

## **NOTICE OF MEETING**

### **Hawai'i Enhanced 911**

### **Communications, Technical and Finance Meeting**

Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu

*Thursday, April 9, 2015*  
*9:00 am to 12:00 pm*

### **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. Presentation of FY2014 E911 Fund Audit Report – Egami & Ichikawa CPAs Inc.**
- VI. Committee Updates by Committee Chairs**
  - a. Communications Committee – Steven Schutte
    - i. 2015 Legislative Investigative Committee – update
      1. **HB894** 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. **SB193**, Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.

- ii. Proclamation in Recognition of National Public Safety Telecommunications Week
  - b. Technical Committee – Victor Ramos
    - i. Investigative Regulatory Committee update
    - ii. FCC updates
    - iii. Request for approval:
      - 1. NENA Conference (June 28 – July 2, 2015) Denver
        - a. Board member – (1) \$3,000.
    - iv. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of Monthly Cash Flow & Budget Financial report.
    - ii. Recommend Approval of FY2014 E911 Fund Audit Report to the full Board.
    - iii. Adopted FY2015-2019 Budget Plan
    - iv. Recommend increase in the Conference Budget by the full Board - \$12,000.
    - v. Request for funding approval:
      - 1. HxGN Live Hexagon International Conference (1-4 June 2015, Las Vegas)
        - a. MPD (2) - \$6,600.
      - 2. NENA Conference (June 28 – July 2, 2015) Denver
        - a. Board member – (1) \$3,000
    - vi. Others

**VII. PSAP Status Updates**

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihiro
- c. Molokai – Victor Ramos
- d. Maui – J. Jakubczak
- e. Hawaii – Marshall Kanehailua

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

a. 911 Timeline update

d. Others

**IX. Announcements**

i. Meeting dates (9am – 12noon).

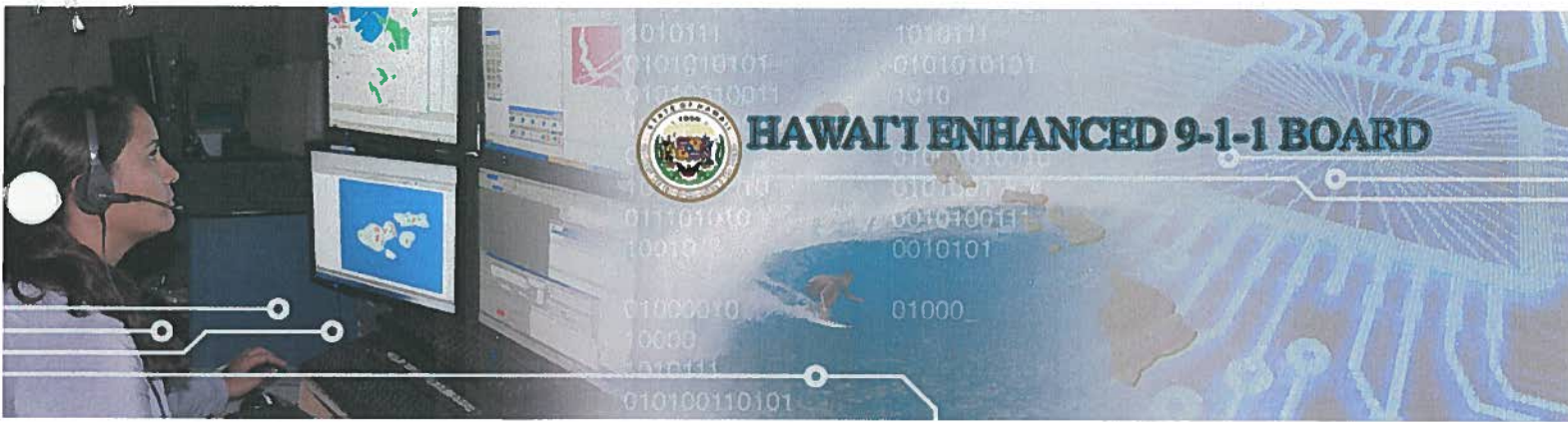
1. Thursday, May 14, 2015 (Combined meeting)
2. **Tuesday**, June 9, 2015 (Combined meeting)
3. Thursday, July 9, 2015 (Combined meeting)

b. Others

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

**XI. Adjournment**

If you require an auxiliary aid or accommodation due to a disability, please contact (808) 943-9545 ext. 19 or email at [smgeorge@akimeka.com](mailto:smgeorge@akimeka.com) by 04/03/2015.



**Hawai'i Enhanced 911  
Communications, Technical and Finance Meeting**

Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu

*Thursday, April 9, 2015  
9:00 am to 12:00 pm*

**Meeting Minutes**

**Communications Committee members present:** Davlynn Racadio, Paul Ferreira, Steven Schutte (Chair), Thalia Burns, Victor Ramos.

**Communications Committee members absent:** Lavina Taovao.

**Technical Committee members present:** Clement Chan, David Miyasaki, Gary Lum, John Jakubczak, Kenison Tejada, Kiman Wong, Marshall Kanehailua, Steven Schutte, Victor Ramos (Chair).

**Technical Committee members absent:** Tony Ramirez.

**Finance Committee members present:** Kiman Wong (Chair), Lisa Hiraoka, Mark Begley, Paul Ferreira, Randall Macadangdang, Roy Irei.

**Finance Committee members absent:** None.

**Staff members present:** Courtney Tagupa, Kerry Yoneshige, Sandy George, Stella Kam, Thera Bradshaw.

**Guests:** Allan Nagata (HPD), Bonnie Young (MPD), Dave Kajihiro (HPD), Debi Uyenten (PKF), Diana Chun (HESD), Eleni Papakiristis (HTEL), James Howe (HESD), James

Sloane (HESD), Jeff Riewer (AT&T), Lani Nakazawa (PKF), Mary Boyd (Intrado), Owen Fukumoto (Egami & Ichikawa CPAs Inc), Robert Gausepohl (KPD), Travis Ing (HawPD), Victoria Garcia (OMIT).

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

- a. The meeting was called to order at 9:05 am.
- b. Quorum was present for all committee meetings.

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

- a. None.

**III. Introductions**

- a. Introductions were made of all individuals in attendance.

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

- a. Steven Schutte motioned to approve the meeting minutes of the March 12, 2015 meeting. The motion was seconded by Marshall Kanehailua and approved unanimously by voice vote.

**V. Presentation of FY2014 E911 Fund Audit Report – Egami & Ichikawa CPAs Inc.**

- a. Owen Fukumoto shared the following:
  - i. The audit process which included the reviewing of policies and procedures, sample testing of internal controls, financial statements shared with the general public, and independent confirmation with First Hawaiian Bank.
  - ii. A clean audit report with no material weaknesses in internal controls.
  - iii. Independent confirmation with First Hawaiian Bank revealed accurate reporting.
  - iv. Review of the financial statements shown to the general public is fairly stated.

**VI. Committee Updates by Committee Chairs**

- a. Communications Committee – Steven Schutte
  - i. 2015 Legislative Investigative Committee

1. Paul Ferreira provided updates on the following bills:
    - a. **HB894**, Relating to E911 Board – Legislation to hire employees exempt from Chapter 76 and 89, Hawaii Revised Statutes.
      - i. **Bill passed through all the committees but the exemption was not present.**
    - b. **SB193**, Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.
      - i. **Bill has not been scheduled for hearing.**
  - ii. Proclamation in Recognition of National Public Safety Telecommunications Week
    1. Proclamation read into the record. Signed by the Board Chair Victor Ramos and Vice-Chair Roy Irei for presentation to each PSAP within the State of Hawaii.
- b. Technical Committee – Victor Ramos
    - i. Investigative Regulatory Committee
      1. No updates.
    - ii. FCC updates
      1. Executive Director provided the FCC report:
        - a. FCC issued significant fines to those responsible for the 911 Outages.
          - i. The companies fined agreed to adopt compliance plans that require implementing risk management processes.
          - ii. The FCC Press release was distributed prior to the meeting.
        - b. On March 27th the FCC issued a NPRM seeking comment on targeted proposals to improve the rules in light of the outages.

- i. Reply comments due in 30 days with reply comments due in 45 days after publication in the register.
      - ii. NASNA is drafting comments which will be distributed once complete.
    - c. April 1st, the FCC issued NPRM on Non Service Initialized phones (NSI).
      - i. NASNA is drafting comments which will be distributed once complete.
      - ii. NSI's are mobile devices that do not have a contract with a provider.
      - iii. Problems with NSI phones created for PSAP's is there is no information on a 911 call and no callback feature.
      - iv. The FCC is revisiting if the rules which allows NSI's the ability to dial 911 should be continued.
      - v. Hawaii PSAP's all indicated NSI's do create problems for them. The Executive Director request input from the PSAP's on specific incidents that have been experienced to include in FCC filing of comments.
    - d. May 8th the FCC is holding a workshop on Smartphone App's which will be broadcast on the FCC website. This is one of the topics our delegation discussed with Chairman Wheeler during our meeting a month ago in DC.
  - iii. Request for approval:
    - 1. NENA Conference (June 28 – July 2, 2015) Denver
      - a. Board member – (1) \$3,000.

- b. Victor Ramos motioned to approve the request for NENA conference. The motion was seconded by Lisa Hiraoka, and approved unanimously by voice vote.

iv. Others

1. None

c. Finance Committee – Kiman Wong

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

- 1. Kiman Wong provided the following financial information for the month:

2. Month ending March 2015

- a. Net Receipts – \$663,884
- b. Net Disbursements – \$124,767
- c. City and County of Honolulu reimbursement – \$181,923
- d. Net Bank Balance – \$15,943,747
- e. Unencumbered Bank Balance – \$13,251,315
- f. Courtney Tagupa reported the preliminary forecast of what is anticipated for the fiscal year is \$1.1M under budget.
- g. Kerry Yoneshige inquired what the projected encumbered cash balance would be at the end of the year if amount of the projected expenditures is less than what was budgeted. Courtney Tagupa indicated that he did not have that information available but would get back to Kerry.
- h. Kerry Yoneshige commented that if we are under budget, the cash balance could possibly be higher than what is anticipated.

- ii. Recommend Approval of FY2014 E911 Fund Audit Report to the full Board.



1. Paul Ferreira motioned to accept the Audit Report. The motion was seconded by Jeff Riewer and approved unanimously by voice vote.
- iii. Adopted FY2015-2019 Budget Plan
  1. Executive Director recommended that Courtney Tagupa lead these efforts on the upcoming strategic budget.
  2. Budget meeting will be held on May 12, 2015, 10:00am.
- iv. Recommend increase in the Conference Budget to the Board - \$12,000.
  1. Paul Ferriera motioned to increase the conference budget. The motion was seconded by Roy Irei and approved unanimously by voice vote.
- v. Request for funding approval:
  1. HxGN Live Hexagon International Conference (1-4 June 2015, Las Vegas)
    - a. MPD (2) - \$6,600.
    - b. Ryan Frietas motioned to approve the funding for the HxGN conference. The motion was seconded by Lisa Hiraoka and approved unanimously by voice vote.
  2. NENA Conference (June 28 – July 2, 2015) Denver
    - a. Board member – (1) \$3,000
    - b. Mark Begley motioned to approve the funding for the NENA Conference. The motion was seconded by Lisa Hiraoka and approved unanimously by voice vote.
- vi. Others
  1. None.

## **VII. PSAP Status Updates**

- a. Kauai – Mark Begley
  - i. David Miyasaki provided the following:

1. Kauai is working on text-to-911 contract.
  2. Walk through of Alternative dispatch center with HTEL completed. Estimated installation is late July/ early August.
- b. Oahu – Dave Kajihiro
    - i. No Updates.
  - c. Molokai – Victor Ramos
    - i. No updates.
  - d. Maui – J. Jakubczak
    - i. No updates.
  - e. Hawaii – Marshall Kanehailua
    - i. Marshall Kanehailua provided the following:
      1. Hired 8 dispatchers, 6 dispatch positions remain open.
      2. Making progress on CAD signed contract.
    - ii. Travis Ing stated that the Pictometry from HTEL was received.

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

- a. 911 Timeline update
  - i. No updates.
- b. Others
  - i. None.

**IX. Announcements**

- a. Meeting dates (9:00am – 12:00pm)
  - i. Thursday, May 14, 2015 (Combined meeting)
  - ii. **Tuesday**, June 9, 2015 (Combined meeting)
  - iii. Thursday, July 9, 2015 (Combined meeting)
- b. Others
  - i. None.

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

- a. None.

**XI. Adjournment**

a. Meeting adjourned at 9:51am.

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

<b>Budget Analysis</b>				
<b>FY 2014-15</b>	<b>Actuals</b>		<b>Annual Budget</b>	<b>% of Budget Expended</b>
	<b>MARCH</b>	<b>FY-T-D</b>		
<b>Receipts:</b>				
Enhanced 911 Surcharge Collection	788,615	6,897,272	9,080,000	76.0%
Interest Income	37	944	2,500	37.8%
<i>Receipts</i>	788,651	6,898,216	9,082,500	76.0%
<b>Disbursements:</b>				
Conference Travel	(15,275)	(71,990)	(159,801)	45.0%
Non-Recurring Expenses	-	(13,472)	(1,900,556)	0.7%
Recurring Expenses:				
Administration	(83,220)	(657,648)	(1,261,692)	52.1%
Maintenance	(157,023)	(1,242,537)	(3,533,551)	35.2%
Telecommunications	(51,171)	(1,029,774)	(2,097,998)	49.1%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement	181,923	302,238	120,314	251.2%
<i>Disbursements</i>	(124,767)	(2,709,413)	(8,840,884)	30.6%
<i>Net Receipts/(Disbursements)</i>	663,884	4,188,804	241,616	
<b>Cash Flow Analysis</b>				
<i>Net Receipts/(Disbursements)</i>	\$ 663,884	\$ 4,188,804		
<b>Encumbrance Paydowns:</b>				<b>Encumb. Bal.</b>
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014		\$ (748,905)		1,522,000
Accounts Receivable (Offset)		\$ (350)		2,952
<b>Net Encumbrance Adds/(Paydown)</b>	<b>\$ -</b>	<b>\$ (749,255)</b>		
<b>Net Cash Inflow/(Outflow)</b>	<b>\$ 663,884</b>	<b>\$ 3,439,549</b>		
<b>Bank Balance Analysis:</b>				
<b>ADD: July 1, 2014 Beginning Balance</b>		<b>\$ 12,504,198</b>		
<b>Net Bank Balance</b>		<b>\$ 15,943,747</b>		
<b>Outstanding Ecumb/Accruals</b>		<b>\$ (2,692,432)</b>		
<b>Unencumbered Cash Balance</b>	<b>\$ -</b>	<b>\$ 13,251,315</b>		

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

<b>MONTH OF MARCH 2015</b>	<b>Hawaii PSAP</b>	<b>Kauai PSAP</b>	<b>Maui PSAP</b>	<b>Oahu PSAP</b>	<b>ADMIN</b>	<b>TOTAL</b>
<b>Total RECEIPTS</b>		-	-	-	788,651	788,651
<b>DISBURSEMENTS:</b>						
<b>6200 CONFERENCES</b>						
6201 911 Goes to WashDC		-	-	-	8,375	8,375
6214 Nena Conference		-	-	-	2,850	2,850
6222 TriTech CAD Users		4,051	-	-	-	4,051
<b>Total 6200 CONFERENCES</b>		4,051	-	-	11,225	15,275
<b>6400 RECURRING EXPENSES</b>						
<b>6401 ADMINISTRATION</b>						
6401.01 Exec Dir. Services		-	-	-	30,000	30,000
6401.05 Audit Expense		-	-	-	13,000	13,000
6401.08 Board Member Travel		-	-	-	1,717	1,717
6401.14 Voided Check		-	-	-	-	-
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel		-	-	-	38,504	38,504
<b>Total 6401.15 WSP Cost Recovery</b>		-	-	-	38,504	38,504
<b>Total 6401 ADMINISTRATION</b>		-	-	-	83,220	83,220
<b>6402 MAINTENANCE</b>						
6402.07 0011 9-1-1MSAG Maint.		91,614	18,795	46,615		157,023
<b>Total 6402 MAINTENANCE</b>		91,614	18,795	46,615	-	157,023
<b>6403 Other RECURRING</b>						
<b>6403.01 Telcom Charges</b>						
6403.0102 Long Distance		85	29	-	-	114
6403.0109 Telcom Trunk		27,849	23,208	-	-	51,057
6403.0114 SD Viper (OSL) (3)		-	-	-	-	-
<b>Total 6403.01 Telcom Charges</b>		27,935	23,236	-	-	51,171
6403.03 Prior Period Reimb.		-	-	-	(181,923)	(181,923)
<b>Total 6403 Other RECURRING</b>		27,935	23,236	-	(181,923)	(130,752)
<b>Total 6400 RECURRING EXPENSES</b>		119,549	42,031	46,615	(98,703)	109,492
<b>Total DISBURSEMENTS</b>		123,599	42,031	46,615	(87,478)	124,767

