost Markers** | | | |
| **MSAG Communities** | | **1/7/2015** | |
| | 1/2/2015 | | Modified boundary of Haiku, Kahului, Kapalua, Kihei, Maalaea, Makawao, Napili, Paia, Pukalani, Spreckelsville, Waiehu, Waihee, Waikapu, and Wailuku to match spatially corrected street centerlines |
| | 1/2/2015 | | Modified boundary of Hoolehua, Kaluakoi, Kaunakakai, Maunaloa and Kualapuu to match spatially corrected street centerlines |
| **Net Junctions** | | | |
| **Ocean Rescue Boundaries** | | | |
| **Ocean Safety** | | | |
| **Parcels** | | | |
| **Parks** | | | |
| **Parks Polygon** | | | |
| **Points of Interest** | 1/23/2015 | | Spatially corrected thirty-five (35) POI. Corrected two (2) addresses. Corrected four (4) names. Added one (1) address. |
| | 1/22/2015 | | Added twelve (12) POI, spatially corrected twenty-one (21) POI, added one (1) address and corrected four (4) addresses |
| | | **1/21/2015** | |
| | 1/20/2015 | | Added new Subdivision, The Ridge |
| | 1/13/2015 | | Added Lanai VOR |
| | | **1/7/2015** | |
| | 1/6/2015 | | Added ESN for POI not geographically within the ESN layer |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART VIII)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | MAUI COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS**<br>**Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| **Police Beats** | 1/28/2015 | | Modified boundary between RA 15 & 19 to follow spatially corrected street centerlines |
| | | 1/7/2015 | |
| | 1/5/2015 | | Modified boundary of Beat 1-11, 1-12, 1-20, 1-21, 1-22, 1-30, 1-31, 1-32, 2-10, and 2-20 with spatially corrected street centerlines |
| **Police Districts** | | | |
| | | | |
| | | | |
| **Police Response Areas** | 1/28/2015 | | Modified boundary between Beat 1-20 & 1-21 to follow spatially corrected street centerlines |
| | 1/2/2015 | | Modified boundary of RA 8, 9, 10, 11, 14, 15, 18, 22, 23, 36, 37, 38, and 42 to match spatially corrected street centerlines |
| | 1/2/2015 | | Modified boundary of RA 83, 84, and 85 to match spatially corrected street centerlines |
| **Police Stations** | | | |
| | | | |
| | | | |
| **Post Offices** | 1/23/2015 | | Spatially corrected three (3) post offices |
| | 1/22/2015 | | Spatially corrected twelve (12) post offices and corrected one (1) address |
| | | | |
| **Schools** | | | |
| | | | |
| | | | |
| **Street Centerlines** | 1/30/2015 | | Spatially corrected thirty-one (31) street centerline segments in Kahului |
| | 1/29/2015 | | Spatially corrected one hundred nine (109) street centerline segments in Kahului |
| | 1/28/2015 | | Spatially corrected seventy (70) street centerline segments in Kahului |
| | 1/26/2015 | | Spatially corrected twelve (12) street centerline segments in Spreckelsville |
| | 1/26/2015 | | Spatially corrected forty-two (42) street centerline segments in Paia |
| | 1/26/2015 | | Spatially corrected three (3) street centerline segments in Makawao |
| | 1/26/2015 | | Partial spatial correction of one (1) street centerline segment in Makawao |
| | 1/26/2015 | | Spatially corrected seven (7) street centerline segments in Haiku |
| | 1/23/2015 | | Assigned a range to three (3) street centerline segments of Holomua Rd, Paia |
| | | 1/21/2015 | |
| | 1/16/2015 | | Spatially corrected two (2) street centerline segments in Haiku |
| | 1/15/2015 | | Spatially corrected five (5) street centerline segments and partial spatial correction of three (3) segments in Waikapu |
| | 1/15/2015 | | Spatially corrected three (3) street centerline segments in Paia |
| | 1/15/2015 | | Spatially corrected one (1) street centerline segment in Waiehu |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART IX)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | MAUI COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/ Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| | CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | |
| **Street Centerlines** | 1/14/2015 | | Spatially corrected three (3) street centerline segments and partial spatial correction of three (3) segments in Kula |
| | 1/14/2015 | | Spatially corrected one (1) street centerline segment in Kaunakakai |
| | 1/13/2015 | | Corrected Street Owner, Class, Code and Speed limit of twenty (20) street centerline segments in Lanai |
| | 1/13/2015 | | Spatially corrected one (1) street centerline in Kihei |
| | 1/13/2015 | | Added FAA ACCESS RD with one (1) street centerline segment in Lanai |
| | 1/12/2015 | | Spatially corrected two (2) street centerline segments in Pukalani |
| | 1/12/2015 | | Modified two (2) street centerline range segments in Haiku to fit newly added addresses |
| | 1/9/2015 | | Spatially corrected three (3) street centerline segments in Pukalani |
| | 1/9/2015 | | Corrected Street Owner, Class, Code and Speed limit of three (3) street centerline segments in Lanai |
| | 1/8/2015 | | Spatially corrected five (5) street centerline segments in Haiku |
| | 1/8/2015 | | Spatially corrected five (5) street centerline segments in Kaunakakai |
| | | **1/7/2015** | |
| | 1/7/2015 | | Modified three (3) street centerline segments in Haiku to fit newly assigned MSAG Address |
| | 1/2/2015 | | Split street centerline in Kula at Fire Beat |
| | 1/2/2015 | | Split street centerline in Kihei at Fire Beat |
| **Subdivisions** | | **1/20/2015** | |
| | 1/20/2015 | | Added The Ridge, Wailea |
| | | | |
| **Tow Jurisdictions** | | | |
| | | | |
| | | | |
| **Tsunami Evacuation Zones** | | | |
| | | | |
| | | | |
| **Tsunami Heights** | | | |
| | | | |
| | | | |
| **Waste Water Plants** | | | |
| | | | |
| | | | |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART X)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| MAUI COUNTY | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server** **Date Created/ Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** **(Listed Alphabetically)** | | | |
| **WSP Cell Sectors** | | **1/20/2015** | |
| | 1/20/2015 | | Per VZW CRS |
| | | **1/7/2015** | |
| **WSP Cell Towers** | | **1/20/2015** | |
| | 1/20/2015 | | Per VZW CRS |
| | | **1/7/2015** | |

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

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

- **GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.**

| Date | Key Activities/Updates |
|------|------------------------|
| 1/21/2015 | Updated PowerMap with Address Points, Points of Interest, Subdivisions, Street Centerlines, WSP Cell Sectors and WSP Cell Towers |
| 1/21/2015 | Delivered the following for Intergraph CAD: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Towers and Common name look up table. |
| 1/20/2015 | Prepared the following data for a PowerMap update: Address Points, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors and WSP Cell Towers |
| 1/20/2015 | Prepared the following data for an Intergraph CAD deliverable: Address Points, Points of Interest, Subdivisions, Street Centerlines, Subdivisions and WSP Cell Towers |
| 1/7/2015 | Uploaded the following data for a PowerMap update. This included Address Points, Fire Beats, Medic Beats, MSAG Communities, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. |
| 1/7/2015 | Prepared data for MapFlex deliverable |
| 1/6/2015 | Prepared data for PowerMap update. This included Address Points, Fire Beats, Medic Beats, MSAG Communities, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers |
| 1/6/2015 | Prepared data for MapFlex deliverable |

## NEXT GENERATION 911 (NG9-1-1) GIS REQUIREMENTS

The transition of E9-1-1 to NG9-1-1 has caused a shift in the focus of the 9-1-1 GIS work. This new focus has centralized the GIS data model with more of an emphasis toward a higher degree of precision, while continuing its foundation on current, accurate, and standardized GIS data, only now to a higher level of exactness.

The NG9-1-1 GIS requirements have repositioned the focal point from generalizations and interpolation on Street Centerlines and civic addressing, to new and more focused requirements of point specific locations utilizing lat/longs, combined with civic addresses to determine a 9-1-1 caller's location from any communications device and from any location.

Akimeka has adapted the NG9-1-1 requirements into their correction processes and has continued working to improve accuracy, completeness, and quality of the GIS data. The redesigned correction process will also promote a higher level of detail, which helps facilitate data consistency and is an important element for interoperability and information sharing across the PSAPs.

During the month of December 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

<table>
<tr><th colspan="4">NG9-1-1 GIS Data Corrections</th></tr>
<tr><th>GIS Layer Name</th><th>Type of Correction</th><th>Number of Records Corrected/Modified/Added/Removed</th><th>Comments/Details</th></tr>
<tr><td rowspan="5">***Address Points***</td><td>Addition</td><td>92</td><td>Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications</td></tr>
<tr><td>Spatially Corrected</td><td>1080</td><td>Corrected location of address point, recalculated x/y</td></tr>
<tr><td>Correction</td><td>6</td><td>Correction of address</td></tr>
<tr><td>Change</td><td>3</td><td>DSA reassigns an address</td></tr>
<tr><td>Location Name</td><td>3</td><td>Added Location Name</td></tr>
<tr><td rowspan="5">***Response Boundaries***</td><td>Spatially Corrected</td><td>28</td><td>Boundary corrections to match spatially corrected street centerlines. Layers include ESN, Police Beats, Fire Beats and Medic Beats.</td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td></td><td></td><td></td></tr>
<tr><td rowspan="5">***Street Centerlines***</td><td>Addition</td><td>1</td><td>Added a street centerline segment</td></tr>
<tr><td>Range Segments</td><td>8</td><td>Modification of a range</td></tr>
<tr><td>Spatially Corrected</td><td>305</td><td>Corrected using Pictometry</td></tr>
<tr><td>Partial Spatial Correction</td><td>4</td><td>Corrected using Pictometry</td></tr>
<tr><td></td><td></td><td></td></tr>
</table>

## NOTE:

- Response Boundaries include any updates to ESNs, Police Beats, Fire Beats, etc. that pertain to Dispatch and Response.

## EMERGENCY CALLBOXES:

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Maui so they would fall within valid GIS and MSAG ranges.

    a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest were uploaded into PowerMap on October 15th 2014.

There were no reported Emergency Callbox discrepancies in December 2014.

## INTERGRAPH CAD UPGRADE

From April through June 2014, the Maui Police Department has worked to upgrade their Intergraph CAD system to the more recent 2014 version. Through this upgrade process, new improvements have been identified and the overall functionality of the system from the Map Build process to the Production workstation has made significant enhancements in order to streamline the deliverables and continue providing accurate data to the PSAP.

1. On January 7, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:

    a. Address Points, Fire Beats, Fire Response Areas, Medic Beats, Points Of Interest, Police Beats, Police Response Areas, Street Centerlines, and WSP Cell Towers, and Common name look up table.

    b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv

2. Akimeka successfully delivered an updated Intergraph CAD map on January 21, 2015 which included:

    a. Address Points, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Towers, and Common name look up table.

    b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.

During February 2015, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## BUS STOPS PROJECT

During the month of December 2014, Akimeka created a Bus Stops layer in an effort to provide an additional resource of information for the Maui Police Department dispatchers. The Bus Stops information was acquired from the Department of Transportation and covers the Maui Public Transit System that provides service to Central, South, West, Haiku, Kula, and Upcountry communities.

1. On December 9, 2014, Akimeka created the Bus Stops layer for the Maui Police Department.
    a. Bus Stop locations were continually added throughout December 2014. The new Bus Stops layer includes eleven (11) bus routes that encompass one hundred ninety-three (193) bus stops throughout the island of Maui.

2. The Bus Stops layer will be uploaded onto PowerMap in February 2015.

## MAPFLEX DEPLOYMENT

As Maui County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of January 2015.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Maui County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Maui County Police Department.
    a. The NDA serves as the agreement among the County and vendors.
        i. Maui County Police Department, Akimeka, Intrado, and Hawaiian Telcom
    b. The initial NDA had been coordinated between Maui County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
    c. Once the final signatures were received by the Maui County Police Department, Akimeka proceeded with providing the GIS data to Intrado for the data assessment.
2. On January 7, 2015, Akimeka provided the GIS data needed to perform the data assessment by Intrado prior to moving forward with the MapFlex system.
    a. On January 9, 2015, Akimeka received the evaluations from Intrado regarding the data assessment that was performed.
        i. The results of the assessment were that there were no mandatory corrections required of the GIS data provided by Akimeka.
        ii. Recommended corrections that were provided were valid exceptions that were not discrepancies in the GIS data.
        iii. As a result of the good quality of the GIS data, Intrado decided to move forward with their implementation schedule.
3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
    a. There were no further requests for GIS data for Akimeka from Intrado.
    b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
        i. The status is considered pending.

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – MAUI PSAP JANUARY 2015

| | | | MAUI PSAP | | | |
|---|---|---|---|---|---|---|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| | | | NONE | | | |
| | | | | | | |

NOTE:

**There are no Open Service Requests for the Maui PSAP for January 2015.**

### MAUI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| MAUI PSAP | | | | SERVICE REQUEST CATEGORIES | | | |
|---|---|---|---|---|---|---|---|
| **2015** | **TOTAL** | | **Open** | **911 Map** | | **MSAG** | |
| | **Created** | **Closed** | | **Created** | **Closed** | **Created** | **Closed** |
| 2014 Carryover* | | | 0 | | | | |
| January | 2 | 2 | 0 | 1 | 1 | 1 | 1 |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| TOTAL | 2 | 2 | 0 | 1 | 1 | 1 | 1 |

NOTE:

- *The 2014 Carry Over row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

| Definitions: | Category | Description |
|---|---|---|
| | 911 Map | Mapping computer not functioning or displaying properly. |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

# Maui County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

OPEN SERVICE REQUESTS – MOLOKAI PSAP JANUARY 2015

| | | | MOLOKAI PSAP | | | |
|---|---|---|---|---|---|---|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| | | | NONE | | | |
| | | | | | | |

NOTE:

**There are no Open Service Requests for the Molokai PSAP for January 2015.**

MOLOKAI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| MOLOKAI PSAP | | | | SERVICE REQUEST CATEGORIES | | | |
|---|---|---|---|---|---|---|---|
| **2015** | **TOTAL** | | **Open** | **911 Map** | | **MSAG** | |
| | **Created** | **Closed** | | **Created** | **Closed** | **Created** | **Closed** |
| 2014 Carryover* | | | 0 | | | | |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| **TOTAL** | **0** | **0** | | **0** | **0** | **0** | **0** |

NOTE:

- *The 2014 Carry Over row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

| **Definitions:** | Category | Description |
|---|---|---|
| | **911 Map** | **Mapping computer not functioning or displaying properly.** |
| | **MSAG** | **Discrepancies with 9-1-1 MSAG addresses** |

## 5. E9-1-1 DATABASE SYNCHRONIZATION

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

# Next Scheduled Database Synchronization Report – March 2015
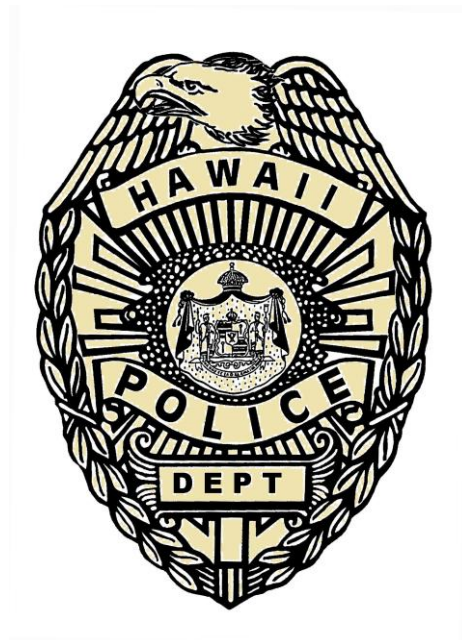
AUDIT SUMMARY RESULTS – 2015 -- TBA

MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2014 – MARCH 1, 2015 --TBA

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS -- TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

# Hawaii County E9-1-1 Status Report

*January 1, 2015 – January 31, 2015*

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

# TABLE CONTENTS

Hawaii County                                                                                                    January 2015

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### 1. PSAP OPERATIONS

**9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JANUARY 2015**

**(Source: Intrado Viper)**

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

<table>
<tr><th colspan="17">9-1-1 Call Volume</th></tr>
<tr>
<th rowspan="2">HAWAII COUNTY PSAPs</th>
<th colspan="2">Wireline</th>
<th colspan="4">Wireless</th>
<th colspan="2">VOIP</th>
<th colspan="2">Calls With No ALI</th>
<th colspan="2">Admin Calls</th>
<th colspan="2">Abandoned Calls</th>
<th colspan="2">Other Calls</th>
</tr>
<tr>
<th>No. of Wireline Calls</th><th>% of Total Calls</th>
<th>No. of Wireless Calls</th><th>% of Total Calls</th><th>% of Wireless WPH1 Calls</th><th>% of Wireless WPH2 Calls</th>
<th>No. of VoIP Calls</th><th>% of Total Calls</th>
<th>No. of Calls with No ALI</th><th>% of Total Calls</th>
<th>No. of Admin Calls</th><th>% of Total Calls</th>
<th>No. of 9-1-1 Abandoned</th><th>% of Total Calls</th>
<th>No. of Other Calls</th><th>% of Total Calls</th>
</tr>
<tr>
<td>2015 / Total 9-1-1 Calls Processed</td>
<td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td>
</tr>
<tr>
<td>JAN   19,236</td>
<td>4,158</td><td>21.62%</td>
<td>12,597</td><td>65.49%</td><td>47.56%</td><td>52.44%</td>
<td>807</td><td>4.20%</td>
<td>4</td><td>0.02%</td>
<td>0</td><td>0.00%</td>
<td>1,670</td><td>8.68%</td>
<td>0</td><td>0.00%</td>
</tr>
</table>