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

	Hawaii	Kauai	Maui	Oahu	ADMIN	TOTAL		
	PSAP	PSAP	PSAP	PSAP		9 mos.	ANNUAL Budget	\$ Over/(UNDER) Budget
FY2014-15 YTD MARCH 2015 (9 mos)	9 mos.	9 mos.	9 mos.	9 mos.	9 mos.	9 mos.	ANNUAL Budget	\$ Over/(UNDER) Budget
<b>Total RECEIPTS</b>	-	-	-	-	6,898,216	6,898,216	-	6,898,216
<b>DISBURSEMENTS:</b>								
<b>6200 CONFERENCES</b>								
6201 911 Goes to WashDC	(150)	-	-	-	8,375	8,225	37,818	(29,593)
6204 APCO Conference	7,586	6,085	6,526	15,155	5,386	40,738	46,286	(5,548)
6212 NASNA Conference	-	-	-	-	-	-	650	(650)
6213 Navigator	-	-	-	(73)	-	(73)	-	(73)
6214 Nena Conference	-	-	(2)	6,248	2,850	9,096	52,024	(42,928)
6222 TriTech CAD Users	-	5,916	-	4,408	-	10,324	18,000	(7,676)
6227 FCC Hearings	-	-	-	-	3,679	3,679	5,023	(1,344)
<b>Total 6200 CONFERENCES</b>	7,436	12,001	6,525	25,738	20,290	71,990	159,801	(87,811)
<b>6300 Non-RECURRING</b>								
<b>6301 CAD Replac/Upgrade</b>								
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)
<b>Total 6301 CAD Replac/Upgrade</b>	-	7,356	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	300,000	(300,000)
<b>6303 Computers</b>								
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	45,200	(45,200)
<b>Total 6303 Computers</b>	-	-	-	-	-	-	50,200	(50,200)
<b>6306 Training</b>								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm								
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
<b>Total 6306.12 TriTechCADSystAdm</b>	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	22,000	(22,000)
<b>Total 6306 Training</b>	-	-	-	-	-	-	43,000	(43,000)
<b>Total 6300 Non-RECURRING</b>	-	7,356	-	6,116	-	13,472	1,900,556	(1,887,084)

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

	Hawaii	Kauai	Maui	Oahu	ADMIN	TOTAL		
	PSAP	PSAP	PSAP	PSAP		9 mos.	ANNUAL Budget	\$ Over/(UNDER) Budget
FY2014-15 YTD MARCH 2015 (9 mos)	9 mos.	9 mos.	9 mos.	9 mos.	9 mos.	9 mos.		
<b>6400 RECURRING EXPENSES</b>								
<b>6401 ADMINISTRATION</b>								
6401.01 Exec Dir. Services	-	-	-	-	260,625	260,625	350,625	(90,000)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	13,025	13,025	13,000	25
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	14,122	14,122	35,000	(20,878)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	44,307	44,307	175,000	(130,693)
6401.0102 DB&F Rev Assessment	-	-	-	-	269,791	269,791	452,500	(182,709)
<b>Total 6401.09 DB&amp;F Assessments</b>	-	-	-	-	314,098	314,098	627,500	(313,402)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	400	400	200	200
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	41,026	41,026	-	41,026
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	70,000	(70,000)
<b>Total 6401.15 WSP Cost Recovery</b>	-	-	-	-	41,026	41,026	70,000	(28,974)
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	-
<b>Total 6401 ADMINISTRATION</b>	-	-	-	-	657,648	657,648	1,261,692	(604,044)
<b>6402 MAINTENANCE</b>								
6402.02 Imagery Lic Agree	-	-	-	120,225	-	120,225	1,116,896	(996,671)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	119,656	146,582	150,357	372,916	-	789,511	1,312,521	(523,010)
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)
<b>Total 6402.13 Software Maintenance</b>	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402 MAINTENANCE</b>	119,656	146,582	320,357	655,942	-	1,242,537	3,533,551	(2,291,014)
<b>6403 Other RECURRING</b>								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	199	255	254	-	-	708	2,160	(1,452)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	153,172	64,970	185,691	552,347	-	956,181	1,643,237	(687,056)
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)
<b>Total 6403.0110 Ocean Safety</b>	-	-	-	4,249	-	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	-	-	-	44,736	-	44,736	140,916	(96,180)
6403.0113 HPDCMLViper-Alapai	-	-	-	4,335	-	4,335	-	4,335
6403.0114 SD Viper (OSL) (3)	-	-	-	18,309	-	18,309	43,500	(25,191)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	600	(600)
6403.0117 Telecom Chgs-Other	-	311	-	-	-	311	-	311
<b>Total 6403.01 Telcom Charges</b>	153,370	65,536	185,945	624,922	-	1,029,774	2,097,998	(1,068,224)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-	-	-	-	(302,238)	(302,238)	(120,314)	(181,923)
<b>Total 6403 Other RECURRING</b>	153,370	65,536	185,945	621,152	(302,238)	723,766	1,985,284	(1,261,517)
<b>Total 6400 RECURRING EXPENSES</b>	273,027	212,118	506,303	1,277,094	355,410	2,623,951	6,780,527	(4,156,575)
<b>Total DISBURSEMENTS</b>	280,462	231,475	512,828	1,308,948	375,699	2,709,413	8,840,884	(6,131,471)

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

							Q1	Q2	Q3			
	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Paydown	Apr-15	May-15	Balance
<b>FY 2011 Encumbrances:</b>												
CAD Upgrade:			419,000			419,000	-					419,000
<b>FY 2012 Encumbrances:</b>						-						
CAD Upgrades:												
EMS/FIRE	56,040					56,040	-					56,040
HPD	695,392					695,392	-					695,392
<b>Total FY 2012 Encumbrances</b>	<b>751,432</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>751,432</b>	<b>-</b>	<b>-</b>				<b>751,432</b>
<b>FY 2014 Accruals</b>												
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	1,284			22,000
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					-
<b>Total FY 2014 Accruals</b>	<b>340,242</b>	<b>139,927</b>	<b>46,114</b>	<b>1,617,684</b>	<b>126,939</b>	<b>2,270,905</b>	<b>747,386</b>	<b>235</b>	<b>1,284</b>	<b>-</b>	<b>-</b>	<b>1,522,000</b>
<b>Total Encumbrances/Accruals</b>	<b>1,091,674</b>	<b>139,927</b>	<b>465,113</b>	<b>1,617,684</b>	<b>126,939</b>	<b>3,441,337</b>	<b>747,386</b>	<b>235</b>	<b>1,284</b>	<b>-</b>	<b>-</b>	<b>2,692,432</b>



**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending March 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
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 Director Travel to Wash.DC for FCC Hearing 10/17/2014					2,523.00	(2,523.00)	-	10/9/2014
Executive Director 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
NENA Conference (June 28-July 2, 2015) MPD (3)			10,500.00			(10,500.00)		3/12/2015
NENA Conference (June 28-July 2, 2015) ADMIN (1)					2,725.00	(2,725.00)		3/12/2015
NENA Conference (June 28-July 2, 2015) KPD (3)				9,900.00		(9,900.00)		3/12/2015
NENA Conference (June 28-July 2, 2015) HPD (3 incl APCO/NENA)		9,999.00				(9,999.00)		3/12/2015
NENA Conference (June 28-July 2, 2015) HawPD (3)	10,500.00					(10,500.00)		3/12/2015
NENA Conference (June 28-July 2, 2015) Boardmember (1)					3,000.00	(3,000.00)		3/12/2015
NENA Conference (June 28-July 2, 2015) ESD (2)		5,400.00				(5,400.00)		3/12/2015
NASNA Conference (June 26-28, 2015)					650.00	(650.00)		3/12/2015
Totals	2,528,450.00	2,966,435.00	1,075,638.00	1,097,699.00	1,172,661.67	(1,801.11)	8,839,082.56	

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

		<b>Hawaii PSAP</b>		
<b>FY2014-15 YTD MARCH 2015 (9 mos)</b>		<b>9 mos.</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>6400 RECURRING EXPENSES</b>				
<b>6402 MAINTENANCE</b>				
	6402.02 Imagery Lic Agree	-	300,000	(300,000)
	6402.05 Logging RecordMaint	-	-	-
	6402.07 0011 9-1-1MSAG Maint.	119,656	307,647	(187,991)
	6402.08 CAD Maintenance	-	68,752	(68,752)
	6402.13 Software Maintenance			
	6402.131 Integraph DB S/W Maint	-	4,607	(4,607)
	<b>Total 6402.13 Software Maintenance</b>	-	4,607	(4,607)
	<b>Total 6402 MAINTENANCE</b>	<b>119,656</b>	<b>681,006</b>	<b>(561,350)</b>
<b>6403 Other RECURRING</b>				
	6403.01 Telcom Charges			
	6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
	6403.0102 Long Distance	199	1,200	(1,001)
	6403.0103 Mileage	-	-	-
	6403.0109 Telcom Trunk	153,172	306,344	(153,172)
	6403.0110 Ocean Safety			
	6403.0110.1 CML	-	-	-
	6403.0110.2 Centrex	-	-	-
	6403.0110.3 Mileage	-	-	-
	6403.0110 Ocean Safety - Other	-	-	-
	<b>Total 6403.0110 Ocean Safety</b>	-	-	-
	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	-	-	-
	<b>Total 6403.01 Telcom Charges</b>	<b>153,370</b>	<b>311,544</b>	<b>(158,174)</b>
	6403.02 EMS Tower Lease	-	-	-
	6403.03 Prior Period Reimb.	-	-	-
	<b>Total 6403 Other RECURRING</b>	<b>153,370</b>	<b>311,544</b>	<b>(158,174)</b>
	<b>Total 6400 RECURRING EXPENSES</b>	<b>273,027</b>	<b>992,550</b>	<b>(719,524)</b>
	<b>Total DISBURSEMENTS</b>	<b>280,462</b>	<b>2,528,450</b>	<b>(2,247,988)</b>

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

FY2014-15 YTD MARCH 2015 (9 mos)		Kauai PSAP		
		9 mos.	ANNUAL Budget	\$ Over/(UNDER) Budget
<b>6400 RECURRING EXPENSES</b>				
<b>6402 MAINTENANCE</b>				
	6402.02 Imagery Lic Agree	-	194,633	(194,633)
	6402.05 Logging RecordMaint	-	-	-
	6402.07 0011 9-1-1MSAG Maint.	146,582	220,000	(73,418)
	6402.08 CAD Maintenance	-	-	-
	6402.13 Software Maintenance			
	6402.131 Integraph DB S/W Maint	-	-	-
	<b>Total 6402.13 Software Maintenance</b>	-	-	-
	<b>Total 6402 MAINTENANCE</b>	146,582	414,633	(268,051)
<b>6403 Other RECURRING</b>				
	6403.01 Telecom Charges			
	6403.0101 Alt. PSAP 9-1-1 Del	-	232,132	(232,132)
	6403.0102 Long Distance	255	480	(225)
	6403.0103 Mileage	-	-	-
	6403.0109 Telecom Trunk	64,970	111,398	(46,428)
	6403.0110 Ocean Safety			
	6403.0110.1 CML	-	-	-
	6403.0110.2 Centrex	-	-	-
	6403.0110.3 Mileage	-	-	-
	6403.0110 Ocean Safety - Other	-	-	-
	<b>Total 6403.0110 Ocean Safety</b>	-	-	-
	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
	<b>Total 6403.01 Telecom Charges</b>	65,536	348,710	(283,174)
	6403.02 EMS Tower Lease	-	-	-
	6403.03 Prior Period Reimb.	-	-	-
	<b>Total 6403 Other RECURRING</b>	65,536	348,710	(283,174)
	<b>Total 6400 RECURRING EXPENSES</b>	212,118	763,343	(551,225)
	<b>Total DISBURSEMENTS</b>	231,475	1,097,699	(866,224)

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

		<b>Maui PSAP</b>		
<b>FY2014-15 YTD MARCH 2015 (9 mos)</b>		<b>9 mos.</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>6400 RECURRING EXPENSES</b>				
<b>6402 MAINTENANCE</b>				
	6402.02 Imagery Lic Agree	-	372,263	(372,263)
	6402.05 Logging RecordMaint	-	-	-
	6402.07 0011 9-1-1MSAG Maint.	150,357	225,500	(75,143)
	6402.08 CAD Maintenance	170,000	170,000	-
	6402.13 Software Maintenance			
	6402.131 Integraph DB S/W Maint	-	-	-
	<b>Total 6402.13 Software Maintenance</b>	-	-	-
	<b>Total 6402 MAINTENANCE</b>	<b>320,357</b>	<b>767,763</b>	<b>(447,406)</b>
<b>6403 Other RECURRING</b>				
	6403.01 Telcom Charges			
	6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
	6403.0102 Long Distance	254	480	(226)
	6403.0103 Mileage	-	-	-
	6403.0109 Telcom Trunk	185,691	278,495	(92,804)
	6403.0110 Ocean Safety			
	6403.0110.1 CML	-	-	-
	6403.0110.2 Centrex	-	-	-
	6403.0110.3 Mileage	-	-	-
	6403.0110 Ocean Safety - Other	-	-	-
	<b>Total 6403.0110 Ocean Safety</b>	-	-	-
	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	-	-	-
	<b>Total 6403.01 Telcom Charges</b>	<b>185,945</b>	<b>282,975</b>	<b>(97,030)</b>
	6403.02 EMS Tower Lease	-	-	-
	6403.03 Prior Period Reimb.	-	-	-
	<b>Total 6403 Other RECURRING</b>	<b>185,945</b>	<b>282,975</b>	<b>(97,030)</b>
	<b>Total 6400 RECURRING EXPENSES</b>	<b>506,303</b>	<b>1,050,738</b>	<b>(544,435)</b>
<b>Total DISBURSEMENTS</b>		<b>512,828</b>	<b>1,075,638</b>	<b>(562,810)</b>

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

		<b>Oahu PSAP</b>		
<b>FY2014-15 YTD MARCH 2015 (9 mos)</b>		<b>9 mos.</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>6400 RECURRING EXPENSES</b>				
<b>6402 MAINTENANCE</b>				
	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.	372,916	559,374	(186,458)
	6402.08 CAD Maintenance	162,801	800,000	(637,199)
	6402.13 Software Maintenance			
	6402.131 Integraph DB S/W Maint	-	-	-
	<b>Total 6402.13 Software Maintenance</b>	-	-	-
	<b>Total 6402 MAINTENANCE</b>	<b>655,942</b>	<b>1,670,149</b>	<b>(1,014,207)</b>
<b>6403 Other RECURRING</b>				
	<b>6403.01 Telcom Charges</b>			
	6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
	6403.0102 Long Distance	-	-	-
	6403.0103 Mileage	946	11,353	(10,407)
	6403.0109 Telcom Trunk	552,347	947,000	(394,653)
	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)
	<b>Total 6403.0110 Ocean Safety</b>	<b>4,249</b>	<b>-</b>	<b>4,249</b>
	6403.0112 HPD CML Viper-Kapolei	44,736	140,916	(96,180)
	6403.0113 HPDCMLViper-Alapai	4,335	-	4,335
	6403.0114 SD Viper (OSL) (3)	18,309	43,500	(25,191)
	6403.0115 Text-to-911 Service	-	12,000	(12,000)
	6403.0116 Alt PSAP Call Route	-	-	-
	6403.0117 Telecom Chgs-Other	-	-	-
	<b>Total 6403.01 Telcom Charges</b>	<b>624,922</b>	<b>1,154,769</b>	<b>(529,847)</b>
	6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
	6403.03 Prior Period Reimb.	-	-	-
	<b>Total 6403 Other RECURRING</b>	<b>621,152</b>	<b>1,162,369</b>	<b>(541,217)</b>
	<b>Total 6400 RECURRING EXPENSES</b>	<b>1,277,094</b>	<b>2,832,518</b>	<b>(1,555,424)</b>
<b>Total DISBURSEMENTS</b>		<b>1,308,948</b>	<b>2,966,435</b>	<b>(1,657,487)</b>

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

		<b>ADMIN</b>		
<b>FY2014-15 YTD MARCH 2015 (9 mos)</b>		<b>9 mos.</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>Total RECEIPTS</b>		6,898,216	-	6,898,216
<b>DISBURSEMENTS:</b>				
6200 CONFERENCES				
6201	911 Goes to WashDC	8,375	14,500	(6,125)
6204	APCO Conference	5,386	5,386	-
6212	NA SNA Conference	-	650	(650)
6213	Navigator	-	-	-
6214	Nena Conference	2,850	5,725	(2,875)
6222	TriTech CAD Users	-	-	-
6227	FCC Hearings	3,679	5,023	(1,344)
<b>Total 6200 CONFERENCES</b>		<b>20,290</b>	<b>31,284</b>	<b>(10,995)</b>
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	-	-	-
<b>Total 6301 CAD Replac/Upgrade</b>		<b>-</b>	<b>-</b>	<b>-</b>
6302 CMLs for Altern Dispat		-	-	-
6303 Computers				
6303.20	Dispatch Software	-	-	-
6303.23	HPD SMART911 S/W	-	-	-
<b>Total 6303 Computers</b>		<b>-</b>	<b>-</b>	<b>-</b>
6306 Training				
6306.11	Training (CAD) HPD	-	-	-
6306.12	TriTechCADSystemAdm			
6306.122	CAD TriTech EMS	-	-	-
<b>Total 6306.12 TriTechCADSystemAdm</b>		<b>-</b>	<b>-</b>	<b>-</b>
6306.14	NG Text to 911 Refresh	-	-	-
<b>Total 6306 Training</b>		<b>-</b>	<b>-</b>	<b>-</b>
<b>Total 6300 Non-RECURRING</b>		<b>-</b>	<b>-</b>	<b>-</b>
6400 RECURRING EXPENSES				
6401 ADMINISTRATION				
6401.01	Exec Dir. Services	260,625	350,625	(90,000)
6401.02	Electron Signatur	-	200	(200)
6401.05	Audit Expense	13,025	13,000	25
6401.06	Bank Charge	-	100	(100)
6401.08	Board Member Travel	14,122	35,000	(20,878)
6401.09 DB&F Assessments				
6401.0101	DB&F Admin. Assess	44,307	175,000	(130,693)
6401.0102	DB&F Rev Assessment	269,791	452,500	(182,709)
<b>Total 6401.09 DB&amp;F Assessments</b>		<b>314,098</b>	<b>627,500</b>	<b>(313,402)</b>
6401.12	NASNA Dues	-	215	(215)
6401.13	Parking Permits	400	200	200
6401.15 WSP Cost Recovery				
6401.0101	Sprint/Nextel	41,026	-	41,026
6401.15	WSP Cost Recovery - Other	-	70,000	(70,000)
<b>Total 6401.15 WSP Cost Recovery</b>		<b>41,026</b>	<b>70,000</b>	<b>(28,974)</b>
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	-
<b>Total 6401 ADMINISTRATION</b>		<b>657,648</b>	<b>1,261,692</b>	<b>(604,044)</b>
6403.03	Prior Period Reimb.	(302,238)	(120,314)	(181,923)
<b>Total 6403 Other RECURRING</b>		<b>(302,238)</b>	<b>(120,314)</b>	<b>(181,923)</b>
<b>Total 6400 RECURRING EXPENSES</b>		<b>355,410</b>	<b>1,141,378</b>	<b>(785,968)</b>
<b>Total DISBURSEMENT S</b>		<b>375,699</b>	<b>1,172,662</b>	<b>(796,962)</b>

# Oahu Civilian E9-1-1

## Status Report

*March 1, 2015 – March 31, 2015*

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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# Oahu Civilian E9-1-1 Status Report

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# Oahu Civilian E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

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# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – MARCH 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
March	82,861	19,853	23.96%	60,232	72.69%	50.43%	22.26%	2,751	3.32%	41	0.05%	2,286	2.76%	11,822	14.27%	674	0.81%

### 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	82,328	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	77,047	18,692	24.26%	55,782	72.40%	49.78%	22.62%	2,504	3.25%	62	0.08%	1,790	2.32%	10,656	13.83%	600	0.78%
MAR	82,861	19,853	23.96%	60,232	72.69%	50.43%	22.26%	2,751	3.32%	41	0.05%	2,286	2.76%	11,822	14.27%	674	0.81%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	242,236	58,337		175,545				8,194		169		6,247		33,784		1,892	
MON AVG	80,745	19,446	24.09%	58,515	72.47%	49.81%	22.65%	2,731	3.38%	56	0.07%	2,082	2.57%	11,261	13.94%	631	0.78%

NOTE:

- \*Calls with no Ali 0.05% - Statewide average = 0.11%

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### 9-1-1 CALL VOLUME BY AGENCY – MARCH 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
March	70,656	85.27%	19,470	38,194	1,170	11,822	2,954	3.57%	108	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
March	8,517	10.28%	949	86	60	0.07%	59	16

### 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	65,139	84.54%	18,691	34,812	980	10,656	2,552	3.31%	83	0	8,679	11.26%	652	89	77	0.10%	75	3
MAR	70,656	85.27%	19,470	38,194	1,170	11,822	2,954	3.57%	108	0	8,517	10.28%	949	86	60	0.07%	59	16
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	206,008		57,762	111,134	3,328	33,784	8,103		313	0	26,010		2,388	285	223		218	23
MON AVG	68,669	85.03%	19,254	37,045	1,109	11,261	2,701	3.34%	104	0	8,670	10.75%	796	95	74	0.09%	73	8

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

**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.

**FYI.....FOR YOUR INFORMATION**

<b>FYI ..... For Your Information</b>				
<b>MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.</b>				
<b>All 911 calls originating from Mobi customers will be on the Sprint PCS Network</b>				
<b>Database Synchronization (MSAG database vs GIS database)</b>				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
<b>Statewide Average</b>	<b>March 1, 2015</b>	<b>99.69%</b>		
<b>*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%</b>				
<b>NENA's recommended match rate for Next Generation implementation is 98%.</b>				
* Statewide averages does not include the Military databases.				

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

WIRELESS PSAP TESTING – MARCH 2015

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

NOTES:

- There were no scheduled Wireless 911 Tests for the Oahu Civilian PSAP in March 2015.

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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

CURRENT MONTH – MARCH 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MAR	715	694	1	7	1	12	20,371

#### MSAG CURRENT MONTH NOTES:

A total of **1,232** MSAG transactions were processed in 9-1-1 Net during the month of March 2015. **715** requests were processed relating to the MSAG database, and **517** requests relating to the ALI database (see ALI Transaction chart on next page). There were **20,371** 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	7	4	0	2	1	0	202
MAR	715	694	1	7	1	12	20,371
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>762</b>	<b>723</b>	<b>3</b>	<b>22</b>	<b>2</b>	<b>12</b>	<b>20,978</b>
<b>AVG PER MONTH</b>	<b>254</b>	<b>241</b>	<b>1</b>	<b>7</b>	<b>1</b>	<b>4</b>	<b>6,993</b>

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – MARCH 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
MAR	517	516	1	0	242	0	0

Definitions
(A) <b>Telephone Number Change Request</b> - 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) <b>Automatic Location Information Discrepancy Record</b> - 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) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

**516** Telephone Number Change Requests (TN CR) 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 242 Open Telephone Number Change Requests as of March 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

March 1, 2015 - March 31, 2015

There are zero (0) Open ALI-DRs as of March 31, 2015.

There are zero (0) Open VoIP DRs as of March 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	139	139	0	0	245	0	0
MAR	517	516	1	0	242	0	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>811</b>	<b>808</b>	<b>3</b>	<b>0</b>			
<b>AVG PER MONTH</b>	<b>270</b>	<b>269</b>	<b>1</b>	<b>0</b>			

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>OAHU CIVILIAN</b>	<b>242</b>	<b>12</b>	<b>106</b>	<b>124</b>

<b>STATUS</b>
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b>PENDING STATUS</b> - 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.
<b>REFERRED STATUS</b> - 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.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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

March 1, 2015 - March 31, 2015

## 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 **March 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		11/14/14	11/21/14
Punaluu	11/10/14	11/11/14	11/05/14			
Hauula	11/12/14	11/17/14	11/06/14			
Laie	11/18/14	11/24/14	11/14/14		11/28/14	12/08/14
Kahuku	11/25/14	12/02/14	11/25/14			
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	02/05/15
Wahiawa	01/02/15	01/21/15	02/03/15		02/19/15	02/25/15
Waialua	01/22/15	01/29/15	02/09/15			
Mokuleia	01/30/15	02/05/15	02/12/15			
Kalaniana'ole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15			

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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
Waianae	03/13/15	03/24/15	03/09/15		03/20/15	IN PROGRESS
Mali	03/25/15	04/02/15	03/17/15			
Nanakuli	04/03/15	04/13/15	03/27/15			
Makakilo	04/14/15	04/28/15	IN PROGRESS			
Kapolei	04/29/15	05/21/15				
Kalaeloa	05/22/15	06/08/15				
Ewa Beach	06/09/15	07/27/15				
Iroquois	07/28/15	08/03/15				

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/30/2015		Populated ESN field for address points in ESNs 178, 179, & 180	
	3/27/2015		Added routing ID to one (1) address in Nanakuli	
	3/25/2015		Populated ESN field for address points in ESN 181	
	3/25/2015		Corrected three (3) addresses in Nuuanu	
	3/25/2015		Added ten (10) new address points in Nuuanu	
	3/25/2015		Corrected one (1) address in Pearl City	
	3/25/2015		Added eight (8) new address points in Pearl City	
	3/25/2015		Corrected one (1) address in Punchbowl	
	3/25/2015		Added eight (8) new address points in Punchbowl	
	3/24/2015		Deleted nine (9) address points in Nanakuli	
	3/24/2015		Spatially corrected two hundred fifty-two (252) address points in Nanakuli	
	3/24/2015		Added routing ID to two hundred thirty-six (236) addresses in Nanakuli	
	3/24/2015		Spatially corrected one (1) address point in Waianae	
	3/23/2015		Added seven (7) new address points in Kahaolu	
	3/23/2015		Added two (2) new address points in Kalaeloa	
	3/23/2015		Added eighteen (18) new address points in Kalihi	
	3/23/2015		Corrected two (2) addresses in Kalihi	
	3/23/2015		Corrected two (2) addresses in Kaaawa	
	3/23/2015		Added two (2) new address points in Kaaawa	
	3/23/2015		Added fourteen (14) new address points in Mokuleia	
	3/23/2015		Spatially corrected thirteen (13) address points in Kaaawa	
			<b>03/20/15</b>	
		3/20/2015		Populated ESN field for address points in ESNs 182, 183, and 184
		3/19/2015		Deleted one (1) address point in Hauula
		3/19/2015		Deleted two (2) address points in Hawaii Kai
		3/19/2015		Added one (1) new address point in Haleiwa
		3/19/2015		Added one (1) new address point in Halsey T
		3/19/2015		Added one (1) new address point in Radford T
		3/19/2015		Added three (3) new address points in Hauula
		3/19/2015		Added five (5) new address points in Hawaii Kai
		3/19/2015		Added eight (8) new address points in Honolulu
		3/19/2015		Added two (2) new address points in Iroquois
		3/19/2015		Corrected four (4) addresses in Halsey T
	3/19/2015		Corrected two (2) addresses in Hauula	

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/19/2015		Corrected two (2) addresses in Hawaii Kai
	3/19/2015		Corrected five (5) addresses in Honolulu
	3/18/2015		Deleted one (1) address point in Aiea
	3/18/2015		Spatially corrected ten (10) address points in Aiea
	3/18/2015		Added one (1) new address point in Aiea
	3/18/2015		Corrected five (5) address points in Aiea
	3/18/2015		Added routing ID to nine (9) addresses in Aiea
	3/17/2015		Added routing ID to forty (40) addresses in Maili
	3/17/2015		Corrected one (1) address in Ewa Beach
	3/17/2015		Added one (1) new address point in Haleiwa
	3/16/2015		Added routing ID to twenty-four (24) addresses in Maili
	3/13/2015		Added eight (8) new address points in Ewa Beach
	3/13/2015		Added one (1) new address point in Kapolei
	3/13/2015		Corrected one (1) address in Ewa Beach
	3/13/2015		Spatially corrected five (5) address points in Ewa Beach
	3/12/2015		Corrected one (1) address in Pearl City
	3/12/2015		Corrected one (1) address in Aiea
	3/12/2015		Added twelve (12) new address points in Aiea
	3/12/2015		Added alias to two (2) addresses in Aiea
	3/12/2015		Corrected one (1) address in Aina Haina
	3/12/2015		Added four (4) new address points in Aina Haina
	3/12/2015		Added three (3) new address points in Airport
	3/12/2015		Added three (3) new address points in Downtown
	3/12/2015		Spatially corrected seven (7) address points in Ewa Beach
	3/12/2015		Corrected one (1) address in Ewa Beach
	3/12/2015		Added twenty-five (25) new address points in Ewa Beach
	3/10/2015		Spatially corrected fifty-nine (59) address points in Ewa Beach
	3/10/2015		Added eleven (11) new address points in Mililani
	3/10/2015		Added twenty-five (25) new address points in Kunia
	3/10/2015		Added forty-five (45) new address points in Ewa Beach
3/9/2015		Added forty-three (43) new address points in Ewa Beach	
3/9/2015		Added two (2) new address points in Waianae	
3/9/2015		Spatially corrected sixty-seven (67) address points in Waianae	
		<b>03/06/15</b>	

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/6/2015		Added twelve (12) new address points in Kaimuki
	3/6/2015		Added five (5) new address points in Kahala
	3/6/2015		Corrected street type for one (1) address in Moanalua
	3/6/2015		Corrected four (4) addresses in Kaimuki
	3/6/2015		Added alias to one (1) address in Kaimuki (4025 Sierra Dr)
	3/6/2015		Spatially corrected three (3) address points in Kahala
	3/6/2015		Spatially corrected fourteen (14) address points in Kaimuki
	3/5/2015		Added one (1) new address point in Waimanalo
	3/5/2015		Added four (4) new address points in Honolulu
	3/5/2015		Added ten (10) new address points in Kailua
	3/5/2015		Corrected one (1) address in Honolulu
	3/5/2015		Corrected four (4) addresses in Kailua
	3/5/2015		Spatially corrected five (5) address points in Kailua
	3/5/2015		Spatially corrected seven (7) address points in Kaimuki
	3/4/2015		Corrected one (1) address in Sunset
	3/4/2015		Corrected one (1) address in Pearl City
	3/4/2015		Added five (5) new address points in Waimanalo
	3/3/2015		Corrected street type for one (1) address point in Makakilo
	3/3/2015		Modified MSAG community for one (1) address point in Ewa Beach
	3/3/2015		Corrected one (1) address in Makakilo
	3/3/2015		Corrected one (1) address in Kaimuki
	3/3/2015		Corrected one (1) address in Ewa Beach
	3/3/2015		Corrected four (4) addresses in Maili
	3/2/2015		Corrected name for one (1) address point in Airport
	3/2/2015		Corrected name for one (1) address point in Downtown
	3/2/2015		Corrected name for one (1) address point in Kailua
	3/2/2015		Corrected one (1) address in Kahuku
3/2/2015		Spatially corrected one (1) address point in Aiea	
3/2/2015		Added one (1) new address point in Makaha	
Airports			

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	3/30/2015		Populated ESN field for common places in ESNs 178, 179, & 180
	3/25/2015		Populated ESN field for common places in ESN 181
	3/24/2015		Spatially corrected sixteen (16) common places in Nanakuli
	3/24/2015		Spatially corrected one (1) common place in Waianae
		<b>03/20/15</b>	
	3/20/2015		Populated ESN field for common places in ESNs 182, 183, and 184
	3/18/2015		Added one (1) new common place in Honolulu per the GIS Corrections spreadsheet
	3/18/2015		Added one (1) new common place in Kaneohe per the GIS Corrections spreadsheet
	3/18/2015		Added eight (8) new common places in Aiea per the GIS Corrections spreadsheet
	3/18/2015		Spatially corrected three (3) common places in Aiea
3/18/2015		Spatially corrected three (3) common places in Honolulu per the GIS Corrections spreadsheet	



# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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.*

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Common Places	3/18/2015		Corrected name for one (1) common place in Honolulu per the GIS Corrections spreadsheet	
	3/18/2015		Corrected address for one (1) common place in Honolulu per the GIS Corrections spreadsheet	
	3/17/2015		Updated name for one (1) common place in Kahala per the GIS Corrections spreadsheet	
	3/17/2015		Updated name for one (1) common place in Kalihi per the GIS Corrections spreadsheet	
	3/12/2015		Spatially corrected forty-nine (49) common places in Aiea	
	3/12/2015		Added six (6) new common places in Aiea	
		<b>03/06/15</b>		
	3/6/2015		Corrected street type for one (1) common place in Moanalua	
	3/4/2015		Spatially corrected one (1) common place in Pearl City	
	3/2/2015		Added one (1) new common place in Aiea per the GIS Corrections spreadsheet	
	3/2/2015		Added one (1) new common place in Makaha per the GIS Corrections spreadsheet	
	3/2/2015		Updated name for one (1) common place in Kailua per the GIS Corrections spreadsheet	
	3/2/2015		Updated name for one (1) common place in Downtown per the GIS Corrections spreadsheet	
	3/2/2015		Updated name for one (1) common place in Aiea per the GIS Corrections spreadsheet	
	3/2/2015		Updated name for one (1) common place in Airport per the GIS Corrections spreadsheet	
3/2/2015		Spatially corrected one (1) common place in Aiea		
Correctional Facilities				
Emergency Callboxes				
Emergency Operation Centers				
Emergency Shelters				

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
ESZ/ESN	3/31/2015		Corrected ESN 130/131 boundary
	3/27/2015		Corrected ESN 176/179 boundary
	3/26/2015		Corrected ESN 140/141 boundary
	3/26/2015		Corrected ESN 178/180 boundary
Fire Beats			
Fire Districts			
Fire Response Areas	3/30/2015		Corrected STA38/STA10 boundary
	3/26/2015		Corrected STA43/STA12 boundary
		<b>03/20/15</b>	
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas	3/26/2015		Corrected MED16/MED10 boundary
	3/26/2015		Corrected MED3/MED4 boundary
		<b>03/20/15</b>	
Medic Stations			

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Medical Facilities			
Milepost Markers			
MSAG Communities	3/26/2015	<b>03/20/15</b>	Corrected Ewa Beach/Kapolei boundary
	3/3/2015		Corrected Kaneohe/Kahaluu boundary
Net Junctions		<b>03/31/15</b>	
	3/31/2015	<b>03/11/15</b>	Populated with the latest MSAG Community and Police Beat updates
	3/11/2015		Populated with the latest MSAG Community and Police Beat updates
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Police Beats	3/30/2015		Corrected Police Beat 375 according to the HPD written Polices and Procedures
	3/26/2015		Corrected Police Beat 879/872 boundary
	3/25/2015		Corrected Police Beat 854/856 boundary
		03/06/15 03/20/15	
	3/3/2015		Corrected Police Beat 472/471
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/31/2015		Spatially corrected eighty (80) street segments in Makakilo
	3/31/2015		Deleted two (2) segments of Palahia St in Makakilo
	3/31/2015		Split one (1) segment of Kam Hwy at ESN boundary in Kaneohe
	3/30/2015		Split two (2) segments of H3E Exit 14 at ESN boundary in Kailua
	3/30/2015		Split three (3) segments of H3W Fwy at ESN boundary in Kaneohe
	3/30/2015		Split one (1) segment of H3W Exit 11 at ESN boundary in Kaneohe
	3/30/2015		Split one (1) segment of H3E Fwy at ESN boundary in Kailua
	3/30/2015		Split one (1) segment of Kam onto H3E at ESN boundary in Kailua
	3/30/2015		Split one (1) segment of Kapaa Quarry PI at ESN boundary in Kailua
	3/30/2015		Populated ESN fields for street segments in ESNs 178, 179, & 180
	3/30/2015		Spatially corrected fifty-five (55) street segments in Makakilo
3/30/2015		Spatially corrected nineteen (19) street segments in Aiea	