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

***The number of Wireless Phase 2 calls (54.44%) has exceeded the number of Wireless Phase 1 calls (47.56%) in January 2015.**

***Call with no Ali 0.02% - Statewide average excluding Military = 0.2%**

**9-1-1 CALL VOLUME – CALENDAR YEAR 2015**

<table>
<tr><th colspan="17">9-1-1 Call Volume</th></tr>
<tr>
<th rowspan="2">HAWAII COUNTY PSAPs</th>
<th colspan="2">Wireline</th>
<th colspan="4">Wireless</th>
<th colspan="2">VOIP</th>
<th colspan="2">Calls with No ALI</th>
<th colspan="2">Admin Calls</th>
<th colspan="2">Abandoned Calls</th>
<th colspan="2">Other Calls</th>
</tr>
<tr>
<th>No. of Wireline Calls</th><th>% of Total Calls</th>
<th>No. of Wireless Calls</th><th>% of Total Calls</th><th>% of Wireless WPH1 Calls</th><th>% of Wireless WPH2 Calls</th>
<th>No. of VoIP Calls</th><th>% of Total Calls</th>
<th>No. of Calls with No ALI</th><th>% of Total Calls</th>
<th>No. of Admin Calls</th><th>% of Total Calls</th>
<th>No. of 9-1-1 Abandoned</th><th>% of Total Calls</th>
<th>No. of Other Calls</th><th>% of Total Calls</th>
</tr>
<tr>
<td>2015 / Total 9-1-1 Calls Processed</td>
<td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td>
</tr>
<tr>
<td>JAN   19,236</td>
<td>4,158</td><td>21.62%</td><td>12,597</td><td>65.49%</td><td>47.56%</td><td>52.44%</td><td>807</td><td>4.20%</td><td>4</td><td>0.02%</td><td>0</td><td>0.00%</td><td>1,670</td><td>8.68%</td><td>0</td><td>0.00%</td>
</tr>
<tr><td>FEB</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>MAR</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>APR</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>MAY</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>JUNE</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>JULY</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>AUG</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>SEPT</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>OCT</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>NOV</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td>DEC</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr>
<tr>
<td>YTD</td><td>4,158</td><td></td><td>12,597</td><td></td><td></td><td></td><td>807</td><td></td><td>4</td><td></td><td>0</td><td></td><td>1,670</td><td></td><td>0</td><td></td>
</tr>
<tr>
<td>MON AVG   19,236</td><td>4,158</td><td>21.62%</td><td>12,597</td><td>65.49%</td><td>47.56%</td><td>52.44%</td><td>807</td><td>4.20%</td><td>4</td><td>0.02%</td><td>0</td><td>0.00%</td><td>1,670</td><td>8.68%</td><td>0</td><td>0.00%</td>
</tr>
</table>

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – JANUARY 2015

| 2015 | 9-1-1 Call Volume by Agency | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Hawaii Police Department | | | | | Hawaii Fire Department | | | | |
| | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls |
| January | 15,080 | 78.39% | 0 | 1,633 | 0 | 2,486 | 12.92% | 0 | 37 | 0 |

## 9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

| 2015 | 9-1-1 Call Volume by Agency | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|
| | Hawaii Police Department | | | | | Hawaii Fire Department | | | | |
| | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls |
| January | 15,080 | 78.39% | 0 | 1,633 | 0 | 2,486 | 12.92% | 0 | 37 | 0 |
| February | | | | | | | | | | |
| March | | | | | | | | | | |
| April | | | | | | | | | | |
| May | | | | | | | | | | |
| June | | | | | | | | | | |
| July | | | | | | | | | | |
| August | | | | | | | | | | |
| September | | | | | | | | | | |
| October | | | | | | | | | | |
| November | | | | | | | | | | |
| December | | | | | | | | | | |
| YTD | 15,080 | | 0 | 1,633 | 0 | 2,486 | | 0 | 37 | 0 |
| MON AVG | 15,080 | 78.39% | 0 | 1,633 | 0 | 2,486 | 12.92% | 0 | 37 | 0 |

## PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the total of Wireline and Wireless counts respectively.**

- **All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.**

## WIRELESS PSAP TESTING – JANUARY 2015

| HAWAII COUNTY - JANUARY 2015 | | | | | | |
|---|---|---|---|---|---|---|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| None | | | | | | |
| | | | | | | |
| | | | | | | |

NOTES:

- There were no scheduled Wireless 911 Tests for the month of January 2015.
- A "No 911 Testing" period due to the Holidays was in effect between December 15th 2014, and January 4th 2015.

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

**MSAG TRANSACTIONS CURRENT MONTH – JANUARY 2015**

| HAWAII COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 86 | 32 | 0 | 37 | 17 | 0 | 149 |

**MSAG CURRENT MONTH NOTES:**

A total of 168 MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Eighty-six **(86)** requests were processed relating to the MSAG database, and eighty-two **(82)** requests relating to the ALI database (see ALI Transaction chart on next page). There were 149 customer ANI/ALI (telephone/address) records updated as a direct result.

**MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015**

| HAWAII COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 86 | 32 | 0 | 37 | 17 | 0 | 149 |
| FEBRUARY | | | | | | | |
| MARCH | | | | | | | |
| APRIL | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUGUST | | | | | | | |
| SEPTEMBER | | | | | | | |
| OCTOBER | | | | | | | |
| NOVEMBER | | | | | | | |
| DECEMBER | | | | | | | |
| TOTAL YTD | 86 | 32 | 0 | 37 | 17 | 0 | 149 |
| AVG PER MONTH | 86 | 32 | 0 | 37 | 17 | 0 | 149 |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

| HAWAII COUNTY | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| JAN | 82 | 71 | 5 | 6 | 408 | 2 | 2 |

**Definitions**

(A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.

(B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.

(C) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

Seventy-one (**71**) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were five (**5**) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from both residences and businesses. There were six (**6**) VoIP Discrepancy Requests submitted to Time Warner Cable for correction. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 408 Open TN CR Transactions as of January 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

**There are two (2) ALI-DRs in Referred Status as of January 31, 2015**

The ALI DRs were the result of 9-1-1 calls from businesses in Hilo and a residence in Keahou.  Hawaii County Fire submitted a request to Akimeka to update the customer information and provided an MSAG valid address.  Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

**There are two (2) Open VoIP DRs as of January 31, 2015**

The VoIP DRs were the result of 911 calls made from residences displaying the incorrect name and/or address of the caller.  The discrepancies were submitted to Time Warner Cable (TWCBL) for correction.  Time Warner will notify Akimeka when the callers information has been updated.

## ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| HAWAII COUNTY | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR | ALI-DR | VoIP DR | TN CR | ALI-DR | VoIP DR |
| JAN | 82 | 71 | 5 | 6 | 408 | 2 | 2 |
| FEB | | | | | | | |
| MAR | | | | | | | |
| APR | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUG | | | | | | | |
| SEPT | | | | | | | |
| OCT | | | | | | | |
| NOV | | | | | | | |
| DEC | | | | | | | |
| TOTAL YTD | 82 | 71 | 5 | 6 | | | |
| AVG PER MONTH | 82 | 71 | 5 | 6 | | | |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- JANUARY 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status) | | | | |
|---|---|---|---|---|
| **PSAP** | **TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA** | **OPENED TNCRS PENDING FURTHER ACTION BY INTRADO** | **OPENED TNCRS REFERRED TO TELCO BY INTRADO** | **TOTAL UNOPENED TNCR RECORDS** |
| **HAWAII** | **408** | **106** | **64** | **238** |

| STATUS |
|---|
| **TOTAL TNCRs SUBMITTED** - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. |
| **PENDING STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate. |
| **REFERRED STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate.  The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research. |
| **TOTAL UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun. |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015