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Street Centerlines	3/27/2015		Deleted one (1) street segment in Nanakuli	
	3/27/2015		Spatially corrected nineteen (19) street segments in Nanakuli	
	3/27/2015		Split one (1) segment of Pohakunui Ave in Nanakuli	
	3/27/2015		Added one (1) new street segment in Nanakuli	
	3/27/2015		Corrected range for one (1) segment of Laumania Ave in Nanakuli	
	3/27/2015		Added one (1) new street segment in Makakilo	
	3/27/2015		Split one (1) segment of Kuamu Pl in Makakilo	
	3/27/2015		Spatially corrected thirty-nine (39) street segments in Makakilo	
	3/26/2015		Deleted two (2) segments of Palehua Rd at the Ewa Beach/Kapolei community boundary	
	3/26/2015		Corrected range for two (2) segments of Palehua Rd at the Ewa Beach/Kapolei community boundary	
	3/26/2015		Split one (1) segment of Keahumoa Pkwy in Kapolei	
	3/26/2015		Split one (1) segment of Keahumoa Pkwy in Ewa Beach	
	3/26/2015		Added nineteen (19) street segments in Kapolei	
	3/26/2015		Spatially corrected fifty-five (55) street segments in Nanakuli	
	3/25/2015		Populated ESN fields for street segments in ESN 181	
	3/24/2015		Split one (1) segment of Kapaa Quarry Rd at ESN boundary in Kailua	
	3/24/2015		Split three (3) street segments in Nanakuli	
	3/24/2015		Added one (1) ingress in Maili	
	3/24/2015		Split two (2) street segments at police beat boundaries in Maili	
	3/24/2015		Flipped one (1) segment of Pokai Bay St in Waianae	
	3/24/2015		Split three (3) street segments at police beat boundaries in Waianae	
	3/24/2015		Split one (1) segment of Farrington Hwy at the Waianae/Makaha MSAG community boundary	
	3/24/2015		Corrected range for three (3) segments of Waianae Valley Rd in Waianae	
	3/24/2015		Corrected one-way code for one (1) segment in Waianae	
	3/24/2015		Spatially corrected nineteen (19) street segments in Nanakuli	
	3/23/2015		Added sixteen (16) ingresses in Nanakuli	
	3/23/2015		Spatially corrected four (4) street segments in Nanakuli	
			<b>03/20/15</b>	
	3/20/2015			Populated ESN fields for street segments in ESNs 182, 183, and 184
	3/20/2015			Corrected range for three (3) segments of Waialae Ave in Kaimuki
	3/20/2015			Split one (1) segment of Kahau St in Nanakuli
	3/20/2015			Spatially corrected forty-four (44) street segments in Nanakuli
	3/18/2015			Added nine (9) ingresses in Aiea
3/17/2015			Deleted three (3) street segments in Maili	
3/17/2015			Added four (4) new street segments in Maili	

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART XI)

*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 GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Street Centerlines	3/17/2015		Spatially corrected four (4) street segments in Maili	
	3/17/2015		Split two (2) street segments in Maili	
	3/17/2015		Spatially corrected sixty-seven (67) street segments in Nanakuli	
	3/17/2015		Corrected street name for one (1) street segment in Hickam per the GIS Corrections spreadsheet	
	3/16/2015		Populated ESN field for street segments in ESN 184	
	3/16/2015		Spatially corrected forty-three (43) street segments in Maili	
	3/13/2015		Corrected range for two (2) segments of Keahomua Pkwy in Ewa Beach	
	3/13/2015		Corrected range for two (2) segments of Kuina St in Ewa Beach	
	3/13/2015		Spatially corrected thirty-two (32) street segments in Maili	
	3/11/2015		Spatially corrected one hundred forty-five (145) street segments in Maili	
	3/11/2015		Deleted one (1) street segment in Maili	
	3/10/2015		Corrected street range for two (2) segments of Leleoi St in Ewa Beach	
	3/9/2015		Spatially corrected twenty-three (23) street segments in Waianae	
			<b>03/06/15</b>	
		3/6/2015		Corrected street type for one (1) street segment in Moanalua (Moanalua Rdg)
	3/6/2015		Spatially corrected five (5) street segments in Waianae	
	3/5/2015		Corrected range to two (2) segments of Maunalua Ave in Hawaii Kai	
	3/5/2015		Spatially corrected thirteen (13) street segments in Waianae	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MAPPING LAYERS UPDATED (PART XII)

*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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
WSP Cell Sectors		03/30/15	
		03/23/15	
	3/17/2015		Per VZW CRS
		03/16/15	
	3/13/2015		Per VZW CRS
		03/09/15	
WSP Cell Towers		03/30/15	
		03/23/15	
	3/17/2015		Per VZW CRS
		03/16/15	
	3/13/2015		Per VZW CRS
		03/09/15	
	03/02/15		



# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 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
3/31/2015	Net Junctions with the latest MSAG Community and Police Beat updates
3/30/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/23/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/20/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
3/20/2015	Street Centerlines and Common Places to HPD for Motorola CAD
3/20/2015	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
3/19/2015	Data for the Motorola Premier One CAD system for testing which included Address Points, Beach Right of Ways, City, Common Places, Parks, Police Beats, Subbeats, Streams, Street Centerlines, Tow, Zip Codes, Common Places Alias Table, Standardization Exceptions Table, Street name Alias Table
3/16/2015	Attended meeting at HPD to discuss Premier One CAD system and deliverable, Common Place Aliases, HPD Map Books, ESN Testing
3/16/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/11/2015	Net Junctions with the latest MSAG Community and Police Beat updates
3/9/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/6/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
3/6/2015	Street Centerlines and Common Places to HPD for Motorola CAD
3/6/2015	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
3/2/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
3/2/2015	GIS data to Intrado to perform data validations prior to installation of MapFlex. GIS Layers included - Address Points, Cell Sectors, Cell Towers, Common Places, Dams, Dive Locations, Emergency Shelters, ESN, Fire Response Areas, Medic Response Areas, MSAG Communities, Ocean Response Areas, Parcels, Parks Polygon, Police Response Areas, Streams, Street Centerlines, Surf Breaks, Trails

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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## 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.

There were no updates during the month of March 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 March 2015. Akimeka completed an additional one (1) Police Beat (375) 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.

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 February, 2015, no issues regarding the TriTech CAD system were reported. GIS data deliverables remained on schedule. Minor updates to Fire Response Areas, Medic Response Areas, and Ocean Response Areas were made during February 2015 and were provided as part of the normal data deliverable schedule.

1. Throughout March 2015, normal GIS deliverables continued and there were no issues reported.

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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## 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.
4. On February 13, 2014, the letter requesting change to Honolulu ESN numbers and corresponding ELTs were submitted to Hawaiian Telecom.
5. On March 12, 2015, confirmation was received that Honolulu can move forward with new ESNs and under the special project, cannot exceed 50 MSAG transactions per day.
6. On March 16, 2015, Akimeka began processing the MSAG transactions beginning with the approved ESN 184 in Waimanalo
  - a. In order to validate the correct information was being displayed at HPD, a group of test phone numbers was gathered to be used to verify the information.
  - b. Also on March 16, 2015, processing in MSAG was halted because Akimeka's access to new ESNs was restricted by Intrado. Akimeka followed up and the restriction was removed by end of the day.
7. On March 17, 2015, HPD tested the telephone numbers in ESN 184 and had experienced some issues with the call routing past the call screeners, directly to the dispatcher.
  - a. HPD opened a trouble ticket with Intrado and Hawaiian Telcom on the issue
  - b. Intrado/Hawaiian Telcom corrected the issue shortly after and notified HPD
8. On March 19, 2015, Akimeka received confirmation that the test phone numbers in ESN 184 were successful at HPD and routed to the call screener
  - a. Following the successful, Akimeka was given the ability to backfill the 250 transactions that were lost in order to get caught up with the timeline.
9. Throughout the remainder of March there were no reported issues and the ESN schedule has remained on track.

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT														NOTES COMMENTS	TOTAL MSAG RECORDS	
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #			Status
Waimanalo	03/16/15	184	100%	183	100%											Complete	112
Kailua	03/19/15	182	100%	181	100%	180	100%									Complete	380
Kaneohe	03/31/15	180	100%	179	100%	178	100%	177	0%	176	0%	175	0%			In Progress	40
Kahaluu	04/15/15																
Kaaawa	04/16/15																
Punaluu	04/16/15																
Hauula	04/17/15																
Laie	04/20/15																
Kahuku	04/21/15																
Kahuku Range	04/22/15																
Sunset	04/23/15																
Haleiwa	04/27/15																
Wahiawa	04/29/15																
Waialua	05/06/15																
Mokuleia	05/08/15																
Makaha	05/11/15																
Waianae	05/12/15																
Maili	05/15/15																
Nanakuli	05/19/15																
Makakilo	05/25/15																
Kapolei	05/28/15																
Kalaeloa	06/04/15																
Ewa Beach	06/08/15																
Iroquois	06/23/15																
Waipahu	06/24/15																
Kunia	07/03/15																
Waipio	07/06/15																
Mililani	07/09/15																
Pearl City	07/28/15																
Aiea	08/04/15																
PC Pen	08/14/15																
McGrew PT	08/14/15																
Halawa	08/17/15																
Aliamanu	08/17/15																
Moanalua T	08/18/15																
Hale Moku	08/18/15																
Maloelap	08/19/15																
Hokulani	08/19/15																
Moanalua	08/19/15																

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT continued														NOTES COMMENTS	TOTAL MSAG RECORDS	
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #			Status
Airport	08/20/15																
Catlin Pk	08/21/15																
Miller Pk	08/21/15																
Halsey T	08/24/15																
Radford T	08/24/15																
Salt Lake	08/25/15																
Mapunapuna	08/26/15																
Moanaloa V	08/27/15																
Kalihi	08/31/15																
Nuuanu	09/14/15																
Punchbowl	09/18/15																
Downtown	09/23/15																
Kakaako	09/25/15																
Ala Moana	09/28/15																
Honolulu	09/29/15																
Makiki	10/02/15																
Manoa	10/06/15																
McCully	10/13/15																
Kahala	10/15/15																
Kapahulu	10/20/15																
Kaimuki	10/22/15																
Waialae	10/30/15																
Aina Haina	11/04/15																
Waikiki	11/09/15																
Hawaii Kai	11/11/15																

# Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## MAPFLEX DEPLOYMENT

During the month of February 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs. As a result, Akimeka coordinated with the Honolulu Police Department for final approval of GIS layers to be provided for the MapFlex system once the four-way NDA was finalized among HPD, Akimeka, Hawaiian Telecom, and Intrado.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, is being implemented across the State of Hawaii, in the below narrative there is some information that was identified through the processes which the Neighbor Islands had been through and pertains to the processes which will be associated for the Oahu PSAPs. The historical information will provide detail as to how and when the establishment of the implementation processes took place and remaining unanswered questions yet to be discussed.

1. The new MapFlex mapping system operates from GIS data that is provided to a secure FTP site, where it is then delivered into the MapFlex server and made available through the mapping product. On February 5, 2015, Intrado had sent a request for additional mapping layers in Maui County and when Akimeka asked if the FTP site was the established MapFlex FTP server, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.
2. On February 7, 2015, prior to the GIS deliverable for Maui County, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
  - (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
3. On February 10, Akimeka prepared a total of fifty-two (52) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided, include all of the displayed GIS layers currently within the PowerMap.
  - a. Akimeka attempted to deliver the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex, but received permission issues copying the data.
  - b. After several attempts to upload data, the GIS data was compressed, encrypted, and submitted outside of the FTP site through email by Akimeka on February 11, 2015.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex secure FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
  - (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
  - (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
    - (i) Does each delivery within MapFlex require a complete refresh or only updated layers?
    - (ii) Are there specific file names and locations needed to pull updates?
    - (iii) What is the update process that takes place within MapFlex?
    - (iv) Is there a specific time the update takes place?
    - (v) What is the notification processes that the updates were successful?
    - (vi) What is the test/validation processes the PSAP should be informed of?
    - (vii) How are discrepancies reported in the procedure and to whom?
5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
  - (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
  - (b) Little information was provided during the conference call on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the

## Oahu Civilian E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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### MAPFLEX DEPLOYMENT CONTINUED

MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.

6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
  - (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
7. On February 26, 2015, Akimeka successfully delivered the updated GIS layers for Hawaii, Maui, and Kauai County to the MapFlex system via new secure FTP site.
8. On March 2, 2015, the four-way NDA was signed and fully executed
  - (a) Akimeka coordinated with Intrado and began preparing the GIS data for the City and County of Honolulu, in order for Intrado to perform a data assessment.
  - (b) Later on March 2, 2015, Akimeka uploaded all of the GIS layers approved by HPD to Intrado for validations.
9. On March 4, 2015, Akimeka received the data assessment results from Intrado
  - (a) There were no mandatory corrections required and the condition of the GIS data was very good

### 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

March 1, 2015 - March 31, 2015

### 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 February 20, 2015 and March 31, 2015. Below are the results of the comparison.

Street Utility Check				
	First Report 06/01/13	2/20/2015	3/31/2015	Improvements/Corrections
Total Number of GIS Records	26,602	27,533	27,557	Increased by 24 records
Errors Identified				
Zero Errors	5,112	605	539	Increased by 11% (66 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	1	Increased by 1 error
Address Overlap Errors	423	4	4	No Change (although corrected)
Flipped Link Errors	1,030	501	508	Increased by 1.4% (7 errors)
<b>Total Errors</b>	<b>9,303</b>	<b>1,110</b>	<b>1,052</b>	Increased by 5.2% (58 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

March 1, 2015 - March 31, 2015

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### 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)**

## Next Database Synchronization Report – April 2015

AUDIT SUMMARY RESULTS – TBA

AUDIT SUMMARY RESULTS – APRIL 1, 2015 MSAG VS. JANUARY 1, 2015 MSAG - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

# Maui County E9-1-1 Status Report

*March 1, 2015 – March 31, 2015*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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# Maui County E9-1-1 Status Report

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – MARCH 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
MAR	11,628	2,451	21.08%	7,479	64.32%	63.14%	36.86%	307	2.64%	13	0.11%	0	0.00%	1,378	11.85%	0	0.00%

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with no Ali 0.11% - Statewide average = 0.11%

### 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	10,934	2,340	21.40%	6,977	63.81%	63.15%	36.85%	255	2.33%	20	0.18%	0	0.00%	1,342	12.27%	0	0.00%
MAR	11,628	2,451	21.84%	7,479	64.32%	63.14%	36.86%	307	2.64%	13	0.11%	0	0.00%	1,378	11.85%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	34,466	7,202		22,153				839		46		0		4,226		0	
MON AVG	11,489	2,401	21.16%	7,384	64.26%	62.75%	37.25%	280	2.43%	15	0.13%	0	0.00%	1,409	12.26%	0.00	0.00%

# Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## 9-1-1 CALL VOLUME MOLOKAI PSAP – MARCH 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
MAR	470	191	40.64%	224	47.66%	60.27%	39.73%	0	0.00%	2	0.43%	0	0.00%	53	11.28%	0	0.00%

## CALL VOLUME MOLOKAI PSAP NOTES:

\*Calls with no Ali 0.43% - Statewide average = 0.11%

## 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	355	159	44.79%	141	39.72%	55.32%	44.68%	0	0.00%	2	0.56%	0	0.00%	53	14.93%	0	0.00%
MAR	470	191	40.64%	224	47.66%	60.27%	39.73%	0	0.00%	2	0.43%	0	0.00%	53	11.28%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,196	502		541				0		6		0		147		0	
MON AVG	399	167	42.13%	180	44.94%	55.76%	44.24%	0.00	0.00%	2	0.51%	0	0.00%	49	12.42%	0	0.00%

# Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – MARCH 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
MAR	12,098	2,642	21.84%	7,703	63.67%	63.05%	36.95%	307	2.54%	15	0.12%	0	0.00%	1,431	11.83%	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	11,904	2,499	22.14%	7,118	63.05%	63.00%	37.00%	255	2.26%	22	0.19%	0	0.00%	1,395	12.36%	0	0.00%
MAR	12,098	2,642	21.84%	7,703	63.67%	63.05%	36.95%	307	2.54%	15	0.12%	0	0.00%	1,431	11.83%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	36,277	7,704		22,694				839		52		0		4,373		0	
MON AVG	12,092	2,568	21.62%	7,565	63.62%	62.59%	37.41%	280	2.35%	17	0.15%	0.00	0.00%	1,458	12.09%	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 911 calls made from the Viper System.



## Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

FYI.....FOR YOUR INFORMATION

<b>FYI ..... For Your Information</b>				
<b>MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.</b>				
<b>All 911 calls originating from Mobi customers will be on the Sprint PCS Network</b>				
Database Synchronization (MSAG database vs GIS database)				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
<b>Statewide Average</b>	<b>March 1, 2015</b>	<b>99.69%</b>		
<b>*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%</b>				
<b>NENA's recommended match rate for Next Generation implementation is 98%.</b>				
* Statewide averages does not include the Military databases.				

## Maui County E9-1-1 Status Report

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WIRELESS PSAP TESTING – MARCH 2015

MAUI COUNTY - MARCH 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/25/2015	Mobi	1	1	Maui PSAP	Pass	test on Sprint Network
3/30/2015	AT&T	1	15	Maui PSAP	Pass	

NOTES:

- There were two (2) scheduled Wireless 911 Tests in March 2015 for the Maui and Molokai PSAPs.

## Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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

CURRENT MONTH – MARCH 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MARCH	12	4	1	6	1	0	237

#### MSAG CURRENT MONTH NOTES:

A total of 227 MSAG transactions were processed in 9-1-1 Net during the month of March 2015. Twelve (12) requests were processed relating to the MSAG database, and 215 requests relating to the ALI database (see ALI Transaction chart on next page). There were 237 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	26	18	0	5	3	0	93
MARCH	12	4	1	6	1	0	237
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
<b>TOTAL YTD</b>	<b>63</b>	<b>28</b>	<b>2</b>	<b>15</b>	<b>18</b>	<b>0</b>	<b>432</b>
<b>AVG PER MONTH</b>	<b>21</b>	<b>9</b>	<b>1</b>	<b>5</b>	<b>6</b>	<b>0</b>	<b>144</b>

## Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

ALI TRANSACTIONS CURRENT MONTH – MARCH 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
MAR	215	212	2	1	447	1	0

Definitions
<p>(A) <b>Telephone Number Change Request</b> - 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.</p> <p>(B) <b>Automatic Location Information Discrepancy Record</b> - 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.</p> <p>(C) <b>Voice over Internet Protocol Discrepancy Record</b> - 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.</p>

ALI TRANSACTIONS CURRENT MONTH NOTES:

212 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 two (2) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net, as the result of 911 calls from pay phones in Paia and Kahului. 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 447 Open TN CR Transactions as of March 31, 2015
- Refer to chart in the next section “TNCR Current Status”

The Open TN CR transactions are a direct result of the ESN 359/399 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

**March 1, 2015 - March 31, 2015**

**There is one (1) Open ALI-DR as of March 31, 2015**

The Open ALI DR was the result of a 911 call made from a payphone showing an incorrect address in Paia. The caller information did not match the displayed location and this discrepancy has been referred to Hawaiian Telcom for verification. Intrado will notify Akimeka when the ALI record has been updated.

**There are no Open VoIP DRs as of March 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	45	44	1	0	340	0	0
MAR	215	212	2	1	447	1	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>352</b>	<b>347</b>	<b>4</b>	<b>1</b>			
<b>AVG PER MONTH</b>	<b>117</b>	<b>116</b>	<b>1</b>	<b>0</b>			

## Maui County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>MAUI</b>	<b>418</b>	<b>56</b>	<b>46</b>	<b>316</b>
<b>MOLOKAI</b>	<b>29</b>	<b>6</b>	<b>9</b>	<b>14</b>
<b>TOTAL</b>	<b>447</b>	<b>62</b>	<b>55</b>	<b>330</b>

<b>STATUS</b>
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - 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.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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

March 1, 2015 - March 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/31/2015		Spatially corrected nineteen (19) address points in Waihee	
	3/31/2015		Spatially corrected eleven (11) address points in Kahului	
	3/31/2015		Spatially corrected four (4) address points in Kihei	
	3/31/2015		Corrected location name of one (1) address and changed location name of one (1) address in Kahului	
	3/31/2015		Added one (1) address in Kahului	
	3/31/2015		Spatially corrected one (1) address point in Lahaina	
	3/31/2015		Spatially corrected four (4) address points in Waiehu	
	3/30/2015		Added two (2) addresses in Haiku	
	3/30/2015		Spatially corrected one (1) address point in Hana	
	3/30/2015		Spatially corrected one (1) address point in Kaanapali	
	3/30/2015		Added one (1) address in Kaanapali	
	3/30/2015		Spatially corrected two (2) address points in Kahului	
	3/30/2015		Added one (1) address in Kahului	
	3/30/2015		Added one (1) address in Kihei	
	3/30/2015		Added one (1) address in Kualapuu	
	3/30/2015		Added one (1) address in Lanai	
	3/30/2015		Spatially corrected twelve (12) address points in Waiehu	
	3/30/2015		Spatially corrected seventy-four (74) address points in Waihee	
	3/30/2015		Added one (1) address in Waihee	
			<b>03/24/15</b>	
	3/24/2015			Spatially corrected thirty-five (35) address points in Waiehu
	3/24/2015			Added one (1) address point in Pukalani
	3/24/2015			Added one (1) address in Haiku
	3/20/2015			Added one (1) address in Wailea
	3/20/2015			Added three (3) addresses in Waikapu
	3/20/2015			Spatially corrected one (1) address point in Waikapu
	3/20/2015			Added two (2) addresses in Waihee
	3/20/2015			Spatially corrected eleven (11) address points in Waihee
	3/20/2015			Added two (2) addresses in Napili
	3/20/2015			Spatially corrected one (1) address point in Napili
	3/20/2015			Added two (2) addresses in Makawao
	3/20/2015			Added five (5) addresses in Lahaina
3/20/2015			Spatially corrected one (1) address point in Lahaina	

# Maui County E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/20/2015		Added five (5) addresses in Kula
	3/20/2015		Added four (4) addresses in Kihei
	3/20/2015		Added six (6) addresses in Kapalua
	3/20/2015		Added one (1) address in Kahului
	3/20/2015		Spatially corrected one (1) address point in Kahului
	3/20/2015		Added one (1) address in Hana
	3/20/2015		Added four (4) addresses in Haiku
	3/20/2015		Spatially corrected four (4) address points in Haiku
	3/19/2015		Added two (2) addresses in Wailuku
	3/19/2015		Added one (1) address in Wailea
	3/19/2015		Spatially corrected one (1) address in Wailea
	3/19/2015		Added one (1) address in Spreckelsville
	3/19/2015		Added eleven (11) addresses in Pukalani
	3/19/2015		Spatially corrected three (3) address points in Pukalani
	3/19/2015		Corrected one (1) address in Napili
	3/19/2015		Added one (1) address in Makawao
	3/19/2015		Added twelve (12) addresses in Lahaina
	3/19/2015		Added two (2) addresses in Kula
	3/19/2015		Added one (1) address in Kihei
	3/19/2015		Corrected three (3) addresses in Kihei
	3/19/2015		Spatially corrected (1) address point in Kihei
	3/19/2015		Added one (1) address in Kapalua
	3/19/2015		Added four (4) addresses in Kahului
	3/19/2015		Spatially corrected four (4) address points in Kahului
	3/19/2015		Corrected one (1) address in Kahului
	3/19/2015		Added nine (9) addresses in Haiku
	3/19/2015		Spatially corrected three (3) address points in Haiku
	3/17/2015		Spatially corrected two (2) address points in Kahului
	3/17/2015		Changed one (1) address in Kahului
	3/17/2015		Added Probation Office as a Location Name requested by Maui Dispatch
3/17/2015		Added one (1) address in Hana	
3/17/2015		Added one (1) address in Hoolehua	



# Maui County E9-1-1 Status Report

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## 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	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/17/2015		Added one (1) address in Kahului	
	3/17/2015		Added seven (7) addresses in Wailuku	
	3/16/2015		Spatially corrected six (6) address points in Waiehu	
	3/13/2015		Added two (2) addresses in Kaunakakai	
	3/13/2015		Added one (1) address in Kualapuu	
	3/12/2015		Added six (6) addresses in Wailuku	
	3/12/2015		Spatially corrected two (2) address points in Wailuku	
	3/12/2015		Added two (2) addresses in Waiehu	
	3/12/2015		Added one (1) address in Paia	
	3/12/2015		Added two (2) addresses in Makawao	
	3/12/2015		Spatially corrected three (3) address points in Makawao	
	3/12/2015		Added two (2) addresses in Kula	
	3/12/2015		Spatially corrected two (2) address points in Kula	
		<b>03/11/15</b>		
	3/11/2015			Added one (1) address in Haiku
	3/11/2015			Spatially corrected two (2) address points in Hana
	3/11/2015			Added one (1) address in Hana
	3/11/2015			Spatially corrected five (5) address points in Kihei
	3/11/2015			Added one (1) address in Kihei
	3/11/2015			Added one (1) address in Lahaina
	3/11/2015			Added Location name, Paia Youth and Cultural Center
	3/10/2015			Added one (1) address in Wailuku
	3/10/2015			Corrected one (1) address in Wailuku
	3/10/2015			Added two (2) addresses in Pukalani
	3/10/2015			Added one (1) address in Makawao
	3/10/2015			Added ten (10) addresses in Lahaina
	3/10/2015			Spatially corrected three (3) addresses in Lahaina
	3/10/2015			Added four (4) addresses in Kihei
	3/10/2015			Spatially corrected eleven (11) address points in Kihei
	3/10/2015			Added one (1) address in Kahului
	3/10/2015			Spatially corrected one (1) address in Kahului
	3/9/2015			Added nine (9) addresses in Paia
	3/9/2015			Spatially corrected forty-four (44) address points in Paia
3/9/2015			Added one (1) address in Lahaina	

# Maui County E9-1-1 Status Report

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## 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/9/2015		Spatially corrected three (3) address points in Lahaina
	3/9/2015		Added one (1) location name and changed one (1) location name in Lahaina per Maui Dispatch
	3/9/2015		Added three (3) addresses in Kula
	3/9/2015		Added three (3) addresses in Kahului
	3/9/2015		Spatially corrected one (1) address in Kahului
	3/9/2015		Added one (1) address in Hana
	3/9/2015		Added two (2) addresses in Haiku
	3/9/2015		Spatially corrected one (1) address point in Haiku
	3/6/2015		Added two (2) addresses in Napili
	3/6/2015		Spatially corrected eighteen (18) address points in Napili
	3/6/2015		Corrected four (4) addresses in Napili
	3/6/2015		Added three (3) addresses in Kula
	3/6/2015		Spatially corrected two (2) address points in Kula
	3/6/2015		Added two (2) addresses in Haiku
	3/6/2015		Spatially corrected two (2) address points in Haiku
	3/5/2015		Added one (1) address in Spreckelsville
	3/5/2015		Spatially corrected one (1) address in Spreckelsville
	3/5/2015		Added seven (7) addresses in Pukalani
	3/5/2015		Spatially corrected five (5) address points in Paia
	3/5/2015		Added two (2) address points in Makawao
	3/5/2015		Spatially corrected seven (7) address points in Makawao
	3/5/2015		Added one (1) address in Kihei
	3/5/2015		Spatially corrected one (1) address point in Kihei
	3/5/2015		Corrected one (1) address in Kihei
	3/5/2015		Added one (1) address in Kaunakakai
	3/5/2015		Added one (1) address in Kapalua
	3/5/2015		Added one (1) address in Hana
	3/5/2015		Added two (2) address in Haiku
	3/5/2015		Spatially corrected two (2) address points in Haiku
	3/4/2015		Added three (3) addresses in Wailuku
3/4/2015		Corrected one (1) address in Wailuku	
3/4/2015		Spatially corrected five (5) address points in Wailuku	
3/4/2015		Added one (1) address in Pukalani	

# Maui County E9-1-1 Status Report

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## 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.*

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/4/2015		Spatially corrected one (1) address point in Pukalani
	3/4/2015		Added one (1) address in Paia
	3/4/2015		Added three (3) addresses in Makawao
	3/4/2015		Spatially corrected five (5) address points in Makawao
	3/4/2015		Added fourteen (14) addresses in Lahaina
	3/4/2015		Corrected one (1) address in Lahaina
	3/4/2015		Spatially corrected two (2) address points in Lahaina
	3/4/2015		Added six (6) addresses in Kula
	3/4/2015		Spatially corrected four (4) address points in Kula
	3/4/2015		Added five (5) addresses in Kualapuu
	3/4/2015		Spatially corrected six (6) address points in Kualapuu
	3/4/2015		Corrected one (1) address in Kihei
	3/4/2015		Added three (3) addresses in Kahului
	3/4/2015		Spatially corrected seven (7) address points in Kahului
	3/4/2015		Added one (1) address in Haiku
	3/4/2015		Spatially corrected two (2) address points in Haiku
	3/3/2015		Added one (1) address in Wailuku
	3/3/2015		Spatially corrected nineteen (19) address points in Wailuku
	3/3/2015		Corrected two (2) addresses in Wailuku
	3/3/2015		Changed one (1) address in Waikapu
	3/3/2015		Added three (3) addresses in Spreckelsville
	3/3/2015		Added neighborhood information for sixteen (16) addresses in Spreckelsville
	3/3/2015		Added one (1) address in Pukalani
	3/3/2015		Added three (3) addresses in Makawao
	3/3/2015		Added six (6) addresses in Kula
	3/3/2015		Added five (5) addresses in Kualapuu
	3/3/2015		Added one (1) address in Kihei
	3/3/2015		Added one (1) address in Kaunakakai
	3/3/2015		Added two (2) addresses in Kahului
	3/3/2015		Spatially corrected two (2) address points in Kahului
3/3/2015		Spatially corrected three (3) address points in Pukalani	
3/3/2015		Spatially corrected two (2) address points in Makawao	
3/3/2015		Spatially corrected four (4) address points in Kula	
3/3/2015		Corrected one (1) address in Kula	

# Maui County E9-1-1 Status Report

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**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.*

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/3/2015		Corrected fifty-five (55) addresses in Kihei
	3/3/2015		Spatially corrected fifty-five (55) address points in Kihei
	3/3/2015		Added one (1) address in Wailea
	3/3/2015		Added one (1) address in Wailea
	3/3/2015		Spatially corrected three (3) address points in Wailea
	3/2/2015		Added three (3) addresses in Wailuku
	3/2/2015		Added Neighborhood information for twenty-six (26) addresses in Wailuku
	3/2/2015		Spatially corrected one (1) address point in Wailuku
	3/2/2015		Added one (1) address in Wailea
	3/2/2015		Added one (1) address in Waihee
	3/2/2015		Spatially corrected one (1) address point in Waihee
	3/2/2015		Spatially corrected two (2) address points in Paia
	3/2/2015		Spatially corrected fifteen (15) address points in Kula
	3/2/2015		Spatially corrected two (2) address points in Kihei
	3/2/2015		Spatially corrected seven (7) address points in Kahului
	3/2/2015		Spatially corrected one (1) address point in Haiku
	3/2/2015		Added one (1) address in Waiehu
	3/2/2015		Added one (1) address in Pukalani
	3/2/2015		Added three (3) addresses in Paia
	3/2/2015		Added one (1) address in Makawao
	3/2/2015		Added one (1) address in Lahaina
	3/2/2015		Added three (3) addresses in Kula
3/2/2015		Added five (5) addresses in Kihei	
3/2/2015		Added one (1) address in Kaunakakai	
3/2/2015		Added one (1) address in Kahului	
3/2/2015		Added one (1) address in Haiku	
3/2/2015		Changed one (1) address in Kahului	
Airports			
Bridges			
Building Footprints			

# Maui County E9-1-1 Status Report

March 1, 2015 - March 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.*

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Bus Stops			
Churches	3/9/2015	03/11/15	Added Nahiku Hawaiian Church in Nahiku
Coastal Names	3/24/2015		Moved one (1) Coastal Name so the label does not overlap in the Intergraph CAD Map
	3/13/2015		Added Olivine Pool and Cliff House
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	3/23/2015		Modified boundary between ESN 311 & 312 to match spatially corrected street centerlines

# Maui County E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes	3/17/2015	03/24/15	Changed gate codes for Wailea Golf Vistas and Puamana
Government Buildings			
Harbors			
Helipads			
Hiking Trails			

# Maui County E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			

# Maui County E9-1-1 Status Report

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## 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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Milepost Markers			
MSAG Communities	3/23/2015		Modified boundary between Wailuku and Waiehu to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	3/31/2015		Added eighteen (18) POI, Spatially corrected fifteen (15) POI, Corrected name of six (6) POI, Corrected address of two (2) POI, Added address for one (1) POI
		<b>03/24/15</b>	
		<b>03/11/15</b>	
	3/11/2015		Added Paia Youth and Cultural Center
	3/9/2015		Added three (3) POI in Hana
	3/5/2015		Added two (2) POI, Olivine Pools and Cliff House as requested by Maui Dispatch



# Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART XI)

*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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/31/2015		Spatially corrected fifteen (15) street centerline segments in Waihee
	3/30/2015		Modified range for one (1) street centerline segment in Lanai
	3/30/2015		Spatially corrected three (3) street centerline segments in Waiehu
	3/30/2015		Spatially corrected fifteen (15) street centerline segments in Waihee
		<b>03/24/15</b>	
	3/23/2015		Spatially corrected twenty-two (22) street centerline segments in Wailuku
	3/19/2015		Modified the range for three (3) street centerline segments in Lahaina
	3/17/2015		Spatially corrected two (2) street centerline segments in Waiehu
	3/17/2015		Modified the range of five (5) street centerline segments in Wailuku
	3/17/2015		Spatially corrected seven (7) street centerline segments in Wailuku
	3/17/2015		Flipped one (1) street centerline segment after adding an address
	3/16/2015		Spatially corrected sixty-two (62) street centerline segments in Waiehu
		<b>03/11/15</b>	
	3/11/2015		Modified range of one (1) street centerline segment in Lahaina
3/9/2015		Modified range for one (1) street centerline segment	

# Maui County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART XII)

*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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Street Centerlines	3/6/2015		Spatially corrected one (1) street centerline segment in Haiku
	3/5/2015		Spatially corrected two (2) street centerline segments in Makawao
	3/5/2015		Spatially corrected two (2) street centerline segments in Kihei
	3/5/2015		Spatially corrected one (1) street centerline segment in Wailea
	3/5/2015		Spatially corrected one (1) street centerline segment in Pukalani
	3/4/2015		Spatially corrected three (3) street centerline segments in Wailuku
	3/4/2015		Partial spatial correction of one (1) street centerline segment in Wailuku
	3/4/2015		Spatially corrected two (2) street centerline segments in Kihei
	3/3/2015		Spatially corrected two (2) street centerline segments in Waikapu
	3/2/2015		Spatially corrected one (1) street centerline segment in Kahului
	3/2/2015		Spatially corrected three (3) street centerline segments in Kihei
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		<b>03/24/15</b>	
	3/13/2015		Per VZW CRS
		<b>03/11/15</b>	
	3/6/2015		Per VZW CRS
WSP Cell Towers		<b>03/24/15</b>	
	3/13/2015		Per VZW CRS
		<b>03/11/15</b>	
	3/6/2015		Per VZW CRS

# Maui County E9-1-1 Status Report

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**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.

**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
3/24/2015	Uploaded Address Points, Street Centerlines, Gate Codes, MSAG Communities, Points of Interests, WSP Cell Towers and WSP Cell Sectors for a PowerMap update
3/24/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map, which included updated Address Points, Gate Codes, Points of Interest, Street Centerlines and WSP Cell Towers.
3/13/2015	Intergraph CAD work including adding labels, deleting duplicate labels
3/11/2015	Uploaded Address Points, Bridges, Churches, Points of Interest, Street Centerlines and WSP Cell Towers and WSP Cell Sectors for a PowerMap update
3/11/2015	Delivered the following data for Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map, which included updated Address Points, WSP Cell Towers, Points of Interest, and Street Centerlines.
3/10/2015	Intergraph CAD work including adding labels, deleting duplicate labels

## Maui County E9-1-1 Status Report

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### 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 March 2015, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	Addition	267	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	469	Corrected location of address point, recalculated x/y
	Correction	73	Correction of address
	Change	3	DSA reassigns an address
	Neighborhood Info	42	Added Neighborhood Info
	Location Name	6	Added or Changed Location Name
<i>Response Boundaries</i>	Spatially Corrected	4	Boundary corrections to match spatially corrected street centerlines. Layers include ESN and MSAG Community.
<i>Street Centerlines</i>	Addition	0	Added a street centerline segment
	Range Segments	10	Modification of a range
	Spatially Corrected	144	Corrected using Pictometry
	Partial Spatial Correction	1	Corrected using Pictometry
	Flipped	1	Corrected direction segment was drawn

#### NOTE:

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

# Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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## 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. Akimeka continued to clean up duplicate and overlapping labels of Street Centerlines, Streams, and Highway shields on the Intergraph CAD map. This is an ongoing process.
2. Akimeka successfully delivered an updated Intergraph CAD map on March 11, 2015 which included:
  - a. Address Points, Points of Interest, Street Centerlines, WSP Cell Towers, and Common name look up table.
  - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
3. On March 24, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
  - a. Address Points, Gate Codes, Points of Interest, Street Centerlines, 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 April 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.

## 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. Akimeka is currently in the process of merging the new Bus Stops into the Points of Interest and will be available on the next PowerMap update on March 11, 2015.
2. Akimeka uploaded the Points of Interest layer which included all Bus Stops onto PowerMap on March 11, 2015.

# Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 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 February 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.

During the month of February 2015, Akimeka coordinated with the Maui Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 5, 2015, Intrado had sent a request for the additional mapping layers and when Akimeka asked if the FTP site was the established MapFlex FTP server, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.
2. On February 7, 2015, prior to the GIS deliverable, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
  - (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
3. On February 10, Akimeka prepared a total of fifty-two (52) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided include all of the displayed GIS layers currently within the PowerMap.
  - a. Akimeka attempted to deliver the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex, but received permission issues copying the data.
  - b. After several attempts to upload data, the GIS data was compressed, encrypted, and submitted outside of the FTP site through email by Akimeka on February 11, 2015.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
  - (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.

# Maui County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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## MAPFLEX DEPLOYMENT CONTINUED

- (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
    - (i) Does each delivery within MapFlex require a complete refresh or only updated layers?
    - (ii) Are there specific file names and locations needed to pull updates?
    - (iii) What is the update process that takes place within MapFlex?
    - (iv) Is there a specific time the update takes place?
    - (v) What is the notification processes that the updates were successful?
    - (vi) What is the test/validation processes the PSAP should be informed of?
    - (vii) How are discrepancies reported in the procedure and to whom?
5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
  - (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
  - (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.
6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
  - (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 25, 2015 deliverable for PowerMap.
  - (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.
8. During the month of March 2015, there were no new reports on the status of MapFlex.
  - (a) Akimeka was prepared to provide updated GIS data once confirmation is made that Intrado's delivery system is working properly and configured.

## Maui County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MAUI PSAP MARCH 2015

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	3/26/2015	786	Updated Address	MSAG	Normal	TN information has been submitted in 9-1-1 Net. RN

**NOTE:**

There is one (1) Open Service Requests for the Maui PSAP for March 2015.

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

2015	MAUI PSAP			SERVICE REQUEST CATEGORIES			
	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	2	2	0	1	1	1	1
February	0	0	0	0	0	0	0
March	4	3	1	0	0	4	3
April							
May							
June							
July							
August							
September							
October							
November							
December							
<b>TOTAL</b>	<b>6</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>5</b>	<b>4</b>

**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

**March 1, 2015 - March 31, 2015**

### OPEN SERVICE REQUESTS – MOLOKAI PSAP MARCH 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

**NOTE:**

There are no Open Service Requests for the Molokai PSAP for March 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	0	0	0	0	0	0	0
March	1	1	0	0	0	1	1
April							
May							
June							
July							
August							
September							
October							
November							
December							
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>

**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

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## 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 the next quarterly database synchronization audit for Maui County in March 2015.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,584 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on March 1, 2015 for Maui County are reported below.

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

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

# Maui County E9-1-1 Status Report

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## AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of June 1, 2014		As of September 1, 2014		As of December 1, 2014		As of March 1, 2015	
		9-1-1 MSAG Dated 06-01-14		9-1-1 MSAG Dated 9-01-14		9-1-1 MSAG Dated 12-01-14		9-1-1 MSAG Dated 3-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,678		2,653		2,655		2,658	
Less: 9-1-1 MSAG Exception Records	(1)	61	2.3%	72	2.7%	72	2.71%	74	2.78%
Net 9-1-1 MSAG Records Eligible for Comparison		2,617		2,581		2,583		2,584	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,608	99.7%	2,577	99.8%	2,581	99.92%	2,584	100.00%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	8	0.3%	4	0.2%	2	0.08%	0	0.00%
9-1-1 MSAG Record With No GIS Record	(3)	10	0.4%	0	0.0%	0	0.00%	0	0.00%
Total 9-1-1 MSAG Records No Match		18	0.7%	4	0.2%	2	0.08%	0	0.00%

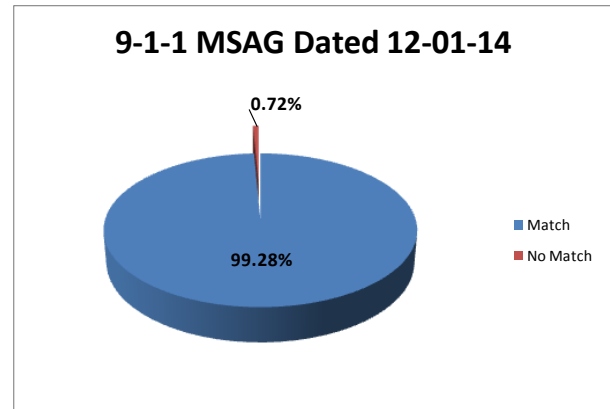
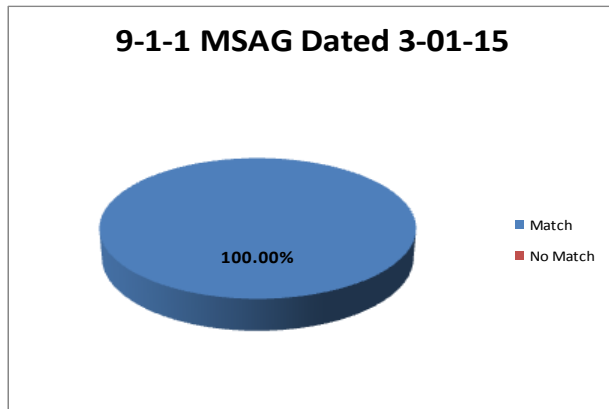
### AUDIT SUMMARY NOTES:

- 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.

# Maui County E9-1-1 Status Report

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## MSAG AUDIT SUMMARY RESULTS – MARCH 1, 2015 – DECEMBER 1, 2014



### NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant

from 99.28% as of December 1, 2014 to 100% as of March 1, 2015

NENA Recommended Match Rate = 98%

### MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” decreased by 100% (2 to 0) from December 2014 to March 2015 respectively. The decrease is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- “MSAG Record with No GIS Record” remained constant with zero MSAG Record with No GIS Record from December 2014 to March 2015 respectively. The total of zero MSAG Record with No GIS Record was due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- “GIS Record with Minor Corrections” decreased by 100% (2 to 0) from December 2014 to March 2015 respectively. Low and high address ranges, street suffix, and MSAG Community were adjusted in the GIS to correspond with the MSAG record.
- “MSAG records that don’t match GIS” decreased by 100% (2 to 0) from December 2014 to March 2015 respectively. The decrease in the number of MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.
- Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.

## Maui County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

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

Hawaiian Telcom, Inc. (HTI) provides Maui County and Akimeka, as the PSAP’s agent, with access and visibility to the ESN 359/399 MSAG records which are “known” invalid streets and address ranges. Results of the data provided are as follows:

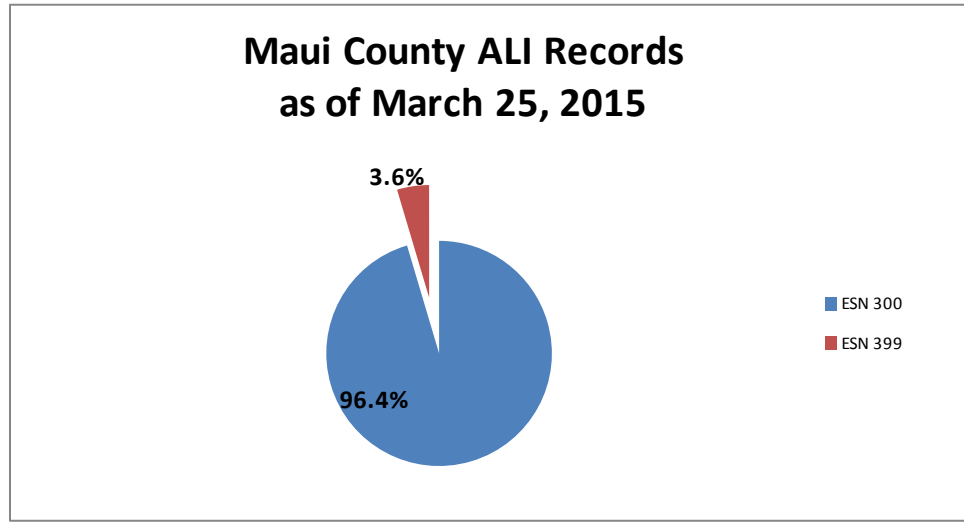
PSAP	ESN	Invalid MSAG Records	
		9-1-1 MSAG Dated 03-01-15	
		Number of Records	% of Total Invalid MSAG Records
MAUI	399	120	4.7%
MOLOKAI	359	42	16.2%
<b>TOTAL MAUI COUNTY</b>		<b>162</b>	<b>5.7%</b>

# Maui County E9-1-1 Status Report

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## AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of March 25, 2015, **2,444** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **3.6%** of Maui County’s total ALI records, require research and corrective action, if needed.



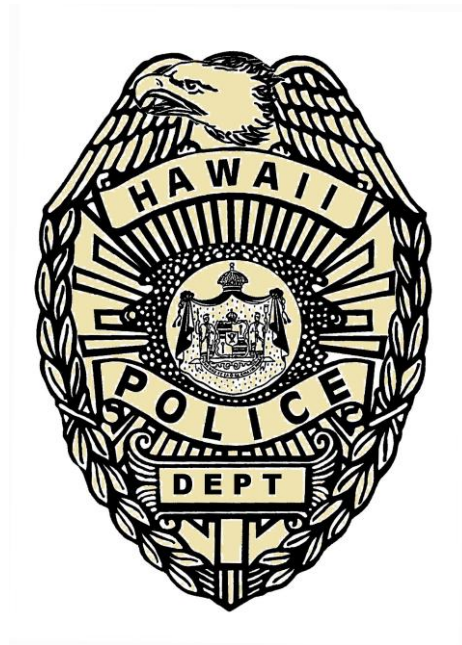
THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

### NOTES:

**The number of ESN 359/399 ALI records decreased from 2,833 to 2,444 from December 2014 to March 2015 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in December 2014. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.**

# Hawaii County E9-1-1 Status Report

*March 1, 2015 – March 31, 2015*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# Hawaii County E9-1-1 Status Report

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# Hawaii County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

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# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – MARCH 2015

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII 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
MAR	17,858	3,765	21.08%	11,972	67.04%	49.27%	50.73%	653	3.66%	3	0.02%	0	0.00%	1,465	8.20%	0	0.00%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The number of Wireless Phase 2 calls (50.73%) has exceeded the number of Wireless Phase 1 calls (49.27%) in March 2015.

\*Call with no Ali = 0.02% - Statewide average = 0.11%

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

9-1-1 Call Volume																	
HAWAII 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
JAN	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%
FEB	17,222	3,513	20.40%	11,581	67.25%	46.45%	53.55%	707	4.11%	7	0.04%	0	0.00%	1,414	8.21%	0	0.00%
MAR	17,858	3,765	21.08%	11,972	67.04%	49.27%	50.73%	653	3.66%	3	0.02%	0	0.00%	1,465	8.20%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	54,316	11,436		36,150				2,167		14		0		4,549		0	
MON AVG	18,105	3,812	21.03%	12,050	66.59%	47.76%	52.24%	722	3.99%	5	0.03%	0	0.00%	1,516	8.36%	0	0.00%

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### 9-1-1 CALL VOLUME BY AGENCY – MARCH 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
March	15,722	88.04%	0	1,430	0	2,136	11.96%	0	35	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	13,678	79.42%	0	1,394	0	2,130	12.37%	0	20	0
March	15,722	88.04%	0	1,430	0	2,136	11.96%	0	35	0
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	44,480		0	4,457	0	6,752		0	92	0
MON AVG	14,827	81.95%	0	1,486	0	2,251	12.42%	0	31	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.

## Hawaii County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

FYI.....FOR YOUR INFORMATION

<b>FYI ..... For Your Information</b>				
<b>MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.</b>				
<b>All 911 calls originating from Mobi customers will be on the Sprint PCS Network</b>				
Database Synchronization (MSAG database vs GIS database)				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
<b>Statewide Average</b>	<b>March 1, 2015</b>	<b>99.69%</b>		
<b>*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%</b>				
<b>NENA's recommended match rate for Next Generation implementation is 98%.</b>				
* Statewide averages does not include the Military databases.				

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### WIRELESS PSAP TESTING – MARCH 2015

HAWAII COUNTY - MARCH 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/5/2015	Verizon	1	3	Hawaii PSAP	Fail	911 calls routed to Oahu
3/31/2015	Verizon	1	6	Hawaii PSAP	Fail	LTE tower naming discrepancy

#### NOTES:

- There were two (2) scheduled Wireless 911 Testing for the month of March 2015. Both failed.

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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

#### MSAG TRANSACTIONS CURRENT MONTH – MARCH 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MARCH	52	10	3	33	5	1	180

#### MSAG CURRENT MONTH NOTES:

A total of **222** MSAG transactions were processed in 9-1-1 Net during the month of March 2015. Fifty-two (**52**) requests were processed relating to the MSAG database, and **170** requests relating to the ALI database (see ALI Transaction chart on next page). There were **180** 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	26	5	1	9	9	2	109
MARCH	52	10	3	33	5	1	180
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
<b>TOTAL YTD</b>	<b>164</b>	<b>47</b>	<b>4</b>	<b>79</b>	<b>31</b>	<b>3</b>	<b>438</b>
<b>AVG PER MONTH</b>	<b>55</b>	<b>16</b>	<b>1</b>	<b>26</b>	<b>10</b>	<b>1</b>	<b>146</b>

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – MARCH 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
MAR	170	159	10	1	474	3	0

Definitions
(A) <b>Telephone Number Change Request</b> - 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) <b>Automatic Location Information Discrepancy Record</b> - 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) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

159 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 ten (10) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from both residences and businesses. There was one (1) 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 474 Open TN CR Transactions as of March 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

March 1, 2015 - March 31, 2015

**There are three (3) Open ALI-DRs as of March 31, 2015**

The ALI DRs were the result of 9-1-1 calls from businesses in Hilo and Kailua Kona. 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.