### MAPPING LAYERS UPDATED (PART I)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| HAWAII COUNTY | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| | **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | |
| **Address Points** | 1/21/2015 | | Added one (1) address (161311 37th Ave) in Kurtistown. |
| | 1/21/2015 | | Added one (1) address (113155 Ala Naulani Rd) in Volcano. |
| | 1/21/2015 | | Added one (1) address (161954 Ao Rd) in Mountain View. |
| | 1/21/2015 | | Spatially corrected five (5) address points in Mountain View. |
| | | **1/20/2015** | |
| | 1/20/2015 | | Spatially corrected one (1) address point (946435 Palaoa Rd) in Naalehu. |
| | 1/20/2015 | | Added one (1) address (946306 Makani Nalu Rd) in Naalehu. |
| | 1/20/2015 | | Spatially corrected two (2) address points (151958 12th Ave and 152037 14th Ave) in Keaau. |
| | 1/20/2015 | | Added two (2) addresses (160667 9 Half Mile Camp Rd and 151930 12th Ave) in Keaau. |
| | 1/15/2015 | | Corrected address to four (4) addresses (490 and 500 Alawaena St and 1543 and 1570 Kaualehua Pl) in Hilo. |
| | 1/15/2015 | | Added five (5) addresses in Captain Cook. |
| | 1/15/2015 | | Added two (2) addresses (290262 Chin Chuck Rd and 292264 Old Mamalahoa Hwy) in Hakalau. |
| | 1/15/2015 | | Added one (1) address point (550730 Kahei Rd) in Hawi. |
| | 1/15/2015 | | Added three (3) address points (2162 Kilauea Ave, 153 Makalika St and 2065 Waianuenue Ave) in Hilo. |
| | 1/15/2015 | | Added one (1) address point (495795 Waipio Valley Rd) in Honokaa. |
| | 1/15/2015 | | Added one (1) address point (281835 Old Mamalahoa Hwy) in Honomu. |
| | 1/15/2015 | | Added three (3) address points (734152 Kaala Pl, 755792 Lalo Kawena Pl and 755770 Poni Pl) in Kailua Kona. |
| | 1/15/2015 | | Added two (2) address points (645247 Kauakea Rd and 645277 Puanuanu Pl) in Kamuela. |
| | 1/15/2015 | | Added one (1) address point (543892 Akoni Pule Hwy) in Kapaau. |
| | 1/15/2015 | | Added seven (7) address points in Keaau. |
| | 1/15/2015 | | Added five (5) address points in Kurtistown. |
| | 1/15/2015 | | Added eleven (11) address points in Mountain View. |
| | 1/15/2015 | | Added one (1) address point (946532 Kuamoo Rd) in Naalehu. |
| | 1/15/2015 | | Added seven (7) address points in Ocean View. |
| | 1/15/2015 | | Added three address points (393264 Milo Pl, 361142 and 361156 Stevens Rd) in Ookala. |
| | 1/15/2015 | | Added two (2) address points (445346 and 445358 Waikaalulu Rd) in Paauilo. |
| | 1/15/2015 | | Added twelve (12) address points in Pahoa. |
| | 1/15/2015 | | Added one (1) address point (283296 Beach Rd) in Pepeekeo. |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART II)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **HAWAII COUNTY** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)** | | | |
| **Address Points** | 1/15/2015 | | Added six (6) address points in Volcano. |
| | 1/15/2015 | | Completed monthly update on address points. |
| | 1/14/2015 | | Corrected routing id to six (6) address points in Kailua Kona. |
| | 1/14/2015 | | Corrected routing id to twenty (20) address points in Hilo. |
| | 1/13/2015 | | Corrected routing id to seven (7) address points in Hilo. |
| | 1/13/2015 | | Added two (2) addresses (100 FAA Access Rd and 138 Service St) in Hilo. |
| | 1/13/2015 | | Corrected routing id to fifty-three (53) address points in Hawi. |
| | 1/12/2015 | | Added one (1) address (825996 Lower Napoopoo Rd) in Captain Cook. |
| | 1/12/2015 | | Added one (1) address (281098 Pepeekeo Transmitter Rd) in Pepeekeo. |
| | 1/9/2015 | | Added one (1) address (281641 Old Mamalahoa Hwy) in Honomu. |
| | 1/9/2015 | | Added one (1) address (162097 Gardenia Dr) in Kurtistown. |
| | 1/9/2015 | | Added one (1) address (929077 Catamaran Ln) in Ocean View. |
| | 1/7/2015 | | Added one (1) address (282996 Beach Rd) in Pepeekeo. |
| | | **1/6/2015** | |
| | 1/5/2015 | | Added one (1) address (730112 Aulepe St) in Kailua Kona. |
| | 1/5/2015 | | Added one (1) address (113903 9th St) in Volcano. |
| | 1/5/2015 | | Spatially corrected twenty-seven (27) address points in Volcano. |
| | 1/2/2015 | | Added one address (770316 Hoomaluhia Dr) in Kailua Kona. |
| **Airports** | | | |
| **Bridges** | | | |
| **Building Footprints** | | | |
| **Bus Stops** | | | |
| **Churches** | | | |
| **Coastal Names** | | | |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART III)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **HAWAII COUNTY** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** (Listed Alphabetically) | | | |
| Coastline | | | |
| Common Places | | | |
| Correctional Facilities | | | |
| Emergency Callboxes | | | |
| Emergency Operation Centers | | | |
| Emergency Shelters | | | |
| ESZ/ESN | 1/13/2015 | | Corrected boundary to two (2) ESNs (216 and 217). |
| Fire Beats | | | |
| Fire Districts | | | |
| Fire Response Areas | 1/13/2015 | | Corrected boundary to two (2) Fire Response Areas (8 and 41). |
| Fire Stations | | | |
| Food & Beverage | | | |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART IV)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| | HAWAII COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| **Gas Stations** | | | |
| **Gate Codes** | | | |
| **Government Buildings** | | | |
| **Harbors** | | | |
| **Helipads** | | | |
| **Hiking Trails** | | | |
| **Hospitals** | | | |
| **Hydrants** | | | |
| **Hyrdology Layers:**<br>**Dams**<br>**Ponds**<br>**Streams**<br>**Waterfalls** | | | |
| **Incident Response Areas** | | | |
| **Lodging** | | | |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART V)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| | HAWAII COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS**<br>**Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| **Major Roads** | | | |
| **Medic Beats** | | | |
| **Medic Districts** | | | |
| **Medic Response Areas** | | | |
| **Medic Stations** | | | |
| **Medical Facilities** | | | |
| **Milepost Markers** | | | |
| **MSAG Communities** | | | |
| **Net Junctions** | | | |
| **Ocean Rescue Boundaries** | | | |
| **Ocean Safety** | | | |
| **Parcels** | | | |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART VI)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server<br>Date Created/<br>Edits Performed | Date GIS<br>Delivered | Other/Remarks |
|---|---|---|---|
| **HAWAII COUNTY** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| Parks | | | |
| Parks Polygon | | | |
| Points of Interest | 1/22/2015 | | Spatially corrected five (5) points of interest in Hilo. |
| | 1/22/2015 | | Spatially corrected five (5) points of interest in Kailua Kona. |
| | 1/22/2015 | | Spatially corrected five (5) points of interest in Kamuela. |
| | 1/22/2015 | | Spatially corrected six (6) points of interest in Mountain View. |
| | 1/22/2015 | | Spatially corrected five (5) points of interest in Pahoa. |
| | | **1/20/2015** | |
| | | **1/6/2015** | |
| Police Beats | | | |
| Police Districts | | | |
| Police Response Areas | | | |
| Police Stations | | | |
| Post Offices | | | |
| Schools | | | |
| Street Centerlines | | **1/20/2015** | |
| | 1/15/2015 | | Corrected range to one (1) segment of Kukula St in Keaau. |
| | 1/15/2015 | | Corrected range to one (1) segment of Old Mamalahoa Hwy in Honomu. |
| | 1/15/2015 | | Completed monthly update on street centerlines. |
| | 1/14/2015 | | Added one (1) street segment of Old Mamalahoa Hwy in Honomu. |
| | 1/14/2015 | | Added nine (9) streets and split one (1) street in Hilo. |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART VII)

*9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and NG9-1-1 systems.*

| | HAWAII COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | | |
| **Street Centerlines** | 1/14/2015 | | Added three (3) streets (Alani Loop, Lemi Pl and Ke Ala Koa) and split two streets (Ala Kohanaiki and Queen Kaahumanu Hwy) in Kailua Kona. |
| | 1/13/2015 | | Added one (1) street segment of Hawi Rd and split one (1) segment of Hawi Rd in Hawi. |
| | 1/13/2015 | | Added three (3) segments of FAA Access Rd in Hilo. |
| | 1/12/2015 | | Split one (1) segment of Kekuanaoa St in Hilo. |
| | 1/12/2015 | | Spatially corrected two (2) segments of Pepeekeo Water Tank Rd in Pepeekeo. |
| | 1/12/2015 | | Added two (2) segments of Pepeekeo Transmitter Rd in Pepeekeo. |
| | 1/7/2015 | | Corrected range to one (1) segment of Beach Rd in Pepeekeo. |
| | 1/7/2015 | | Spatially corrected two (2) streets (Beach Rd and Sugar Mill Rd) in Pepeekeo. |
| | | **1/6/2015** | |
| | 1/5/2015 | | Corrected range to one (1) street segment of Aulepe St in Kailua Kona. |
| **Subdivisions** | | | |
| | | | |
| | | | |
| **Tow Jurisdictions** | | | |
| | | | |
| | | | |
| **Tsunami Evacuation Zones** | | | |
| | | | |
| | | | |
| **Tsunami Heights** | | | |
| | | | |
| | | | |
| **Waste Water Plants** | | | |
| | | | |
| | | | |
| **WSP Cell Sectors** | | **1/20/2015** | |
| | 1/13/2015 | | Per VZW CRS |
| | | **1/6/2015** | |
| **WSP Cell Towers** | | **1/20/2015** | |
| | 1/13/2015 | | Per VZW CRS |
| | | **1/6/2015** | |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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NOTE:

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

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

## GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

| | |
|---|---|
| 1/6/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014. |
| 1/20/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014. |

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawaiʻi 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 that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawaiʻi County Planning Department on **January 15, 2015**. Results are as follows:

| HAWAII COUNTY | Address Points Layer | Street Centerlines Layer |
|---|---|---|
| New Addresses Added | 74 | |
| Addresses Removed | 0 | |
| Address Street Name Changes | 3 | |
| Address Street Number Changes | 4 | |
| New Street Segments Added | | 13 |
| Street Segments Removed | | 0 |
| Street Segment Range Changes | | 2 |
| Street Segment Name Changes | | 0 |

NOTE:

**Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required in order to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.**

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### NEXT GENERATION 911 (NG9-1-1) GIS REQUIREMENTS

The transition of E9-1-1 to NG9-1-1 has caused a shift in the focus of the 9-1-1 GIS work. This new focus has centralized the GIS data model with more of an emphasis toward a higher degree of precision, while continuing its foundation on current, accurate, and standardized GIS data, only now to a higher level of exactness.

The NG9-1-1 GIS requirements have repositioned the focal point from generalizations and interpolation on Street Centerlines and civic addressing, to new and more focused requirements of point specific locations utilizing lat/longs, combined with civic addresses to determine a 9-1-1 caller's location from any communications device and from any location.

Akimeka has adapted the NG9-1-1 requirements into their correction processes and has continued working to improve accuracy, completeness, and quality of the GIS data. The redesigned correction process will also promote a higher level of detail, which helps facilitate data consistency and is an important element for interoperability and information sharing across the PSAPs.

During the month of January 2015, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

| GIS Layer Name | Type of Correction | Number of Records Corrected/Modified/Added/Removed | Comments/Details |
|---|---|---|---|
| **NG9-1-1 GIS Data Corrections** | | | |
| **Address Points** | New Address Points | 91 Added | Throughout County in 19 Communities |
| | Routing ID | 86 Corrected | To ensure proper routing to address |
| | Address | 4 Corrected | Addresses corrected in Hilo |
| | Spatial Correction | 35 Corrected | Corrected location of Address Point, recalculated x/y; majority were located in Volcano |
| **Response Boundaries** | ESN Boundary | 2 Corrected | ESNs 216 and217 |
| | Fire Response Area Boundary | 2 Corrected | Fire Response Areas 8 and 41 |
| **Street Centerlines** | New Streets | 19 Added | Majority were in Hilo |
| | Range/Parity | 4 Corrected | Streets were in Honomu, Kailua Kona, Keaau, and Pepeekeo |
| | Spatial Correction | 4 Corrected | To increase spatial accuracy; streets were in Pepeekeo |
| | Split | 5 Corrected | To eliminate segments from crossing boundaries and existing streets intersected by new streets |

NOTE:

*Response Boundaries include any updates to ESNs, Police Beats, Fire Beats, etc. that pertain to dispatch and response.*

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## LAVA FLOW AND ALTERNATE ROUTES

During the month of September 2014, Akimeka created two (2) new layers detailing the lava flow nearing Pahoa, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

1.  In light of the potential consequences to public safety from the current lava flow heading toward Pahoa, Akimeka created two new layers to support the PSAP, "Puna Lava Flow 2014" and "Alternate Routes Lower Puna" to be utilized by the PSAPs.

    a.  Akimeka created the layer "Puna Lava Flow 2014", which details the current progress of the lava flow as well as the flow forecast.

    b.  Akimeka also created the layer "Alternate Routes Lower Puna", which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.

    c.  The two new layers were uploaded into PowerMap on September 23rd 2014 and are available to the dispatchers.

    d.  During January 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on January 6th and January 20th 2015.

    e.  Akimeka will continue to monitor the activity of the lava flow and will update the Puna Lava Flow 2014 layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.

    f.  Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoa and the Pacific Ocean, Akimeka will upload the Puna Lava Flow 2014 and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.

## EMERGENCY CALLBOXES

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1.  During September 2014, Akimeka re-addressed all Emergency Callboxes on Hawaii so they would fall within valid GIS and MSAG ranges.

    a.  During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

    b.  On October 14th 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.

    c.  There were no reported Emergency Callbox discrepancies in January 2015.

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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## FIRE DEPARTMENT'S POWERMAP

There were no issues reported in January 2015.

## MAPFLEX DEPLOYMENT

As Hawaii County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of January 2014.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Hawaii County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Hawaii County Police Department.

   a. The NDA would serve as the agreement among the County and vendors.
      i. Hawaii County Police Department, Akimeka, Intrado, and Hawaiian Telcom
   b. The initial NDA had been coordinated between Hawaii County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
   c. Shortly after the NDA was signed and fully executed by all parties, the GIS data was delivered via Intrado's ftp site on December 19, 2014 for validation.

2. On December 22, 2014, the results of the GIS validation from Intrado were received.

   a. The data assessment was in alignment with the expectations from Akimeka and looked very good.
      i. There were no mandatory corrections required and some recommended corrections.
         1. Of the recommended corrections, there were none that required correction. All of the identified potential records in need of cleanup were valid exceptions. Meaning, they were not actual discrepancies.
      ii. Akimeka followed up with Intrado to confirm receipt of the data assessment, and it was communicated to Akimeka that there were no further data assessments required and Intrado will move forward with their MapFlex deployment timeline.

3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
   a. There were no further requests for GIS data for Akimeka from Intrado.
   b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
      i. The status is considered pending.

4. On January 30, 2015, Akimeka participated in an assessment of the MapFlex system.  Upon arrival Akimeka met with PSAPs representatives from the Hawaii PSAP and the Maui PSAP. Discussion was held with regards to the specification for the delivery of the GIS data to Hawaiian Telcom and Intrado, and the delivery of the GIS layers which had resulted in confusion regarding the delivery of the GIS data.

## MAPFLEX DEPLOYMENT - CONTINUED

    a.  The issue that had been identified was that Intrado had requested GIS data from Akimeka, in order to perform the data assessment.

        i.  Included in the request was an attached MapFlex specifications document from Intrado's GIS Manager that detailed the required layers.

           1.  All required layers were provided to Intrado for the data assessment.

        ii.  The additional GIS layers currently within Hawaii County's PowerMap were not provided as it had not been requested for the data validation process, and it was understood from Akimeka that these would be requested once the MapFlex system had been configured with the mandatory data and all function of the required layers were operating properly.

           1.  In addition, the remaining GIS layers that had not been provided on the first delivery are almost all strictly for visual purposes and do not impact the true functionality of the MapFlex system.

           2.  It was understood that at a minimum, Intrado's secure ftp site would be established and an upload of the remaining GIS layers would run through the process before "going live".

           3.  Intrado technicians that were on site did a side by side comparison and identified that many GIS layers were missing and it appeared all were merged into a Common Places layer.

               a.  Unknown to the Intrado technicians, the Common Places layer also known as Points of Interest, have been in the PowerMap since 2009 and is the configured layer for searching location names.

               b.  The individual layers identified as "missing" are the layers used for visual purposes in order to provide a separate symbol within the map; however these individual layers are not configured for searching. That functionality exists with the Common Places layer, meaning nothing in MapFlex that was provided by Akimeka through the GIS layers differs from the functionality of what is currently in PowerMap. The "discrepancies" that were identified are visual icons, which with some configuration could have easily been established. Intrado did not have this understanding, since the system was not being specifically designed for the PSAP operations.

    b.  Akimeka and the Hawaii PSAPs agreed that an itemized inventory of the existing GIS layers would be provided to the Hawaii PSAPs and Akimeka would have the layers available to Intrado once their secure ftp site has been established and the process formalized.

    c.  It was determined during observation that the Pictometry Oblique Photo Imagery was not operational and it was agreed upon that Pictometry would need to be consulted and this would not be a part of this assessment/observation.

        i.  It was recommended that a Pictometry technician/representation be brought on-site to properly configure and activate the tools and features for Pictometry's Active-X functionality.

During the assessment the following items were either visually confirmed or analyzed;

*Key 9-1-1 Functional Operational and Visual Mapping Items:*

    1.  It was observed that Wireless Phase I 9-1-1 calls were not displaying the coverage area associated with the sector.

        a.  A discussion took place between Akimeka and Intrado representatives regarding the location in the delivered ALI stream and the location of the information utilized to identify the Tower ID and the Sector ID fields.

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPFLEX DEPLOYMENT - CONTINUED

2. It was observed that the Latitude and Longitude were only displaying out to the fifth character with a "*" character in the sixth position.
   a. It was recommended by Akimeka that the Latitude and Longitude be carried out to the sixth degree to match the delivered Latitude and Longitude from the CSPs in the ALI spill.

3. It was reported to the Akimeka representatives the additional Alias names were not displaying for Street Centerlines and other Common Place Names.

4. It was observed the Medical Services Agency was missing from the ESN display box. The ESN display box annotated the proper ESN, the MSAG Community, and the English Language Translations (ELTs) for Police and Fire; however, the Medic unit was missing and there was not a column in the table for the medic ELT.

5. It was identified that the Street Centerline labeling was overlapping the Street segment, which makes the geometry of the street disappear behind the label.

6. It was observed that the ortho-mosaic imagery on the MapFlex system appeared to be slightly off.
   a. A potential resolution to the issue that was provided by Akimeka was to perform the proper geographic transformations of the ortho-mosaic imagery to the correct spatial reference of WGS 1984.
   b. The spatial reference of WGS 1984 was utilized in the GIS data as a forward-thinking drive to satisfy NG9-1-1 requirements and to establish a foundation for interoperability among all of the PSAPs in the State of Hawaii.

7. It was observed that all address points on the Points of Interest layer were utilizing the same icon as a residence.
   a. The potential remedy for this item is to properly utilize the symbology within the MapFlex system. Properly utilizing the symbology features will make the mapping system more productive and efficient for the dispatchers.

8. It was observed that the "Labels" on the Street Centerlines may be required to be resized to accommodate zoom extents before truncation takes place and to reduce clutter.

9. Recommended was provided that; as all new visual layers are added to the mapping system, the PSAPs have an opportunity to identify the zoom extent that is best applicable to their operation.

# Hawaii County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JANUARY 2015

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
| 1 | 08/19/14 | 716 | Updated Address | MSAG | Normal | Submitted to Intrado for Correction. RN |
| 2 | 08/19/14 | 717 | Updated Address | MSAG | Normal | Submitted to Intrado for Correction. RN |
|   |          |     |             |      |        |          |

Note* There are two (2) opened service requests pending for January 2015.

.

#### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| | HAWAII | | | SERVICE REQUEST CATEGORIES | | | |
|---|---|---|---|---|---|---|---|
| **2015** | **TOTAL** | | **Open** | **911 Map** | | **MSAG** | |
| | **Created** | **Closed** | | **Created** | **Closed** | **Created** | **Closed** |
| 2014 Carryover* | | | 6 | | | | |
| January | 6 | 10 | 2 | 0 | 0 | 6 | 10 |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| **TOTAL** | **6** | **10** | **2** | **0** | **0** | **6** | **10** |

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that were opened in 2014; however, were brought forward into 2015 in an effort to track the service request until completion.
- Detailed information on service tickets is available upon request.

| | Category | Description |
|---|---|---|
| **Definitions:** | 911 Map | Mapping computer not functioning or displaying properly |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

| 5. E9-1-1 DATABASE SYNCHRONIZATION |
|---|

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

# Next Database Synchronization Report – February 2015

| AUDIT SUMMARY RESULTS – TBA |
|---|

| AUDIT SUMMARY RESULTS COMPARISION - TBA |
|---|

| AUDIT SUMMARY RESULTS - TBA |
|---|

| INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS - TBA |
|---|

| AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT – TBA |
|---|

# Kauai County E9-1-1 Status Report

*January 1, 2015 – January 31, 2015*

# TABLE OF CONTENTS

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JANUARY 2015

**(Source:** **Intrado Viper)**

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **KAUAI PSAP** | | **Wireline** | | **Wireless** | | | | **VOIP** | | **Calls With No ALI** | | **Admin Calls** | | **Abandoned Calls** | | **Other Calls** | |
| **2015** | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other | % of Total Calls |
| **JAN** | 5,155 | 790 | 15.32% | 3,349 | 64.97% | 48.40% | 51.60% | 176 | 3.41% | 21 | 0.41% | 0 | 0.00% | 819 | 15.89% | 0 | 0.00% |

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| **KAUAI PSAP** | | **Wireline** | | **Wireless** | | | | **VOIP** | | **Calls with No ALI** | | **Admin Calls** | | **Abandoned Calls** | | **Other Calls** | |
| **2015** | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other | % of Total Calls |
| **JAN** | 5,155 | 790 | 15.32% | 3,349 | 64.97% | 48.40% | 51.60% | 176 | 3.41% | 21 | 0.41% | 0 | 0.00% | 819 | 15.89% | 0 | 0.00% |
| **FEB** | | | | | | | | | | | | | | | | | |
| **MAR** | | | | | | | | | | | | | | | | | |
| **APR** | | | | | | | | | | | | | | | | | |
| **MAY** | | | | | | | | | | | | | | | | | |
| **JUNE** | | | | | | | | | | | | | | | | | |
| **JULY** | | | | | | | | | | | | | | | | | |
| **AUG** | | | | | | | | | | | | | | | | | |
| **SEPT** | | | | | | | | | | | | | | | | | |
| **OCT** | | | | | | | | | | | | | | | | | |
| **NOV** | | | | | | | | | | | | | | | | | |
| **DEC** | | | | | | | | | | | | | | | | | |
| **YTD** | 5,155 | 790 | | 3,349 | | | | 176 | | 21 | | 0 | | 819 | | 0 | |
| **MON AVG** | 5,155 | 790 | 15.32% | 3,349 | 64.97% | 48.40% | 51.60% | 176 | 3.41% | 21 | 0.41% | 0 | 0.00% | 819 | 15.89% | 0 | 0.00% |

### PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.  Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the total Wireline and Wireless counts respectively.**
- **All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.**
- *\*Calls with no Ali 0.41%  - Statewide average excluding Military = 0.2%*

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

WIRELESS PSAP TESTING – JANUARY 2015

| KAUAI COUNTY - JANUARY 2015 | | | | | | |
|---|---|---|---|---|---|---|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| None | | | | | | |
| | | | | | | |
| | | | | | | |

NOTES:

- There was no scheduled Wireless 911 test for the month of January, 2105.
- A "No 911 Testing" period due to the Holidays was in effect between December 15th 2014, and January 4th 2015.

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JANUARY 2015

| KAUAI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 9 | 7 | 0 | 1 | 1 | 0 | 116 |

MSAG CURRENT MONTH NOTES:

A total of Seventy-eight (78) MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Nine (9) requests were processed relating to the MSAG database, and sixty-nine (69) requests relating to the ALI database (see ALI Transaction chart on next page). There were 116 customer ANI/ALI (telephone/address) records updated as a direct result.

| KAUAI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|---|---|---|---|---|---|---|---|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN | 9 | 7 | 0 | 1 | 1 | 0 | 116 |
| FEB | | | | | | | |
| MAR | | | | | | | |
| APR | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUG | | | | | | | |
| SEPT | | | | | | | |
| OCT | | | | | | | |
| NOV | | | | | | | |
| DEC | | | | | | | |
| TOTAL YTD | 9 | 7 | 0 | 1 | 1 | 0 | 116 |
| AVG PER MONTH | 9 | 7 | 0 | 1 | 1 | 0 | 116 |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

| KAUAI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| **2015** | **TOTAL** | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| JAN | 69 | 69 | 0 | 0 | 201 | 0 | 0 |

| Definitions |
| --- |
| (A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation. |
| (B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline. |
| (C) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014. |

ALI TRANSACTIONS CURRENT MONTH NOTES:

69 Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 201 Open TN CR Transactions as of January 31, 2015.**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

There are no ALI DRs in Referred status as of January 31, 2015.

There are no VoIP Drs in Referred status as of January 31, 2015.

There are no Suspended Records as of January 31, 2015.

## ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| KAUAI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- |
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR | ALI-DR | VoIP DR | TN CR | ALI-DR | VoIP DR |
| JAN | 69 | 69 | 0 | 0 | 201 | 0 | 0 |
| FEB | | | | | | | |
| MAR | | | | | | | |
| APR | | | | | | | |
| MAY | | | | | | | |
| JUNE | | | | | | | |
| JULY | | | | | | | |
| AUG | | | | | | | |
| SEPT | | | | | | | |
| OCT | | | | | | | |
| NOV | | | | | | | |
| DEC | | | | | | | |
| TOTAL YTD | 69 | 69 | 0 | 0 | | | |
| AVG PER MONTH | 69 | 69 | 0 | 0 | | | |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

---

**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2015**

---

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status) | | | | |
|---|---|---|---|---|
| **PSAP** | **TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA** | **OPENED TNCRS PENDING FURTHER ACTION BY INTRADO** | **OPENED TNCRS REFERRED TO TELCO BY INTRADO** | **TOTAL UNOPENED TNCR RECORDS** |
| **KAUAI** | **201** | **28** | **53** | **120** |

| STATUS |
|---|
| **TOTAL TNCRs SUBMITTED** - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. |
| **PENDING STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate. |
| **REFERRED STATUS** - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research. |
| **TOTAL UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun. |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

| 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015 |
|---|

| MAPPING LAYERS UPDATED (PART I) |
|---|

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| KAUAI COUNTY | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server** **Date Created/ Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** **(Listed Alphabetically)** | | | |
| **Address Points** | 1/23/2015 | | Spatially corrected one (1) address point (505161 Kuhio Hwy) in Hanalei. |
| | 1/23/2015 | | Spatially corrected one (1) address point (340 Ahe St) in Eleele. |
| | | **1/22/2015** | |
| | 1/22/2015 | | Added one (1) address (4300 Papalina Rd 2) in Kalaheo. |
| | 1/21/2015 | | Added twenty-six (26) address points in Princeville. |
| | 1/21/2015 | | Corrected routing id to seventy-three (73) address points in Princeville. |
| | 1/21/2015 | | Spatially corrected two (2) address points (3830 Edward Rd and 3880 Wyllie Rd) in Princeville. |
| | 1/20/2015 | | Spatially corrected thirteen (13) address points in Kapaa. |
| | 1/20/2015 | | Spatially corrected six (6) address points in Kilauea. |
| | 1/20/2015 | | Spatially corrected one (1) address point (6751 Koolau Rd R) in Moloaa. |
| | 1/13/2015 | | Added one (1) address point (2513 Puu Rd) in Kalaheo. |
| | | **1/8/2015** | |
| **Airports** | | | |
| | | | |
| | | | |
| **Bridges** | | | |
| | | | |
| **Building Footprints** | | | |
| | | | |
| | | | |
| **Bus Stops** | | | |
| | | | |
| | | | |
| **Churches** | | | |
| | | | |
| | | | |
| **Coastal Names** | | | |
| | | | |
| | | | |
| **Coastline** | | | |
| | | | |
| | | | |
| **Common Places** | | | |
| | | | |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### MAPPING LAYERS UPDATED (PART II)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| KAUAI COUNTY | | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | | |
| **Correctional Facilities** | | | |
| **Emergency Callboxes** | | | |
| **Emergency Operation Centers** | | | |
| **Emergency Shelters** | | | |
| **ESZ/ESN** | | | |
| **Fire Beats** | | | |
| **Fire Districts** | | | |
| **Fire Response Areas** | | | |
| **Fire Stations** | | | |
| **Food & Beverage** | | | |
| **Gas Stations** | | | |
| **Gate Codes** | | | |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART III)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server  Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **KAUAI COUNTY** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**  **(Listed Alphabetically)** | | | |
| Government Buildings | | | |
| Harbors | | | |
| Helipads | | | |
| Hiking Trails | | | |
| Hospitals | | | |
| Hydrants | | | |
| Hyrdology Layers:  Dams  Ponds  Streams  Waterfalls | | | |
| Incident Response Areas | | | |
| Lodging | | | |
| Major Roads | | | |
| Medic Beats | 1/2/2015 | 1/8/2015 | Corrected boundary to two (2) medic beats (21 and 24). |

## MAPPING LAYERS UPDATED (PART IV)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | KAUAI COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS**<br>**Delivered** | **Other/Remarks** |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE**<br>**(Listed Alphabetically)** | | | |
| Medic Districts | | | |
| Medic Response Areas | | | |
| Medic Stations | | | |
| Medical Facilities | | | |
| Milepost Markers | | | |
| MSAG Communities | | | |
| Net Junctions | | | |
| Ocean Rescue Boundaries | | | |
| Ocean Safety | | | |
| Parcels | | | |
| Parks | | | |
| Parks Polygon | | | |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPPING LAYERS UPDATED (PART V)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| | KAUAI COUNTY | | |
|---|---|---|---|
| **Type of Layer** | **Akimeka GIS Server**<br>**Date Created/**<br>**Edits Performed** | **Date GIS Delivered** | **Other/Remarks** |
| | CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) | | |
| **Points of Interest** | 1/23/2015 | | Spatially corrected one (1) point of interest (Anahola Post Office) in Anahola. |
| | 1/23/2015 | | Spatially corrected two (2) points of interest (Eleele Low Income and Eleele State Housing) in Eleele. |
| | 1/23/2015 | | Spatially corrected two (2) points of interest (Hanalei Colony Resort and Hale Hoomaha B and B) in Haena. |
| | 1/23/2015 | | Spatially corrected twenty (20) points of interest in Hanalei. |
| | | **1/22/2015** | |
| | | **1/8/2015** | |
| **Police Beats** | | | |
| | | | |
| | | | |
| **Police Districts** | | **1/8/2015** | |
| | 1/2/2015 | | Corrected boundary to two (2) Police Districts (Lihue and Hanalei). |
| | | | |
| **Police Response Areas** | | | |
| | | | |
| | | | |
| **Police Stations** | | | |
| | | | |
| | | | |
| **Post Offices** | | | |
| | | | |
| | | | |
| **Schools** | | | |
| | | | |
| | | | |
| **Street Centerlines** | 1/23/2015 | | Added four (4) street segments and split one (1) street segment of Queen Emmas Dr in Princeville. |
| | | **1/22/2015** | |
| | 1/22/2015 | | Added two (2) segments and split one (1) segment of Papalina Rd in Kalaheo. |
| | 1/21/2015 | | Added sixteen (16) street segments and spit two (2) street segments in Princeville. |
| | 1/21/2015 | | Spatially corrected one (1) street segment of Wyllie Rd in Princeville. |
| | | **1/8/2015** | |
| | 1/2/2015 | | Corrected Medic Beat to sixteen (16) street segments in Koloa. |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

MAPPING LAYERS UPDATED (PART VI)

*The 9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 and NG9-1-1 systems.*

| Type of Layer | Akimeka GIS Server Date Created/ Edits Performed | Date GIS Delivered | Other/Remarks |
|---|---|---|---|
| **KAUAI COUNTY** | | | |
| **CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE** (Listed Alphabetically) | | | |
| Subdivisions | | | |
| | | | |
| | | | |
| Tow Jurisdictions | | | |
| | | | |
| | | | |
| Tsunami Evacuation Zones | | | |
| | | | |
| | | | |
| Tsunami Heights | | | |
| | | | |
| | | | |
| Waste Water Plants | | | |
| | | | |
| | | | |
| WSP Cell Sectors | | 1/22/2015 | |
| | 1/16/2015 | | Per VZW CRS |
| | | 1/8/2015 | |
| WSP Cell Towers | | 1/22/2015 | |
| | 1/16/2015 | | Per VZW CRS |
| | | 1/8/2015 | |

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

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

### GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

#### GIS KEY ACTIVITIES/UPDATES

GIS Key activities include the events such as GIS deliverables, meetings, agreements, etc.

| | |
|---|---|
| 1/22/2015 | Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm. |
| 1/22/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest. |
| 1/8/2015 | Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Medic Beats and Police Districts to GeoComm. |
| 1/8/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest. |

#### CREATION OF POLICE BEAT 453

During the month of June 2014, per special request of the Kauai Police Department, Akimeka began creating Police Beat 453.

1. Throughout July 2014, Akimeka completed the draft boundary for Police Beat 453 based on the boundary descriptions provided by the Kauai Police Department.

    a. During this process, the boundaries for Police Beats 450, 456 and 556 were modified to accommodate for the new Police Beat 453.

    b. Two (2) maps were created by Akimeka in July detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.

    c. In August 2014, the maps previously provided to the Kauai Police Department were reviewed. It was decided that based on the complexity of the CAD configurations for a new beat implementation, the Kauai Police Department will assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there are minor boundary updates that will take place in September. Akimeka will continue to monitor the progress of the boundary updates made by the Kauai Police Department and will update the GIS accordingly.

    d. In December 2014, two (2) more maps were created by Akimeka detailing the boundary updates of the new Police Beat and were provided to the Kauai Police Department for their review. Akimeka is also currently researching the number of telephone numbers that will be affected by the required changes due to the addition of four (4) new ESNs so that coordination with the telephone service providers can begin.

    e. Subsequent to both approval from the Kauai Police Department and completed coordination with the telephone service providers, the Police Beats layer as well the affected ESN and IRA layers will be uploaded into PowerMap and will be available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system.

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## EMERGENCY CALLBOXES:

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all 45 Emergency Callboxes on Kauai so they would fall within valid GIS and MSAG ranges.

    a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

    b. On October 15th 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.

    c. Akimeka continues to update the Emergency Callbox addresses in January 2015 as the GIS data is updated.

## BRIDGES:

During the month of September 2014, per special request of the Kauai Fire Department, Akimeka began updating the Bridges layer with weight limits to be used in their MDTs Map.

1. During September 2014, Akimeka began updating the weight limits to the Bridges layer based on County and State information provided by the Kauai Fire Department.

    a. During this process, bridges were added to the layer to make the layer as comprehensive as possible and to support KFD's operations. Weight Limits are being added to the attributes as well as Fire Beats, Fire Response Areas, Height Limitations and Date Updated.

    b. Akimeka is currently awaiting finalized information from the County regarding the weight attribute fields and weight measurement scales as well as information on any other attributes that should be included in the Bridges layer.

    c. The updates to the Bridges layer will be completed as soon as Akimeka receives the finalized information and will be uploaded into PowerMap and be available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system at that time.

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## MAPFLEX DEPLOYMENT:

As Kauai County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of January 2015.

1.  In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Kauai County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Kauai County Police Department.
    a.  The NDA serves as the agreement among the County and vendors.
        i.  Kauai County Police Department, Akimeka, Intrado, and Hawaiian Telcom
    b.  The initial NDA had been coordinated between Kauai County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
    c.  Once the final signatures were received by the Kauai County Police Department, Akimeka proceeded with providing the GIS data to Intrado for the data assessment.
2.  On January 7, 2015, Akimeka provided the GIS data needed to perform the data assessment by Intrado prior to moving forward with the MapFlex system.
    a.  On January 9, 2015, Akimeka received the evaluations from Intrado regarding the data assessment that was performed.
        i.  The results of the assessment were that there were no mandatory corrections required of the GIS data provided by Akimeka.
        ii.  Recommended corrections that were provided were valid exceptions that were not discrepancies in the GIS data.
        iii.  As a result of the good quality of the GIS data, Intrado decided to move forward with their implementation schedule.
3.  During the month of January, 2015, Intrado continued with their MapFlex implementation.
    a.  There were no further requests for GIS data for Akimeka from Intrado.
    b.  No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
        i.  The status is considered pending.

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – JANUARY 2015

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
|   |      |          | None        |          |         |          |
|   |      |          |             |          |         |          |
|   |      |          |             |          |         |          |

NOTE:

**There are no open service requests for January 2015.**

### SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| KAUAI | | | | SERVICE REQUEST CATEGORIES | | | |
|-------|---|---|---|---|---|---|---|
| **2015** | **TOTAL** | | **Open** | **911 Map** | | **MSAG** | |
| | **Created** | **Closed** | | **Created** | **Closed** | **Created** | **Closed** |
| 2014 Carryover* | | | 0 | | | | |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | | | | | | | |
| March | | | | | | | |
| April | | | | | | | |
| May | | | | | | | |
| June | | | | | | | |
| July | | | | | | | |
| August | | | | | | | |
| September | | | | | | | |
| October | | | | | | | |
| November | | | | | | | |
| December | | | | | | | |
| **TOTAL** | **0** | **0** | **0** | **0** | **0** | **0** | **0** |

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

| **Definitions:** | Category | Description |
|------------------|----------|-------------|
| | 911 Map | Mapping computer not functioning or displaying properly. |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

## 5. 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 Kauai County in January 2015.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on January 1, 2015, against its 9-1-1 GIS Street Centerline data. A total number of **1,275** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on **January 1, 2015** 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.

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

AUDIT SUMMARY RESULTS – 2015

| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS | Notes | As of April 1, 2014 9-1-1 MSAG Dated 04-01-14 | | As of July 1, 2014 9-1-1 MSAG Dated 07-01-14 | | As of October 1 , 2014 9-1-1 MSAG Dated 10-01-14 | | As of January 1 , 2015 9-1-1 MSAG Dated 1-01-15 | |
|---|---|---|---|---|---|---|---|---|---|
| | | # of Records | % | # of Records | % | # of Records | % | # of Records | % |
| Total 9-1-1 MSAG Records Reviewed | | 1,264 | | 1,268 | | 1,271 | | 1,275 | |
| Less: 9-1-1 MSAG Exception Records | (1) | 56 | 4.4% | 60 | 4.7% | 63 | 5.0% | 64 | 5.0% |
| Net 9-1-1 MSAG Records Eligible for Comparison | | 1,208 | | 1,208 | | 1,208 | | 1,211 | |
| Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required) | | 1,205 | 99.8% | 1,202 | 99.5% | 1,205 | 99.8% | 1,211 | 100.0% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required | (2) | 3 | 0.2% | 5 | 0.4% | 3 | 0.2% | 0 | 0.0% |
| 9-1-1 MSAG Record With No GIS Record | (3) | 0 | 0.0% | 1 | 0.1% | 0 | 0.0% | 0 | 0.0% |
| Total 9-1-1 MSAG Records No Match | | 3 | 0.2% | 6 | 0.5% | 3 | 0.2% | 0 | 0.0% |

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

*The two-way (MSAG – GIS) database synchronization audit completed*

*for Kauai County resulted in a 100% 9-1-1 Match percentage*

NOTES:

- **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.**

- **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.).**

- **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.**

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. OCTOBER 1, 2014 MSAG
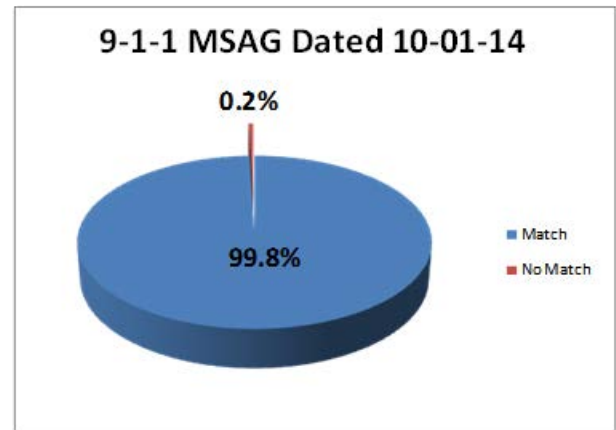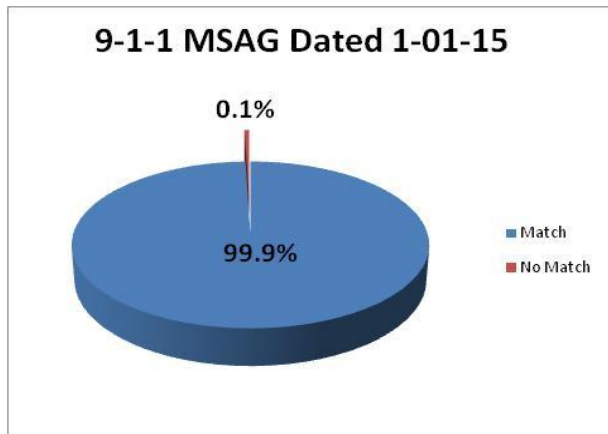


**Kauai County level of accuracy or 9-1-1 Match percentage remained consistent with a**

**99.8% as of October 1, 2014 to 99.9% as of January 1, 2015.**

*The NENA recommended minimum match rate of 98% has been met*

*consistently in 2013 and continues in 2015.*

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

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

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

❖ "MSAG record that doesn't match the GIS" is now at 100% match. A combination of corrections to the GIS and MSAG databases resulted in a decrease (3 to 0) of non-matching GIS to MSAG records.

❖ "MSAG record with missing GIS record" reminded consistent with zero (0) records falling under section.

❖ Zero (0) MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines resulting in a 100% match.

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

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

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

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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### INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS - TBA

At the request of the Kauai County Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Kauai County and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Akimeka will be investigating and reporting on these ESN x99 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Results of the data provided are as follows:

| KAUAI | Invalid MSAG Records | |
| --- | --- | --- |
| | **9-1-1 MSAG Dated 1-01-15** | |
| | **# of Records** | **% of Total MSAG Records** **(Valid and Invalid)** |
| **ESN 499** | 61 | 4.6% |

These invalid MSAG records represent **4.6%** of the Total MSAG records for Kauai County as of the January 1, 2015 MSAG as compared to **4.9%** as of the October 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

# Kauai County E9-1-1 Status Report

## January 1, 2015 - January 31, 2015

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## AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County.  As of January 28, 2015, there are **429** ESN 499 ALI records, representing **1.7%** of Kauai County's Total ALI records.  The number of ESN 499 ALI records was further reduced by **39%** (704 to 429) from October 28, 2014 to January 28, 2015 respectively.
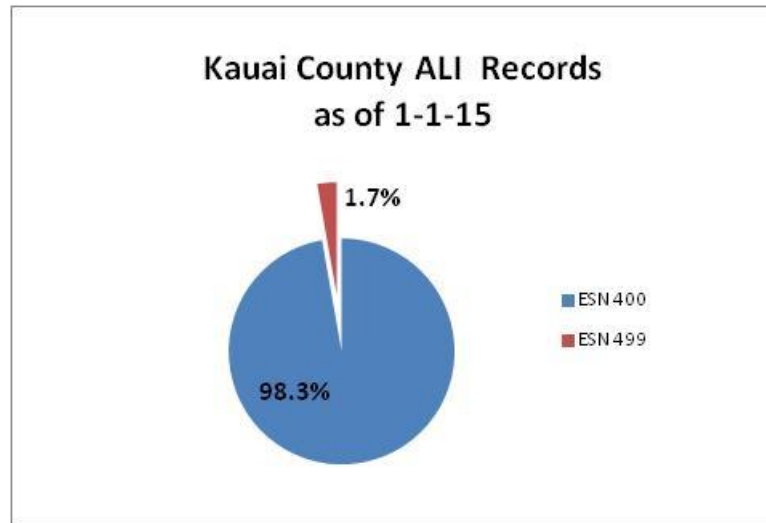


The total number of ALI records remains relatively consistent.

Although the ESN 499 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP.  However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

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