Intrado will notify Akimeka when the TN has been updated in 9-1-1Net.

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

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	104	96	5	3	430	3	0
MAR	170	159	10	1	474	3	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>356</b>	<b>326</b>	<b>20</b>	<b>10</b>			
<b>AVG PER MONTH</b>	<b>119</b>	<b>109</b>	<b>7</b>	<b>3</b>			

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- MARCH 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>HAWAII</b>	<b>474</b>	<b>109</b>	<b>57</b>	<b>308</b>

<b>STATUS</b>
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b>PENDING STATUS</b> - 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.
<b>REFERRED STATUS</b> - 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.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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

March 1, 2015 - March 31, 2015

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/27/2015		Spatially corrected three (3) address points (463990, 464002 and 464002 Puaono Rd A) in Honokaa.
	3/27/2015		Added one (1) address point (162083 Tradewind Dr) in Kurtistown.
	3/27/2015		Spatially corrected fifty-three (53) address points in Pahoa.
		<b>03/24/15</b>	
	3/24/2015		Added one (1) address point (162047 Vista Dr) in Kurtistown.
	3/24/2015		Spatially corrected thirty-three (33) address points in Kurtistown.
	3/23/2015		Spatially corrected six (6) address points in Volcano.
	3/23/2015		Corrected address to one address point (181713 Volcano Rd B) in Volcano.
	3/23/2015		Spatially corrected one hundred thirty-four (134) address points in Pahoa.
	3/20/2015		Corrected address to one (1) address point (193984 Volcano Rd) in Volcano.
	3/20/2015		Corrected address to two (2) address points (756130 Alii Dr and 755870 Kahakai Rd) in Kailua Kona.
	3/20/2015		Added one (1) address point (816635 Puu Ohau Pl) in Kealahou.
	3/19/2015		Added one (1) address point (730521 Makako Bay Dr) in Kailua Kona.
	3/18/2015		Spatially corrected two (2) address points (184057 and 184075 7th Rd) in Volcano.
	3/18/2015		Corrected address to two (2) address points (184057 and 184075 7th Rd) in Volcano.
	3/16/2015		Spatially corrected six (6) address points in Pahoa.
	3/16/2015		Added two (2) address points (810875 Makahiki Ln and 881571 Puhala Ave) in Captain Cook.
	3/16/2015		Added two (2) address points (550719 Kahei Rd and 560790 Kualapa Pl) in Hawi.
	3/16/2015		Added twelve (12) address points in Hilo.
	3/16/2015		Added one (1) address point (776067 Mamalahoa Hwy) in Holualoa.
	3/16/2015		Added one (1) address point (736304 Alani Loop) in Kailua Kona.
	3/16/2015		Added one (1) address point (591562 Ewalina Pl) in Kamuela.
	3/16/2015		Added one (1) address point (540536 Kapaau Rd) in Kapaau.
	3/16/2015		Added eight (8) address points in Keaau.
3/16/2015		Added three (3) address points (160387 Aulii St, 162073 Lauhala Dr and 162144 Sandalwood Dr) in Kurtistown.	
3/16/2015		Added five (5) address points in Mountain View.	
3/16/2015		Added one (1) address point (955518 Mamalahoa Hwy) in Naalehu.	
3/16/2015		Added one (1) address point (310356 Old Mamalahoa Hwy) in Ninole.	

# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 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.

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/16/2015		Added ten (10) address points in Ocean View.	
	3/16/2015		Added one (1) address point (962285 Wood Valley Rd) in Pahala.	
	3/16/2015		Added fifteen (15) address points in Pahoa.	
	3/16/2015		Added one (1) address point (270320 Government Rd) in Papaikou.	
	3/16/2015		Added one (1) address point (281413 Old Mamalahoa Hwy) in Pepekeo.	
	3/16/2015		Added three address points (112873 Kahaualea Rd, 182306 Kakahiaka Uhane St and 112930 Puolani St) in Volcano.	
	3/16/2015		Added one (1) address point (683621 Paniola Ave) in Waikoloa.	
	3/16/2015		Completed monthly update on address points.	
	3/13/2015		Spatially corrected five (5) address points in Holualoa.	
	3/13/2015		Corrected address to one (1) address point (765801 Hookahi Rd) in Holualoa.	
	3/13/2015		Corrected address to one (1) address point (170437 Ipuaiwaha St) in Keaau.	
	3/13/2015		Corrected address to one (1) address point (182278 Kakahiaka Uhane St) in Volcano.	
	3/12/2015		Spatially corrected two (2) address points (641034 and 641036 Mamalahoa Hwy) in Kamuela.	
	3/12/2015		Corrected location name to one address point (675175 Kamamalu St)	
	3/12/2015		Added one address point 675175 Kamamalu St) in Kamuela.	
	3/11/2015		Added one (1) address point (143510 Waimea Rd) in Pahoa.	
			<b>03/10/15</b>	
	3/9/2015			Corrected address to four (4) address points (270 Kaumana Dr, 1104 Kilauea Ave, 1593 Kilikina St and 485 Kinoole St) in Hilo.
	3/9/2015			Added one (1) address point (104 Kaumana Dr) in Hilo.
	3/9/2015			Added one (1) address (495912 Waipio Valley Rd) in Honokaa.
	3/9/2015			Added one (1) address (361009 Stevens Rd) in Ookala.
	3/5/2015			Spatially corrected one (1) address point (825863 Lower Napoopoo Rd) in Captain Cook.
	3/5/2015			Added one (1) address point (835797 Mamalahoa Hwy) in Captain Cook.
	3/5/2015			Spatially corrected six (6) address points in Hilo.
	3/5/2015			Corrected address to two (2) addresses (1114 Auwae Rd and 1063 Eleu St) in Hilo.
	3/5/2015			Added two (2) address points (61 Alaloe Rd and 109 Haili St) in Hilo.
	3/5/2015			Spatially corrected one (1) address point (755728 Mamalahoa Hwy) in Holualoa.

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

FYI.....FOR YOUR INFORMATION

<b>FYI ..... For Your Information</b>				
<b>MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.</b>				
<b>All 911 calls originating from Mobi customers will be on the Sprint PCS Network</b>				
<b>Database Synchronization (MSAG database vs GIS database)</b>				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
<b>Statewide Average</b>	<b>March 1, 2015</b>	<b>99.69%</b>		
<b>*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%</b>				
<b>NENA's recommended match rate for Next Generation implementation is 98%.</b>				
* Statewide averages does not include the Military databases.				

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### WIRELESS PSAP TESTING – MARCH 2015

HAWAII COUNTY - MARCH 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/5/2015	Verizon	1	3	Hawaii PSAP	Fail	911 calls routed to Oahu
3/31/2015	Verizon	1	6	Hawaii PSAP	Fail	LTE tower naming discrepancy

#### NOTES:

- There were two (2) scheduled Wireless 911 Testing for the month of March 2015. Both failed.

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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

#### MSAG TRANSACTIONS CURRENT MONTH – MARCH 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MARCH	52	10	3	33	5	1	180

#### MSAG CURRENT MONTH NOTES:

A total of **222** MSAG transactions were processed in 9-1-1 Net during the month of March 2015. Fifty-two (**52**) requests were processed relating to the MSAG database, and **170** requests relating to the ALI database (see ALI Transaction chart on next page). There were **180** 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	26	5	1	9	9	2	109
MARCH	52	10	3	33	5	1	180
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
<b>TOTAL YTD</b>	<b>164</b>	<b>47</b>	<b>4</b>	<b>79</b>	<b>31</b>	<b>3</b>	<b>438</b>
<b>AVG PER MONTH</b>	<b>55</b>	<b>16</b>	<b>1</b>	<b>26</b>	<b>10</b>	<b>1</b>	<b>146</b>

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – MARCH 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
MAR	170	159	10	1	474	3	0

Definitions
(A) <b>Telephone Number Change Request</b> - 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) <b>Automatic Location Information Discrepancy Record</b> - 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) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

159 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 ten (10) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from both residences and businesses. There was one (1) 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 474 Open TN CR Transactions as of March 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

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**There are three (3) Open ALI-DRs as of March 31, 2015**

The ALI DRs were the result of 9-1-1 calls from businesses in Hilo and Kailua Kona. 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.

Intrado will notify Akimeka when the TN has been updated in 9-1-1Net.

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

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	104	96	5	3	430	3	0
MAR	170	159	10	1	474	3	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>356</b>	<b>326</b>	<b>20</b>	<b>10</b>			
<b>AVG PER MONTH</b>	<b>119</b>	<b>109</b>	<b>7</b>	<b>3</b>			

## Hawaii County E9-1-1 Status Report

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- MARCH 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	474	109	57	308

STATUS
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b>PENDING STATUS</b> - 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.
<b>REFERRED STATUS</b> - 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.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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

March 1, 2015 - March 31, 2015

### 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/27/2015		Spatially corrected three (3) address points (463990, 464002 and 464002 Puaono Rd A) in Honokaa.	
	3/27/2015		Added one (1) address point (162083 Tradewind Dr) in Kurtistown.	
	3/27/2015		Spatially corrected fifty-three (53) address points in Pahoa.	
		<b>03/24/15</b>		
	3/24/2015		Added one (1) address point (162047 Vista Dr) in Kurtistown.	
	3/24/2015		Spatially corrected thirty-three (33) address points in Kurtistown.	
	3/23/2015		Spatially corrected six (6) address points in Volcano.	
	3/23/2015		Corrected address to one address point (181713 Volcano Rd B) in Volcano.	
	3/23/2015		Spatially corrected one hundred thirty-four (134) address points in Pahoa.	
	3/20/2015		Corrected address to one (1) address point (193984 Volcano Rd) in Volcano.	
	3/20/2015		Corrected address to two (2) address points (756130 Alii Dr and 755870 Kahakai Rd) in Kailua Kona.	
	3/20/2015		Added one (1) address point (816635 Puu Ohau Pl) in Kealahou.	
	3/19/2015		Added one (1) address point (730521 Makako Bay Dr) in Kailua Kona.	
	3/18/2015		Spatially corrected two (2) address points (184057 and 184075 7th Rd) in Volcano.	
	3/18/2015		Corrected address to two (2) address points (184057 and 184075 7th Rd) in Volcano.	
	3/16/2015		Spatially corrected six (6) address points in Pahoa.	
	3/16/2015		Added two (2) address points (810875 Makahiki Ln and 881571 Puhala Ave) in Captain Cook.	
	3/16/2015		Added two (2) address points (550719 Kahei Rd and 560790 Kualapa Pl) in Hawi.	
	3/16/2015		Added twelve (12) address points in Hilo.	
	3/16/2015		Added one (1) address point (776067 Mamalahoa Hwy) in Holualoa.	
	3/16/2015		Added one (1) address point (736304 Alani Loop) in Kailua Kona.	
	3/16/2015		Added one (1) address point (591562 Ewalina Pl) in Kamuela.	
	3/16/2015		Added one (1) address point (540536 Kapaau Rd) in Kapaau.	
	3/16/2015		Added eight (8) address points in Keaau.	
3/16/2015		Added three (3) address points (160387 Aulii St, 162073 Lauhala Dr and 162144 Sandalwood Dr) in Kurtistown.		
3/16/2015		Added five (5) address points in Mountain View.		
3/16/2015		Added one (1) address point (955518 Mamalahoa Hwy) in Naalehu.		
3/16/2015		Added one (1) address point (310356 Old Mamalahoa Hwy) in Ninole.		

# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 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.*

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/16/2015		Added ten (10) address points in Ocean View.	
	3/16/2015		Added one (1) address point (962285 Wood Valley Rd) in Pahala.	
	3/16/2015		Added fifteen (15) address points in Pahoa.	
	3/16/2015		Added one (1) address point (270320 Government Rd) in Papaikou.	
	3/16/2015		Added one (1) address point (281413 Old Mamalahoa Hwy) in Pepekeo.	
	3/16/2015		Added three address points (112873 Kahaualea Rd, 182306 Kakahiaka Uhane St and 112930 Puolani St) in Volcano.	
	3/16/2015		Added one (1) address point (683621 Paniola Ave) in Waikoloa.	
	3/16/2015		Completed monthly update on address points.	
	3/13/2015		Spatially corrected five (5) address points in Holualoa.	
	3/13/2015		Corrected address to one (1) address point (765801 Hookahi Rd) in Holualoa.	
	3/13/2015		Corrected address to one (1) address point (170437 Ipuaiwaha St) in Keaau.	
	3/13/2015		Corrected address to one (1) address point (182278 Kakahiaka Uhane St) in Volcano.	
	3/12/2015		Spatially corrected two (2) address points (641034 and 641036 Mamalahoa Hwy) in Kamuela.	
	3/12/2015		Corrected location name to one address point (675175 Kamamalu St)	
	3/12/2015		Added one address point 675175 Kamamalu St) in Kamuela.	
	3/11/2015		Added one (1) address point (143510 Waimea Rd) in Pahoa.	
			<b>03/10/15</b>	
	3/9/2015			Corrected address to four (4) address points (270 Kaumana Dr, 1104 Kilauea Ave, 1593 Kilikina St and 485 Kinoole St) in Hilo.
	3/9/2015			Added one (1) address point (104 Kaumana Dr) in Hilo.
	3/9/2015			Added one (1) address (495912 Waipio Valley Rd) in Honokaa.
	3/9/2015			Added one (1) address (361009 Stevens Rd) in Ookala.
	3/5/2015			Spatially corrected one (1) address point (825863 Lower Napoopoo Rd) in Captain Cook.
	3/5/2015			Added one (1) address point (835797 Mamalahoa Hwy) in Captain Cook.
	3/5/2015			Spatially corrected six (6) address points in Hilo.
	3/5/2015			Corrected address to two (2) addresses (1114 Auwae Rd and 1063 Eleu St) in Hilo.
	3/5/2015			Added two (2) address points (61 Alaloe Rd and 109 Haili St) in Hilo.
	3/5/2015			Spatially corrected one (1) address point (755728 Mamalahoa Hwy) in Holualoa.

# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 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.*

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Address Points	3/5/2015		Spatially corrected one (1) address point (797514 Mamalahoa Hwy) in Kealakekua.
	3/3/2015		Corrected address to one (1) address point (347 Nohea St) in Hilo.
	3/3/2015		Added one (1) address point (621211 Kahinu Pl B) in Kamuela.
	3/3/2015		Spatially corrected five (5) address points in Kamuela.
	3/3/2015		Added two (2) address points (543877 Akoni Pule Hwy and 543770 Hanaula Pl) in Kapaau.
	3/3/2015		Spatially corrected one (1) address point (540382 Kamehameha Park Rd) in Kapaau.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			

# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations	3/12/2015	03/24/15	Spatially corrected one (1) Fire Station (Waimea Fire Station) in Kamuela.
Food & Beverage			
Gas Stations			
Gate Codes			

# Hawaii County E9-1-1 Status Report

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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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			

# Hawaii County E9-1-1 Status Report

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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.*

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



# Hawaii County E9-1-1 Status Report

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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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Parks Polygon			
Points of Interest		<b>03/24/15</b>	
	3/12/2015		Added one (1) point of interest (Waimea Civic Center) in Kamuela.
	3/12/2015		Spatially corrected forty-seven (47) points of interest in Kamuela.
	3/12/2015		Corrected address to one (1) Point of Interest (Imiola Congregational Church) in Kamuela.
		<b>03/10/15</b>	
	3/3/2015		Spatially corrected one (1) point of interest (Hisaoka Gym Shelter) in Kapaau.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	3/27/2015		Spatially corrected twenty-one (21) street segments in Pahoa.
	3/27/2015		Corrected range to one (1) street segment of Kamoamoa St in Pahoa.
	3/27/2015		Deleted two (2) segments of Kamoamoa St in Pahoa.
		<b>03/24/15</b>	
	3/18/2015		Added one (1) street segment of 7th Rd in Volcano.
	3/16/2015		Corrected range to two (2) street segments of Kualapa Pl in Hawi.
	3/16/2015		Corrected range to one (1) segment of Ala Kulia in Pahoa.

# Hawaii County E9-1-1 Status Report

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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.*

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Street Centerlines	3/16/2015		Spatially corrected three (3) street segments (one segment of Ala Kulia and two segments of Ala Lokelani) in Pahoa.	
	3/16/2015		Added one (1) street segment of Ala Kulia in Pahoa.	
	3/16/2015		Completed monthly update on street centerlines.	
	3/11/2015		Spatially corrected seventy-one (71) street segments in Pahoa.	
		<b>03/10/15</b>		
	3/10/2015		Corrected range to one (1) street segment of Osorio Ln in Hilo.	
	3/10/2015		Corrected range to two (2) streets (Alani Loop and Lemi Pl) in Kailua Kona.	
	3/10/2015		Spatially corrected one (1) segment of Uweki Rd in Laupahoehoe.	
	3/10/2015		Added three (3) street segments of Pali Nana Rd in Lapahoehoe.	
	3/10/2015		Corrected name to one (1) street segment of Wood Valley Rd in Pahala.	
	3/10/2015		Corrected range and flipped one (1) segment of Wood Valley Rd in Pahala.	
	3/3/2015		Spatially corrected fifteen (15) street segments in Kapaa.	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors		<b>03/24/15</b>		
	3/18/2015		Per VZW CRS	
	3/17/2015		Per VZW CRS	
	3/12/2015		Per VZW CRS	
		<b>03/10/15</b>		

# Hawaii County E9-1-1 Status Report

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## 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.*

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
WSP Cell Towers		<b>03/24/15</b>	
	3/18/2015		Per VZW CRS
	3/17/2015		Per VZW CRS
	3/12/2015		Per VZW CRS
			<b>03/10/15</b>

### 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.

Date	Key Activities/Updates
3/24/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Fire Stations and Puna Lava Flow 2014.
3/10/2015	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

March 1, 2015 - March 31, 2015

### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers 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 Hawai'i County Planning Department on **March 16, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	70	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	2	
New Street Segments Added		3
Street Segments Removed		0
Street Segment Range Changes		4
Street Segment Name Changes		2

**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

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	New Address Points	85 Added	Throughout County in 22 Communities
	Spatial Correction	259 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Pahoia and Kurtistown
	Address	16 Corrected	Majority were in Hilo and Volcano
	Location Name	1 Corrected	Address was in Kamuela
<i>Response Boundaries</i>			
<i>Street Centerlines</i>	New Streets	5 Added	Majority were in Laupahoehoe
	Spatial Correction	111 Corrected	To increase spatial accuracy; majority were in Pahoia and Kapaau
	Range/Parity	8 Corrected	Majority were in Hawi, Kailua Kona and Pahoia
	Deleted	2 Removed	Both were in Pahoia
	Name	2 Corrected	Streets were in Pahoia and Volcano
	Flipped	1 Corrected	Street was in Pahala

**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

March 1, 2015 - March 31, 2015

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### LAVA FLOW AND ALTERNATE ROUTES

During the month of September 2014, Akimeka created two (2) new layers detailing the lava flow nearing Pahoia, 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 Pahoia, 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 23<sup>rd</sup> 2014 and are available to the dispatchers.
    - i. Since that time, the activity has been monitored, updated as needed, and added to the PowerMap.
  - d. During March 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on March 10<sup>th</sup> and March 24<sup>th</sup> 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 Pahoia 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.

# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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## 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 February 2015.

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.
  - 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.

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### MAPFLEX DEPLOYMENT – CONTINUED

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.
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.



# Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## MAPFLEX DEPLOYMENT - CONTINUED

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.

During the month of February 2015, Akimeka coordinated with the Hawaii Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 5, Akimeka prepared a total of forty-nine (49) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided include all of the displayed GIS layers currently within the PowerMap.
  - a. Akimeka delivered the GIS data layers to Intrado’s temporary FTP site as a means of getting the data updated in the MapFlex.
2. On February 5, 2015, during the delivery of GIS data, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex sFTP was not established yet.
3. On February 7, 2015, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
  - (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a “sample” map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
  - (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
  - (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
    - (i) Does each delivery within MapFlex require a complete refresh or only updated layers?

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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### MAPFLEX DEPLOYMENT - CONTINUED

- (ii) Are there specific file names and locations needed to pull updates?
  - (iii) What is the update process that takes place within MapFlex?
  - (iv) Is there a specific time the update takes place?
  - (v) What is the notification processes that the updates were successful?
  - (vi) What is the test/validation processes the PSAP should be informed of?
  - (vii) How are discrepancies reported in the procedure and to whom?
5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
- (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
  - (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.
6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
- (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 24, 2015 deliverable for PowerMap.
- (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.
8. During the month of March 2015, there were no new reports on the status of MapFlex.
- (a) Akimeka was prepared to provide updated GIS data once confirmation is made that Intrado's delivery system is working properly and configured.

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MARCH 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
3	03/09/15	779	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
4	03/31/15	789	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN

Note\* There are four (4) opened service requests pending for February 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	7	7	2	0	0	7	7
March	14	12	4	0	0	14	12
April							
May							
June							
July							
August							
September							
October							
November							
December							
<b>TOTAL</b>	<b>27</b>	<b>29</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>29</b>

#### 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.

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

## Hawaii County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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### 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 Data Synchronization Report – May 2015

AUDIT SUMMARY RESULTS – MAY 2015 -- TBA

AUDIT SUMMARY RESULTS COMPARISON – FEBRUARY 1, 2015 VS. MAY 1, 201 -- TBA

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

# Kauai County E9-1-1 Status Report

*March 1, 2015 – March 31, 2015*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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# Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – MARCH 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
MAR	4,365	715	16.38%	2,823	64.67%	46.33%	53.67%	154	3.53%	15	0.34%	0	0.00%	658	15.07%	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	4,738	706	14.90%	3,102	65.47%	50.06%	49.94%	129	2.72%	27	0.57%	0	0.00%	774	16.34%	0	0.00%
MAR	4,365	715	16.38%	2,823	64.67%	46.33%	53.67%	154	3.53%	15	0.34%	0	0.00%	658	15.07%	0	0.00%
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	14,258	2,211		9,274				459		63		0		2,251		0	
MON AVG	4,753	737	15.53%	3,091	65.04%	48.27%	51.73%	153	3.22%	21	0.44%	0	0.00%	750	15.77%	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 0.34% - Statewide average = 0.11%



## Kauai County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

FYI.....FOR YOUR INFORMATION

<b>FYI ..... For Your Information</b>				
<b>MOBI PCS is in the process of decommissioning their radio network (Cell Towers) statewide.</b>				
<b>All 911 calls originating from Mobi customers will be on the Sprint PCS Network</b>				
Database Synchronization (MSAG database vs GIS database)				
County	As of (Date)	Percentage %		
Hawaii County	February 1, 2015	99.14%		
Kauai County	January 1, 2015	99.90%		
Maui County	March 1, 2015	100.00%		
Oahu Civilian	January 1, 2015	99.70%		
<b>Statewide Average</b>	<b>March 1, 2015</b>	<b>99.69%</b>		
<b>*Statewide average of the Database Synchronization between the MSAG and GIS Database = 99.69%</b>				
<b>NENA's recommended match rate for Next Generation implementation is 98%.</b>				
* Statewide averages does not include the Military databases.				

## Kauai County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

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**WIRELESS PSAP TESTING – MARCH 2015**

KAUAI COUNTY - MARCH 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
3/10/2015	Verizon	1	1	Kauai PSAP	Pass	Kalaheo Site

**NOTES:**

- There was one (1) scheduled Wireless 911 test for the month of March 2105.

## Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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

CURRENT MONTH – MARCH 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
MARCH	3	0	0	3	0	0	35

#### MSAG CURRENT MONTH NOTES:

A total of thirty-eight (38) MSAG transactions were processed in 9-1-1 Net during the month of March 2015. Three (3) requests were processed relating to the MSAG database, and thirty-five (35) requests relating to the ALI database (see ALI Transaction chart on next page). There were 35 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	88	77	2	1	2	6	1,064
MAR	3	0	0	3	0	0	35
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>100</b>	<b>84</b>	<b>2</b>	<b>5</b>	<b>3</b>	<b>6</b>	<b>1,215</b>
<b>AVG PER MONTH</b>	<b>33</b>	<b>28</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>405</b>

## Kauai County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

**ALI TRANSACTIONS CURRENT MONTH – MARCH 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
MAR	35	35	0	0	227	0	0

Definitions
<p>(A) <b>Telephone Number Change Request</b> - 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.</p> <p>(B) <b>Automatic Location Information Discrepancy Record</b> - 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.</p> <p>(C) <b>Voice over Internet Protocol Discrepancy Record</b> - 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.</p>

**ALI TRANSACTIONS CURRENT MONTH NOTES:**

Thirty-five (35) 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 no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

**OPEN DISCREPANCY RECORDS STATUS:**

- **There are 227 Open TN CR Transactions as of March 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**

The Open TN CR transactions are a direct result of the ESN 499 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

**March 1, 2015 - March 31, 2015**

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

There are no Open VoIP DRs as of March 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	2	2	0	0	211	211	0
MAR	35	35	0	0	227	0	0
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
<b>TOTAL YTD</b>	<b>106</b>	<b>106</b>	<b>0</b>	<b>0</b>			
<b>AVG PER MONTH</b>	<b>35</b>	<b>35</b>	<b>0</b>	<b>0</b>			

## Kauai County E9-1-1 Status Report

**March 1, 2015 - March 31, 2015**

**TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – MARCH, 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.

<b>PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)</b>				
<b>PSAP</b>	<b>TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA</b>	<b>OPENED TNCRS PENDING FURTHER ACTION BY INTRADO</b>	<b>OPENED TNCRS REFERRED TO TELCO BY INTRADO</b>	<b>TOTAL UNOPENED TNCR RECORDS</b>
<b>KAUAI</b>	<b>227</b>	<b>28</b>	<b>53</b>	<b>146</b>

<b>STATUS</b>
<b>TOTAL TNCRs SUBMITTED</b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b>PENDING STATUS</b> - 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.
<b>REFERRED STATUS</b> - 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.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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

March 1, 2015 - March 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – MARCH 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 GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Address Points	3/31/2015		Spatially corrected four (4) address points (4255, 4259, 4273 and 4287 Holoikalapa St) in Anahola.	
	3/31/2015		Added nine (9) address points in Anahola.	
	3/31/2015		Spatially corrected one (1) address point (2304 Wiliko St) in Lihue.	
	3/31/2015		Added seven (7) address points in Lihue.	
	3/31/2015		Added two (2) address points (2232 Pane Rd and 2232 Pane Rd A) in Poipu.	
	3/30/2015		Added ten (10) address points in Princeville.	
		<b>03/26/15</b>		
	3/26/2015			Added one (1) address point (3633 Anini Rd) in Princeville.
	3/26/2015			Spatially corrected five (5) address points in Puhi.
	3/26/2015			Added six (6) address points in Puhi.
	3/25/2015			Spatially corrected five (5) address points in Wailua.
	3/25/2015			Added thirteen (13) address points in Wailua.
	3/25/2015			Added one (1) address point (9635 Huakai Rd) in Waimea.
	3/25/2015			Spatially corrected five (5) address points in Waipouli.
	3/25/2015			Added six (6) address points in Waipouli.
	3/19/2015			Spatially corrected one (1) address point (2700 Ke Alaula St) in Kukuiula.
	3/19/2015			Added eleven (11) address points in Lihue.
	3/19/2015			Added sixteen (16) address points in Kukuiula.
	3/17/2015			Corrected routing id to eight (8) address points in Kilauea.
	3/16/2015			Added sixteen (16) address points in Kukuiula.
	3/13/2015			Spatially corrected one (1) address point (40350 Kuhio Hwy) in Wailua.
	3/13/2015			Added three (3) address points (6889 Kawaihau Rd, 4589 Koa St and 5231 Kuau Rd) in Kapaa.
		<b>03/12/15</b>		
	3/12/2015			Added two (2) address points (4791 Kanaele Rd and 6272 Kawaihau Rd) in Kapaa.
	3/6/2015			Spatially corrected one (1) address point (5586 Kaehulua Rd) in Kapaa.
	3/6/2015			Added one (1) address point (3800 Kuiloa Rd) in Hanapepe.
	3/6/2015			Added twenty-six (26) address points in Kalaheo.
	3/6/2015			Added three (3) address points (4600 Hauaala Rd, 5411 Kaapuni Rd and 5570 Kaehulua Rd) in Kapaa.
	3/6/2015			Added one (1) address point (3334 Kalihiwai Rd) in Princeville.
	3/4/2015			Added one (1) address point (4211 Anahola Rd) in Anahola.
3/4/2015			Corrected address to one (1) address point (4435 Alamoo Rd) in Haena.	
3/4/2015			Added one (1) address point (505190 Kuhio Hwy) in Hanalei.	
3/2/2015			Corrected routing id to fifteen (15) address points in Kilauea.	

# Kauai County E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			



# Kauai County E9-1-1 Status Report

March 1, 2015 - March 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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			

# Kauai County E9-1-1 Status Report

March 1, 2015 - March 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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			

# Kauai County E9-1-1 Status Report

March 1, 2015 - March 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	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Medical Facilities			
Milepost Markers			
MSAG Communities	3/6/2015		Corrected boundary to two (2) MSAG Communities (Kalihiwai and Princeville).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		<b>03/26/15</b>	
	3/17/2015		Spatially corrected two (2) points of interest (Anahola Hawaiian Homes Park and Mahina Kai) in Anahola.
	3/17/2015		Corrected address to two (2) points of interest (Eleele Elementary and Eleele Elementary Shelter) in Eleele.
	3/17/2015		Spatially corrected two (2) points of interest (Eleele Elementary and Eleele Elementary Shelter) in Eleele.

## Kauai County E9-1-1 Status Report

March 1, 2015 - March 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.*

KAUAI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>				
Points of Interest	3/17/2015		Spatially corrected thirteen (13) points of interest in Kalaheo.	
	3/17/2015		Spatially corrected seven (7) points of interest in Puihi.	
	3/17/2015		Corrected address to one (1) point of interest (YMCA) in Puihi.	
		<b>03/12/15</b>		
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
Post Offices				
Schools				
Street Centerlines	3/31/2015		Corrected range to two (2) street segments of Kamane Rd in Anahola.	
	3/30/2015		Spatially corrected seven (7) street segments in Moloaa.	
	3/30/2015		Added one (1) segment of Koolau Rd and split one (1) segment of Koolau Rd in Moloaa.	
	3/27/2015		Spatially corrected three (3) street segments (two segments of Koolau Rd and one segment of Kuhio Hwy) in Moloaa.	
			<b>03/26/15</b>	
	3/17/2015		Spatially corrected one (1) street segment of Kolo Rd in Kilauea.	
	3/17/2015		Added one (1) segment of Kolo Rd and split one (1) segment of Kolo Rd in Kilauea.	
	3/17/2015		Added one (1) segment of Wailapa Rd and split one (1) segment of Wailapa Rd in Kilauea.	
3/17/2015		Added two (2) street segments of Kolo Rd in Kilauea.		

# Kauai County E9-1-1 Status Report

March 1, 2015 - March 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.*

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH &amp; RESPONSE (Listed Alphabetically)</b>			
Street Centerlines		<b>03/12/15</b>	
	3/6/2015		Spatially corrected one (1) street segment of Kalihiwai Rd in Princeville.
	3/6/2015		Spatially corrected one (1) street segment of Kalihiwai Rd in Kalihiwai.
	3/2/2015		Spatially corrected fifty-two (52) street segments in Kilauea.
Subdivisions	3/2/2015		Added one (1) street segment and split one (1) street segment in Kilauea.
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	3/31/2015		Per ATT CRS
		<b>03/26/15</b>	
	3/16/2015		Per ATT CRS
	3/13/2015		Per VZW CRS
WSP Cell Towers		<b>03/12/15</b>	
	3/31/2015		Per ATT CRS
		<b>03/26/15</b>	
	3/16/2015		Per ATT CRS
	3/13/2015		Per VZW CRS
		<b>03/12/15</b>	

# Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 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.**

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
3/26/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
3/26/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, Geofile for IRA, WSP Cell Sectors and WSP Cell Towers to GeoComm.
3/17/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, Geofile for IRA, WSP Cell Sectors and WSP Cell Towers to GeoComm.
3/12/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.

## Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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### 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.
2.
  - 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.
3. 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 would assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there were minor boundary updates that needed to take place.
4. 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 also researched how many telephone numbers would be affected by the required changes due to the addition of four (4) new ESNs so that coordination with the telephone service providers could begin.
5. In February 2015, approval was finalized from the Kauai Police Department and coordination with the telephone service providers was completed. The Police Beats layer and the affected ESN and IRA layers, as well as necessary changes to the Street Centerlines layer and MSAG Databases, were completed and the changes were uploaded into PowerMap and made available to the dispatchers and was also delivered to the FTP site to be used in the GeoComm system.
6. During March 2015, Akimeka added a Description field to the IRA layer and modified the GeoLynx DMS configuration so that the xml file for the IRA would include populated Description and Tract attribute fields. The DMS configuration modifications also populated the ESN and Internal ESN attribute fields for the xml files for the Street Centerlines and Points of Interest.

### 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 databases provided by the Kauai Fire Department.
  - a. During this process, bridges were added to the layer to make the layer as comprehensive as possible. Spatial corrections were made and weight limits were 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

March 1, 2015 - March 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 February 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.

During the month of February 2015, Akimeka coordinated with the Kauai Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 6, Akimeka prepared a total of thirty-seven (37) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided include all of the displayed GIS layers currently within the PowerMap.
  - a. Akimeka delivered the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex.
2. On February 5, 2015, prior to the delivery of GIS data, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.
3. On February 7, 2015, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
  - (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.



## Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

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### MAPFLEX DEPLOYMENT: CONTINUED

- (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
  - (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
    - (i) Does each delivery within MapFlex require a complete refresh or only updated layers?
    - (ii) Are there specific file names and locations needed to pull updates?
    - (iii) What is the update process that takes place within MapFlex?
    - (iv) Is there a specific time the update takes place?
    - (v) What is the notification processes that the updates were successful?
    - (vi) What is the test/validation processes the PSAP should be informed of?
    - (vii) How are discrepancies reported in the procedure and to whom?
5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
- (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
  - (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.
6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
- (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 25, 2015 deliverable for PowerMap.
- (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.
8. During the month of March 2015, there were no new reports on the status of MapFlex.
- (a) Akimeka was prepared to provide updated GIS data once confirmation is made that Intrado's delivery system is working properly and configured.

## Kauai County E9-1-1 Status Report

March 1, 2015 - March 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – MARCH 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

**NOTE:**

There are no open service requests for March 2015.

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

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

**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.

<b>Definitions:</b>	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

March 1, 2015 - March 31, 2015

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### 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 – April 2015

AUDIT SUMMARY RESULTS – TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. APRIL 1, 2015 - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA