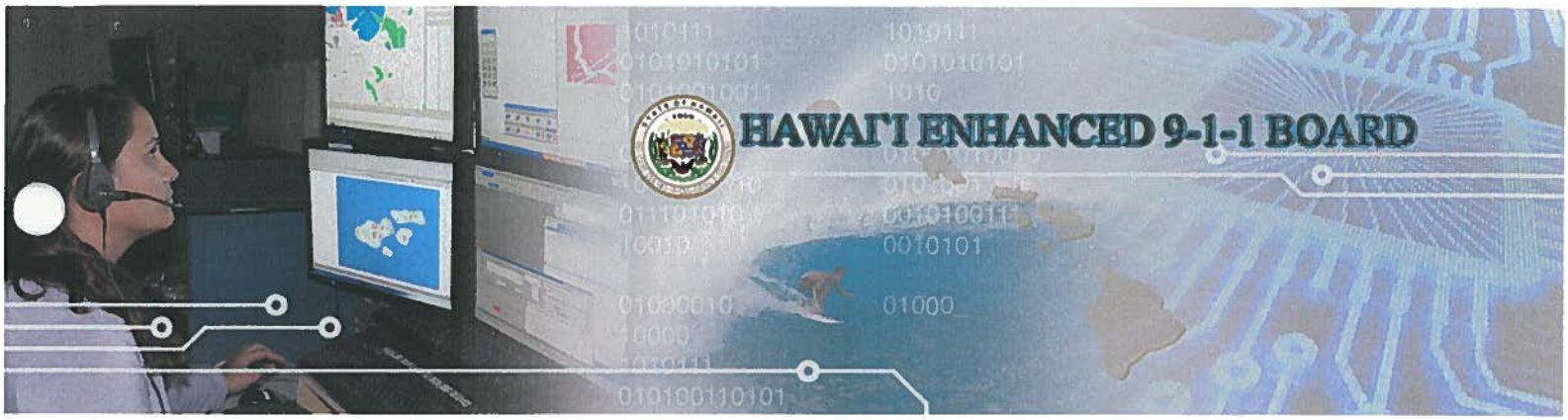


NOTICE OF MEETING

Hawai'i Enhanced 9-1-1
Communications, Technical and Finance Meeting

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

Thursday, May 14, 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. **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. **SB 193** Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.

b. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee update

ii. FCC updates

iii. Text-2-911 update

iv. Others

c. Finance Committee – Kiman Wong

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

ii. FY 2016 – 20 Strategic Budget Plan

iii. Others

VI. PSAP Status Updates

a. Kauai – Mark Begley

b. Oahu – Dave Kajihiro

c. Molokai – Victor Ramos

d. Maui – J. Jakubczak

e. Hawaii – Marshall Kanehailua

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

b. Amendment to TKC Contract

b. Others

VIII. Announcements

a. Meeting dates (9am – 12noon).

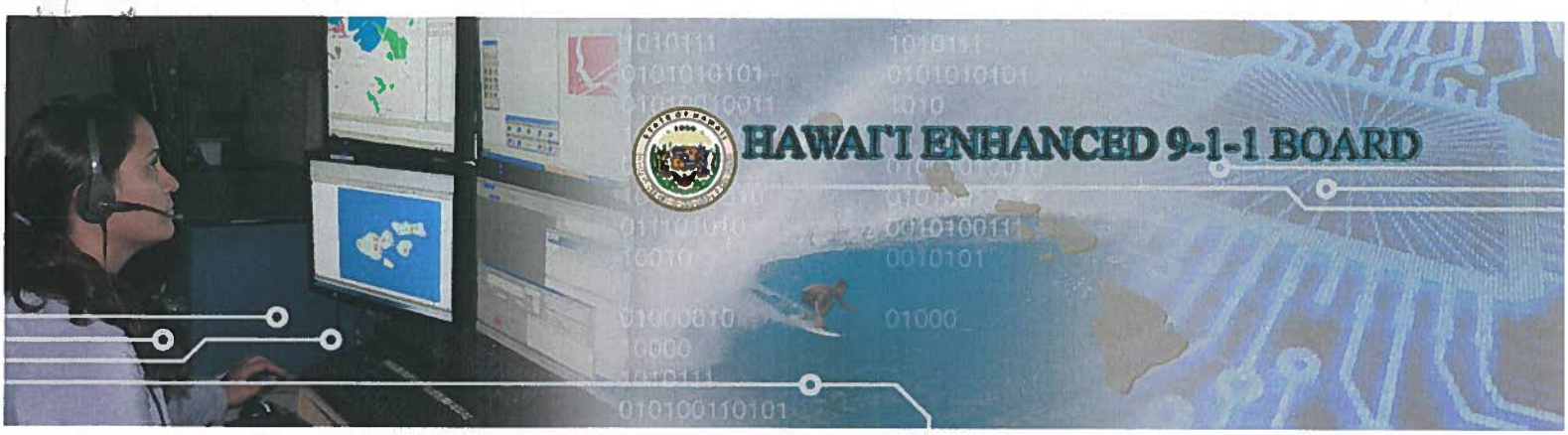
1. **Tuesday**, June 9, 2015 (Combined meeting)
2. Thursday, July 9, 2015 (Combined meeting)
3. Thursday, August 13, 2015 (Combined meeting)

b. Others

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

X. Adjournment

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 by 05/08/2015.



Hawai'i Enhanced 911

Communications, Technical and Finance Meeting

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

Thursday, May 14, 2015
9:00 am to 12:00 pm

Meeting Minutes

Communications Committee members present: Davlynn Racadio, Lavina Taovao, Paul Ferreira, Steven Schutte (Chair), Thalia Burns, Victor Ramos.
Communications Committee members absent: None.

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

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 9:06 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. Paul Ferriera motioned to approve the meeting minutes of the April 09, 2015 meeting. The motion was seconded by Jeff Riewer and approved unanimously by voice vote.

V. **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 is awaiting Governors' signature.**
            b. **SB193**, Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.
               i. **Plans are being made to bring this bill back during the next legislative session.**
   b. Technical Committee – Victor Ramos
      i. Investigative Regulatory Committee
         1. No updates.

ii. FCC updates

1. Executive Director provided the FCC report:
    a. The FCC issued the NPRM seeking comment on targeted proposals to improve the rules in light of the 911 outages experienced. 45 day reply comment period ends this week.
    b. 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 created for PSAP's is there is no information on a 911 call and no callback feature.
        iv. The FCC is now asking with the problems created for the PSAP's if the requirement to allow NSI's to be able to dial 911 should be continued.
        v. Information that has been collected from the Primary PSAP's in Hawaii will be included in NASNA's filing which is due June 6th with reply comments due July 6th.
    c. May 8th the FCC held a workshop on Smartphone App's was broadcast on the FCC website. This is one of the topics the delegation discussed with Chairman Wheeler during the meeting a month ago in DC.
        i. Timothy May moderated the first session which was focused on what app developers needed to know about 911.

ii. The second session, how can apps make 911 better, was moderated by Dana Zelman, attorney advisor for PSHS Bureau.

iii. And the third session was the future of apps in the 911 ecosystem moderated by Deputy Chief David Furth.

d. CTIA reached out to NASNA to participate in the Location Accuracy Advisory Group.

i. NASNA will be represented.

ii. The group will be providing advice and input from interested stakeholders on a broad range of issues concerning implementation of the FCC's order.

iii. Tony Ramirez mentioned matters regarding FCC 15-9. It was discussed that the directive of the CMRS's was a call for technology to improve the accuracy of locating 9-1-1 callers and to start providing vertical information or elevation data. This is an also a call for the PSAPs to start evaluating their customer premise equipment and to see if the CAD system can start accepting additional information such as building names, suites, floors, and rooms. Akimeka is already moving forward on the heightened 3D building models. The FCC timeline for the CMRS Providers is 50 meters accuracy on 40% of the wireless 9-1-1 calls in 2 years, 50 meters of accuracy on 50% of wireless 9-1-1 calls in year 3, 50 meters of accuracy on 70% of wireless 9-1-

1 calls in year 5, and 50 meters of accuracy on 80% of wireless 9-1-1 calls in year 8. The CMRS's will also have to start providing uncompensated barometric data to show elevation during year 3 years to start providing this data to the PSAPs which has to be accurate up to 3 meters. The PSAPs will need to be ready to start receiving data from the CMRS providers that will contain either Dispatchable Addresses, or z-axis reference metric that achieves the Commissioned approved z-axis metric in each of the top 25% of the Cellular Market Areas (CMAs) during year 6. During year 8, that percentage will move to 50% of the CMAs. CMAs are reference points that indicate the Cellular Service Area. Mr. Ramirez also spoke about how newer technologies like Assisted GPS (A-GPS) could be utilized by 9-1-1 location systems and could derive a better location by utilizing Internet access points, GPS, along with cell data in order to get a better location.

iv. Executive Director mentioned that accuracy information will be reported to the FCC. Various communities will be picked where the accuracy information will be collected. Executive Director mentioned that she recommended previously to the commission that Honolulu be used.

v. Tony Ramirez mentioned Text-to-911, accompanied with heightened technologies information will provide better location information. The PSAPs in Hawaii have been using dispatchable locations now for several years as a description of where to send responders.

vi. Chairman Victor Ramos asked what the PSAPs will need to do next. Tony Ramirez stated Akimeka has taken initiative on working with each county's DPP departments on getting building information. Akimeka has created a building information model to get elevations. If more information regarding buildings, companies, managers, numbers, etc. can be provided, the current information can be made more accurate.

vii. Vice chairman Roy Irei asked to consider partnering up with Google regarding 3D models. Tony Ramirez mentioned Google has been considered and is used as a research tool and is not accurate enough for 9-1-1 that the best partnership is between the PSAPs and the wireless providers for accurate information. Mr. Ramirez also discussed a new requirement in FCC-15-9 for the carriers to develop the national emergency address database and the CMRS is supposed to provide that information.

viii. Eric Butler mentioned that there is new technology that Pictometry has in obtaining 3D models and imaging of the inside of buildings. There is a device that PSAPs can use to see exactly what is in a building. This technology can be used to improve building information.

e. Executive Director discussed that NASNA is participating on the FCC task force to come up with optimal architectures for PSAP's.

i. The FCC is interested in determining whether additional consolidation of PSAP facilities and architecture would promote greater efficiency of NG911 operations, safety of life, and cost containment.

ii. There are two other work groups looking at: optimal cybersecurity for PSAP's in the IP world and optimal resource allocation.

iii. Text-2-911 update

1. Executive Director acknowledged the huge accomplishment for the state of Hawaii and shared that all county's text request letters have been sent to the wireless carriers and all PSAPs have registered on the FCC registry. The FCC Chairman's office and Public Safety Bureau all send their congratulations.

iv. Others

1. None

c. Finance Committee – Kiman Wong

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

1. Paul Ferreira provided the following financial information for the month:

2. Month ending April 2015
    a. Net Receipts – $835,618
    b. Net Disbursements – $663,505
    c. Net Bank Balance – $16,607,152
    d. Unencumbered Bank Balance – $13,914,819
    e. Courtney Tagupa discussed the challenge with having excess money in the 911 fund. He suggested coming up with creative solutions for spending.
    f. Tony Ramirez suggested items that should be discussed with legislators are the costs for Text-to-911, the costs for accuracy location to bring in new data and also, PSAPs the cost for CAD systems to be able to accept the new information.
    g. Paul Ferreira stated that if there should be a need for a budget increase, the legislators will need to be educated.

ii. FY 2016 – 2020 Strategic Budget Plan
    1. Paul Ferreira acknowledged a Strategic Budget Planning meeting was held on May 12, 2015.
    2. There are items that still need to be addressed to finalize for approval.

iii. Others
    1. None.

VI. PSAP Status Updates

a. Kauai – Mark Begley
    i. Robert Gausepohl stated that Kauai is still waiting on contract deliverables.
    ii. Making progress with the alternative dispatch center.

b. Oahu – Dave Kajihiro

i. Randall Macadangdang announced personnel changes. Chief Dave Kajihiro's term is ending and he will not be seeking reappointment. HPD has recommended Thalia Burns to represent Oahu as the new board member.

ii. Major Sean Naito has been transferred to Human Resources Division, and Acting Major Allan Nagata will take over responsibilities until the position can be filled.

iii. HPD is recommending that Ahlan Leong be appointed to the technical committee.

c. Molokai – Victor Ramos

i. No updates.

d. Maui – J. Jakubczak

i. John Jakubczak acknowledges Victor Ramos's term will be ending and Deputy Chief Dean Rickard will be taking his place on the Board.

e. Hawaii – Marshall Kanehailua

i. Eight new dispatchers have been hired.

ii. Travis Ing announced that Spielman Technologies has been awarded the contract.

iii. Tony Ramirez shared that Akimeka has been working with Intrado on a process to automatically update the MapFlex mapping system. They ran the first update cycle, adjustments were made, and they have successfully updated the GIS information that was provided to them automatically. With the corrections, they ran the process for Maui County, which was also successful. They will finish the update process with Hawaii to be sure it works. Kauai's process will be finished and checked to be ensuring it's running properly. Cycles will be run for the update process in the future. Akimeka can then terminate the dedicated circuits.

iv. Marshall Kanehailua indicated that he will be stepping down and Paul Ferreira will be taking his place.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

i. Executive Director encouraged the members to keep the information current. Having the information and success stories on the website is very important to the legislators and the general public.

ii. Tony Ramirez noted that all information will be up to date for the transition of website to DAGS.

b. Amendment to TKC Contract

i. Victor Ramos reported that a proposal for amending the contract was prepared and is under review.

ii. The Executive Director advised transition of certain duties is underway. TKC will continue responsibilities on considerations for board policy, regulatory, and administrative responsibilities, while the financial responsibilities have been transitioned to Courtney Tagupa.

iii. Executive Director informed those present that a document has been prepared and approved by the AG for the donation by TKC of equipment to the 911 Board. Also the transfer will include the hard driver for the board's website will be done following the upcoming June meeting.

c. Others

i. Tony Ramirez reported the meeting held on April 28, 2015 with Akimeka, DAGS and Courtney Tagupa for the purpose of transition of the website. Akimeka is a subcontractor with TKC for the website. A turnover plan has been established. Akimeka submitted via secure site including all files from the website. The information transfer from the website to DAGS has been accomplished. Akimeka will provide a hardcopy on an

external hard drive of the entire website. This will be provided on June 10th upon conclusion of the TKC contract.

VIII. Announcements

a. Meeting dates (9am – 12noon).

1. **Tuesday**, June 9, 2015 (Combined meeting)
2. Thursday, July 9, 2015 (Combined meeting)
3. Thursday, August 13, 2015 (Combined meeting)

b. Others

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

X. Adjournment

a. Meeting was adjourned at 9:55am.

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

Budget Analysis				
FY 2014-15	Actuals		Annual	% of Budget
	APRIL	FY-T-D	Budget	Expended
Receipts:				
Enhanced 911 Surcharge Collection	835,512	7,732,784	9,080,000	85.2%
Interest Income	107	1,051	2,500	42.0%
Receipts	835,618	7,733,834	9,082,500	85.2%
Disbursements:				
Conference Travel	(9,404)	(81,394)	(170,000)	47.9%
Non-Recurring Expenses	-	(13,472)	(1,900,556)	0.7%
Recurring Expenses:				
Administration	(30,285)	(687,932)	(1,261,692)	54.5%
Maintenance	(65,409)	(1,307,946)	(3,533,551)	37.0%
Telecommunications	(67,016)	(1,096,790)	(2,097,998)	52.3%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement		302,238	120,314	251.2%
Disbursements	(172,114)	(2,881,526)	(8,851,083)	32.6%
Net Receipts/(Disbursements)	663,505	4,852,308	231,417	
Cash Flow Analysis				
Net Receipts/(Disbursements)	$ 663,505	$ 4,852,308		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014		$ (749,004)		1,521,901
Accounts Receivable (Offset)		$ (350)		2,952
Net Encumbrance Adds/(Paydown)	$ -	$ (749,354)		
Net Cash Inflow/(Outflow)	$ 663,505	$ 4,102,955		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		$ 12,504,198		
Net Bank Balance		$ 16,607,152		
Outstanding Ecumb/Accruals		$ (2,692,333)		
Unencumbered Cash Balance	$ -	$ 13,914,819		

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

MONTH OF APRIL 2015	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP (Note)	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS			-	-	-	835,618	835,618
DISBURSEMENTS							
6200 CONFERENCES							
6201 911 Goes to WashDC			-	-	7,640	-	7,640
6214 Nena Conference			-	-	-	1,764	1,764
Total 6200 CONFERENCES			-	-	7,640	1,764	9,404
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services			-	-	-	30,000	30,000
6401.06 Bank Charge			-	-	-	42	42
6401.08 Board Member Travel			-	-	-	243	243
Total 6401 ADMINISTRATION			-	-	-	30,285	30,285
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.			18,795	-	46,615	-	65,409
Total 6402 MAINTENANCE			18,795	-	46,615	-	65,409
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance			29	-	-	-	29
6403.0109 Telcom Trunk			(18,566)	41,774	-	-	23,208
6403.0112 HPD CML Viper-Kapolei			-	-	30,582	-	30,582
6403.0113 HPDCMLViper-Alapai			-	-	5,835	-	5,835
6403.0114 SD Viper (OSL) (3)			-	-	7,362	-	7,362
Total 6403.01 Telcom Charges			(18,538)	41,774	43,779	-	67,016
Total 6403 Other RECURRING			(18,538)	41,774	43,779	-	67,016
Total 6400 RECURRING EXPENSES			257	41,774	90,394	30,285	162,710
Total DISBURSEMENTS:			257	41,774	98,033	32,049	172,114

(Note): Costs such as MSAG & Imaging for Molakai are bundled with Maui PSAP expenses

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
Total RECEIPTS	-	-	-	-	-	7,733,834	7,733,834	-	7,733,834
DISTRIBUTION:									
6200 CONFERENCES									
6201 911 Goes to WashDC	(150)	-	-	-	7,640	8,375	15,865	37,818	(21,953)
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	4,614	10,860	55,024	(44,164)
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)
6228 HxGN Live Hexagon Conf	-	-	-	-	-	-	-	6,600	(6,600)
6200 CONFERENCES - Other	-	-	-	-	-	-	-	599	(599)
Total 6200 CONFERENCES	7,436	12,001	6,525	-	33,378	22,054	81,394	170,000	(88,606)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.01 EMS	-	-	-	-	6,949	-	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-	-	(833)	-	(833)	-	(833)
6301.05 Kauai Police Dept	-	7,356	-	-	-	-	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	-	7,356	-	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	-	300,000	(300,000)
6303 Computers									
6303.20 Dispatch Software	-	-	-	-	-	-	-	5,000	(5,000)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	-	45,200	(45,200)
Total 6303 Computers	-	-	-	-	-	-	-	50,200	(50,200)
6306 Training									
6306.11 Training (CAD) HPD	-	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm									
6306.122 CAD TriTech EMS	-	-	-	-	-	-	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	-	22,000	(22,000)
Total 6306 Training	-	-	-	-	-	-	-	43,000	(43,000)
Total 6300 Non-RECURRING	-	7,356	-	-	6,116	-	13,472	1,900,556	(1,887,084)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

FY2014-15 APRIL 2015 (10 mos.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	290,625	290,625	350,625	(60,000)
6401.02 ElectronSignatur	-	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	13,025	13,025	13,000	25
6401.06 Bank Charge	-	-	-	-	-	42	42	100	(58)
6401.08 Board Member Travel	-	-	-	-	-	14,365	14,365	35,000	(20,635)
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)
Total 6401.09 DB&F Assessments	-	-	-	-	-	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)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	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	-
Total 6401 ADMINISTRATION	-	-	-	-	-	687,932	687,932	1,261,692	(573,760)
6402 MAINTENANCE									
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	169,152	-	419,531	-	854,921	1,312,521	(457,600)
6402.08 CAD Maintenance	-	-	136,000	34,000	162,801	-	332,801	1,038,752	(705,951)
6402.13 Software Maintenance									
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	4,607	(4,607)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	4,607	(4,607)
Total 6402 MAINTENANCE	119,656	146,582	305,152	34,000	702,556	-	1,307,946	3,533,551	(2,225,605)
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	199	255	283	-	-	-	736	2,160	(1,424)
6403.0103 Mileage	-	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	153,172	64,970	167,125	41,774	552,347	-	979,389	1,643,237	(663,848)
6403.0110 Ocean Safety									
6403.0110.1 CML	-	-	-	-	4,988	-	4,988	-	4,988
6403.0110.2 Centrex	-	-	-	-	1,184	-	1,184	-	1,184
6403.0110.3 Mileage	-	-	-	-	202	-	202	-	202
6403.0110 Ocean Safety - Other	-	-	-	-	(2,124)	-	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	-	-	-	-	4,249	-	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	75,319	-	75,319	140,916	(65,597)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	10,169	-	10,169	-	10,169
6403.0114 SD Viper (OSL) (3)	-	-	-	-	25,671	-	25,671	43,500	(17,829)
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
Total 6403.01 Telcom Charges	153,370	65,536	167,408	41,774	668,701	-	1,096,790	2,097,998	(1,001,208)
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)
Total 6403 Other RECURRING	153,370	65,536	167,408	41,774	664,931	(302,238)	790,782	1,985,284	(1,194,502)
Total 6400 RECURRING EXPENSES	273,027	212,118	472,560	75,774	1,367,488	385,694	2,786,661	6,780,527	(3,993,866)
Total DISBURSEMENTS	280,462	231,475	479,085	75,774	1,406,982	407,748	2,881,526	8,851,083	(5,969,556)

(Note): Costs such as MSAG & Imaging for Molakai are bundled with Maui PSAP expenses

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

`													
							Q1	Q2	Q3	Q4			
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Paydown	Apr-15	May-15	Jun-15	Balance
CAD Upgrade:			419,000			419,000	-						419,000
FY 2012 Encumbrances:						-							
CAD Upgrades:													
EMS/FIRE	56,040					56,040	-						56,040
HPD	695,392					695,392	-						695,392
Total FY 2012 Encumbrances	751,432	-	-	-	-	751,432	-	-					751,432
FY 2014 Accruals													
CAD Upgrade	31,000			1,500,000		1,531,000	31,000						1,500,000
CAD Maintenance				66,518		66,518	66,518						-
DB&F Rev. Assessment					8,306	8,306	8,306						-
DB&F Admin. Assessment					55,632	55,632	55,632						-
AG Legal Expenses for IRC					25,000	25,000	1,481	235	1,284	99			21,901
NENA Conference		6,600				6,600	6,600						-
Imagery License Agreement	127,150					127,150	127,150						-
WSP Recovery-Sprint					36,000	36,000	36,000						-
MSAG & GIS	90,290	86,912	27,535	25,637		230,375	230,375						(0)
Microwave Antenna Lease	3,770					3,770	3,770						-
Ocean Safety-Telecom	2,124					2,124	2,124						-
HawTelcom CML Positions	78,907	46,416	18,578	25,529		169,430	169,430						-
HT CML Viper (Kapolei)	5,500					5,500	5,500						-
HT CML Viper (Alapai)	1,500					1,500	1,500						-
Board & Committee Travel					2,000	2,000	2,000						-
Total FY 2014 Accruals	340,242	139,927	46,114	1,617,684	126,939	2,270,905	747,386	235	1,284	99	-		1,521,901
Total Encumbrances/Accruals	1,091,674	139,927	465,113	1,617,684	126,939	3,441,337	747,386	235	1,284	99	-		2,692,333

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		9,000.00				(9,000.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,000.00				(3,000.00)	-	5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)	-	5/15/2014
Executive Director (2) APCO					5,386.11	(5,386.11)	-	6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)	-	6/10/2014
Oahu DIT - (1) APCO		3,000.00				(3,000.00)	-	6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)	-	6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)	-	6/10/2014
KPD- TRICON Conference (Sep28-1Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
RCUH Contract					14,352.00		14,352.00	7/1/2014
EMS-TRICCON Conference added funding (2)		2,000.00				(2,000.00)	-	8/14/2014
HFD - TRICON Conference (1)		6,000.00				(6,000.00)	-	8/14/2014
KPD: Intrado interface				7,356.00			7,356.00	8/14/2014
Prior Period C&CHNL Reimbursement					(120,314.44)		(120,314.44)	
Executive Director Extension (6 months)					9,375.00		9,375.00	9/11/2014
Administration Budget Adjustment from original Plan					(27,300.00)		(27,300.00)	9/15/2014
Executive Diretor Travel to Wash.DC for FCC Hearing 10/17/2014					2,523.00	(2,523.00)	-	10/9/2014
Executive Diretor Travel to Wash.DC for FCC Hearing (TBD)					2,500.00	(2,500.00)		11/13/2014
911 Goes to WashDC - HPD (3)		9,318.00				(9,318.00)		12/11/2014
911 Goes to WashDC - HawPD (2)	7,000.00					(7,000.00)		12/11/2014
911 Goes to WashDC - Executive Dir (1)					2,500.00	(2,500.00)		12/11/2014
911 Goes to WashDC - MPD (2)			7,000.00			(7,000.00)		12/11/2014
911 Goes to WashDC - Board (4)					12,000.00	(12,000.00)		12/11/2014
HPD SMART911 S/W		45,200.00					45,200.00	1/6/2015
CPA AUDIT - Egami & Associates (incremental budget to $13K					500.00		500.00	1/6/2015
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
Additional Budget for Conferences						12,000.00	12,000.00	4/9/2015
Board member (1) NENA Conference (June 26-28, 2015)					3,000.00	(3,000.00)		4/9/2015
HxGN Live Hexagon International Conf (2) (1-4 June 2015)			6,600.00			(6,600.00)		4/9/2015
Totals	2,528,450.00	2,966,435.00	1,082,238.00	1,097,699.00	1,175,661.67	598.89	8,851,082.56	

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Hawaii PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
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)
Total 6402.13 Software Maintenance	-	4,607	(4,607)
Total 6402 MAINTENANCE	119,656	681,006	(561,350)
6403 Other RECURRING			
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	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	153,370	311,544	(158,174)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	153,370	311,544	(158,174)
Total 6400 RECURRING EXPENSES	273,027	992,550	(719,524)
Total DISBURSEMENTS	280,462	2,528,450	(2,247,988)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Kauai PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	194,633	(194,633)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	146,582	220,000	(73,418)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	146,582	414,633	(268,051)
6403 Other RECURRING			
6403.01 Telcom 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 Telcom 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	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	600	(600)
6403.0117 Telecom Chgs-Other	311	-	311
Total 6403.01 Telcom Charges	65,536	348,710	(283,174)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	65,536	348,710	(283,174)
Total 6400 RECURRING EXPENSES	212,118	763,343	(551,225)
Total DISBURSEMENTS	231,475	1,097,699	(866,224)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Maui PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	372,263	(372,263)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	169,152	225,500	(56,348)
6402.08 CAD Maintenance	136,000	136,000	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	305,152	733,763	(428,611)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	283	480	(197)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	167,125	222,796	(55,671)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	167,408	227,276	(59,868)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	167,408	227,276	(59,868)
Total 6400 RECURRING EXPENSES	472,560	961,039	(488,479)
Total DISBURSEMENTS	479,085	992,539	(513,454)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Molokai PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	-	-
6402.08 CAD Maintenance	34,000	34,000	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	34,000	34,000	-
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	41,774	55,699	(13,925)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	-	-
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	41,774	55,699	(13,925)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	41,774	55,699	(13,925)
Total 6400 RECURRING EXPENSES	75,774	89,699	(13,925)
Total DISBURSEMENTS	75,774	89,699	(13,925)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Oahu PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	120,225	250,000	(129,775)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	419,531	559,374	(139,844)
6402.08 CAD Maintenance	162,801	800,000	(637,199)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	702,556	1,670,149	(967,593)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	946	11,353	(10,407)
6403.0109 Telcom Trunk	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)
Total 6403.0110 Ocean Safety	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	75,319	140,916	(65,597)
6403.0113 HPDCMLViper-Alapai	10,169	-	10,169
6403.0114 SD Viper (OSL) (3)	25,671	43,500	(17,829)
6403.0115 Text-to-911 Service	-	12,000	(12,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	668,701	1,154,769	(486,068)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	664,931	1,162,369	(497,438)
Total 6400 RECURRING EXPENSES	1,367,488	2,832,518	(1,465,030)
Total DISBURSEMENTS	1,406,982	2,966,435	(1,559,453)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	ADMIN		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
Total RECEIPTS	7,733,834	-	7,733,834
DISTRIBUTION:			
6200 CONFERENCES			
6201 911 Goes to WashDC	8,375	14,500	(6,125)
6204 APCO Conference	5,386	5,386	-
6212 NASNA Conference	-	650	(650)
6213 Navigator	-	-	-
6214 Nena Conference	4,614	8,725	(4,111)
6222 TriTech CAD Users	-	-	-
6227 FCC Hearings	3,679	5,023	(1,344)
6228 HxGN Live Hexagon Conf	-	-	-
6200 CONFERENCES - Other	-	599	(599)
Total 6200 CONFERENCES	22,054	34,883	(12,829)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	290,625	350,625	(60,000)
6401.02 ElectronSignatur	-	200	(200)
6401.05 Audit Expense	13,025	13,000	25
6401.06 Bank Charge	42	100	(58)
6401.08 Board Member Travel	14,365	35,000	(20,635)
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)
Total 6401.09 DB&F Assessments	314,098	627,500	(313,402)
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)
Total 6401.15 WSP Cost Recovery	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	-
Total 6401 ADMINISTRATION	687,932	1,261,692	(573,760)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	(302,238)	(120,314)	(181,923)
Total 6403 Other RECURRING	(302,238)	(120,314)	(181,923)
Total 6400 RECURRING EXPENSES	385,694	1,141,378	(755,683)
Total DISBURSEMENTS	407,748	1,176,261	(768,512)

Hawaii County E9-1-1 Status Report

April 1, 2015 – April 30, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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Hawaii County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – APRIL 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
APR	17,756	3,483	19.62%	11,998	67.57%	48.95%	51.05%	717	4.04%	9	0.05%	0	0.00%	1,549	8.72%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

The number of Wireless Phase 2 calls (51.05%) has exceeded the number of Wireless Phase 1 calls (48.95%) in April 2015.

Call with no Ali = 0.05% - Statewide average = 0.95%

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	17,756	3,483	19.62%	11,998	67.57%	48.95%	51.05%	717	4.04%	9	0.05%	0	0.00%	1,549	8.72%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	72,072	14,919		48,148				2,884		23		0		6,098		0	
MON AVG	18,018	3,730	20.68%	12,037	66.84%	48.06%	51.94%	721	4.00%	6	0.03%	0	0.00%	1,525	8.45%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – APRIL 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
April	14,131	79.58%	0	1,521	0	2,076	11.69%	0	28	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	14,131	79.58%	0	1,521	0	2,076	11.69%	0	28	0
May										
June										
July										
August										
September										
October										
November										
December										
YTD	58,611		0	5,978	0	8,828		0	120	0
MON AVG	14,653	81.36%	0	1,495	0	2,207	12.24%	0	30	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.**

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FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

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WIRELESS PSAP TESTING – APRIL 2015

HAWAII COUNTY - APRIL 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
4/23/2015	Verizon	1	6	Hawaii PSAP	Pass	LTE sectors

NOTES:

- There was one (1) scheduled Wireless 911 Test for the month of April 2015.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – APRIL 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APRIL	74	8	0	55	11	0	276

MSAG CURRENT MONTH NOTES:

A total of **326** MSAG transactions were processed in 9-1-1 Net during the month of April 2015. Seventy-four (**74**) requests were processed relating to the MSAG database, and **252** requests relating to the ALI database (see ALI Transaction chart on next page). There were **276** 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	74	8	0	55	11	0	276
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	238	55	4	134	42	3	714
AVG PER MONTH	60	14	1	34	11	1	179

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	252	248	3	1	532	3	0

Definitions
(A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

248 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 three (**3**) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from residences in Hilo, Pahoa and Kurtistown. 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 532 Open TN CR Transactions as of April 30, 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.

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There are three (3) Open ALI-DRs as of April 30, 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 April 30, 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	252	248	3	1	532	3	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	608	574	23	11			
AVG PER MONTH	152	144	6	3			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- APRIL 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	532	117	57	358

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/30/2015		Added one (1) address point (445551 Daniel K Inouye Hwy) in Paauilo.
	4/30/2015		Spatially corrected ten (10) address points in Pahoa.
	4/29/2015		Spatially corrected fifty-three (53) address points in Kamuela.
		04/21/15	
	4/21/2015		Added one (1) address point (127196 Kalapana Kapoho Beach Rd) in Pahoa.
	4/21/2015		Spatially corrected eighty-three (83) address points in Kamuela.
	4/20/2015		Corrected routing id to one (1) address point (543645 Akoni Pule Hwy) in Kapaau.
	4/20/2015		Spatially corrected eleven (11) address points in Ocean View.
	4/17/2015		Added three (3) address points (881554 Ewalu Ave, 864065 Hawaii Belt Rd and 825858 Lower Napoopoo Rd) in Captain Cook.
	4/17/2015		Added one (1) address point (292288 Hanamalo Loop) in Hakalau.
	4/17/2015		Added two (2) address points (550424 Hawi Rd and 550655 Kapiko Pl) in Hawi.
	4/17/2015		Added eleven (11) address points in Hilo.
	4/17/2015		Added two (2) address points (744956 Old Government Mauka Rd and 761334 Waiono Ranch Rd) in Holualoa.
	4/17/2015		Added three (3) address points (280257 and 280394 Akaka Falls Rd and 280416 Iliopua Rd) in Honomu.
	4/17/2015		Added one (1) address point (745036 Old Palani Rd) in Kailua Kona.
	4/17/2015		Added four (4) address points (591528 Ewalina Pl, 645165 Kalake St, 661508 Puu Huluhulu Rd and 644967 Uakikoni Alanui) in Kamuela.
	4/17/2015		Added one (1) address point (540413 Kapua Pl) in Kapaau.
	4/17/2015		Added sixteen (16) address points in Keaau.
	4/17/2015		Added one (1) address point (786700 Mamalahoa Hwy) in Keauhou.
	4/17/2015		Added eleven (11) address points in Kurtistown.
	4/17/2015		Added five (5) address points in Mountain View.
	4/17/2015		Added one (1) address point (946421 Puukani Rd) in Naalehu.
	4/17/2015		Added twenty-two (22) address points in Ocean View.
	4/17/2015		Added three (3) address points (362746 and 362764 Hawaii Belt Rd and 362731 Old Mamalahoa Hwy) in Ookala.
	4/17/2015		Added four (4) address points (441887 Hawaii Belt Rd, 432064 Kaapahu Rd, 442506 Keahua Rd and 411751 Niupea Homestead Rd) in Paauilo.
	4/17/2015		Added eleven (11) address points in Pahoa.
	4/17/2015		Added one (1) address point (322455 Stone Rd) in Papaaloa.

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/17/2015		Added one (1) address point (270471 La Rd) in Papaikou.
	4/17/2015		Added one (1) address point (271000 Lalahiwa Rd) in Pepeekeo.
	4/17/2015		Added ten (10) address points in Volcano.
	4/17/2015		Added two (2) address points (683541 Haia St and 681866 Mahina Pl) in Waikoloa.
	4/17/2015		Completed monthly update on address points.
	4/15/2015		Deleted one (1) address point (1958 Kaiwiki Rd A) in Hilo.
	4/15/2015		Corrected address to six (6) address points in Hilo.
	4/15/2015		Spatially corrected ten (10) address points in Hilo.
	4/13/2015		Added one (1) address (271998 Hawaii Belt Rd) in Papaikou.
	4/13/2015		Added one (1) address (152724 Papai St) in Pahoa.
	4/13/2015		Corrected address to one (1) address point (152757 Palani St) in Pahoa.
	4/13/2015		Spatially corrected six (6) address points in Pahoa.
	4/8/2015		Spatially corrected two (2) address points (745533 Luhia St and 760147 Royal Poinciana Dr) in Kailua Kona.
	4/8/2015		Corrected address to one (1) address point (760147 Royal Poinciana Dr) in Kailua Kona.
	4/8/2015		Deleted one (1) address point (750147 Royal Poinciana Dr A) in Kailua Kona.
		04/07/15	
	4/1/2015		Spatially corrected forty-three (43) address points in Pahoa.
	4/1/2015		Spatially corrected eight (8) address points in Volcano.
	4/1/2015		Added nine (9) address points in Waikoloa.
Airports			
Bridges			
Building Footprints			
Bus Stops			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
	4/8/2015		Corrected boundaries to two (2) ESNs (221 and 225).
Fire Beats			
	4/8/2015		Corrected boundaries to two (2) Fire Beats (5 and 19).
Fire Districts			
	4/8/2015		Corrected boundaries to two (2) Fire Districts (5 and 19).

Hawaii County E9-1-1 Status Report

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Response Areas			
	4/8/2015		Corrected boundaries to two (2) Fire Response Areas (20 and 47).
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
MSAG Communities		**04/21/15**	
	4/8/2015		Corrected boundaries to two (2) MSAG Communites (Captain Cook and Honaunau).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	4/30/2015		Added one (1) Point of Interest (Pohakuloa Training Area) in Paauilo.
		04/21/15	
	4/13/2015		Corrected address to five (5) points of interest in Volcano.
	4/13/2015		Spatially corrected twenty-nine (29) points of interest in Volcano.
	4/8/2015		Corrected address to six (6) points of interest in Kailua Kona.
	4/8/2015		Spatially corrected twenty-one (21) points of interest in Kailua Kona.
		04/07/15	
Police Beats			
Police Districts			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	4/30/2015		Spatially corrected sixteen (16) street centerlines in Kapaau.
	4/29/2015		Spatially corrected one (1) street segment of Akoni Pule Hwy in Hawi.
	4/29/2015		Corrected speed limit to two (2) street segments of Government Main Rd in Kapaau.
	4/29/2015		Spatially corrected seventeen (17) street segments in Kapaau.
		04/21/15	
	4/20/2015		Added five (5) street segments in Kapaau.
	4/20/2015		Spatially corrected twenty-nine (29) street segments in Kapaau.
	4/17/2015		Corrected range to one (1) street segment of Poha Dr in Ocean View.
	4/17/2015		Spatially corrected thirty-two (32) street segments in Kapaau.
	4/17/2015		Completed monthly update on street centerlines.
	4/16/2015		Corrected range to one (1) street segment of Niupea Homestead Rd in Paauilo.
	4/15/2015		Added one (1) street segment (Kupu Honua Ln) in Hilo.
	4/15/2015		Added one (1) street segment of Ane Keohokalole and split one (1) segment of Kaiminani Dr in Kailua Kona.
	4/15/2015		Added two (2) street segments (Kona Gardens Rd and Road to the Sea) in Ocean View.
	4/15/2015		Added one (1) street segment of Stone Rd in Papaaloa.
	4/15/2015		Corrected range to one (1) street segment of Alii Anela St in Volcano.
	4/13/2015		Spatially corrected six (6) street centerlines in Kapaau.
	4/8/2015		Spatially corrected two (2) street segments of Middle Keei Rd in Captain Cook.
	4/8/2015		Spatially corrected one (1) street segment of Painted Church Rd in Honaunau.
		04/07/15	

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	4/22/2015		Per VZW CRS
	4/22/2015		Per VZW CRS
		04/21/15	
	4/16/2015		Per VZW CRS
		04/07/15	
WSP Cell Towers	4/22/2015		Per VZW CRS
	4/22/2015		Per VZW CRS
		04/21/15	
	4/16/2015		Per VZW CRS
		04/07/15	

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NOTE:

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
4/21/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, MSAG Communities, Fire ESZ and Fire Districts.
4/16/2015	MapFlex deliverable including the following updated layers: Address Pints, Cell Sectors, Cell Towers, Common Places, Lava Flows, Street Centerlines
4/7/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Lava Flows.

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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 **April 17, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	117	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	6	
New Street Segments Added		5
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		0

NOTE:

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

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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 April 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
Address Points	New Address Points	130 Added	Throughout County in 23 Communities
	Spatial Correction	226 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Kamuela and Pahoa
	Address	8 Corrected	Majority were in Hilo
	Deleted	2 Removed	Addresses were in Hilo and Kailua Kona
	Routing ID	1 Corrected	Address was in Kapaau
Response Boundaries	ESN Boundary	2 Corrected	ESNs 221 and 225
	Fire Response Areas Boundary	2 Corrected	Fire Response Areas 20 and 47
	Fire District Boundary	2 Corrected	Fire Districts 5 and 19
	Fire Beat Boundary	2 Corrected	Fire Beats 5 and 19
Street Centerlines	New Streets	10 Added	Majority were in Kapaau
	Spatial Correction	104 Corrected	To increase spatial accuracy; majority were in Kapaau
	Range/Parity	3 Corrected	Streets were in Ocean View, Paauilo and Volcano
	Split	1 Corrected	Where existing street was intersected by new street
	Speed Limit	2 Corrected	Streets were in Kapaau

NOTE:

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

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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 Pahoa, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

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

    a. Akimeka created the layer "Lava Flows", 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 first uploaded into PowerMap on September 23rd 2014 and have been available to the dispatchers since and continue to be updated and subsequently uploaded.

    d. During April 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Lava Flows layer into PowerMap on April 7th 2015.

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

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

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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.

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.

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?

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.
9. On April 6, 2015, Akimeka contacted the Senior Project Manager of Intrado to get a status on MapFlex, considering the last known update provided was in late February and Akimeka needed to determine when GIS deliverables were going to be needed in the MapFlex system.
   (a) Akimeka also requested a status on the display of Phase I wireless calls. The last known status from the PSAPs reported that the display was still not appearing.
   (b) Akimeka did not hear back from Intrado, so on April 10, 2015, Akimeka's GIS Manager followed up to get a status. It was mentioned in the email that it is important for Akimeka to identify what data is live in the MapFlex system so wireless testing can be scheduled.
10. On April 13, 2015, Akimeka received a reply form Intrado that they will find out where they are with the automated process for updates.
11. On April 16, 2015, Intrado notified Akimeka that the automated process was still not configured but wanted to request on behalf of the PSAPs, the latest GIS data since data from Akimeka had been sitting on Intrado's MapFlex ftp server since February 26, 2015 and had not made it to the workstations.
   (a) Intrado mentioned they will do need to do a manual update for each workstation in order to provide updated data from Akimeka.

MAPFLEX DEPLOYMENT – CONTINUED

(b) On April 16, 2015, Akimeka posted GIS data for Maui County, Hawaii County, and Kauai County onto the secure ftp site.
   (i) Akimeka made mention during the communication of data, that this set of data corresponds with the last data uploads for other systems. Data was provided with the same timestamp so that the GIS data would be consistent across all systems.
   (ii) Akimeka did recommend when Intrado does their manual update process on the workstations, that they upload the February 26, 2015 GIS data that has been sitting on their MapFlex ftp site first so important updates can take place. There were many important updates for each of the PSAPs that were outside of their "typical" GIS deliverables, such as updated Lava Flows for Hawaii County, new Police Beats for Kauai County, and updated Police and Fire Response Areas in Maui County.

12. Throughout the remainder of April 2015, Intrado continued to work on identifying ways to perform the manual updates on each of the County MapFlex systems.
   (a) As of April 30, 2015, there has not been a status provided on whether the data has reached each workstation or not.

Hawaii County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 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

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	4	5	3	0	0	4	5
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	**31**	**34**	**3**	**0**	**0**	**31**	**34**

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

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 COMPARISION – 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 --TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – APRIL 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
APR	4,471	767	17.15%	2,846	63.65%	50.14%	49.86%	134	3.00%	16	0.36%	0	0.00%	708	15.84%	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	4,471	767	17.15%	2,846	63.65%	50.14%	49.86%	134	3.00%	16	0.36%	0	0.00%	708	15.84%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	18,729	2,978		12,120				593		79		0		2,959		0	
MON AVG	4,682	745	15.94%	3,030	64.69%	48.73%	51.27%	148	3.16%	20	0.42%	0	0.00%	740	15.78%	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 0.36% - Statewide average = 0.95%***

Kauai County E9-1-1 Status Report

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FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

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WIRELESS PSAP TESTING – APRIL 2015

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

NOTES:

- There was no scheduled Wireless 911 testing for the month of April 2105.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – APRIL 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APRIL	11	2	0	2	6	1	58

MSAG CURRENT MONTH NOTES:

A total of thirty-nine (**39**) MSAG transactions were processed in 9-1-1 Net during the month of April 2015. Eleven (11) requests were processed relating to the MSAG database, and twenty-eight (**28**) requests relating to the ALI database (see ALI Transaction chart on next page). There were **58** 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	11	2	0	2	6	1	58
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	111	86	2	7	9	7	1,273
AVG PER MONTH	28	22	1	2	2	2	318

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	28	28	0	0	220	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

Twenty-eight (**28**) 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 220 Open TN CR Transactions as of April 30, 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.

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There are no Open ALI-DRs as of April 30, 2015

There are no Open VoIP DRs as of April 30, 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	28	28	0	0	220	0	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	134	134	0	0			
AVG PER MONTH	34	34	0	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
KAUAI	**220**	**36**	**53**	**131**

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2015

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/30/2015		Added three (3) address points (5591, 5599 and 5615 Holo Malanai St) in Kukuiula.
	4/28/2015		GPS'd sixteen (16) address points in Koloa.
	4/28/2015		GPS'd twenty-eight (28) address points in Poipu.
	4/28/2015		GPS'd fifty-eight (58) address points in Kalaheo.
	4/28/2015		GPS'd twelve (12) address points in Waimea.
	4/28/2015		GPS'd thirty-nine (39) address points in Kekaha.
	4/27/2015		GPS'd three (3) address points in Anahola.
	4/27/2015		GPS'd twelve (12) address points in Lihue.
	4/27/2015		GPS'd five (5) address points in Niumalu.
	4/27/2015		GPS'd nine (9) address points in Koloa.
	4/27/2015		Site-Verified two (2) address points need to be spatially corrected in Anahola.
		04/23/15	
	4/23/2015		Added one (1) address point (5070 Lau Nahele St) in Kukuiula.
	4/23/2015		Corrected address to one (1) address point (3254 Weliweli Rd A) in Koloa.
	4/23/2015		Corrected address to one (1) address point (4477 Pili Rd) in Kilauea.
	4/23/2015		Added one (1) address point (4705 Kapuna Rd) in Kilauea.
	4/22/2015		Spatially corrected eight (8) address points in Lihue.
	4/22/2015		Added one (1) address point (4901 Mahua St) in Kukuiula.
	4/22/2015		Added one (1) address point (3278 Wawae Rd) in Lawai.
	4/22/2015		Added twenty-one (21) address points in Lihue.
	4/22/2015		Added three (3) address points (2336, 2344 and 2358 Halalii Pl) in Poipu.
	4/10/2015		Added nine (9) address points in Koloa.
	4/10/2015		Added four (4) address points (2661 Halalu St A, 5363 Makalea St, and 5385 and 5395 Loi Pl) in Poipu.
		04/09/15	
	4/6/2015		Added two (2) address points (49 and 53 Pakala Village A Rd) in Pakala.
	4/6/2015		Corrected address to one hundred twenty-six (126) address points in Pakala.
	4/2/2015		Added fifteen (15) address points in Poipu.
Airports			
Bridges			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	4/27/2015		GPS'd one (1) point of interest in Lihue.
	4/24/2015		Corrected address to one (1) point of interest (Wilcox Mem Hospital) in Lihue.
	4/24/2015		Spatially corrected twenty-six (26) points of interest in Lihue.
		04/23/15	
		04/09/15	
	4/9/2015		Spatially corrected two (2) points of interest (District Court and Kauai County Police Department) in Lihue.
	4/9/2015		Added three (3) points of interest (Costco, Home Depot and Vidinha Stadium) in Lihue.
Police Beats			
Police Districts			
Police Response Areas			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Stations			
Post Offices			
Schools			
Street Centerlines	4/30/2015		Corrected range to one (1) street centerline of Holo Malanai St in Kukuiula.
	4/27/2015		Site-Verified six (6) street centerlines need to be deleted in Lihue.
	4/27/2015		Site-Verified one (1) street centerline needs to be flipped in Anahola.
	4/27/2015		GPS'd three (3) street segments in Nawiliwili.
		04/23/15	
	4/14/2015		Spatially corrected twenty-five (25) street segments in Anahola.
		04/09/15	
	4/6/2015		Added two (2) street segments (Pakala Village A Rd and Pakala Village B Rd) and split three (3) street segments in Pakala.
	4/6/2015		Spatially corrected seven (7) street segments in Pakala.
	4/6/2015		Corrected name to twenty-five (25) street segments in Pakala.
	4/6/2015		Corrected range to nineteen (19) street segments in Pakala.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors		**04/23/15**	
	4/10/2015		Per VZW CRS
		04/09/15	
WSP Cell Towers		**04/23/15**	
	4/10/2015		Per VZW CRS
		04/09/15	

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.**

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
4/23/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm.
4/23/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
4/16/2015	MapFlex deliverable including the following updated layers: Address Points, Cell Sectors, Cell Tower, Common Places, Street Centerlines
4/9/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
4/9/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm.

GPS DATA COLLECTION AND SITE VERIFICATION

During the month of April 2015, Akimeka deployed one of their GIS Analysts to Kauai to collect and verify data that could only be acquired and verified while on location.

1. During April 2015, Akimeka initiated a data collection and verification plan, in order to verify and acquire data that could only be conducted through on-site visits.

    a. Akimeka's GIS Analyst was on Kauai for two full days; on April 27th and April 28th to collect missing addresses, verify specific address locations, collect new street centerline segments and verify specific street centerline segments with high-tech GPS equipment.

    b. During this process, Akimeka collected 182 total addresses throughout Kauai in eight different communities, verified that two addresses need to switch places with each other via spatial correction, collected three street centerline segments in a new and popular resort area, verified that six street centerlines need to be deleted near the Lihue Airport, verified that the direction of one of the street segments needs to be flipped to ensure proper geocoding, and collected a point of interest for a new night-time sporting and entertainment venue in Lihue.

    c. During the month of May 2015, the data that was collected and verified on April 27th and April 28th will be incorporated into the GIS data that will be uploaded into PowerMap and made available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system.

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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.

    d. As of April 30, 2015, there have not been any updates provided to Akimeka that can be incorporated at this time.

        i. The status remains as is until further information can be provided.

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 April 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.

MAPFLEX DEPLOYMENT: CONTINUED

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.
   (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

MAPFLEX DEPLOYMENT: CONTINUED

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.
9. On April 6, 2015, Akimeka contacted the Senior Project Manager of Intrado to get a status on MapFlex, considering the last known update provided was in late February and Akimeka needed to determine when GIS deliverables were going to be needed in the MapFlex system.
    (a) Akimeka also requested a status on the display of Phase I wireless calls. The last known status from the PSAPs reported that the display was still not appearing.
    (b) Akimeka did not hear back from Intrado, so on April 10, 2015, Akimeka's GIS Manager followed up to get a status. It was mentioned in the email that it is important for Akimeka to identify what data is live in the MapFlex system so wireless testing can be scheduled.
10. On April 13, 2015, Akimeka received a reply form Intrado that they will find out where they are with the automated process for updates.
11. On April 16, 2015, Intrado notified Akimeka that the automated process was still not configured but wanted to request on behalf of the PSAPs, the latest GIS data since data from Akimeka had been sitting on Intrado's MapFlex ftp server since February 26, 2015 and had not made it to the workstations.
    (a) Intrado mentioned they will do need to do a manual update for each workstation in order to provide updated data from Akimeka.
    (b) On April 16, 2015, Akimeka posted GIS data for Maui County, Hawaii County, and Kauai County onto the secure ftp site.
        (i) Akimeka made mention during the communication of data, that this set of data corresponds with the last data uploads for other systems. Data was provided with the same timestamp so that the GIS data would be consistent across all systems.
        (ii) Akimeka did recommend when Intrado does their manual update process on the workstations, that they upload the February 26, 2015 GIS data that has been sitting on their MapFlex ftp site first so important updates can take place. There were many important updates for each of the PSAPs that were outside of their "typical" contract deliverables, such as updated Lava Flows for Hawaii County, new Police Beats for Kauai County, and updated Police and Fire Response Areas in Maui County.
12. Throughout the remainder of April 2015, Intrado continued to work on identifying ways to perform the manual updates on each of the County MapFlex systems.
    (a) As of April 30, 2015, there has not been a status provided on whether the data has reached each workstation or not.

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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.

    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.

2. 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.

3. 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.

4. 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.

5. 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.

6. During April 2015 it was identified that the updates for Police Beat 453, previously sent for upload into MapFlex on February 26, 2015 to Intrado, had not been delivered to the workstations.

    a. After identifying this, Akimeka contacted Intrado to request a status on this and when it may be available via their automated upload procedure. Intrado was working on their automated process and would need to upload manually in the meantime.
    b. Akimeka recommended uploading the February 26, 2015 GIS data, containing the update for Police Beat 453, as a top priority before doing a refresh with new GIS deliveries.

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for April 2015.

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

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

NOTE:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in April 2015.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on April 1, 2015, against its 9-1-1 GIS Street Centerline data. A total number of **1,280** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on **April 1, 2015** for Kauai County are reported below.

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

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

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

AUDIT SUMMARY RESULTS - 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of July 1, 2014		As of October 1 , 2014		As of January 1 , 2015		As of April 1 , 2015	
		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 1-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,268		1,271		1,275		1,280	
Less: 9-1-1 MSAG Exception Records	(1)	60	4.7%	63	5.0%	64	5.0%	64	5.0%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,208**		**1,208**		**1,211**		**1,216**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,202**	**99.5%**	**1,205**	**99.8%**	**1,211**	**100.0%**	**1,214**	**99.8%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	5	0.4%	3	0.2%	0	0.0%	2	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	1	0.1%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		**6**	**0.5%**	**3**	**0.2%**	**0**	**0.0%**	**2**	**0.2%**

Objective: *NENA Recommended Match Rate = 98%*

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

for Kauai County resulted in a 99.8% 9-1-1 Match percentage

NOTES:

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

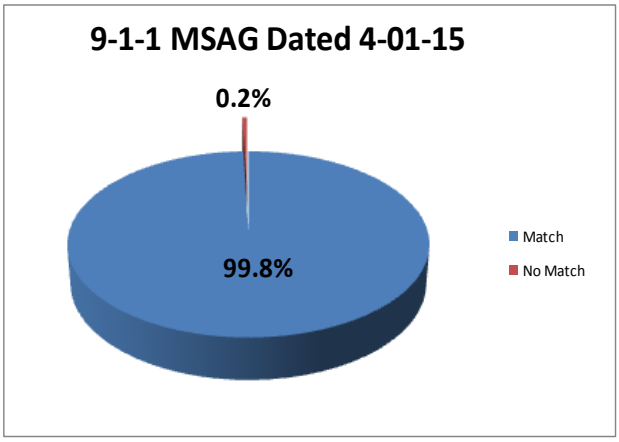
- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

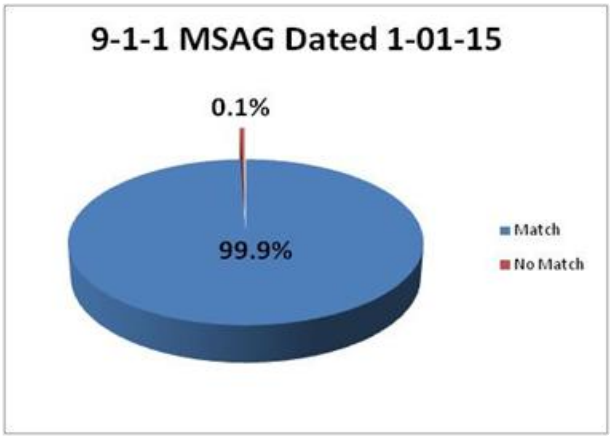
- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

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





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

99.9% as of January 1, 2015 to 99.8% as of April 1, 2015.

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

consistently in 2013 and continues in 2015.

- Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
- "MSAG record that doesn't match the GIS" There is two (2) MSAG record that don't match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of the month. These records have been corrected and will be reflected in the July 2015 re-analysis.
- "MSAG record with missing GIS record" reminded consistent with zero (0) records falling under section.
- "MSAG Records Corrections Required" There is two (2) minor MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines, and will be reflected in the July 2015 re-analysis.
- Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records			
	9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 04-01-15	
	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	61	4.6%	56	4.2%

These invalid MSAG records represent **4.2%** of the Total MSAG records for Kauai County as of the April 1, 2015 MSAG as compared to **4.6%** as of the January 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

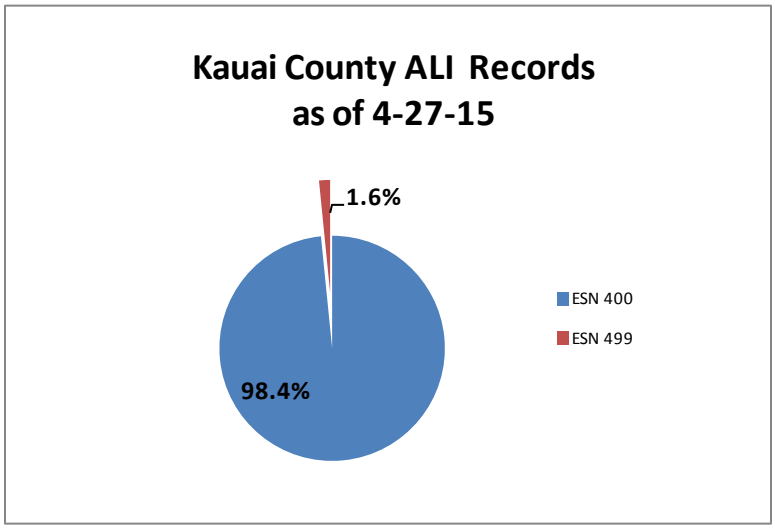
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of April 27, 2015, there are **398** ESN 499 ALI records, representing **1.6%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **7.2%** (429 to 398) from January 28, 2015 to April 27, 2015 respectively.



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

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

Maui County E9-1-1 Status Report

April 1, 2015 – April 30, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – APRIL 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
APR	11,486	2,204	19.19%	7,507	65.36%	61.78%	38.22%	262	2.28%	20	0.17%	0	0.00%	1,493	13.00%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

Calls with no Ali 0.17% - Statewide average = 0.95%

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	11,486	2,204	19.19%	7,507	65.36%	61.78%	38.22%	262	2.28%	20	0.17%	0	0.00%	1,493	13.00%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	45,952	9,406		29,660				1,101		66		0		5,719		0	
MON AVG	11,488	2,352	20.67%	7,415	64.54%	62.51%	37.49%	275	2.40%	17	0.14%	0	0.00%	1,430	12.44%	0.00	0.00%

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 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
APR	295	93	31.53%	156	52.88%	45.51%	54.49%	1	0.34%	13	4.41%	0	0.00%	32	10.85%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

Calls with no Ali 4.41% - Statewide average = 0.95%

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	295	93	31.53%	156	52.88%	45.51%	54.49%	1	0.34%	13	4.41%	0	0.00%	32	10.85%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,491	595		697				1		19		0		179		0	
MON AVG	373	149	39.48%	174	46.92%	53.20%	46.80%	0.25	0.08%	5	1.48%	0	0.00%	44.75	12.03%	0	0.00%

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 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
APR	11,781	2,297	19.50%	7,663	65.05%	61.45%	38.55%	263	2.23%	33	0.28%	0	0.00%	1,525	12.94%	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	11,781	2,297	19.50%	7,663	65.05%	61.45%	38.55%	263	2.23%	33	0.28%	0	0.00%	1,525	12.94%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	48,058	10,001		30,357				1,102		85		0		5,898		0	
MON AVG	12,015	2,500	21.09%	7,589	63.98%	62.31%	37.69%	276	2.32%	21	0.18%	0.00	0.00%	1,475	12.38%	0	0.00%

PSAP OPERATION NOTES:

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

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

WIRELESS PSAP TESTING – APRIL 2015

MAUI COUNTY - APRIL 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- There were no scheduled Wireless 911 Tests in April 2015 for the Maui and Molokai PSAPs.

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – APRIL 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APRIL	21	7	1	11	2	0	157

MSAG CURRENT MONTH NOTES:

A total of 151 MSAG transactions were processed in 9-1-1 Net during the month of April 2015. Twenty-one (**21**) requests were processed relating to the MSAG database, and **130** requests relating to the ALI database (see ALI Transaction chart on next page). There were 157 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	21	7	1	11	2	0	157
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	84	35	3	26	20	0	589
AVG PER MONTH	21	9	1	7	5	0	147

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	130	129	1	0	446	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

129 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There was one (**1**) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net, as the result of a 911 call from a pay phone at the Molokai Airport in Hoolehua. 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 446 Open TN CR Transactions as of April 30, 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.

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There are no Open ALI-DRs as of April 30, 2015

There are no Open VoIP DRs as of April 30, 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	130	129	1	0	446	0	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	482	476	5	1			
AVG PER MONTH	121	119	1	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	381	59	46	276
MOLOKAI	65	6	2	57
TOTAL	446	65	48	333

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/30/2015		Added one (1) address in Kualapuu
	4/29/2015		Spatially corrected one (1) address in Wailuku
	4/28/2015		Added one (1) address in Wailuku
	4/27/2015		Added one (1) address in Hana
	4/27/2015		Added one (1) address in Kaanapali
	4/27/2015		Added one (1) address in Kualapuu
	4/27/2015		Added three (3) address in Waihee
	4/27/2015		Added one (1) address in Wailuku
		04/22/15	
	4/22/2015		Spatially corrected one (1) address point in Waikapu
	4/21/2015		Added two (2) addresses in Lanai
	4/21/2015		Added one (1) address in Haiku
	4/20/2015		Spatially corrected five (5) address points in Haiku
	4/20/2015		Added eleven (11) addresses in Haiku
	4/20/2015		Spatially corrected one (1) address point in Haliimaile
	4/20/2015		Added two (2) addresses in Haliimaile
	4/20/2015		Added five (5) addresses in Kahului
	4/20/2015		Corrected MSAG Community of thirty-eight (38) address points in Kahului
	4/20/2015		Added twenty-four (24) addresses in Kihei
	4/20/2015		Spatially corrected two (2) address points in Kahului
	4/20/2015		Spatially corrected fifty-one (51) address points in Kihei
	4/20/2015		Added two (2) addresses in Lahaina
	4/20/2015		Spatially corrected fifty-four (54) address points in Lahaina
	4/20/2015		Added forty (40) addresses in Maalaea
	4/20/2015		Spatially corrected one (1) address point in Maalaea
	4/20/2015		Spatially corrected twenty-two (22) address points in Napili
	4/20/2015		Added six (6) addresses in Paia
	4/20/2015		Spatially corrected one (1) address point in Paia
	4/20/2015		Added two (2) addresses in Pukalani
	4/20/2015		Spatially corrected one (1) address point in Pukalani
	4/20/2015		Added one (1) address in Wailuku
	4/17/2015		Added three (3) addresses in Pukalani
	4/17/2015		Spatially corrected ten (10) address points in Pukalani
	4/17/2015		Added nine (9) addresses in Lahaina
	4/17/2015		Spatially corrected eight (8) address points in Lahaina

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/17/2015		Added six (6) address points in Kualapuu
	4/17/2015		Spatially corrected one (1) address point in Kualapuu
	4/17/2015		Added two (2) addresses in Kihei
	4/17/2015		Added three (3) addresses in Kaluakoi
	4/17/2015		Spatially corrected four (4) address points in Kihei
	4/16/2015		Added fifteen (15) addresses in Wailuku
	4/16/2015		Spatially corrected twelve (12) address points in Wailuku
	4/16/2015		Added one (1) address in Pukalani
	4/16/2015		Spatially corrected six (6) address points in Pukalani
	4/16/2015		Added three (3) addresses in Paia
	4/16/2015		Spatially corrected four (4) address points in Paia
	4/16/2015		Added two (2) addresses in Makawao
	4/16/2015		Added twenty (20) addresses in Lahaina
	4/16/2015		Spatially corrected (1) one address point in Lahaina
	4/16/2015		Added twelve (12) addresses in Kihei
	4/16/2015		Spatially corrected six (6) address points in Kihei
	4/16/2015		Added seven (7) addresses in Kapalua
	4/16/2015		Added five (5) addresses in Kahului
	4/15/2015		Added three (3) addresses in Wailuku
	4/15/2015		Spatially corrected one (1) address point in Wailuku
	4/15/2015		Added eight (8) addresses in Pukalani
	4/15/2015		Spatially corrected eight (8) address points in Pukalani
	4/15/2015		Added two (2) addresses in Paia
	4/15/2015		Spatially corrected four (4) address points in Paia
	4/15/2015		Added two (2) addresses in Napili
	4/15/2015		Spatially corrected one (1) address point in Napili
	4/15/2015		Added three (3) addresses in Makawao
	4/15/2015		Spatially corrected two (2) address points in Makawao
	4/15/2015		Added six (6) addresses in Lahaina
	4/15/2015		Spatially corrected one (1) address point in Lahaina
	4/15/2015		Added one (1) address in Kula
	4/15/2015		Spatially corrected three (3) address points in Kula
	4/15/2015		Added eleven (11) addresses in Kihei
	4/15/2015		Spatially corrected twenty-three (23) address points in Kihei
	4/15/2015		Added ten (10) addresses in Kahului
	4/15/2015		Spatially corrected fifteen (15) address points in Kahului

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/15/2015		Added seven (7) addresses in Haiku
	4/15/2015		Spatially corrected one (1) address point in Haiku
	4/13/2015		Added eight (8) addresses in Wailuku
	4/13/2015		Added three (3) addresses in Wailea
	4/13/2015		Spatially corrected two (2) address points in Wailea
	4/13/2015		Added two (2) addresses in Kahului
	4/13/2015		Spatially corrected five (5) address points in Paia
	4/13/2015		Added one (1) address in Paia
	4/13/2015		Added nine (9) addresses in Napili
	4/13/2015		Spatially corrected one (1) address in Napili
	4/13/2015		Spatially corrected one (1) address in Makawao
	4/13/2015		Added five (5) address points in Makawao
	4/13/2015		Spatially corrected one (1) address in Lahaina
	4/13/2015		Added four (4) addresses in Lahaina
	4/13/2015		Added one (1) address in Kula
	4/13/2015		Added twenty-three (23) addresses in Kihei
	4/13/2015		Spatially corrected two (2) address points in Kihei
	4/13/2015		Spatially corrected seven (7) address points in Kahului
	4/13/2015		Spatially corrected three (3) address points in Haiku
	4/13/2015		Added two (2) addresses in Haiku
	4/9/2015		Added two (2) addresses in Makawao
	4/9/2015		Spatially corrected four (4) address points in Makawao
		04/08/15	
	4/7/2015		Spatially corrected one hundred six (106) address points in Waiehu
	4/7/2015		Added one (1) address in Lahaina
	4/6/2015		Spatially corrected thirty-six (36) address points in Wailuku
	4/2/2015		Added two (2) addresses in Haiku
	4/2/2015		Added one (1) address in Lahaina
	4/2/2015		Spatially corrected sixty-seven (67) address points in Waihee
	4/1/2015		Added two (2) addresses in Haiku
	4/1/2015		Added two (2) addresses in Kahului
	4/1/2015		Spatially corrected two (2) address points in Kahului
	4/1/2015		Changed location name of one (1) address in Kapalua
	4/1/2015		Added three (3) addresses in Kaunakakai
	4/1/2015		Corrected spelling of location name for one (1) address in Kihei
	4/1/2015		Spatially corrected three (3) address points in Lahaina

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/1/2015		Corrected location name of one (1) address point in Lahaina
	4/1/2015		Spatially corrected one (1) address point in Makawao
	4/1/2015		Added one (1) address in Makawao
	4/1/2015		Spatially corrected seven (7) address points in Waihee
	4/1/2015		Corrected location name spelling for one (1) address point in Wailea
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names		04/08/15	
	4/2/2015		Added two (2) coastal names in Kapalua
	4/1/2015		Corrected spelling of one (1) coastal name in Kapalua
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		04/08/15	
	4/3/2015		Modified boundary of ESN 311 & 312 to spatially corrected street centerlines
	4/2/2015		Modified boundary of ESN 311 & 312 to spatially corrected street centerlines
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes		04/22/15	
	4/1/2015		Changed gate code for Kaheawa Wind Farm per Maui Dispatch
Government Buildings			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging		04/08/15	
	4/1/2015		Changed hotel name to Montage Kapalua per Maui Dispatch
Major Roads			
Medic Beats			
Medic Districts			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		04/08/15	
	4/3/2015		Modified boundary between Wailuku and Waiehu to spatially corrected street centerlines
	4/2/2015		Modified boundary between Wailuku and Waiehu to spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	4/30/2015		Corrected name of one (1) POI and spatially corrected and corrected address for one (1) POI
		04/22/15	
	4/21/2015		Added six (6) and spatially corrected eight (8) Points of Interest
		04/08/15	
	4/1/2015		Added nine (9) gas stations in Lahaina, Napili, Wailuku, Hana and Kahului. Changed one (1) hotel name in Kapalua. Corrected spelling of one (1) coastal name in Kapalua.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	4/30/2015		Added one (1) new street centerline in Kula, Hoomaikai Pl
	4/30/2015		Spatially corrected five (5) street centerline segments in Wailuku
	4/29/2015		Spatially corrected twenty-two (20) street centerline segments in Waikapu
	4/29/2015		Spatially corrected three (3) street centerline segments in Wailuku
	4/28/2015		Spatially corrected forty-four (44) street centerline segments in Wailuku
	4/27/2015		Spatially corrected twenty-four (24) street centerline segments in Wailuku
		04/22/15	
	4/22/2015		Spatially corrected twenty-eight (28) street centerline segments in Waikapu

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	4/21/2015		Modified one (1) street centerline range in Lanai
	4/21/2015		Spatially corrected three (3) street centerlines in Maalaea
	4/21/2015		Spatially corrected forty (40) street centerline segments in Wailuku
	4/17/2015		Added one (1) street centerline segment in Kualapuu
	4/16/2015		Spatially corrected three (3) street centerline segments in Pukalani
	4/16/2015		Spatially corrected one (1) street centerline segment in Kihei
	4/13/2015		Spatially corrected eight (8) street centerline segments in Kahului
		04/08/15	
	4/8/2015		Spatially corrected forty-four (44) street centerline segments in Wailuku
	4/6/2015		Spatially corrected forty-seven (47) street centerline segments in Wailuku
	4/3/2015		Spatially corrected three (3) street centerline segments in Waiehu
	4/3/2015		Spatially corrected twenty-four (24) street centerline segments in Wailuku
	4/2/2015		Spatially corrected seven (7) street centerline segments in Waihee
	4/1/2015		Spatially corrected sixteen (16) street centerline segments in Waihee
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
	4/24/2015		Per VZW CRS
		04/22/15	
WSP Cell Towers			
	4/24/2015		Per VZW CRS
		04/22/15	

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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
4/22/2015	Uploaded updated Address Points, Gate Codes, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers into PowerMap
4/22/2015	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
4/16/2015	MapFlex deliverable including the following updated layers: Address Points, Cell Sectors, Cell Towers, Coastal Names, Common Places, ESN, Lodging, MSAG Communities, Street Centerlines
4/8/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map, which included updated Address Points, Coastal Names, Lodging, Points of Interest, Street Centerlines and WSP Cell Towers.
4/8/2015	Uploaded Address Points, Street Centerlines, MSAG Communities, Lodging, Points of Interests, WSP Cell Towers and WSP Cell Sectors for a PowerMap update

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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 April 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
Address Points	Addition	316	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	490	Corrected location of address point, recalculated x/y
	Correction	0	Correction of address
	Change	0	DSA reassigns an address
	MSAG Community Correction	0	Corrected MSAG Community
	Location Name	4	Added or Changed Location Name
Response Boundaries	Spatially Corrected	8	Boundary corrections to match spatially corrected street centerlines. Layers include ESN and MSAG Community.
Street Centerlines	Addition	2	Added a street centerline segment
	Range Segments	1	Modification of a range
	Spatially Corrected	320	Corrected using Pictometry
	Partial Spatial Correction	0	Corrected using Pictometry
	Flipped	0	Corrected direction segment was drawn

NOTE:

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

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INTERGRAPH CAD UPGRADE

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

1. Akimeka successfully delivered an updated Intergraph CAD map on April 8, 2015 which included:
    a. Address Points, Coastal Names, Lodging, 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
2. On April 22, 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 May 2015, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

Maui County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP APRIL 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 April 2015.

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

MAUI PSAP				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	2	2	0	1	1	1	1
February	0	0	0	0	0	0	0
March	4	3	1	0	0	4	3
April	1	1	1	1	1	0	0
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	**7**	**6**	**1**	**2**	**2**	**5**	**4**

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

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OPEN SERVICE REQUESTS – MOLOKAI PSAP APRIL 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP for April 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	1	1	0	0	0	1	1
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	**2**	**2**	**0**	**0**	**0**	**2**	**2**

Note:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization is June 2015

AUDIT SUMMARY RESULTS – 2015 --TBA

MSAG AUDIT SUMMARY RESULTS – JUNE 1, 2015 - MARCH 1, 2015 --TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT --TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – APRIL 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
April	79,337	18,532	23.36%	58,075	73.20%	49.98%	23.22%	2,674	3.37%	56	0.07%	1,135	1.43%	11,885	14.98%	625	0.79%

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	18,699	24.27%	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	19,837	23.94%	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	79,337	18,532	23.36%	58,075	73.20%	49.98%	23.22%	2,674	3.37%	56	0.07%	1,135	1.43%	11,885	14.98%	625	0.79%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	321,573	76,860		233,620				10,868		225		7,382		45,669		2,517	
MON AVG	80,393	19,215	23.90%	58,405	72.65%	49.86%	22.80%	2,717	3.38%	56	0.07%	1,846	2.29%	11,417	14.20%	629	0.78%

NOTE:

- ***Calls with no Ali 0.07% - Statewide average = 0.95%***
- ***Wireline totals for February and March have been adjusted per HPD audit.***

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9-1-1 CALL VOLUME BY AGENCY – APRIL 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
April	69,768	87.94%	20,453	36,574	856	11,885	2,223	2.80%	89	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
April	6,686	8.43%	156	154	35	0.04%	34	6

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	69,768	87.94%	20,453	36,574	856	11,885	2,223	2.80%	89	0	6,686	8.43%	156	154	35	0.04%	34	6
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	275,776		78,215	147,708	4,184	45,669	10,326		402	0	32,696		2,544	439	258		252	29
MON AVG	68,944	85.76%	19,554	36,927	1,046	11,417	2,582	3.21%	101	0	8,174	10.17%	636	110	65	0.08%	63	7

Oahu Civilian E9-1-1 Status Report

April 1, 2015 - April 30, 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

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

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WIRELESS PSAP TESTING – APRIL 2015

OAHU CIVILIAN - APRIL 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
4/6/2015	AT&T	1	16	Oahu PSAP	6 Pass	8 Pearl Harbor Sites/2 unk
4/6/2015	Verizon	2	12	Oahu PSAP	Pass	LTE sites
4/30/2015	Verizon	2	8	Oahu PSAP	Pass	LTE sites

NOTES:

- **There were three (3) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in April 2015.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – APRIL 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APR	1,014	988	7	3	5	11	25,238

MSAG CURRENT MONTH NOTES:

A total of **1,684** MSAG transactions were processed in 9-1-1 Net during the month of April 2015. **1,014** requests were processed relating to the MSAG database, and **670** requests relating to the ALI database (see ALI Transaction chart on next page). There were **25,238** 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	1,014	988	7	3	5	11	25,238
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,776	1,711	10	25	7	23	46,216
AVG PER MONTH	444	428	3	6	2	6	11,554

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	670	669	1	0	285	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

669 Telephone Number Change Requests (TN CR) and one ALI-DR was 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 285 Open Telephone Number Change Requests as of April 30, 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.

There are zero (0) Open ALI-DRs as of April 30, 2015.

There are zero (0) Open VoIP DRs as of April 30, 2015.

Oahu Civilian E9-1-1 Status Report

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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	670	669	1	0	285	0	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,481	1,477	4	0			
AVG PER MONTH	370	369	1	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	285	12	173	100

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

Oahu Civilian E9-1-1 Status Report

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MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

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

Below is the latest Phase VII work effort as of **April 30, 2015**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14			
Punaluu	11/10/14	11/11/14	11/05/14		11/14/14	11/21/14
Hauula	11/12/14	11/17/14	11/06/14			
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14		11/28/14	12/08/14
Sunset	12/03/14	12/10/14	12/08/14		12/12/14	12/18/14
Haleiwa	12/12/14	12/24/14	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	02/05/15
Wahiawa	01/02/15	01/21/15	02/03/15		02/06/15	02/13/15
Waialua	01/22/15	01/29/15	02/09/15		02/19/15	02/25/15
Mokuleia	01/30/15	02/05/15	02/12/15			
Kalanianaole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15			

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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	04/02/15
Maili	03/25/15	04/02/15	03/17/15			
Nanakuli	04/03/15	04/13/15	03/27/15		04/06/15	04/17/15
Makakilo	04/14/15	04/28/15	04/15/15		04/17/15	04/29/15
Kapolei	04/29/15	05/21/15	IN PROGRESS			
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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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 Created/ Edits Performed	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/27/2015		Added one (1) new address point in Kaneohe
	4/27/2015		Corrected three (3) addresses in Kahala
	4/27/2015		Corrected three (3) addresses in Kaneohe
	4/27/2015		Corrected one (1) address in Manoa
	4/27/2015		Corrected two (2) addresses in Sunset
	4/23/2015		Deleted two (2) address points in Laie
	4/23/2015		Spatially corrected two (2) address points in Laie
	4/23/2015		Corrected four (4) addresses in Laie
	4/23/2015		Corrected one (1) address in Kaneohe
	4/23/2015		Added one (1) new address point in Moanalua T
	4/23/2015		Added one (1) new address point in Kapolei
	4/23/2015		Added one (1) new address point in Kalaeloa
	4/23/2015		Added four (4) new address points in Laie
	4/23/2015		Added seven (7) new address points in Kaneohe
	4/22/2015		Added seven (7) new address points in Maili
	4/22/2015		Added two (2) new address points in Laie
	4/22/2015		Added three (3) new address points in Makaha
	4/22/2015		Added one (1) new address point in Makakilo
	4/22/2015		Added four (4) new address points in Makiki
	4/22/2015		Corrected three (3) addresses in Makiki
	4/22/2015		Corrected one (1) address in Makakilo
	4/22/2015		Corrected one (1) address in Maili
	4/22/2015		Corrected one (1) address in Makaha
	4/21/2015		Deleted three (3) address points in Mililani
	4/21/2015		Corrected (20) addresses in Mililani
	4/21/2015		Corrected five (5) addresses in Manoa
	4/21/2015		Corrected one (1) address in Kapolei
	4/21/2015		Corrected one (1) address in Kapahulu
	4/21/2015		Added ten (10) new address points in Mililani
	4/21/2015		Added ten (10) new address points in McCully
	4/21/2015		Added one (1) new address point in Mapunapuna
	4/21/2015		Added one (1) new address point in Makiki
	4/21/2015		Added eight (8) new address point in Kapolei
	4/21/2015		Added five (5) new address points in Kapahulu
	4/21/2015		Added fifteen (15) new address points in Manoa
	4/20/2015		Corrected two (2) addresses in Sunset

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/20/2015		Corrected one (1) address in Moanalua V
	4/20/2015		Corrected five (5) addresses in Nanakuli
	4/20/2015		Spatially corrected two (2) address points in Sunset
	4/20/2015		Added one (1) new address point in Salt Lake
	4/20/2015		Added two (2) new address points in Mokuleia
	4/20/2015		Added two (2) new address points in Punchbowl
	4/20/2015		Added three (3) new address points in Moanalua
	4/20/2015		Added five (5) new address points in Punaluu
	4/20/2015		Added five (5) new address points in Miller Pk
	4/20/2015		Added six (6) new address points in Nanakuli
	4/20/2015		Added nine (9) new address points in Mililani
	4/20/2015		Added five (5) new address points in Sunset
		04/17/15	
	4/17/2015		Deleted one (1) address point in Sunset
	4/17/2015		Corrected two (2) addresses in Waialae
	4/17/2015		Corrected one (1) address in Waialua
	4/17/2015		Corrected three (3) addresses in Sunset
	4/17/2015		Added two (2) new address points in Sunset
	4/17/2015		Added one (1) new address point in Wahiawa
	4/17/2015		Added eight (8) new address points in Waialae
	4/17/2015		Added six (6) new address points in Waialua
	4/17/2015		Added nine (9) new address points in Waianae
	4/16/2015		Spatially corrected four (4) address points in Waipahu
	4/16/2015		Deleted one (1) address point in Waipahu
	4/16/2015		Populated ESN field for address points in ESNs 170-174
	4/16/2015		Corrected two (2) addresses in Waipahu
	4/16/2015		Corrected one (1) address in Honolulu
	4/16/2015		Added one (1) new address point in Nanakuli
	4/16/2015		Added three (3) new address points in Waianae
	4/16/2015		Added six (6) new address points in Waikiki
	4/16/2015		Added sixty-two (62) new address points in Waipahu
	4/15/2015		Added routing ID to forty-eight (48) address points in Makakilo
	4/15/2015		Deleted one (1) address point in Wahiawa
	4/15/2015		Added fifteen (15) new address points in Wahiawa
	4/15/2015		Spatially corrected one (1) address point in Wahiawa
	4/15/2015		Corrected three (3) addresses in Wahiawa

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/13/2015		Populated ESN field for address points in ESNs 175, 176, & 177
	4/13/2015		Corrected one (1) address in Kalihi
	4/13/2015		Added fifteen (15) new address points in Kalihi
	4/13/2015		Added nineteen (19) new address points in Wahiawa
	4/10/2015		Corrected two (2) addresses in Kahuku
	4/10/2015		Added five (5) new address points in Kaaawa
	4/10/2015		Added four (4) new address points in Kahaluu
	4/10/2015		Added four (4) new address points in Kahuku
	4/10/2015		Added eleven (11) new address points in Kalihi
		04/06/15	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	4/23/2015		Spatially corrected one (1) common place in Kaneohe
		04/17/15	
	4/16/2015		Spatially corrected eight (8) common places in Waipahu
	4/16/2015		Populated ESN field for common places in ESNs 170-174
	4/14/2015		Spatially corrected one (1) common place in Kunia

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places	4/13/2015		Populated ESN field for common places in ESNs 175, 176, & 177
		04/06/15	
	4/6/2015		Spatially corrected one (1) common place in Moanalua V
	4/6/2015		Spatially corrected one (1) common place in Waipahu
	4/3/2015		Added six (6) new common places in Airport per the GIS Corrections spreadsheet
	4/3/2015		Deleted one (1) common place in Kakaako
	4/3/2015		Updated name for one (1) common place in Waipahu per the GIS Corrections spreadsheet
	4/3/2015		Corrected address for one (1) common place in Kapolei per the GIS Corrections spreadsheet
	4/3/2015		Added seventeen (17) new common places in Aiea per the GIS Corrections spreadsheet
	4/3/2015		Added three (3) new common places in Ewa Beach per the GIS Corrections spreadsheet
	4/3/2015		Added one (1) new common place in Kalihi per the GIS Corrections spreadsheet
	4/3/2015		Added three (3) new common places in Moanalua V per the GIS Corrections spreadsheet
	4/3/2015		Added eleven (11) new common places in Kapolei per the GIS Corrections spreadsheet
	4/3/2015		Added two (2) new common places in Pearl City per the GIS Corrections spreadsheet
	4/3/2015		Added eight (8) new common places in Waipahu per the GIS Corrections spreadsheet
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
ESZ/ESN	4/28/2015		Corrected ESN 136/141 boundary
	4/27/2015		Corrected ESN 160 at military fence line
	4/21/2015		Corrected ESN 130/161 boundary
	4/20/2015		Corrected ESN 134/136/137 boundaries
		04/17/15	
	4/14/2015		Corrected ESN 157/162 boundary
	4/14/2015		Corrected ESN 157/162 boundary
	4/14/2015		Corrected ESN 158/149/162 boundaries
	4/14/2015		Corrected ESN 148/149 boundary
		04/06/15	
	4/6/2015		Corrected ESN 131/132 boundary
	4/6/2015		Corrected ESN 161/132 boundary
Fire Beats			
Fire Districts			
Fire Response Areas	4/21/2015		Corrected STA8/STA10 boundary
	4/20/2015		Corrected STA12/STA42 boundary
		04/17/15	
	4/14/2015		Corrected STA14/STA16/STA26 boundaries
	4/14/2015		Corrected STA36/STA41 boundary
		04/06/15	
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

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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.

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

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Districts			
Medic Response Areas	4/20/2015		Corrected MED22/MED10 boundary
		04/17/15	
	4/14/2015		Corrected MED6/MED7/MED12 boundaries
	4/14/2015		Corrected MED 7/MED 21
	4/14/2015		Corrected MED16/MED21
		04/06/15	
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	4/28/2015		Corrected Waipahu/Ewa Beach boundary
	4/21/2015		Corrected Aiea/Pearl Hbr boundary
		04/17/15	
	4/14/2015		Corrected Wahiawa/Helemano boundary
	4/14/2015		Corrected Wahiawa/Schofield boundary
	4/14/2015		Corrected Waialua/Schofield/Makaha boundaries
		04/06/15	
	4/6/2015		Corrected PC PEN/Pearl Hbr boundary
Net Junctions		**04/09/15**	
	4/9/2015		Populated Net Junctions with the latest MSAG Community and Police beat updates
Ocean Rescue Boundaries			

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats	4/28/2015		Corrected Beat 877/350 at Fort Weaver Rd
	4/21/2015		Corrected Police Beat 380 according to the HPD written Policies and Procedures
		04/17/15	
	4/14/2015		Corrected 266/264/850 boundary
	4/14/2015		Corrected Beat 587/858 boundary
		04/06/15	
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	4/29/2015		Deleted one (1) segment of Kamaaha Ave in Kapolei
	4/29/2015		Split one (1) street segment at a police beat boundary in Waikiki
	4/29/2015		Spatially corrected ninety-five (95) street segments in Kapolei
	4/28/2015		Deleted one (1) segment of Awaawahea Pl in Kapolei
	4/28/2015		Corrected range for one (1) street segment in Kapolei
	4/28/2015		Spatially corrected fifty-one (51) street segments in Kapolei
	4/27/2015		Corrected one (1) address in Mililani
	4/27/2015		Corrected street name for two (2) street segments in Schofield
	4/27/2015		Corrected street name for two (2) street segments in Hickam
	4/27/2015		Corrected street name for twenty-two (22) street segments in AMR
	4/27/2015		Split one (1) street segment at the Hawaii Kai/Waimanalo community boundary
	4/27/2015		Spatially corrected thirty-five (35) street segments in Kapolei
	4/27/2015		Split two (2) street segments in Kapolei
	4/21/2015		Flipped one (1) street segment in McCully
	4/20/2015		Deleted one (1) segment of MFE in Aiea
	4/20/2015		Added two (2) new street segments in Aiea
	4/20/2015		Split three (3) street segments in Aiea
	4/20/2015		Spatially corrected fourteen (14) street segments in Aiea
		04/17/15	
	4/16/2015		Populated ESN fields for street segments in ESNs 170-174
	4/15/2015		Added twenty-five (25) ingresses in Makakilo
	4/15/2015		Split three (3) street segments in Makakilo
	4/15/2015		Deleted one (1) segment of Farrington Hwy in Kapolei
	4/15/2015		Corrected range for one (1) segment of Farrington Hwy in Kapolei
	4/14/2015		Deleted eight (8) street segments in Schofield
	4/14/2015		Deleted one (1) segment of Kualakai Pkwy in Makakilo
	4/14/2015		Split nine (9) street segments at ESN boundaries in Kapolei
	4/14/2015		Corrected range for one (1) segment of Farrington Hwy in Kapolei
	4/14/2015		Split one (1) segment of Kunia Rd at ESN boundary in Kunia
	4/14/2015		Split one (1) segment of Palehua Rd at ESN boundary in Makakilo
	4/14/2015		Corrected range for four (4) street segments in Manoa
	4/14/2015		Corrected street name for one (1) street segment in Manoa
	4/14/2015		Split eleven (11) street segments at ESN boundaries in Mililani
	4/13/2015		Populated ESN fields for street segments in ESNs 175, 176, & 177
	4/10/2015		Split one (1) segment of Kam Hwy at the Kailua/Kaneohe community boundary

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	4/10/2015		Corrected range for two (2) street segments in Kaneohe
	4/9/2015		Split one (1) street segment at ESN boundary at the Haleiwa/Wahiawa community boundary
	4/9/2015		Split one (1) street segment at ESN boundary in Kunia
	4/9/2015		Split one (1) street segment at ESN boundary at the Wahiawa/Waialua community boundary
	4/9/2015		Split one (1) street segment at ESN boundary in Mililani
	4/9/2015		Split two (2) street segments at ESN boundaries in Haleiwa
	4/9/2015		Split one (1) street segment at ESN boundary at the Schofield/Mililani community boundary
	4/9/2015		Corrected range for two (2) segments of Higgins Rd in Mililani
	4/8/2015		Split (2) street segments at ESN boundaries at the Kahuku RNG/Kahuku community boundary
	4/8/2015		Split two (2) street segments at ESN boundaries at the Aiea/Kaneohe community boundary
	4/8/2015		Split five (5) street segments at ESN boundaries in Haleiwa
	4/8/2015		Split four (4) street segments at ESN boundaries in Laie
	4/8/2015		Split three (3) street segments at ESN boundaries in Sunset
	4/8/2015		Split one (1) street segment at ESN boundary in Kaneohe
	4/8/2015		Split one (1) street segment at ESN boundary in Kailua
	4/8/2015		Split one (1) street segment at ESN boundary in Mililani
	4/7/2015		Spatially corrected one (1) street segment in Pearl Harbor
	4/7/2015		Corrected range for one (1) segment of Twin View Dr in Nuuanu
	4/7/2015		Corrected range for one (1) segment of Twin View Dr at the Nuuanu/Kalihi community boundary
	4/7/2015		Split one (1) segment of Kapolei Pkwy in Kapolei
	4/7/2015		Added seventy-eight (78) ingresses in Makakilo
	4/7/2015		Split eight (8) street segments in Makakilo
	4/7/2015		Added twenty-four (24) street segments in Kapolei
		04/06/15	
	4/6/2015		Spatially corrected twenty-seven (27) street segments in Makakilo
	4/6/2015		Split two (2) segments of Palahia St in Makakilo
	4/6/2015		Added fifty-one (51) ingresses in Makakilo
	4/2/2015		Spatially corrected ninety-six (96) street segments in Makakilo
	4/1/2015		Spatially corrected forty-eight (48) street segments in Makakilo
Subdivisions			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**04/27/15**	
	4/22/2015		Per ATT CRS
		04/20/15	
		04/13/15	
		04/06/15	
	4/6/2015		Per VZW CRS
WSP Cell Towers		**04/27/15**	
	4/22/2015		Per ATT CRS
		04/20/15	
		04/13/15	
		04/06/15	
	4/6/2015		Per VZW CRS

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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
4/30/2015	Attended meeting with HPD and Motorola to discuss Premier One requirements. Considering some of the limitations with Address Verification and that the Address Points function are used only in a closest proximity scenario, Akimeka made recommendation to configure Street Centerlines and Common Places as the Address Verification features and leave Address Points as a map display layer only. Agreement was made that this would be the best solution until there may be future development in Premier One to allow Addresses to be tied to Street segments not just "closest to".
4/30/2015	Attended meeting with HPD to run through GIS upload process into Motorola Advance Tactical Map (ATM) display. The primary objective was to provide a map update with the visual changes, especially with MSAG Communities (CITY) and Police Beats (POLICE). Changes were successfully packaged and delivered into a test system. HPD will validate the displayed information and if successful, the new maps will be pushed to each workstation. At that point, it will be the first time the new MSAG Communities will be displayed in HPD's CAD system map.
4/27/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
4/24/2015	Attended meeting with HPD to run through GIS upload procedure in the Motorola CAD. New procedures were followed using the new MSAG Communities and Police Beats. This new procedure is intended to enhance the system performance and reduce the number of processing steps during upload procedure.
4/22/2015	Attended meeting with HPD and Motorola to discuss Premier One requirements. Follow up meeting scheduled for following Thursday so Motorola GIS contact can join discussion. Motorola will send updated requirements document.
4/22/2015	Attended meeting with HPD and DPP to discuss Zip Codes updates, Address Point standards, and brief Akimeka project status.
4/20/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
4/17/2015	Street Centerlines, Common Places, Police Beats, Police Subbeats, MSAG Communities, Zip Codes, Tow Boundaries, Water Boundaries to HPD for Motorola CAD
4/17/2015	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
4/17/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
4/13/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
4/9/2015	Net Junctions with the latest MSAG Community and Police Beat updates
4/6/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
4/6/2015	Street Centerlines and Common Places to HPD for Motorola CAD
4/6/2015	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
4/6/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

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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 April 2015.

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 April 2015. Akimeka completed an additional one (1) Police Beat (380) and performed routine maintenance on seven (7) other Police Beat boundaries.

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.

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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.
10. Throughout April, 2015, Akimeka continued processing ESN transactions in the MSAG database and GIS database, coordinating changes between both in an effort to keep synchronized.

Oahu Civilian E9-1-1 Status Report

April 1, 2015 - April 30, 2015

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT														
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN	Status	NOTES COMMENTS	TOTAL MSAG RECORDS
Waimanalo	03/16/15	184	100%	183	100%									Complete	112
Kailua	03/19/15	182	100%	181	100%	180	100%	177	100%	176	100%			Complete	386
Kaneohe	03/31/15	182	100%	180	100%	179	100%	177	100%	176	100%	175	100%	Complete	514
Kahaluu	04/15/15	175	100%	174	100%									Complete	35
Kaaawa	04/16/15	173	100%											Complete	24
Punaluu	04/16/15	172	100%											Complete	9
Hauula	04/17/15	172	100%											Complete	31
Laie	04/20/15	172	100%	171	100%									Complete	21
Kahuku	04/21/15	171	100%											Complete	42
Kahuku Range	04/22/15	165												Military	
Sunset	04/23/15	170	100%	159	100%									Complete	59
Haleiwa	04/27/15	159	90%	158	90%									In Progress	45
Wahiawa	04/29/15	157	77%											In Progress	199
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

April 1, 2015 - April 30, 2015

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT continued														
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN	Status	NOTES COMMENTS	TOTAL MSAG RECORDS
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

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MAPFLEX DEPLOYMENT

During the month of April 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

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
10. During the month of April 2015, there were no issues reported in Honolulu with regards to their MapFlex deployment. Intrado continued working on installations with HPD, HFD, and EMS.
11. Items pertaining to the Neighbor Islands but relevant to the GIS upload process in MapFlex are below.
    (a) On April 6, 2015, Akimeka contacted the Senior Project Manager of Intrado to get a status on MapFlex, considering the last known update provided was in late February and Akimeka needed to determine when GIS deliverables were going to be needed in the MapFlex system.
        (i) Akimeka also requested a status on the display of Phase I wireless calls. The last known status from the PSAPs reported that the display was still not appearing.
        (ii) Akimeka did not hear back from Intrado, so on April 10, 2015, Akimeka's GIS Manager followed up to get a status. It was mentioned in the email that it is important for Akimeka to identify what data is live in the MapFlex system so wireless testing can be scheduled.
    (b) On April 13, 2015, Akimeka received a reply form Intrado that they will find out where they are with the automated process for updates.
    (c) On April 16, 2015, Intrado notified Akimeka that the automated process was still not configured but wanted to request on behalf of the PSAPs, the latest GIS data since data from Akimeka had been sitting on Intrado's MapFlex ftp server since February 26, 2015 and had not made it to the workstations.
        (i) Intrado mentioned they will do need to do a manual update for each workstation in order to provide updated data from Akimeka.
    (d) On April 16, 2015, Akimeka posted GIS data for Maui County, Hawaii County, and Kauai County onto the secure ftp site.
        (i) Akimeka made mention during the communication of data, that this set of data corresponds with the last data uploads for other systems. Data was provided with the same timestamp so that the GIS data would be consistent across all systems.
        (ii) Akimeka did recommend when Intrado does their manual update process on the workstations, that they upload the February 26, 2015 GIS data that has been sitting on their MapFlex ftp site first so important updates can take place. There were many important updates for each of the PSAPs that were outside of their "typical" contract deliverables, such as updated Lava Flows for Hawaii County, new Police Beats for Kauai County, and updated Police and Fire Response Areas in Maui County.
        (iii) Throughout the remainder of April 2015, Intrado continued to work on identifying ways to perform the manual updates on each of the County MapFlex systems.
    (e) As of April 30, 2015, there has not been a status provided on whether the data has reached each workstation or not.

Oahu Civilian E9-1-1 Status Report

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PREMIER ONE MEETING WITH HPD, AKIMEKA, AND MOTOROLA

On April 22, 2015, HPD, Akimeka, and Motorola met to discuss the Premier One CAD system requirements and to have the opportunity to meet some of the new staff from Motorola on the Premier One project at HPD.

1. Updated Requirements
    a. A primary source of confusion in previous dialog with HPD, Akimeka, and Motorola was an inconsistency in the CAD system requirements. Using this meeting and new team approach, agreement was made to “start fresh” from the beginning and identify any new/updated requirements for the GIS data.
        i. Motorola agreed to send an updated copy of the Premier One CAD requirements
2. Duplicate Alias Records for Common Place Names
    a. Prior to the discussion, information identified by Motorola on duplicate Common Place aliases in the Premier One alias table had been sent over to Akimeka.
        i. Akimeka had reviewed the discrepancies and identified that these existed in the original extract of the current CAD, provided by Motorola. No maintenance had been initiated on the Common Place aliases until the entire process for Premier One had been documented.
3. A following meeting was scheduled for Thursday April 30, 2015, to discuss the requirements further when Motorola’s primary GIS resource assigned to the HPD Premier One project was available.
4. On April 30, 2015, HPD, Akimeka, and Motorola met to discuss the Premier One GIS requirements.
    a. Considering some of the limitations with Address Verification and that the Address Points function are used only in a closest proximity scenario, Akimeka made recommendation to configure Street Centerlines and Common Places as the Address Verification features and leave Address Points as a map display layer only.
        i. Agreement was made by HPD that this would be the best solution until there may be future development in Premier One to allow Addresses to be tied to Street segments not just "closest to".
    b. During the April 30, 2015 meeting, there was some further discussion on the duplicate aliases and it was identified that Motorola would take a second look at what would have been the source of the issue. Akimeka mentioned the cleanup is very easy once there is agreement to move forward.

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MOTOROLA CAD UPLOAD

Following the close of the MSAG Community and Street Segment Sweep – Phase VI, where the project was targeted for completing the change in MSAG Community names and through this process many updates to Police Beats, Zip Codes, Tow Boundaries, and coastlines for all polygon layers were made, it was agreed that it will be best if the updated data can be provided into the current CAD system. The pre-determination factor of this project does not only provide updated and much more accurate boundary layers into the CAD system for display, but the new process following the upload was estimated to cut out an entire section of the upload procedure.

1. On April 24, Akimeka met with HPD to run through the upload procedure for adding various polygon layers into the CAD system as an update.
    a. HPD and Akimeka reviewed the process needed for updated the GIS layers and proceeded with adding the latest Police Beats, MSAG Communities (most significant change), Police Subbeats, Zip Codes, Tow Boundaries, and Water boundaries.
    b. The process was successfully ran and the updated GIS data was processed without needing to perform alternate, "round about" procedures for processing the Net Junctions.
    c. HPD successfully eliminated approximately 30 pages of the upload procedure with this new process, and ultimately making it more accurate and efficient.
2. On April 30, HPD and Akimeka met to perform the final steps in preparing the updated boundary layers for input into the ATM (Advanced Tactical Map). This is the map display of the GIS data that allows the dispatcher to view the GIS data, if needed, and further pressed the importance in providing this update to the map view.
    a. HPD and Akimeka ran through the entire process of adding the updated polygon layers into the ATM configuration and successfully configured and packaged the data for addition to a testing system.
    b. HPD will validate the data on the workstation before sending updates to the other workstations.

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

April 1, 2015 - April 30, 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 March 31, 2015 and April 17, 2015. Below are the results of the comparison.

Street Utility Check				
	First Report 06/01/13	**3/31/2015**	**4/24/2015**	**Improvements/Corrections**
Total Number of GIS Records	26,602	27,557	27,879	Increased by 322 records
Errors Identified				
Zero Errors	5,112	539	560	Increased by 3.9% (21 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	1	2	Increased by 1 error
Address Overlap Errors	423	4	3	Decreased by 1 error
Flipped Link Errors	1,030	508	580	Increased by 14.2% (72 errors)
Total Errors	**9,303**	**1,052**	**1,145**	Increased by 8.8% (93 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.

4. E9-1-1 DATABASE SYNCHRONIZATION

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

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on April 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,541** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 1, 2015 for the Oahu Civilian PSAP are reported below.

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

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

Oahu Civilian E9-1-1 Status Report

April 1, 2015 - April 30, 2015

AUDIT SUMMARY RESULTS - 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of July 1, 2014		As of October 1, 2014		As of January 1, 2015		As of April 1, 2015	
		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 4-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,511		7,524		7,525		7,541	
Less: 9-1-1 MSAG Exception Records	(1)	118	1.6%	11	0.1%	27	0.4%	42	0.6%
Net 9-1-1 MSAG Records Eligible for Comparison		**7,393**		**7,513**		**7,498**		**7,499**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**7,364**	**99.6%**	**7,474**	**99.5%**	**7,476**	**99.7%**	**7,475**	**99.7%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	34	0.5%	19	0.3%	6	0.1%	21	0.3%
9-1-1 MSAG Record With No Matching GIS Record	(3)	7	0.1%	20	0.3%	16	0.2%	3	0.0%
Total 9-1-1 MSAG Records No Match		**41**	**0.6%**	**39**	**0.5%**	**22**	**0.3%**	**24**	**0.3%**

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

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

NOTES:

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

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

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

Oahu Civilian E9-1-1 Status Report

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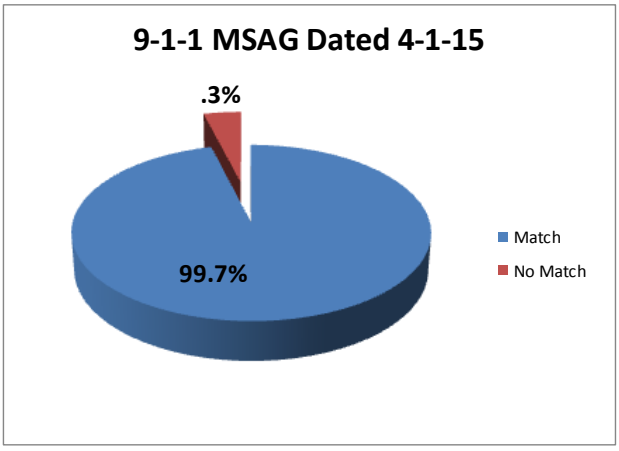
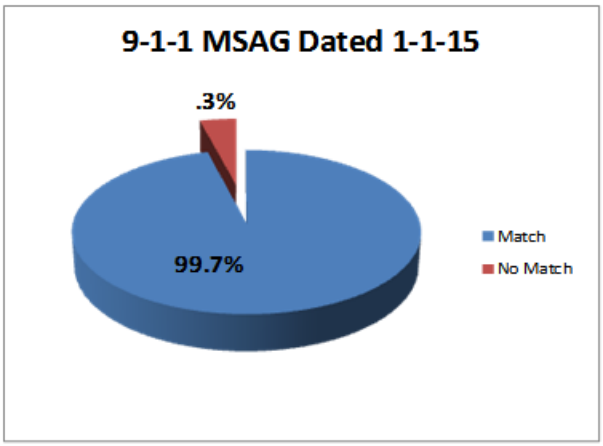
AUDIT SUMMARY RESULTS – APRIL 1, 2015 MSAG VS. JANUARY 1, 2015 MSAG





Oahu Civilian's level of accuracy or 9-1-1 Match percentage remained consistent with a 99.7% as of January 1, 2015 to 99.7% as of April 1, 2015.

The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community.

- As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- "MSAG - GIS Minor Corrections" increased 6 to 21 from January 2015 to April 2015. The increase in minor correction is primary due to records being modified to match the new ESN layer. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

Oahu Civilian E9-1-1 Status Report

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

- "MSAG Record With No GIS Record" were further reduced by **81%** (16 to 3) from January 2015 to April 2015 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.

- "GIS MSAG Records With No Matching E9-1-1 MSAG Record" decreased by **20%** (12 to 5) from January 2015 to April 2015. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

- "GIS –Minor Corrections" increased 3 to 22 from January 2015 to April 2015. The increase in minor correction is primary due to records being modified to match the new ESN layer. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the July 2015 re-analysis.

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

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

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

Oahu Civilian E9-1-1 Status Report

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records			
	9-1-1 MSAG Dated 01-01-15		9-1-1 MSAG Dated 04-01-15	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 199	193	2.5%	154	2.0%

These invalid MSAG records represent **2.0%** of the Total MSAG records for the City & County of Honolulu as of the April 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

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

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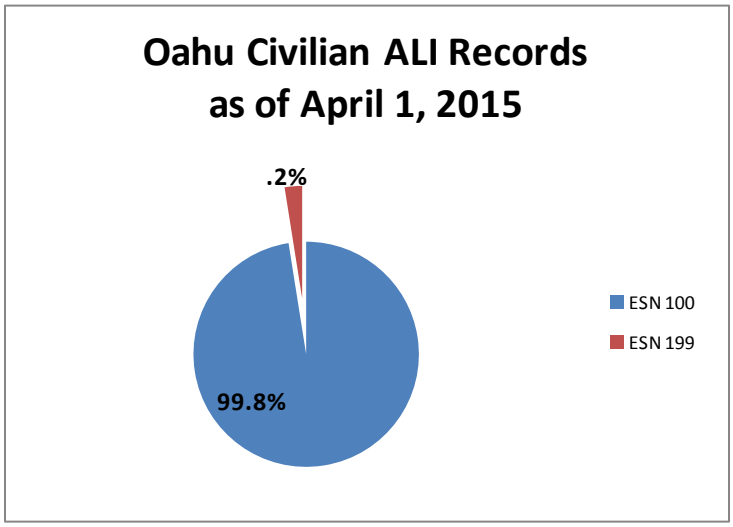
April 1, 2015 - April 30, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of April 1, 2015, there are **954** ALI records with an assigned ESN of 199, representing **.2%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

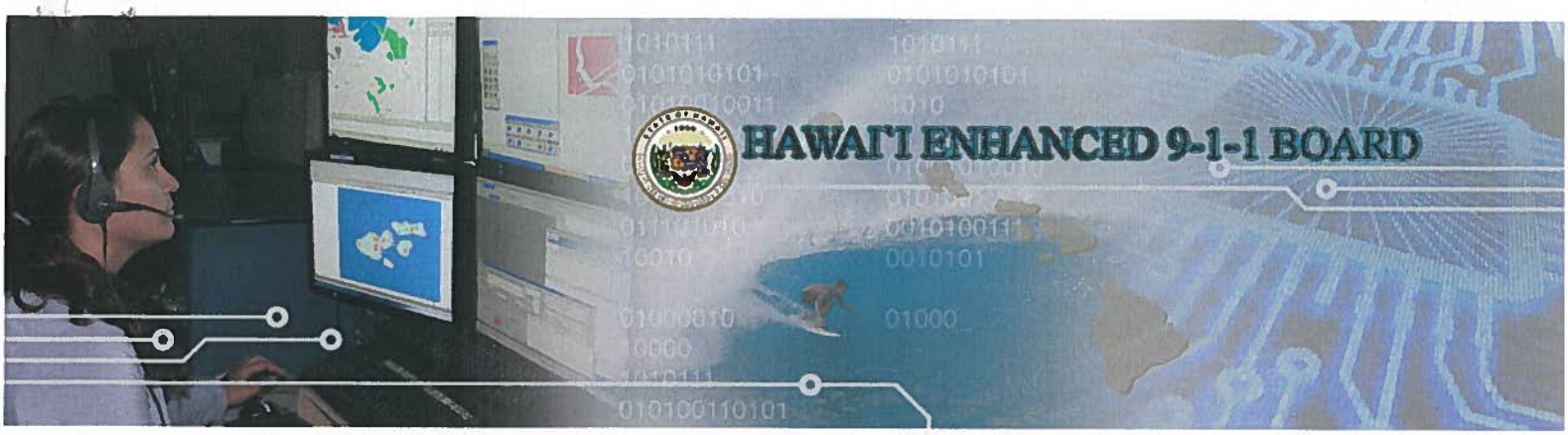
With Akimeka's continuing MSAG Community and Street Segment Sweep effort, the percentage of ESN 199 records may increase as low and high address ranges and new communities are verified.



The number of Ali records with an ESN 199 records decreased by **19%** (1,176 to 954) from January 2015 to April 2015 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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



Hawai'i Enhanced 911

Communications, Technical and Finance Meeting

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

Thursday, May 14, 2015
9:00 am to 12:00 pm

Meeting Minutes

Communications Committee members present: Davlynn Racadio, Lavina Taovao, Paul Ferreira, Steven Schutte (Chair), Thalia Burns, Victor Ramos.
Communications Committee members absent: None.

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

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 9:06 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. Paul Ferriera motioned to approve the meeting minutes of the April 09, 2015 meeting. The motion was seconded by Jeff Riewer and approved unanimously by voice vote.

V. **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 is awaiting Governors' signature.**
            b. **SB193**, Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.
               i. **Plans are being made to bring this bill back during the next legislative session.**
   b. Technical Committee – Victor Ramos
      i. Investigative Regulatory Committee
         1. No updates.

ii. FCC updates

1. Executive Director provided the FCC report:
    a. The FCC issued the NPRM seeking comment on targeted proposals to improve the rules in light of the 911 outages experienced. 45 day reply comment period ends this week.
    b. 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 created for PSAP's is there is no information on a 911 call and no callback feature.
        iv. The FCC is now asking with the problems created for the PSAP's if the requirement to allow NSI's to be able to dial 911 should be continued.
        v. Information that has been collected from the Primary PSAP's in Hawaii will be included in NASNA's filing which is due June 6th with reply comments due July 6th.
    c. May 8th the FCC held a workshop on Smartphone App's was broadcast on the FCC website. This is one of the topics the delegation discussed with Chairman Wheeler during the meeting a month ago in DC.
        i. Timothy May moderated the first session which was focused on what app developers needed to know about 911.

ii. The second session, how can apps make 911 better, was moderated by Dana Zelman, attorney advisor for PSHS Bureau.

iii. And the third session was the future of apps in the 911 ecosystem moderated by Deputy Chief David Furth.

d. CTIA reached out to NASNA to participate in the Location Accuracy Advisory Group.

i. NASNA will be represented.

ii. The group will be providing advice and input from interested stakeholders on a broad range of issues concerning implementation of the FCC's order.

iii. Tony Ramirez mentioned matters regarding FCC 15-9. It was discussed that the directive of the CMRS's was a call for technology to improve the accuracy of locating 9-1-1 callers and to start providing vertical information or elevation data. This is an also a call for the PSAPs to start evaluating their customer premise equipment and to see if the CAD system can start accepting additional information such as building names, suites, floors, and rooms. Akimeka is already moving forward on the heightened 3D building models. The FCC timeline for the CMRS Providers is 50 meters accuracy on 40% of the wireless 9-1-1 calls in 2 years, 50 meters of accuracy on 50% of wireless 9-1-1 calls in year 3, 50 meters of accuracy on 70% of wireless 9-1-

1 calls in year 5, and 50 meters of accuracy on 80% of wireless 9-1-1 calls in year 8. The CMRS's will also have to start providing uncompensated barometric data to show elevation during year 3 years to start providing this data to the PSAPs which has to be accurate up to 3 meters. The PSAPs will need to be ready to start receiving data from the CMRS providers that will contain either Dispatchable Addresses, or z-axis reference metric that achieves the Commissioned approved z-axis metric in each of the top 25% of the Cellular Market Areas (CMAs) during year 6. During year 8, that percentage will move to 50% of the CMAs. CMAs are reference points that indicate the Cellular Service Area. Mr. Ramirez also spoke about how newer technologies like Assisted GPS (A-GPS) could be utilized by 9-1-1 location systems and could derive a better location by utilizing Internet access points, GPS, along with cell data in order to get a better location.

iv. Executive Director mentioned that accuracy information will be reported to the FCC. Various communities will be picked where the accuracy information will be collected. Executive Director mentioned that she recommended previously to the commission that Honolulu be used.

v. Tony Ramirez mentioned Text-to-911, accompanied with heightened technologies information will provide better location information. The PSAPs in Hawaii have been using dispatchable locations now for several years as a description of where to send responders.

vi. Chairman Victor Ramos asked what the PSAPs will need to do next. Tony Ramirez stated Akimeka has taken initiative on working with each county's DPP departments on getting building information. Akimeka has created a building information model to get elevations. If more information regarding buildings, companies, managers, numbers, etc. can be provided, the current information can be made more accurate.

vii. Vice chairman Roy Irei asked to consider partnering up with Google regarding 3D models. Tony Ramirez mentioned Google has been considered and is used as a research tool and is not accurate enough for 9-1-1 that the best partnership is between the PSAPs and the wireless providers for accurate information. Mr. Ramirez also discussed a new requirement in FCC-15-9 for the carriers to develop the national emergency address database and the CMRS is supposed to provide that information.

viii. Eric Butler mentioned that there is new technology that Pictometry has in obtaining 3D models and imaging of the inside of buildings. There is a device that PSAPs can use to see exactly what is in a building. This technology can be used to improve building information.

e. Executive Director discussed that NASNA is participating on the FCC task force to come up with optimal architectures for PSAP's.

i. The FCC is interested in determining whether additional consolidation of PSAP facilities and architecture would promote greater efficiency of NG911 operations, safety of life, and cost containment.

ii. There are two other work groups looking at: optimal cybersecurity for PSAP's in the IP world and optimal resource allocation.

iii. Text-2-911 update

1. Executive Director acknowledged the huge accomplishment for the state of Hawaii and shared that all county's text request letters have been sent to the wireless carriers and all PSAPs have registered on the FCC registry. The FCC Chairman's office and Public Safety Bureau all send their congratulations.

iv. Others

1. None

c. Finance Committee – Kiman Wong

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

1. Paul Ferreira provided the following financial information for the month:

2. Month ending April 2015
    a. Net Receipts – $835,618
    b. Net Disbursements – $663,505
    c. Net Bank Balance – $16,607,152
    d. Unencumbered Bank Balance – $13,914,819
    e. Courtney Tagupa discussed the challenge with having excess money in the 911 fund. He suggested coming up with creative solutions for spending.
    f. Tony Ramirez suggested items that should be discussed with legislators are the costs for Text-to-911, the costs for accuracy location to bring in new data and also, PSAPs the cost for CAD systems to be able to accept the new information.
    g. Paul Ferreira stated that if there should be a need for a budget increase, the legislators will need to be educated.

ii. FY 2016 – 2020 Strategic Budget Plan
    1. Paul Ferreira acknowledged a Strategic Budget Planning meeting was held on May 12, 2015.
    2. There are items that still need to be addressed to finalize for approval.

iii. Others
    1. None.

VI. PSAP Status Updates

a. Kauai – Mark Begley
    i. Robert Gausepohl stated that Kauai is still waiting on contract deliverables.
    ii. Making progress with the alternative dispatch center.

b. Oahu – Dave Kajihiro

i. Randall Macadangdang announced personnel changes. Chief Dave Kajihiro's term is ending and he will not be seeking reappointment. HPD has recommended Thalia Burns to represent Oahu as the new board member.

ii. Major Sean Naito has been transferred to Human Resources Division, and Acting Major Allan Nagata will take over responsibilities until the position can be filled.

iii. HPD is recommending that Ahlan Leong be appointed to the technical committee.

c. Molokai – Victor Ramos

i. No updates.

d. Maui – J. Jakubczak

i. John Jakubczak acknowledges Victor Ramos's term will be ending and Deputy Chief Dean Rickard will be taking his place on the Board.

e. Hawaii – Marshall Kanehailua

i. Eight new dispatchers have been hired.

ii. Travis Ing announced that Spielman Technologies has been awarded the contract.

iii. Tony Ramirez shared that Akimeka has been working with Intrado on a process to automatically update the MapFlex mapping system. They ran the first update cycle, adjustments were made, and they have successfully updated the GIS information that was provided to them automatically. With the corrections, they ran the process for Maui County, which was also successful. They will finish the update process with Hawaii to be sure it works. Kauai's process will be finished and checked to be ensuring it's running properly. Cycles will be run for the update process in the future. Akimeka can then terminate the dedicated circuits.

iv. Marshall Kanehailua indicated that he will be stepping down and Paul Ferreira will be taking his place.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

i. Executive Director encouraged the members to keep the information current. Having the information and success stories on the website is very important to the legislators and the general public.

ii. Tony Ramirez noted that all information will be up to date for the transition of website to DAGS.

b. Amendment to TKC Contract

i. Victor Ramos reported that a proposal for amending the contract was prepared and is under review.

ii. The Executive Director advised transition of certain duties is underway. TKC will continue responsibilities on considerations for board policy, regulatory, and administrative responsibilities, while the financial responsibilities have been transitioned to Courtney Tagupa.

iii. Executive Director informed those present that a document has been prepared and approved by the AG for the donation by TKC of equipment to the 911 Board. Also the transfer will include the hard driver for the board's website will be done following the upcoming June meeting.

c. Others

i. Tony Ramirez reported the meeting held on April 28, 2015 with Akimeka, DAGS and Courtney Tagupa for the purpose of transition of the website. Akimeka is a subcontractor with TKC for the website. A turnover plan has been established. Akimeka submitted via secure site including all files from the website. The information transfer from the website to DAGS has been accomplished. Akimeka will provide a hardcopy on an

external hard drive of the entire website. This will be provided on June 10th upon conclusion of the TKC contract.

VIII. Announcements

a. Meeting dates (9am – 12noon).

1. **Tuesday**, June 9, 2015 (Combined meeting)
2. Thursday, July 9, 2015 (Combined meeting)
3. Thursday, August 13, 2015 (Combined meeting)

b. Others

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

X. Adjournment

a. Meeting was adjourned at 9:55am.

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

Budget Analysis				
FY 2014-15	Actuals		Annual	% of Budget
	APRIL	FY-T-D	Budget	Expended
Receipts:				
Enhanced 911 Surcharge Collection	835,512	7,732,784	9,080,000	85.2%
Interest Income	107	1,051	2,500	42.0%
Receipts	835,618	7,733,834	9,082,500	85.2%
Disbursements:				
Conference Travel	(9,404)	(81,394)	(170,000)	47.9%
Non-Recurring Expenses	-	(13,472)	(1,900,556)	0.7%
Recurring Expenses:				
Administration	(30,285)	(687,932)	(1,261,692)	54.5%
Maintenance	(65,409)	(1,307,946)	(3,533,551)	37.0%
Telecommunications	(67,016)	(1,096,790)	(2,097,998)	52.3%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement		302,238	120,314	251.2%
Disbursements	(172,114)	(2,881,526)	(8,851,083)	32.6%
Net Receipts/(Disbursements)	663,505	4,852,308	231,417	
Cash Flow Analysis				
Net Receipts/(Disbursements)	$ 663,505	$ 4,852,308		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014		$ (749,004)		1,521,901
Accounts Receivable (Offset)		$ (350)		2,952
Net Encumbrance Adds/(Paydown)	$ -	$ (749,354)		
Net Cash Inflow/(Outflow)	$ 663,505	$ 4,102,955		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		$ 12,504,198		
Net Bank Balance		$ 16,607,152		
Outstanding Ecumb/Accruals		$ (2,692,333)		
Unencumbered Cash Balance	$ -	$ 13,914,819		

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

MONTH OF APRIL 2015	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP (Note)	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS			-	-	-	835,618	835,618
DISBURSEMENTS							
6200 CONFERENCES							
6201 911 Goes to WashDC			-	-	7,640	-	7,640
6214 Nena Conference			-	-	-	1,764	1,764
Total 6200 CONFERENCES			-	-	7,640	1,764	9,404
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services			-	-	-	30,000	30,000
6401.06 Bank Charge			-	-	-	42	42
6401.08 Board Member Travel			-	-	-	243	243
Total 6401 ADMINISTRATION			-	-	-	30,285	30,285
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.			18,795	-	46,615	-	65,409
Total 6402 MAINTENANCE			18,795	-	46,615	-	65,409
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance			29	-	-	-	29
6403.0109 Telcom Trunk			(18,566)	41,774	-	-	23,208
6403.0112 HPD CML Viper-Kapolei			-	-	30,582	-	30,582
6403.0113 HPDCMLViper-Alapai			-	-	5,835	-	5,835
6403.0114 SD Viper (OSL) (3)			-	-	7,362	-	7,362
Total 6403.01 Telcom Charges			(18,538)	41,774	43,779	-	67,016
Total 6403 Other RECURRING			(18,538)	41,774	43,779	-	67,016
Total 6400 RECURRING EXPENSES			257	41,774	90,394	30,285	162,710
Total DISBURSEMENTS:			257	41,774	98,033	32,049	172,114

(Note): Costs such as MSAG & Imaging for Molakai are bundled with Maui PSAP expenses

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
Total RECEIPTS	-	-	-	-	-	7,733,834	7,733,834	-	7,733,834
DISTRIBUTION:									
6200 CONFERENCES									
6201 911 Goes to WashDC	(150)	-	-	-	7,640	8,375	15,865	37,818	(21,953)
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	4,614	10,860	55,024	(44,164)
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)
6228 HxGN Live Hexagon Conf	-	-	-	-	-	-	-	6,600	(6,600)
6200 CONFERENCES - Other	-	-	-	-	-	-	-	599	(599)
Total 6200 CONFERENCES	7,436	12,001	6,525	-	33,378	22,054	81,394	170,000	(88,606)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.01 EMS	-	-	-	-	6,949	-	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-	-	(833)	-	(833)	-	(833)
6301.05 Kauai Police Dept	-	7,356	-	-	-	-	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	-	7,356	-	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	-	300,000	(300,000)
6303 Computers									
6303.20 Dispatch Software	-	-	-	-	-	-	-	5,000	(5,000)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	-	45,200	(45,200)
Total 6303 Computers	-	-	-	-	-	-	-	50,200	(50,200)
6306 Training									
6306.11 Training (CAD) HPD	-	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm									
6306.122 CAD TriTech EMS	-	-	-	-	-	-	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	-	22,000	(22,000)
Total 6306 Training	-	-	-	-	-	-	-	43,000	(43,000)
Total 6300 Non-RECURRING	-	7,356	-	-	6,116	-	13,472	1,900,556	(1,887,084)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

FY2014-15 APRIL 2015 (10 mos.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	290,625	290,625	350,625	(60,000)
6401.02 ElectronSignatur	-	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	13,025	13,025	13,000	25
6401.06 Bank Charge	-	-	-	-	-	42	42	100	(58)
6401.08 Board Member Travel	-	-	-	-	-	14,365	14,365	35,000	(20,635)
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)
Total 6401.09 DB&F Assessments	-	-	-	-	-	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)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	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	-
Total 6401 ADMINISTRATION	-	-	-	-	-	687,932	687,932	1,261,692	(573,760)
6402 MAINTENANCE									
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	169,152	-	419,531	-	854,921	1,312,521	(457,600)
6402.08 CAD Maintenance	-	-	136,000	34,000	162,801	-	332,801	1,038,752	(705,951)
6402.13 Software Maintenance									
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	4,607	(4,607)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	4,607	(4,607)
Total 6402 MAINTENANCE	119,656	146,582	305,152	34,000	702,556	-	1,307,946	3,533,551	(2,225,605)
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	199	255	283	-	-	-	736	2,160	(1,424)
6403.0103 Mileage	-	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	153,172	64,970	167,125	41,774	552,347	-	979,389	1,643,237	(663,848)
6403.0110 Ocean Safety									
6403.0110.1 CML	-	-	-	-	4,988	-	4,988	-	4,988
6403.0110.2 Centrex	-	-	-	-	1,184	-	1,184	-	1,184
6403.0110.3 Mileage	-	-	-	-	202	-	202	-	202
6403.0110 Ocean Safety - Other	-	-	-	-	(2,124)	-	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	-	-	-	-	4,249	-	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	75,319	-	75,319	140,916	(65,597)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	10,169	-	10,169	-	10,169
6403.0114 SD Viper (OSL) (3)	-	-	-	-	25,671	-	25,671	43,500	(17,829)
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
Total 6403.01 Telcom Charges	153,370	65,536	167,408	41,774	668,701	-	1,096,790	2,097,998	(1,001,208)
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)
Total 6403 Other RECURRING	153,370	65,536	167,408	41,774	664,931	(302,238)	790,782	1,985,284	(1,194,502)
Total 6400 RECURRING EXPENSES	273,027	212,118	472,560	75,774	1,367,488	385,694	2,786,661	6,780,527	(3,993,866)
Total DISBURSEMENTS	280,462	231,475	479,085	75,774	1,406,982	407,748	2,881,526	8,851,083	(5,969,556)

(Note): Costs such as MSAG & Imaging for Molakai are bundled with Maui PSAP expenses

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

`													
							Q1	Q2	Q3	Q4			
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Paydown	Apr-15	May-15	Jun-15	Balance
CAD Upgrade:			419,000			419,000	-						419,000
FY 2012 Encumbrances:						-							
CAD Upgrades:													
EMS/FIRE	56,040					56,040	-						56,040
HPD	695,392					695,392	-						695,392
Total FY 2012 Encumbrances	751,432	-	-	-	-	751,432	-	-					751,432
FY 2014 Accruals													
CAD Upgrade	31,000			1,500,000		1,531,000	31,000						1,500,000
CAD Maintenance				66,518		66,518	66,518						-
DB&F Rev. Assessment					8,306	8,306	8,306						-
DB&F Admin. Assessment					55,632	55,632	55,632						-
AG Legal Expenses for IRC					25,000	25,000	1,481	235	1,284	99			21,901
NENA Conference		6,600				6,600	6,600						-
Imagery License Agreement	127,150					127,150	127,150						-
WSP Recovery-Sprint					36,000	36,000	36,000						-
MSAG & GIS	90,290	86,912	27,535	25,637		230,375	230,375						(0)
Microwave Antenna Lease	3,770					3,770	3,770						-
Ocean Safety-Telecom	2,124					2,124	2,124						-
HawTelcom CML Positions	78,907	46,416	18,578	25,529		169,430	169,430						-
HT CML Viper (Kapolei)	5,500					5,500	5,500						-
HT CML Viper (Alapai)	1,500					1,500	1,500						-
Board & Committee Travel					2,000	2,000	2,000						-
Total FY 2014 Accruals	340,242	139,927	46,114	1,617,684	126,939	2,270,905	747,386	235	1,284	99	-		1,521,901
Total Encumbrances/Accruals	1,091,674	139,927	465,113	1,617,684	126,939	3,441,337	747,386	235	1,284	99	-		2,692,333

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		9,000.00				(9,000.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,000.00				(3,000.00)	-	5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)	-	5/15/2014
Executive Director (2) APCO					5,386.11	(5,386.11)	-	6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)	-	6/10/2014
Oahu DIT - (1) APCO		3,000.00				(3,000.00)	-	6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)	-	6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)	-	6/10/2014
KPD- TRICON Conference (Sep28-1Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
RCUH Contract					14,352.00		14,352.00	7/1/2014
EMS-TRICCON Conference added funding (2)		2,000.00				(2,000.00)	-	8/14/2014
HFD - TRICON Conference (1)		6,000.00				(6,000.00)	-	8/14/2014
KPD: Intrado interface				7,356.00			7,356.00	8/14/2014
Prior Period C&CHNL Reimbursement					(120,314.44)		(120,314.44)	
Executive Director Extension (6 months)					9,375.00		9,375.00	9/11/2014
Administration Budget Adjustment from original Plan					(27,300.00)		(27,300.00)	9/15/2014
Executive Diretor Travel to Wash.DC for FCC Hearing 10/17/2014					2,523.00	(2,523.00)	-	10/9/2014
Executive Diretor Travel to Wash.DC for FCC Hearing (TBD)					2,500.00	(2,500.00)		11/13/2014
911 Goes to WashDC - HPD (3)		9,318.00				(9,318.00)		12/11/2014
911 Goes to WashDC - HawPD (2)	7,000.00					(7,000.00)		12/11/2014
911 Goes to WashDC - Executive Dir (1)					2,500.00	(2,500.00)		12/11/2014
911 Goes to WashDC - MPD (2)			7,000.00			(7,000.00)		12/11/2014
911 Goes to WashDC - Board (4)					12,000.00	(12,000.00)		12/11/2014
HPD SMART911 S/W		45,200.00					45,200.00	1/6/2015
CPA AUDIT - Egami & Associates (incremental budget to $13K					500.00		500.00	1/6/2015
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
Additional Budget for Conferences						12,000.00	12,000.00	4/9/2015
Board member (1) NENA Conference (June 26-28, 2015)					3,000.00	(3,000.00)		4/9/2015
HxGN Live Hexagon International Conf (2) (1-4 June 2015)			6,600.00			(6,600.00)		4/9/2015
Totals	2,528,450.00	2,966,435.00	1,082,238.00	1,097,699.00	1,175,661.67	598.89	8,851,082.56	

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Hawaii PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
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)
Total 6402.13 Software Maintenance	-	4,607	(4,607)
Total 6402 MAINTENANCE	119,656	681,006	(561,350)
6403 Other RECURRING			
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	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	153,370	311,544	(158,174)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	153,370	311,544	(158,174)
Total 6400 RECURRING EXPENSES	273,027	992,550	(719,524)
Total DISBURSEMENTS	280,462	2,528,450	(2,247,988)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Kauai PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	194,633	(194,633)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	146,582	220,000	(73,418)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	146,582	414,633	(268,051)
6403 Other RECURRING			
6403.01 Telcom 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 Telcom 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	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	600	(600)
6403.0117 Telecom Chgs-Other	311	-	311
Total 6403.01 Telcom Charges	65,536	348,710	(283,174)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	65,536	348,710	(283,174)
Total 6400 RECURRING EXPENSES	212,118	763,343	(551,225)
Total DISBURSEMENTS	231,475	1,097,699	(866,224)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Maui PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	372,263	(372,263)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	169,152	225,500	(56,348)
6402.08 CAD Maintenance	136,000	136,000	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	305,152	733,763	(428,611)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	283	480	(197)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	167,125	222,796	(55,671)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	167,408	227,276	(59,868)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	167,408	227,276	(59,868)
Total 6400 RECURRING EXPENSES	472,560	961,039	(488,479)
Total DISBURSEMENTS	479,085	992,539	(513,454)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Molokai PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	-	-
6402.08 CAD Maintenance	34,000	34,000	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	34,000	34,000	-
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	41,774	55,699	(13,925)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	-	-
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	41,774	55,699	(13,925)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	41,774	55,699	(13,925)
Total 6400 RECURRING EXPENSES	75,774	89,699	(13,925)
Total DISBURSEMENTS	75,774	89,699	(13,925)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	Oahu PSAP		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	120,225	250,000	(129,775)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	419,531	559,374	(139,844)
6402.08 CAD Maintenance	162,801	800,000	(637,199)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	702,556	1,670,149	(967,593)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	946	11,353	(10,407)
6403.0109 Telcom Trunk	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)
Total 6403.0110 Ocean Safety	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	75,319	140,916	(65,597)
6403.0113 HPDCMLViper-Alapai	10,169	-	10,169
6403.0114 SD Viper (OSL) (3)	25,671	43,500	(17,829)
6403.0115 Text-to-911 Service	-	12,000	(12,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	668,701	1,154,769	(486,068)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-	-	-
Total 6403 Other RECURRING	664,931	1,162,369	(497,438)
Total 6400 RECURRING EXPENSES	1,367,488	2,832,518	(1,465,030)
Total DISBURSEMENTS	1,406,982	2,966,435	(1,559,453)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending April 30, 2015

	ADMIN		
FY2014-15 APRIL 2015 (10 mos.)	10 mos.	ANNUAL Budget	Increase (Decrease) Over Budget
Total RECEIPTS	7,733,834	-	7,733,834
DISTRIBUTION:			
6200 CONFERENCES			
6201 911 Goes to WashDC	8,375	14,500	(6,125)
6204 APCO Conference	5,386	5,386	-
6212 NASNA Conference	-	650	(650)
6213 Navigator	-	-	-
6214 Nena Conference	4,614	8,725	(4,111)
6222 TriTech CAD Users	-	-	-
6227 FCC Hearings	3,679	5,023	(1,344)
6228 HxGN Live Hexagon Conf	-	-	-
6200 CONFERENCES - Other	-	599	(599)
Total 6200 CONFERENCES	22,054	34,883	(12,829)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	290,625	350,625	(60,000)
6401.02 ElectronSignatur	-	200	(200)
6401.05 Audit Expense	13,025	13,000	25
6401.06 Bank Charge	42	100	(58)
6401.08 Board Member Travel	14,365	35,000	(20,635)
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)
Total 6401.09 DB&F Assessments	314,098	627,500	(313,402)
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)
Total 6401.15 WSP Cost Recovery	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	-
Total 6401 ADMINISTRATION	687,932	1,261,692	(573,760)
6403.02 EMS Tower Lease	-	-	-
6403.03 Prior Period Reimb.	(302,238)	(120,314)	(181,923)
Total 6403 Other RECURRING	(302,238)	(120,314)	(181,923)
Total 6400 RECURRING EXPENSES	385,694	1,141,378	(755,683)
Total DISBURSEMENTS	407,748	1,176,261	(768,512)

Hawaii County E9-1-1 Status Report

April 1, 2015 – April 30, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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Hawaii County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – APRIL 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
APR	17,756	3,483	19.62%	11,998	67.57%	48.95%	51.05%	717	4.04%	9	0.05%	0	0.00%	1,549	8.72%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

The number of Wireless Phase 2 calls (51.05%) has exceeded the number of Wireless Phase 1 calls (48.95%) in April 2015.

Call with no Ali = 0.05% - Statewide average = 0.95%

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	17,756	3,483	19.62%	11,998	67.57%	48.95%	51.05%	717	4.04%	9	0.05%	0	0.00%	1,549	8.72%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	72,072	14,919		48,148				2,884		23		0		6,098		0	
MON AVG	18,018	3,730	20.68%	12,037	66.84%	48.06%	51.94%	721	4.00%	6	0.03%	0	0.00%	1,525	8.45%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – APRIL 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
April	14,131	79.58%	0	1,521	0	2,076	11.69%	0	28	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	14,131	79.58%	0	1,521	0	2,076	11.69%	0	28	0
May										
June										
July										
August										
September										
October										
November										
December										
YTD	58,611		0	5,978	0	8,828		0	120	0
MON AVG	14,653	81.36%	0	1,495	0	2,207	12.24%	0	30	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.**

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FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

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WIRELESS PSAP TESTING – APRIL 2015

HAWAII COUNTY - APRIL 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
4/23/2015	Verizon	1	6	Hawaii PSAP	Pass	LTE sectors

NOTES:

- There was one (1) scheduled Wireless 911 Test for the month of April 2015.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – APRIL 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APRIL	74	8	0	55	11	0	276

MSAG CURRENT MONTH NOTES:

A total of **326** MSAG transactions were processed in 9-1-1 Net during the month of April 2015. Seventy-four (**74**) requests were processed relating to the MSAG database, and **252** requests relating to the ALI database (see ALI Transaction chart on next page). There were **276** 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	74	8	0	55	11	0	276
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	238	55	4	134	42	3	714
AVG PER MONTH	60	14	1	34	11	1	179

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	252	248	3	1	532	3	0

Definitions
(A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

248 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 three (**3**) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from residences in Hilo, Pahoa and Kurtistown. 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 532 Open TN CR Transactions as of April 30, 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.

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There are three (3) Open ALI-DRs as of April 30, 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 April 30, 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	252	248	3	1	532	3	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	608	574	23	11			
AVG PER MONTH	152	144	6	3			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- APRIL 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	532	117	57	358

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/30/2015		Added one (1) address point (445551 Daniel K Inouye Hwy) in Paauilo.
	4/30/2015		Spatially corrected ten (10) address points in Pahoa.
	4/29/2015		Spatially corrected fifty-three (53) address points in Kamuela.
		04/21/15	
	4/21/2015		Added one (1) address point (127196 Kalapana Kapoho Beach Rd) in Pahoa.
	4/21/2015		Spatially corrected eighty-three (83) address points in Kamuela.
	4/20/2015		Corrected routing id to one (1) address point (543645 Akoni Pule Hwy) in Kapaau.
	4/20/2015		Spatially corrected eleven (11) address points in Ocean View.
	4/17/2015		Added three (3) address points (881554 Ewalu Ave, 864065 Hawaii Belt Rd and 825858 Lower Napoopoo Rd) in Captain Cook.
	4/17/2015		Added one (1) address point (292288 Hanamalo Loop) in Hakalau.
	4/17/2015		Added two (2) address points (550424 Hawi Rd and 550655 Kapiko Pl) in Hawi.
	4/17/2015		Added eleven (11) address points in Hilo.
	4/17/2015		Added two (2) address points (744956 Old Government Mauka Rd and 761334 Waiono Ranch Rd) in Holualoa.
	4/17/2015		Added three (3) address points (280257 and 280394 Akaka Falls Rd and 280416 Iliopua Rd) in Honomu.
	4/17/2015		Added one (1) address point (745036 Old Palani Rd) in Kailua Kona.
	4/17/2015		Added four (4) address points (591528 Ewalina Pl, 645165 Kalake St, 661508 Puu Huluhulu Rd and 644967 Uakikoni Alanui) in Kamuela.
	4/17/2015		Added one (1) address point (540413 Kapua Pl) in Kapaau.
	4/17/2015		Added sixteen (16) address points in Keaau.
	4/17/2015		Added one (1) address point (786700 Mamalahoa Hwy) in Keauhou.
	4/17/2015		Added eleven (11) address points in Kurtistown.
	4/17/2015		Added five (5) address points in Mountain View.
	4/17/2015		Added one (1) address point (946421 Puukani Rd) in Naalehu.
	4/17/2015		Added twenty-two (22) address points in Ocean View.
	4/17/2015		Added three (3) address points (362746 and 362764 Hawaii Belt Rd and 362731 Old Mamalahoa Hwy) in Ookala.
	4/17/2015		Added four (4) address points (441887 Hawaii Belt Rd, 432064 Kaapahu Rd, 442506 Keahua Rd and 411751 Niupea Homestead Rd) in Paauilo.
	4/17/2015		Added eleven (11) address points in Pahoa.
	4/17/2015		Added one (1) address point (322455 Stone Rd) in Papaaloa.

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/17/2015		Added one (1) address point (270471 La Rd) in Papaikou.
	4/17/2015		Added one (1) address point (271000 Lalahiwa Rd) in Pepeekeo.
	4/17/2015		Added ten (10) address points in Volcano.
	4/17/2015		Added two (2) address points (683541 Haia St and 681866 Mahina Pl) in Waikoloa.
	4/17/2015		Completed monthly update on address points.
	4/15/2015		Deleted one (1) address point (1958 Kaiwiki Rd A) in Hilo.
	4/15/2015		Corrected address to six (6) address points in Hilo.
	4/15/2015		Spatially corrected ten (10) address points in Hilo.
	4/13/2015		Added one (1) address (271998 Hawaii Belt Rd) in Papaikou.
	4/13/2015		Added one (1) address (152724 Papai St) in Pahoa.
	4/13/2015		Corrected address to one (1) address point (152757 Palani St) in Pahoa.
	4/13/2015		Spatially corrected six (6) address points in Pahoa.
	4/8/2015		Spatially corrected two (2) address points (745533 Luhia St and 760147 Royal Poinciana Dr) in Kailua Kona.
	4/8/2015		Corrected address to one (1) address point (760147 Royal Poinciana Dr) in Kailua Kona.
	4/8/2015		Deleted one (1) address point (750147 Royal Poinciana Dr A) in Kailua Kona.
		04/07/15	
	4/1/2015		Spatially corrected forty-three (43) address points in Pahoa.
	4/1/2015		Spatially corrected eight (8) address points in Volcano.
	4/1/2015		Added nine (9) address points in Waikoloa.
Airports			
Bridges			
Building Footprints			
Bus Stops			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
	4/8/2015		Corrected boundaries to two (2) ESNs (221 and 225).
Fire Beats			
	4/8/2015		Corrected boundaries to two (2) Fire Beats (5 and 19).
Fire Districts			
	4/8/2015		Corrected boundaries to two (2) Fire Districts (5 and 19).

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Response Areas			
	4/8/2015		Corrected boundaries to two (2) Fire Response Areas (20 and 47).
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
MSAG Communities		**04/21/15**	
	4/8/2015		Corrected boundaries to two (2) MSAG Communites (Captain Cook and Honaunau).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	4/30/2015		Added one (1) Point of Interest (Pohakuloa Training Area) in Paauilo.
		04/21/15	
	4/13/2015		Corrected address to five (5) points of interest in Volcano.
	4/13/2015		Spatially corrected twenty-nine (29) points of interest in Volcano.
	4/8/2015		Corrected address to six (6) points of interest in Kailua Kona.
	4/8/2015		Spatially corrected twenty-one (21) points of interest in Kailua Kona.
		04/07/15	
Police Beats			
Police Districts			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	4/30/2015		Spatially corrected sixteen (16) street centerlines in Kapaau.
	4/29/2015		Spatially corrected one (1) street segment of Akoni Pule Hwy in Hawi.
	4/29/2015		Corrected speed limit to two (2) street segments of Government Main Rd in Kapaau.
	4/29/2015		Spatially corrected seventeen (17) street segments in Kapaau.
		04/21/15	
	4/20/2015		Added five (5) street segments in Kapaau.
	4/20/2015		Spatially corrected twenty-nine (29) street segments in Kapaau.
	4/17/2015		Corrected range to one (1) street segment of Poha Dr in Ocean View.
	4/17/2015		Spatially corrected thirty-two (32) street segments in Kapaau.
	4/17/2015		Completed monthly update on street centerlines.
	4/16/2015		Corrected range to one (1) street segment of Niupea Homestead Rd in Paauilo.
	4/15/2015		Added one (1) street segment (Kupu Honua Ln) in Hilo.
	4/15/2015		Added one (1) street segment of Ane Keohokalole and split one (1) segment of Kaiminani Dr in Kailua Kona.
	4/15/2015		Added two (2) street segments (Kona Gardens Rd and Road to the Sea) in Ocean View.
	4/15/2015		Added one (1) street segment of Stone Rd in Papaaloa.
	4/15/2015		Corrected range to one (1) street segment of Alii Anela St in Volcano.
	4/13/2015		Spatially corrected six (6) street centerlines in Kapaau.
	4/8/2015		Spatially corrected two (2) street segments of Middle Keei Rd in Captain Cook.
	4/8/2015		Spatially corrected one (1) street segment of Painted Church Rd in Honaunau.
		04/07/15	

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	4/22/2015		Per VZW CRS
	4/22/2015		Per VZW CRS
		04/21/15	
	4/16/2015		Per VZW CRS
		04/07/15	
WSP Cell Towers	4/22/2015		Per VZW CRS
	4/22/2015		Per VZW CRS
		04/21/15	
	4/16/2015		Per VZW CRS
		04/07/15	

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NOTE:

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
4/21/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, MSAG Communities, Fire ESZ and Fire Districts.
4/16/2015	MapFlex deliverable including the following updated layers: Address Pints, Cell Sectors, Cell Towers, Common Places, Lava Flows, Street Centerlines
4/7/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Lava Flows.

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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 **April 17, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	117	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	6	
New Street Segments Added		5
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		0

NOTE:

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

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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 April 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
Address Points	New Address Points	130 Added	Throughout County in 23 Communities
	Spatial Correction	226 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Kamuela and Pahoa
	Address	8 Corrected	Majority were in Hilo
	Deleted	2 Removed	Addresses were in Hilo and Kailua Kona
	Routing ID	1 Corrected	Address was in Kapaau
Response Boundaries	ESN Boundary	2 Corrected	ESNs 221 and 225
	Fire Response Areas Boundary	2 Corrected	Fire Response Areas 20 and 47
	Fire District Boundary	2 Corrected	Fire Districts 5 and 19
	Fire Beat Boundary	2 Corrected	Fire Beats 5 and 19
Street Centerlines	New Streets	10 Added	Majority were in Kapaau
	Spatial Correction	104 Corrected	To increase spatial accuracy; majority were in Kapaau
	Range/Parity	3 Corrected	Streets were in Ocean View, Paauilo and Volcano
	Split	1 Corrected	Where existing street was intersected by new street
	Speed Limit	2 Corrected	Streets were in Kapaau

NOTE:

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

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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 Pahoa, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

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

    a. Akimeka created the layer "Lava Flows", 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 first uploaded into PowerMap on September 23rd 2014 and have been available to the dispatchers since and continue to be updated and subsequently uploaded.

    d. During April 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Lava Flows layer into PowerMap on April 7th 2015.

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

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

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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.

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.

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?

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.
9. On April 6, 2015, Akimeka contacted the Senior Project Manager of Intrado to get a status on MapFlex, considering the last known update provided was in late February and Akimeka needed to determine when GIS deliverables were going to be needed in the MapFlex system.
   (a) Akimeka also requested a status on the display of Phase I wireless calls. The last known status from the PSAPs reported that the display was still not appearing.
   (b) Akimeka did not hear back from Intrado, so on April 10, 2015, Akimeka's GIS Manager followed up to get a status. It was mentioned in the email that it is important for Akimeka to identify what data is live in the MapFlex system so wireless testing can be scheduled.
10. On April 13, 2015, Akimeka received a reply form Intrado that they will find out where they are with the automated process for updates.
11. On April 16, 2015, Intrado notified Akimeka that the automated process was still not configured but wanted to request on behalf of the PSAPs, the latest GIS data since data from Akimeka had been sitting on Intrado's MapFlex ftp server since February 26, 2015 and had not made it to the workstations.
   (a) Intrado mentioned they will do need to do a manual update for each workstation in order to provide updated data from Akimeka.

MAPFLEX DEPLOYMENT – CONTINUED

(b) On April 16, 2015, Akimeka posted GIS data for Maui County, Hawaii County, and Kauai County onto the secure ftp site.
   (i) Akimeka made mention during the communication of data, that this set of data corresponds with the last data uploads for other systems. Data was provided with the same timestamp so that the GIS data would be consistent across all systems.
   (ii) Akimeka did recommend when Intrado does their manual update process on the workstations, that they upload the February 26, 2015 GIS data that has been sitting on their MapFlex ftp site first so important updates can take place. There were many important updates for each of the PSAPs that were outside of their "typical" GIS deliverables, such as updated Lava Flows for Hawaii County, new Police Beats for Kauai County, and updated Police and Fire Response Areas in Maui County.

12. Throughout the remainder of April 2015, Intrado continued to work on identifying ways to perform the manual updates on each of the County MapFlex systems.
   (a) As of April 30, 2015, there has not been a status provided on whether the data has reached each workstation or not.

Hawaii County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 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

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	4	5	3	0	0	4	5
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	**31**	**34**	**3**	**0**	**0**	**31**	**34**

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

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 COMPARISION – 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 --TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – APRIL 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
APR	4,471	767	17.15%	2,846	63.65%	50.14%	49.86%	134	3.00%	16	0.36%	0	0.00%	708	15.84%	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	4,471	767	17.15%	2,846	63.65%	50.14%	49.86%	134	3.00%	16	0.36%	0	0.00%	708	15.84%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	18,729	2,978		12,120				593		79		0		2,959		0	
MON AVG	4,682	745	15.94%	3,030	64.69%	48.73%	51.27%	148	3.16%	20	0.42%	0	0.00%	740	15.78%	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 0.36% - Statewide average = 0.95%***

Kauai County E9-1-1 Status Report

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FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

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WIRELESS PSAP TESTING – APRIL 2015

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

NOTES:

- There was no scheduled Wireless 911 testing for the month of April 2105.

Kauai County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – APRIL 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APRIL	11	2	0	2	6	1	58

MSAG CURRENT MONTH NOTES:

A total of thirty-nine (**39**) MSAG transactions were processed in 9-1-1 Net during the month of April 2015. Eleven (11) requests were processed relating to the MSAG database, and twenty-eight (**28**) requests relating to the ALI database (see ALI Transaction chart on next page). There were **58** 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	11	2	0	2	6	1	58
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	111	86	2	7	9	7	1,273
AVG PER MONTH	28	22	1	2	2	2	318

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	28	28	0	0	220	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

Twenty-eight (**28**) 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 220 Open TN CR Transactions as of April 30, 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.

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There are no Open ALI-DRs as of April 30, 2015

There are no Open VoIP DRs as of April 30, 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	28	28	0	0	220	0	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	134	134	0	0			
AVG PER MONTH	34	34	0	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	**TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA**	**OPENED TNCRS PENDING FURTHER ACTION BY INTRADO**	**OPENED TNCRS REFERRED TO TELCO BY INTRADO**	**TOTAL UNOPENED TNCR RECORDS**
KAUAI	**220**	**36**	**53**	**131**

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 2015

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/30/2015		Added three (3) address points (5591, 5599 and 5615 Holo Malanai St) in Kukuiula.
	4/28/2015		GPS'd sixteen (16) address points in Koloa.
	4/28/2015		GPS'd twenty-eight (28) address points in Poipu.
	4/28/2015		GPS'd fifty-eight (58) address points in Kalaheo.
	4/28/2015		GPS'd twelve (12) address points in Waimea.
	4/28/2015		GPS'd thirty-nine (39) address points in Kekaha.
	4/27/2015		GPS'd three (3) address points in Anahola.
	4/27/2015		GPS'd twelve (12) address points in Lihue.
	4/27/2015		GPS'd five (5) address points in Niumalu.
	4/27/2015		GPS'd nine (9) address points in Koloa.
	4/27/2015		Site-Verified two (2) address points need to be spatially corrected in Anahola.
		04/23/15	
	4/23/2015		Added one (1) address point (5070 Lau Nahele St) in Kukuiula.
	4/23/2015		Corrected address to one (1) address point (3254 Weliweli Rd A) in Koloa.
	4/23/2015		Corrected address to one (1) address point (4477 Pili Rd) in Kilauea.
	4/23/2015		Added one (1) address point (4705 Kapuna Rd) in Kilauea.
	4/22/2015		Spatially corrected eight (8) address points in Lihue.
	4/22/2015		Added one (1) address point (4901 Mahua St) in Kukuiula.
	4/22/2015		Added one (1) address point (3278 Wawae Rd) in Lawai.
	4/22/2015		Added twenty-one (21) address points in Lihue.
	4/22/2015		Added three (3) address points (2336, 2344 and 2358 Halalii Pl) in Poipu.
	4/10/2015		Added nine (9) address points in Koloa.
	4/10/2015		Added four (4) address points (2661 Halalu St A, 5363 Makalea St, and 5385 and 5395 Loi Pl) in Poipu.
		04/09/15	
	4/6/2015		Added two (2) address points (49 and 53 Pakala Village A Rd) in Pakala.
	4/6/2015		Corrected address to one hundred twenty-six (126) address points in Pakala.
	4/2/2015		Added fifteen (15) address points in Poipu.
Airports			
Bridges			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	4/27/2015		GPS'd one (1) point of interest in Lihue.
	4/24/2015		Corrected address to one (1) point of interest (Wilcox Mem Hospital) in Lihue.
	4/24/2015		Spatially corrected twenty-six (26) points of interest in Lihue.
		04/23/15	
		04/09/15	
	4/9/2015		Spatially corrected two (2) points of interest (District Court and Kauai County Police Department) in Lihue.
	4/9/2015		Added three (3) points of interest (Costco, Home Depot and Vidinha Stadium) in Lihue.
Police Beats			
Police Districts			
Police Response Areas			

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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.

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Stations			
Post Offices			
Schools			
Street Centerlines	4/30/2015		Corrected range to one (1) street centerline of Holo Malanai St in Kukuiula.
	4/27/2015		Site-Verified six (6) street centerlines need to be deleted in Lihue.
	4/27/2015		Site-Verified one (1) street centerline needs to be flipped in Anahola.
	4/27/2015		GPS'd three (3) street segments in Nawiliwili.
		04/23/15	
	4/14/2015		Spatially corrected twenty-five (25) street segments in Anahola.
		04/09/15	
	4/6/2015		Added two (2) street segments (Pakala Village A Rd and Pakala Village B Rd) and split three (3) street segments in Pakala.
	4/6/2015		Spatially corrected seven (7) street segments in Pakala.
	4/6/2015		Corrected name to twenty-five (25) street segments in Pakala.
	4/6/2015		Corrected range to nineteen (19) street segments in Pakala.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors		**04/23/15**	
	4/10/2015		Per VZW CRS
		04/09/15	
WSP Cell Towers		**04/23/15**	
	4/10/2015		Per VZW CRS
		04/09/15	

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.**

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
4/23/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm.
4/23/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
4/16/2015	MapFlex deliverable including the following updated layers: Address Points, Cell Sectors, Cell Tower, Common Places, Street Centerlines
4/9/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
4/9/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm.

GPS DATA COLLECTION AND SITE VERIFICATION

During the month of April 2015, Akimeka deployed one of their GIS Analysts to Kauai to collect and verify data that could only be acquired and verified while on location.

1. During April 2015, Akimeka initiated a data collection and verification plan, in order to verify and acquire data that could only be conducted through on-site visits.

    a. Akimeka's GIS Analyst was on Kauai for two full days; on April 27th and April 28th to collect missing addresses, verify specific address locations, collect new street centerline segments and verify specific street centerline segments with high-tech GPS equipment.

    b. During this process, Akimeka collected 182 total addresses throughout Kauai in eight different communities, verified that two addresses need to switch places with each other via spatial correction, collected three street centerline segments in a new and popular resort area, verified that six street centerlines need to be deleted near the Lihue Airport, verified that the direction of one of the street segments needs to be flipped to ensure proper geocoding, and collected a point of interest for a new night-time sporting and entertainment venue in Lihue.

    c. During the month of May 2015, the data that was collected and verified on April 27th and April 28th will be incorporated into the GIS data that will be uploaded into PowerMap and made available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system.

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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.

    d. As of April 30, 2015, there have not been any updates provided to Akimeka that can be incorporated at this time.

        i. The status remains as is until further information can be provided.

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 April 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.

MAPFLEX DEPLOYMENT: CONTINUED

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.
   (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

MAPFLEX DEPLOYMENT: CONTINUED

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.
9. On April 6, 2015, Akimeka contacted the Senior Project Manager of Intrado to get a status on MapFlex, considering the last known update provided was in late February and Akimeka needed to determine when GIS deliverables were going to be needed in the MapFlex system.
    (a) Akimeka also requested a status on the display of Phase I wireless calls. The last known status from the PSAPs reported that the display was still not appearing.
    (b) Akimeka did not hear back from Intrado, so on April 10, 2015, Akimeka's GIS Manager followed up to get a status. It was mentioned in the email that it is important for Akimeka to identify what data is live in the MapFlex system so wireless testing can be scheduled.
10. On April 13, 2015, Akimeka received a reply form Intrado that they will find out where they are with the automated process for updates.
11. On April 16, 2015, Intrado notified Akimeka that the automated process was still not configured but wanted to request on behalf of the PSAPs, the latest GIS data since data from Akimeka had been sitting on Intrado's MapFlex ftp server since February 26, 2015 and had not made it to the workstations.
    (a) Intrado mentioned they will do need to do a manual update for each workstation in order to provide updated data from Akimeka.
    (b) On April 16, 2015, Akimeka posted GIS data for Maui County, Hawaii County, and Kauai County onto the secure ftp site.
        (i) Akimeka made mention during the communication of data, that this set of data corresponds with the last data uploads for other systems. Data was provided with the same timestamp so that the GIS data would be consistent across all systems.
        (ii) Akimeka did recommend when Intrado does their manual update process on the workstations, that they upload the February 26, 2015 GIS data that has been sitting on their MapFlex ftp site first so important updates can take place. There were many important updates for each of the PSAPs that were outside of their "typical" contract deliverables, such as updated Lava Flows for Hawaii County, new Police Beats for Kauai County, and updated Police and Fire Response Areas in Maui County.
12. Throughout the remainder of April 2015, Intrado continued to work on identifying ways to perform the manual updates on each of the County MapFlex systems.
    (a) As of April 30, 2015, there has not been a status provided on whether the data has reached each workstation or not.

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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.

    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.

2. 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.

3. 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.

4. 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.

5. 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.

6. During April 2015 it was identified that the updates for Police Beat 453, previously sent for upload into MapFlex on February 26, 2015 to Intrado, had not been delivered to the workstations.

    a. After identifying this, Akimeka contacted Intrado to request a status on this and when it may be available via their automated upload procedure. Intrado was working on their automated process and would need to upload manually in the meantime.
    b. Akimeka recommended uploading the February 26, 2015 GIS data, containing the update for Police Beat 453, as a top priority before doing a refresh with new GIS deliveries.

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – APRIL 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for April 2015.

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

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

NOTE:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in April 2015.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on April 1, 2015, against its 9-1-1 GIS Street Centerline data. A total number of **1,280** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on **April 1, 2015** for Kauai County are reported below.

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

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

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

AUDIT SUMMARY RESULTS - 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of July 1, 2014		As of October 1 , 2014		As of January 1 , 2015		As of April 1 , 2015	
		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 1-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,268		1,271		1,275		1,280	
Less: 9-1-1 MSAG Exception Records	(1)	60	4.7%	63	5.0%	64	5.0%	64	5.0%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,208**		**1,208**		**1,211**		**1,216**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,202**	**99.5%**	**1,205**	**99.8%**	**1,211**	**100.0%**	**1,214**	**99.8%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	5	0.4%	3	0.2%	0	0.0%	2	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	1	0.1%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		**6**	**0.5%**	**3**	**0.2%**	**0**	**0.0%**	**2**	**0.2%**

Objective: *NENA Recommended Match Rate = 98%*

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

for Kauai County resulted in a 99.8% 9-1-1 Match percentage

NOTES:

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

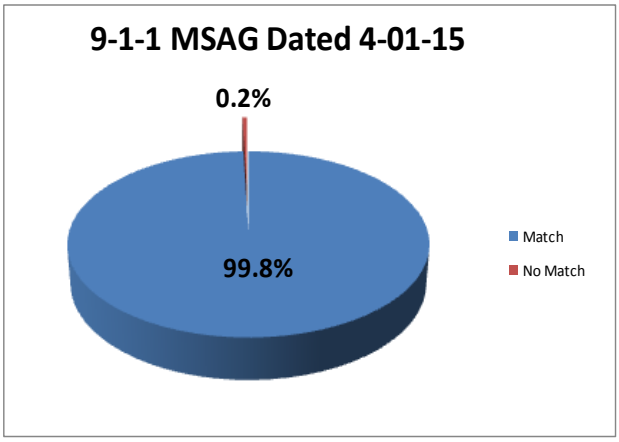
- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

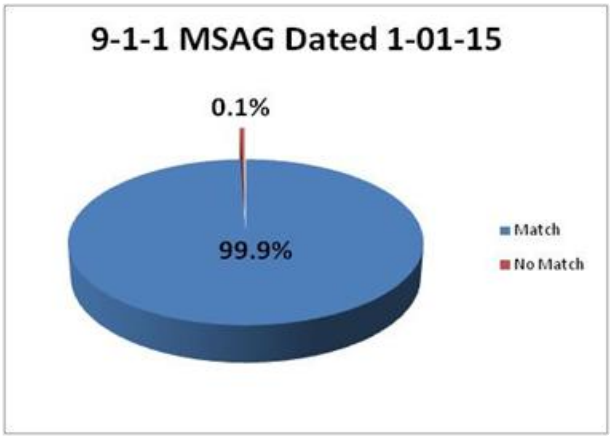
- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

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





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

99.9% as of January 1, 2015 to 99.8% as of April 1, 2015.

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

consistently in 2013 and continues in 2015.

- Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
- "MSAG record that doesn't match the GIS" There is two (2) MSAG record that don't match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of the month. These records have been corrected and will be reflected in the July 2015 re-analysis.
- "MSAG record with missing GIS record" reminded consistent with zero (0) records falling under section.
- "MSAG Records Corrections Required" There is two (2) minor MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines, and will be reflected in the July 2015 re-analysis.
- Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records			
	9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 04-01-15	
	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	61	4.6%	56	4.2%

These invalid MSAG records represent **4.2%** of the Total MSAG records for Kauai County as of the April 1, 2015 MSAG as compared to **4.6%** as of the January 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

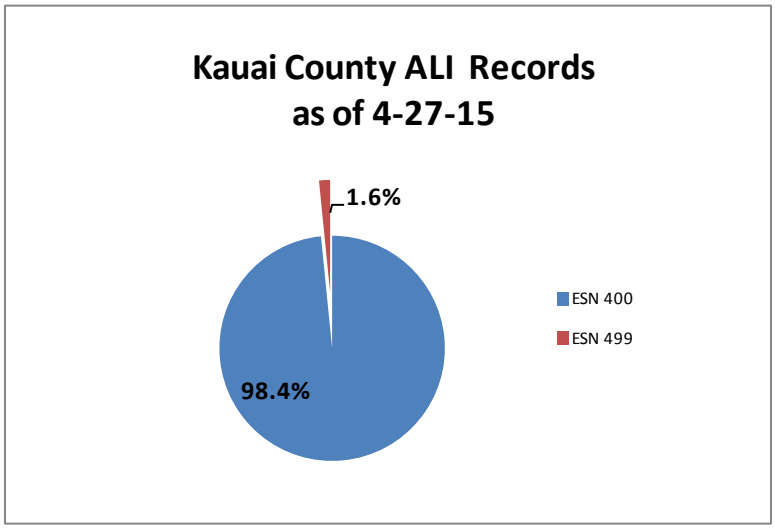
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of April 27, 2015, there are **398** ESN 499 ALI records, representing **1.6%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **7.2%** (429 to 398) from January 28, 2015 to April 27, 2015 respectively.



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

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

Maui County E9-1-1 Status Report

April 1, 2015 – April 30, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – APRIL 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
APR	11,486	2,204	19.19%	7,507	65.36%	61.78%	38.22%	262	2.28%	20	0.17%	0	0.00%	1,493	13.00%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

Calls with no Ali 0.17% - Statewide average = 0.95%

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	11,486	2,204	19.19%	7,507	65.36%	61.78%	38.22%	262	2.28%	20	0.17%	0	0.00%	1,493	13.00%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	45,952	9,406		29,660				1,101		66		0		5,719		0	
MON AVG	11,488	2,352	20.67%	7,415	64.54%	62.51%	37.49%	275	2.40%	17	0.14%	0	0.00%	1,430	12.44%	0.00	0.00%

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – APRIL 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
APR	295	93	31.53%	156	52.88%	45.51%	54.49%	1	0.34%	13	4.41%	0	0.00%	32	10.85%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

Calls with no Ali 4.41% - Statewide average = 0.95%

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	295	93	31.53%	156	52.88%	45.51%	54.49%	1	0.34%	13	4.41%	0	0.00%	32	10.85%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	1,491	595		697				1		19		0		179		0	
MON AVG	373	149	39.48%	174	46.92%	53.20%	46.80%	0.25	0.08%	5	1.48%	0	0.00%	44.75	12.03%	0	0.00%

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – APRIL 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
APR	11,781	2,297	19.50%	7,663	65.05%	61.45%	38.55%	263	2.23%	33	0.28%	0	0.00%	1,525	12.94%	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	11,781	2,297	19.50%	7,663	65.05%	61.45%	38.55%	263	2.23%	33	0.28%	0	0.00%	1,525	12.94%	0	0.00%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	48,058	10,001		30,357				1,102		85		0		5,898		0	
MON AVG	12,015	2,500	21.09%	7,589	63.98%	62.31%	37.69%	276	2.32%	21	0.18%	0.00	0.00%	1,475	12.38%	0	0.00%

PSAP OPERATION NOTES:

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

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

WIRELESS PSAP TESTING – APRIL 2015

MAUI COUNTY - APRIL 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- There were no scheduled Wireless 911 Tests in April 2015 for the Maui and Molokai PSAPs.

Maui County E9-1-1 Status Report

April 1, 2015 - April 30, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – APRIL 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APRIL	21	7	1	11	2	0	157

MSAG CURRENT MONTH NOTES:

A total of 151 MSAG transactions were processed in 9-1-1 Net during the month of April 2015. Twenty-one (**21**) requests were processed relating to the MSAG database, and **130** requests relating to the ALI database (see ALI Transaction chart on next page). There were 157 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	21	7	1	11	2	0	157
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	84	35	3	26	20	0	589
AVG PER MONTH	21	9	1	7	5	0	147

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	130	129	1	0	446	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

129 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There was one (**1**) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net, as the result of a 911 call from a pay phone at the Molokai Airport in Hoolehua. 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 446 Open TN CR Transactions as of April 30, 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.

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There are no Open ALI-DRs as of April 30, 2015

There are no Open VoIP DRs as of April 30, 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	130	129	1	0	446	0	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	482	476	5	1			
AVG PER MONTH	121	119	1	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	381	59	46	276
MOLOKAI	65	6	2	57
TOTAL	446	65	48	333

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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/30/2015		Added one (1) address in Kualapuu
	4/29/2015		Spatially corrected one (1) address in Wailuku
	4/28/2015		Added one (1) address in Wailuku
	4/27/2015		Added one (1) address in Hana
	4/27/2015		Added one (1) address in Kaanapali
	4/27/2015		Added one (1) address in Kualapuu
	4/27/2015		Added three (3) address in Waihee
	4/27/2015		Added one (1) address in Wailuku
		04/22/15	
	4/22/2015		Spatially corrected one (1) address point in Waikapu
	4/21/2015		Added two (2) addresses in Lanai
	4/21/2015		Added one (1) address in Haiku
	4/20/2015		Spatially corrected five (5) address points in Haiku
	4/20/2015		Added eleven (11) addresses in Haiku
	4/20/2015		Spatially corrected one (1) address point in Haliimaile
	4/20/2015		Added two (2) addresses in Haliimaile
	4/20/2015		Added five (5) addresses in Kahului
	4/20/2015		Corrected MSAG Community of thirty-eight (38) address points in Kahului
	4/20/2015		Added twenty-four (24) addresses in Kihei
	4/20/2015		Spatially corrected two (2) address points in Kahului
	4/20/2015		Spatially corrected fifty-one (51) address points in Kihei
	4/20/2015		Added two (2) addresses in Lahaina
	4/20/2015		Spatially corrected fifty-four (54) address points in Lahaina
	4/20/2015		Added forty (40) addresses in Maalaea
	4/20/2015		Spatially corrected one (1) address point in Maalaea
	4/20/2015		Spatially corrected twenty-two (22) address points in Napili
	4/20/2015		Added six (6) addresses in Paia
	4/20/2015		Spatially corrected one (1) address point in Paia
	4/20/2015		Added two (2) addresses in Pukalani
	4/20/2015		Spatially corrected one (1) address point in Pukalani
	4/20/2015		Added one (1) address in Wailuku
	4/17/2015		Added three (3) addresses in Pukalani
	4/17/2015		Spatially corrected ten (10) address points in Pukalani
	4/17/2015		Added nine (9) addresses in Lahaina
	4/17/2015		Spatially corrected eight (8) address points in Lahaina

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/17/2015		Added six (6) address points in Kualapuu
	4/17/2015		Spatially corrected one (1) address point in Kualapuu
	4/17/2015		Added two (2) addresses in Kihei
	4/17/2015		Added three (3) addresses in Kaluakoi
	4/17/2015		Spatially corrected four (4) address points in Kihei
	4/16/2015		Added fifteen (15) addresses in Wailuku
	4/16/2015		Spatially corrected twelve (12) address points in Wailuku
	4/16/2015		Added one (1) address in Pukalani
	4/16/2015		Spatially corrected six (6) address points in Pukalani
	4/16/2015		Added three (3) addresses in Paia
	4/16/2015		Spatially corrected four (4) address points in Paia
	4/16/2015		Added two (2) addresses in Makawao
	4/16/2015		Added twenty (20) addresses in Lahaina
	4/16/2015		Spatially corrected (1) one address point in Lahaina
	4/16/2015		Added twelve (12) addresses in Kihei
	4/16/2015		Spatially corrected six (6) address points in Kihei
	4/16/2015		Added seven (7) addresses in Kapalua
	4/16/2015		Added five (5) addresses in Kahului
	4/15/2015		Added three (3) addresses in Wailuku
	4/15/2015		Spatially corrected one (1) address point in Wailuku
	4/15/2015		Added eight (8) addresses in Pukalani
	4/15/2015		Spatially corrected eight (8) address points in Pukalani
	4/15/2015		Added two (2) addresses in Paia
	4/15/2015		Spatially corrected four (4) address points in Paia
	4/15/2015		Added two (2) addresses in Napili
	4/15/2015		Spatially corrected one (1) address point in Napili
	4/15/2015		Added three (3) addresses in Makawao
	4/15/2015		Spatially corrected two (2) address points in Makawao
	4/15/2015		Added six (6) addresses in Lahaina
	4/15/2015		Spatially corrected one (1) address point in Lahaina
	4/15/2015		Added one (1) address in Kula
	4/15/2015		Spatially corrected three (3) address points in Kula
	4/15/2015		Added eleven (11) addresses in Kihei
	4/15/2015		Spatially corrected twenty-three (23) address points in Kihei
	4/15/2015		Added ten (10) addresses in Kahului
	4/15/2015		Spatially corrected fifteen (15) address points in Kahului

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/15/2015		Added seven (7) addresses in Haiku
	4/15/2015		Spatially corrected one (1) address point in Haiku
	4/13/2015		Added eight (8) addresses in Wailuku
	4/13/2015		Added three (3) addresses in Wailea
	4/13/2015		Spatially corrected two (2) address points in Wailea
	4/13/2015		Added two (2) addresses in Kahului
	4/13/2015		Spatially corrected five (5) address points in Paia
	4/13/2015		Added one (1) address in Paia
	4/13/2015		Added nine (9) addresses in Napili
	4/13/2015		Spatially corrected one (1) address in Napili
	4/13/2015		Spatially corrected one (1) address in Makawao
	4/13/2015		Added five (5) address points in Makawao
	4/13/2015		Spatially corrected one (1) address in Lahaina
	4/13/2015		Added four (4) addresses in Lahaina
	4/13/2015		Added one (1) address in Kula
	4/13/2015		Added twenty-three (23) addresses in Kihei
	4/13/2015		Spatially corrected two (2) address points in Kihei
	4/13/2015		Spatially corrected seven (7) address points in Kahului
	4/13/2015		Spatially corrected three (3) address points in Haiku
	4/13/2015		Added two (2) addresses in Haiku
	4/9/2015		Added two (2) addresses in Makawao
	4/9/2015		Spatially corrected four (4) address points in Makawao
		04/08/15	
	4/7/2015		Spatially corrected one hundred six (106) address points in Waiehu
	4/7/2015		Added one (1) address in Lahaina
	4/6/2015		Spatially corrected thirty-six (36) address points in Wailuku
	4/2/2015		Added two (2) addresses in Haiku
	4/2/2015		Added one (1) address in Lahaina
	4/2/2015		Spatially corrected sixty-seven (67) address points in Waihee
	4/1/2015		Added two (2) addresses in Haiku
	4/1/2015		Added two (2) addresses in Kahului
	4/1/2015		Spatially corrected two (2) address points in Kahului
	4/1/2015		Changed location name of one (1) address in Kapalua
	4/1/2015		Added three (3) addresses in Kaunakakai
	4/1/2015		Corrected spelling of location name for one (1) address in Kihei
	4/1/2015		Spatially corrected three (3) address points in Lahaina

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/1/2015		Corrected location name of one (1) address point in Lahaina
	4/1/2015		Spatially corrected one (1) address point in Makawao
	4/1/2015		Added one (1) address in Makawao
	4/1/2015		Spatially corrected seven (7) address points in Waihee
	4/1/2015		Corrected location name spelling for one (1) address point in Wailea
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names		04/08/15	
	4/2/2015		Added two (2) coastal names in Kapalua
	4/1/2015		Corrected spelling of one (1) coastal name in Kapalua
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		04/08/15	
	4/3/2015		Modified boundary of ESN 311 & 312 to spatially corrected street centerlines
	4/2/2015		Modified boundary of ESN 311 & 312 to spatially corrected street centerlines
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes		04/22/15	
	4/1/2015		Changed gate code for Kaheawa Wind Farm per Maui Dispatch
Government Buildings			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging		04/08/15	
	4/1/2015		Changed hotel name to Montage Kapalua per Maui Dispatch
Major Roads			
Medic Beats			
Medic Districts			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		04/08/15	
	4/3/2015		Modified boundary between Wailuku and Waiehu to spatially corrected street centerlines
	4/2/2015		Modified boundary between Wailuku and Waiehu to spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	4/30/2015		Corrected name of one (1) POI and spatially corrected and corrected address for one (1) POI
		04/22/15	
	4/21/2015		Added six (6) and spatially corrected eight (8) Points of Interest
		04/08/15	
	4/1/2015		Added nine (9) gas stations in Lahaina, Napili, Wailuku, Hana and Kahului. Changed one (1) hotel name in Kapalua. Corrected spelling of one (1) coastal name in Kapalua.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	4/30/2015		Added one (1) new street centerline in Kula, Hoomaikai Pl
	4/30/2015		Spatially corrected five (5) street centerline segments in Wailuku
	4/29/2015		Spatially corrected twenty-two (20) street centerline segments in Waikapu
	4/29/2015		Spatially corrected three (3) street centerline segments in Wailuku
	4/28/2015		Spatially corrected forty-four (44) street centerline segments in Wailuku
	4/27/2015		Spatially corrected twenty-four (24) street centerline segments in Wailuku
		04/22/15	
	4/22/2015		Spatially corrected twenty-eight (28) street centerline segments in Waikapu

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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 Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	4/21/2015		Modified one (1) street centerline range in Lanai
	4/21/2015		Spatially corrected three (3) street centerlines in Maalaea
	4/21/2015		Spatially corrected forty (40) street centerline segments in Wailuku
	4/17/2015		Added one (1) street centerline segment in Kualapuu
	4/16/2015		Spatially corrected three (3) street centerline segments in Pukalani
	4/16/2015		Spatially corrected one (1) street centerline segment in Kihei
	4/13/2015		Spatially corrected eight (8) street centerline segments in Kahului
		04/08/15	
	4/8/2015		Spatially corrected forty-four (44) street centerline segments in Wailuku
	4/6/2015		Spatially corrected forty-seven (47) street centerline segments in Wailuku
	4/3/2015		Spatially corrected three (3) street centerline segments in Waiehu
	4/3/2015		Spatially corrected twenty-four (24) street centerline segments in Wailuku
	4/2/2015		Spatially corrected seven (7) street centerline segments in Waihee
	4/1/2015		Spatially corrected sixteen (16) street centerline segments in Waihee
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
	4/24/2015		Per VZW CRS
		04/22/15	
WSP Cell Towers			
	4/24/2015		Per VZW CRS
		04/22/15	

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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
4/22/2015	Uploaded updated Address Points, Gate Codes, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers into PowerMap
4/22/2015	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
4/16/2015	MapFlex deliverable including the following updated layers: Address Points, Cell Sectors, Cell Towers, Coastal Names, Common Places, ESN, Lodging, MSAG Communities, Street Centerlines
4/8/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map, which included updated Address Points, Coastal Names, Lodging, Points of Interest, Street Centerlines and WSP Cell Towers.
4/8/2015	Uploaded Address Points, Street Centerlines, MSAG Communities, Lodging, Points of Interests, WSP Cell Towers and WSP Cell Sectors for a PowerMap update

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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 April 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
Address Points	Addition	316	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	490	Corrected location of address point, recalculated x/y
	Correction	0	Correction of address
	Change	0	DSA reassigns an address
	MSAG Community Correction	0	Corrected MSAG Community
	Location Name	4	Added or Changed Location Name
Response Boundaries	Spatially Corrected	8	Boundary corrections to match spatially corrected street centerlines. Layers include ESN and MSAG Community.
Street Centerlines	Addition	2	Added a street centerline segment
	Range Segments	1	Modification of a range
	Spatially Corrected	320	Corrected using Pictometry
	Partial Spatial Correction	0	Corrected using Pictometry
	Flipped	0	Corrected direction segment was drawn

NOTE:

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

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INTERGRAPH CAD UPGRADE

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

1. Akimeka successfully delivered an updated Intergraph CAD map on April 8, 2015 which included:
    a. Address Points, Coastal Names, Lodging, 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
2. On April 22, 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 May 2015, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

Maui County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP APRIL 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 April 2015.

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

MAUI PSAP				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	2	2	0	1	1	1	1
February	0	0	0	0	0	0	0
March	4	3	1	0	0	4	3
April	1	1	1	1	1	0	0
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	**7**	**6**	**1**	**2**	**2**	**5**	**4**

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

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OPEN SERVICE REQUESTS – MOLOKAI PSAP APRIL 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP for April 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	1	1	0	0	0	1	1
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	**2**	**2**	**0**	**0**	**0**	**2**	**2**

Note:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization is June 2015

AUDIT SUMMARY RESULTS – 2015 --TBA

MSAG AUDIT SUMMARY RESULTS – JUNE 1, 2015 - MARCH 1, 2015 --TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT --TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – APRIL 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
April	79,337	18,532	23.36%	58,075	73.20%	49.98%	23.22%	2,674	3.37%	56	0.07%	1,135	1.43%	11,885	14.98%	625	0.79%

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	18,699	24.27%	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	19,837	23.94%	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	79,337	18,532	23.36%	58,075	73.20%	49.98%	23.22%	2,674	3.37%	56	0.07%	1,135	1.43%	11,885	14.98%	625	0.79%
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	321,573	76,860		233,620				10,868		225		7,382		45,669		2,517	
MON AVG	80,393	19,215	23.90%	58,405	72.65%	49.86%	22.80%	2,717	3.38%	56	0.07%	1,846	2.29%	11,417	14.20%	629	0.78%

NOTE:

- ***Calls with no Ali 0.07% - Statewide average = 0.95%***
- ***Wireline totals for February and March have been adjusted per HPD audit.***

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9-1-1 CALL VOLUME BY AGENCY – APRIL 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
April	69,768	87.94%	20,453	36,574	856	11,885	2,223	2.80%	89	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
April	6,686	8.43%	156	154	35	0.04%	34	6

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	69,768	87.94%	20,453	36,574	856	11,885	2,223	2.80%	89	0	6,686	8.43%	156	154	35	0.04%	34	6
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	275,776		78,215	147,708	4,184	45,669	10,326		402	0	32,696		2,544	439	258		252	29
MON AVG	68,944	85.76%	19,554	36,927	1,046	11,417	2,582	3.21%	101	0	8,174	10.17%	636	110	65	0.08%	63	7

Oahu Civilian E9-1-1 Status Report

April 1, 2015 - April 30, 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

FYI …….. For Your Information

Femtocell 911 calls……..

Hawaii PSAPs are receiving Femtocell 911 calls that appears on the ALI screen like this example below.

```
Tel. #...............: 808
CallingNumber........: [redacted]
Telc.................: ATTMO
Class................: WPH2
Caller...............: FIXED ATTMO 8006356840 OPT4
Main #...............: 808-511-6097
Address..............: [redacted] OLOWALU VILLAGE RD, LAHAINA,
ESN..................: 305 -
Responder............: POLICE:WIRELESS CALLER FIRE:VERIFY LOC MEDICAL:
X Long...............: -156.622918
Y Lat................: +020.811914
Time.................: 12:04
COF..................: 0000109
COP..................: 090
```

Wireless Class of Service with no Cell Tower information.

NOTES:

Femtocells are signal boosters for cell phones. They function as mini Cell Towers that AT&T, Verizon, and Sprint sell to their customers to install in their homes or offices to increase their cell phone coverage signal. This device is plugged into a broadband (internet) network and only telephone numbers authorized by the owner has access to this service. Similar to VoIP service, it is the owner's responsibility to enter the address of this device that will appear on the ALI screen. There is no address validation process. The device has an internal GPS so the X&Y coordinates shown on the ALI screen is where the device is located and not necessarily where the caller is located. However, the range of the device is only about 33 feet (10 meters) so someone outside of the house or office is more likely to call on a regular Cell Tower.

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WIRELESS PSAP TESTING – APRIL 2015

OAHU CIVILIAN - APRIL 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
4/6/2015	AT&T	1	16	Oahu PSAP	6 Pass	8 Pearl Harbor Sites/2 unk
4/6/2015	Verizon	2	12	Oahu PSAP	Pass	LTE sites
4/30/2015	Verizon	2	8	Oahu PSAP	Pass	LTE sites

NOTES:

- **There were three (3) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in April 2015.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – APRIL 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
APR	1,014	988	7	3	5	11	25,238

MSAG CURRENT MONTH NOTES:

A total of **1,684** MSAG transactions were processed in 9-1-1 Net during the month of April 2015. **1,014** requests were processed relating to the MSAG database, and **670** requests relating to the ALI database (see ALI Transaction chart on next page). There were **25,238** 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	1,014	988	7	3	5	11	25,238
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,776	1,711	10	25	7	23	46,216
AVG PER MONTH	444	428	3	6	2	6	11,554

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ALI TRANSACTIONS CURRENT MONTH – APRIL 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
APR	670	669	1	0	285	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

669 Telephone Number Change Requests (TN CR) and one ALI-DR was 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 285 Open Telephone Number Change Requests as of April 30, 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.

There are zero (0) Open ALI-DRs as of April 30, 2015.

There are zero (0) Open VoIP DRs as of April 30, 2015.

Oahu Civilian E9-1-1 Status Report

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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	670	669	1	0	285	0	0
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,481	1,477	4	0			
AVG PER MONTH	370	369	1	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	285	12	173	100

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

Oahu Civilian E9-1-1 Status Report

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MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

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

Below is the latest Phase VII work effort as of **April 30, 2015**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14			
Punaluu	11/10/14	11/11/14	11/05/14		11/14/14	11/21/14
Hauula	11/12/14	11/17/14	11/06/14			
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14		11/28/14	12/08/14
Sunset	12/03/14	12/10/14	12/08/14		12/12/14	12/18/14
Haleiwa	12/12/14	12/24/14	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	02/05/15
Wahiawa	01/02/15	01/21/15	02/03/15		02/06/15	02/13/15
Waialua	01/22/15	01/29/15	02/09/15		02/19/15	02/25/15
Mokuleia	01/30/15	02/05/15	02/12/15			
Kalanianaole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15			

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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	04/02/15
Maili	03/25/15	04/02/15	03/17/15			
Nanakuli	04/03/15	04/13/15	03/27/15		04/06/15	04/17/15
Makakilo	04/14/15	04/28/15	04/15/15		04/17/15	04/29/15
Kapolei	04/29/15	05/21/15	IN PROGRESS			
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

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – APRIL 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 Created/ Edits Performed	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/27/2015		Added one (1) new address point in Kaneohe
	4/27/2015		Corrected three (3) addresses in Kahala
	4/27/2015		Corrected three (3) addresses in Kaneohe
	4/27/2015		Corrected one (1) address in Manoa
	4/27/2015		Corrected two (2) addresses in Sunset
	4/23/2015		Deleted two (2) address points in Laie
	4/23/2015		Spatially corrected two (2) address points in Laie
	4/23/2015		Corrected four (4) addresses in Laie
	4/23/2015		Corrected one (1) address in Kaneohe
	4/23/2015		Added one (1) new address point in Moanalua T
	4/23/2015		Added one (1) new address point in Kapolei
	4/23/2015		Added one (1) new address point in Kalaeloa
	4/23/2015		Added four (4) new address points in Laie
	4/23/2015		Added seven (7) new address points in Kaneohe
	4/22/2015		Added seven (7) new address points in Maili
	4/22/2015		Added two (2) new address points in Laie
	4/22/2015		Added three (3) new address points in Makaha
	4/22/2015		Added one (1) new address point in Makakilo
	4/22/2015		Added four (4) new address points in Makiki
	4/22/2015		Corrected three (3) addresses in Makiki
	4/22/2015		Corrected one (1) address in Makakilo
	4/22/2015		Corrected one (1) address in Maili
	4/22/2015		Corrected one (1) address in Makaha
	4/21/2015		Deleted three (3) address points in Mililani
	4/21/2015		Corrected (20) addresses in Mililani
	4/21/2015		Corrected five (5) addresses in Manoa
	4/21/2015		Corrected one (1) address in Kapolei
	4/21/2015		Corrected one (1) address in Kapahulu
	4/21/2015		Added ten (10) new address points in Mililani
	4/21/2015		Added ten (10) new address points in McCully
	4/21/2015		Added one (1) new address point in Mapunapuna
	4/21/2015		Added one (1) new address point in Makiki
	4/21/2015		Added eight (8) new address point in Kapolei
	4/21/2015		Added five (5) new address points in Kapahulu
	4/21/2015		Added fifteen (15) new address points in Manoa
	4/20/2015		Corrected two (2) addresses in Sunset

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/20/2015		Corrected one (1) address in Moanalua V
	4/20/2015		Corrected five (5) addresses in Nanakuli
	4/20/2015		Spatially corrected two (2) address points in Sunset
	4/20/2015		Added one (1) new address point in Salt Lake
	4/20/2015		Added two (2) new address points in Mokuleia
	4/20/2015		Added two (2) new address points in Punchbowl
	4/20/2015		Added three (3) new address points in Moanalua
	4/20/2015		Added five (5) new address points in Punaluu
	4/20/2015		Added five (5) new address points in Miller Pk
	4/20/2015		Added six (6) new address points in Nanakuli
	4/20/2015		Added nine (9) new address points in Mililani
	4/20/2015		Added five (5) new address points in Sunset
		04/17/15	
	4/17/2015		Deleted one (1) address point in Sunset
	4/17/2015		Corrected two (2) addresses in Waialae
	4/17/2015		Corrected one (1) address in Waialua
	4/17/2015		Corrected three (3) addresses in Sunset
	4/17/2015		Added two (2) new address points in Sunset
	4/17/2015		Added one (1) new address point in Wahiawa
	4/17/2015		Added eight (8) new address points in Waialae
	4/17/2015		Added six (6) new address points in Waialua
	4/17/2015		Added nine (9) new address points in Waianae
	4/16/2015		Spatially corrected four (4) address points in Waipahu
	4/16/2015		Deleted one (1) address point in Waipahu
	4/16/2015		Populated ESN field for address points in ESNs 170-174
	4/16/2015		Corrected two (2) addresses in Waipahu
	4/16/2015		Corrected one (1) address in Honolulu
	4/16/2015		Added one (1) new address point in Nanakuli
	4/16/2015		Added three (3) new address points in Waianae
	4/16/2015		Added six (6) new address points in Waikiki
	4/16/2015		Added sixty-two (62) new address points in Waipahu
	4/15/2015		Added routing ID to forty-eight (48) address points in Makakilo
	4/15/2015		Deleted one (1) address point in Wahiawa
	4/15/2015		Added fifteen (15) new address points in Wahiawa
	4/15/2015		Spatially corrected one (1) address point in Wahiawa
	4/15/2015		Corrected three (3) addresses in Wahiawa

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	4/13/2015		Populated ESN field for address points in ESNs 175, 176, & 177
	4/13/2015		Corrected one (1) address in Kalihi
	4/13/2015		Added fifteen (15) new address points in Kalihi
	4/13/2015		Added nineteen (19) new address points in Wahiawa
	4/10/2015		Corrected two (2) addresses in Kahuku
	4/10/2015		Added five (5) new address points in Kaaawa
	4/10/2015		Added four (4) new address points in Kahaluu
	4/10/2015		Added four (4) new address points in Kahuku
	4/10/2015		Added eleven (11) new address points in Kalihi
		04/06/15	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	4/23/2015		Spatially corrected one (1) common place in Kaneohe
		04/17/15	
	4/16/2015		Spatially corrected eight (8) common places in Waipahu
	4/16/2015		Populated ESN field for common places in ESNs 170-174
	4/14/2015		Spatially corrected one (1) common place in Kunia

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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		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places	4/13/2015		Populated ESN field for common places in ESNs 175, 176, & 177
		04/06/15	
	4/6/2015		Spatially corrected one (1) common place in Moanalua V
	4/6/2015		Spatially corrected one (1) common place in Waipahu
	4/3/2015		Added six (6) new common places in Airport per the GIS Corrections spreadsheet
	4/3/2015		Deleted one (1) common place in Kakaako
	4/3/2015		Updated name for one (1) common place in Waipahu per the GIS Corrections spreadsheet
	4/3/2015		Corrected address for one (1) common place in Kapolei per the GIS Corrections spreadsheet
	4/3/2015		Added seventeen (17) new common places in Aiea per the GIS Corrections spreadsheet
	4/3/2015		Added three (3) new common places in Ewa Beach per the GIS Corrections spreadsheet
	4/3/2015		Added one (1) new common place in Kalihi per the GIS Corrections spreadsheet
	4/3/2015		Added three (3) new common places in Moanalua V per the GIS Corrections spreadsheet
	4/3/2015		Added eleven (11) new common places in Kapolei per the GIS Corrections spreadsheet
	4/3/2015		Added two (2) new common places in Pearl City per the GIS Corrections spreadsheet
	4/3/2015		Added eight (8) new common places in Waipahu per the GIS Corrections spreadsheet
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
ESZ/ESN	4/28/2015		Corrected ESN 136/141 boundary
	4/27/2015		Corrected ESN 160 at military fence line
	4/21/2015		Corrected ESN 130/161 boundary
	4/20/2015		Corrected ESN 134/136/137 boundaries
		04/17/15	
	4/14/2015		Corrected ESN 157/162 boundary
	4/14/2015		Corrected ESN 157/162 boundary
	4/14/2015		Corrected ESN 158/149/162 boundaries
	4/14/2015		Corrected ESN 148/149 boundary
		04/06/15	
	4/6/2015		Corrected ESN 131/132 boundary
	4/6/2015		Corrected ESN 161/132 boundary
Fire Beats			
Fire Districts			
Fire Response Areas	4/21/2015		Corrected STA8/STA10 boundary
	4/20/2015		Corrected STA12/STA42 boundary
		04/17/15	
	4/14/2015		Corrected STA14/STA16/STA26 boundaries
	4/14/2015		Corrected STA36/STA41 boundary
		04/06/15	
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

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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.

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

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Districts			
Medic Response Areas	4/20/2015		Corrected MED22/MED10 boundary
		04/17/15	
	4/14/2015		Corrected MED6/MED7/MED12 boundaries
	4/14/2015		Corrected MED 7/MED 21
	4/14/2015		Corrected MED16/MED21
		04/06/15	
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	4/28/2015		Corrected Waipahu/Ewa Beach boundary
	4/21/2015		Corrected Aiea/Pearl Hbr boundary
		04/17/15	
	4/14/2015		Corrected Wahiawa/Helemano boundary
	4/14/2015		Corrected Wahiawa/Schofield boundary
	4/14/2015		Corrected Waialua/Schofield/Makaha boundaries
		04/06/15	
	4/6/2015		Corrected PC PEN/Pearl Hbr boundary
Net Junctions		**04/09/15**	
	4/9/2015		Populated Net Junctions with the latest MSAG Community and Police beat updates
Ocean Rescue Boundaries			

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats	4/28/2015		Corrected Beat 877/350 at Fort Weaver Rd
	4/21/2015		Corrected Police Beat 380 according to the HPD written Policies and Procedures
		04/17/15	
	4/14/2015		Corrected 266/264/850 boundary
	4/14/2015		Corrected Beat 587/858 boundary
		04/06/15	
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	4/29/2015		Deleted one (1) segment of Kamaaha Ave in Kapolei
	4/29/2015		Split one (1) street segment at a police beat boundary in Waikiki
	4/29/2015		Spatially corrected ninety-five (95) street segments in Kapolei
	4/28/2015		Deleted one (1) segment of Awaawahea Pl in Kapolei
	4/28/2015		Corrected range for one (1) street segment in Kapolei
	4/28/2015		Spatially corrected fifty-one (51) street segments in Kapolei
	4/27/2015		Corrected one (1) address in Mililani
	4/27/2015		Corrected street name for two (2) street segments in Schofield
	4/27/2015		Corrected street name for two (2) street segments in Hickam
	4/27/2015		Corrected street name for twenty-two (22) street segments in AMR
	4/27/2015		Split one (1) street segment at the Hawaii Kai/Waimanalo community boundary
	4/27/2015		Spatially corrected thirty-five (35) street segments in Kapolei
	4/27/2015		Split two (2) street segments in Kapolei
	4/21/2015		Flipped one (1) street segment in McCully
	4/20/2015		Deleted one (1) segment of MFE in Aiea
	4/20/2015		Added two (2) new street segments in Aiea
	4/20/2015		Split three (3) street segments in Aiea
	4/20/2015		Spatially corrected fourteen (14) street segments in Aiea
		04/17/15	
	4/16/2015		Populated ESN fields for street segments in ESNs 170-174
	4/15/2015		Added twenty-five (25) ingresses in Makakilo
	4/15/2015		Split three (3) street segments in Makakilo
	4/15/2015		Deleted one (1) segment of Farrington Hwy in Kapolei
	4/15/2015		Corrected range for one (1) segment of Farrington Hwy in Kapolei
	4/14/2015		Deleted eight (8) street segments in Schofield
	4/14/2015		Deleted one (1) segment of Kualakai Pkwy in Makakilo
	4/14/2015		Split nine (9) street segments at ESN boundaries in Kapolei
	4/14/2015		Corrected range for one (1) segment of Farrington Hwy in Kapolei
	4/14/2015		Split one (1) segment of Kunia Rd at ESN boundary in Kunia
	4/14/2015		Split one (1) segment of Palehua Rd at ESN boundary in Makakilo
	4/14/2015		Corrected range for four (4) street segments in Manoa
	4/14/2015		Corrected street name for one (1) street segment in Manoa
	4/14/2015		Split eleven (11) street segments at ESN boundaries in Mililani
	4/13/2015		Populated ESN fields for street segments in ESNs 175, 176, & 177
	4/10/2015		Split one (1) segment of Kam Hwy at the Kailua/Kaneohe community boundary

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	4/10/2015		Corrected range for two (2) street segments in Kaneohe
	4/9/2015		Split one (1) street segment at ESN boundary at the Haleiwa/Wahiawa community boundary
	4/9/2015		Split one (1) street segment at ESN boundary in Kunia
	4/9/2015		Split one (1) street segment at ESN boundary at the Wahiawa/Waialua community boundary
	4/9/2015		Split one (1) street segment at ESN boundary in Mililani
	4/9/2015		Split two (2) street segments at ESN boundaries in Haleiwa
	4/9/2015		Split one (1) street segment at ESN boundary at the Schofield/Mililani community boundary
	4/9/2015		Corrected range for two (2) segments of Higgins Rd in Mililani
	4/8/2015		Split (2) street segments at ESN boundaries at the Kahuku RNG/Kahuku community boundary
	4/8/2015		Split two (2) street segments at ESN boundaries at the Aiea/Kaneohe community boundary
	4/8/2015		Split five (5) street segments at ESN boundaries in Haleiwa
	4/8/2015		Split four (4) street segments at ESN boundaries in Laie
	4/8/2015		Split three (3) street segments at ESN boundaries in Sunset
	4/8/2015		Split one (1) street segment at ESN boundary in Kaneohe
	4/8/2015		Split one (1) street segment at ESN boundary in Kailua
	4/8/2015		Split one (1) street segment at ESN boundary in Mililani
	4/7/2015		Spatially corrected one (1) street segment in Pearl Harbor
	4/7/2015		Corrected range for one (1) segment of Twin View Dr in Nuuanu
	4/7/2015		Corrected range for one (1) segment of Twin View Dr at the Nuuanu/Kalihi community boundary
	4/7/2015		Split one (1) segment of Kapolei Pkwy in Kapolei
	4/7/2015		Added seventy-eight (78) ingresses in Makakilo
	4/7/2015		Split eight (8) street segments in Makakilo
	4/7/2015		Added twenty-four (24) street segments in Kapolei
		04/06/15	
	4/6/2015		Spatially corrected twenty-seven (27) street segments in Makakilo
	4/6/2015		Split two (2) segments of Palahia St in Makakilo
	4/6/2015		Added fifty-one (51) ingresses in Makakilo
	4/2/2015		Spatially corrected ninety-six (96) street segments in Makakilo
	4/1/2015		Spatially corrected forty-eight (48) street segments in Makakilo
Subdivisions			

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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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**04/27/15**	
	4/22/2015		Per ATT CRS
		04/20/15	
		04/13/15	
		04/06/15	
	4/6/2015		Per VZW CRS
WSP Cell Towers		**04/27/15**	
	4/22/2015		Per ATT CRS
		04/20/15	
		04/13/15	
		04/06/15	
	4/6/2015		Per VZW CRS

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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
4/30/2015	Attended meeting with HPD and Motorola to discuss Premier One requirements. Considering some of the limitations with Address Verification and that the Address Points function are used only in a closest proximity scenario, Akimeka made recommendation to configure Street Centerlines and Common Places as the Address Verification features and leave Address Points as a map display layer only. Agreement was made that this would be the best solution until there may be future development in Premier One to allow Addresses to be tied to Street segments not just "closest to".
4/30/2015	Attended meeting with HPD to run through GIS upload process into Motorola Advance Tactical Map (ATM) display. The primary objective was to provide a map update with the visual changes, especially with MSAG Communities (CITY) and Police Beats (POLICE). Changes were successfully packaged and delivered into a test system. HPD will validate the displayed information and if successful, the new maps will be pushed to each workstation. At that point, it will be the first time the new MSAG Communities will be displayed in HPD's CAD system map.
4/27/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
4/24/2015	Attended meeting with HPD to run through GIS upload procedure in the Motorola CAD. New procedures were followed using the new MSAG Communities and Police Beats. This new procedure is intended to enhance the system performance and reduce the number of processing steps during upload procedure.
4/22/2015	Attended meeting with HPD and Motorola to discuss Premier One requirements. Follow up meeting scheduled for following Thursday so Motorola GIS contact can join discussion. Motorola will send updated requirements document.
4/22/2015	Attended meeting with HPD and DPP to discuss Zip Codes updates, Address Point standards, and brief Akimeka project status.
4/20/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
4/17/2015	Street Centerlines, Common Places, Police Beats, Police Subbeats, MSAG Communities, Zip Codes, Tow Boundaries, Water Boundaries to HPD for Motorola CAD
4/17/2015	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
4/17/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
4/13/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
4/9/2015	Net Junctions with the latest MSAG Community and Police Beat updates
4/6/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
4/6/2015	Street Centerlines and Common Places to HPD for Motorola CAD
4/6/2015	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
4/6/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

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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 April 2015.

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 April 2015. Akimeka completed an additional one (1) Police Beat (380) and performed routine maintenance on seven (7) other Police Beat boundaries.

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.

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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.
10. Throughout April, 2015, Akimeka continued processing ESN transactions in the MSAG database and GIS database, coordinating changes between both in an effort to keep synchronized.

Oahu Civilian E9-1-1 Status Report

April 1, 2015 - April 30, 2015

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT														
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN	Status	NOTES COMMENTS	TOTAL MSAG RECORDS
Waimanalo	03/16/15	184	100%	183	100%									Complete	112
Kailua	03/19/15	182	100%	181	100%	180	100%	177	100%	176	100%			Complete	386
Kaneohe	03/31/15	182	100%	180	100%	179	100%	177	100%	176	100%	175	100%	Complete	514
Kahaluu	04/15/15	175	100%	174	100%									Complete	35
Kaaawa	04/16/15	173	100%											Complete	24
Punaluu	04/16/15	172	100%											Complete	9
Hauula	04/17/15	172	100%											Complete	31
Laie	04/20/15	172	100%	171	100%									Complete	21
Kahuku	04/21/15	171	100%											Complete	42
Kahuku Range	04/22/15	165												Military	
Sunset	04/23/15	170	100%	159	100%									Complete	59
Haleiwa	04/27/15	159	90%	158	90%									In Progress	45
Wahiawa	04/29/15	157	77%											In Progress	199
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

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MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT continued														
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN	Status	NOTES COMMENTS	TOTAL MSAG RECORDS
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

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MAPFLEX DEPLOYMENT

During the month of April 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

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
10. During the month of April 2015, there were no issues reported in Honolulu with regards to their MapFlex deployment. Intrado continued working on installations with HPD, HFD, and EMS.
11. Items pertaining to the Neighbor Islands but relevant to the GIS upload process in MapFlex are below.
    (a) On April 6, 2015, Akimeka contacted the Senior Project Manager of Intrado to get a status on MapFlex, considering the last known update provided was in late February and Akimeka needed to determine when GIS deliverables were going to be needed in the MapFlex system.
        (i) Akimeka also requested a status on the display of Phase I wireless calls. The last known status from the PSAPs reported that the display was still not appearing.
        (ii) Akimeka did not hear back from Intrado, so on April 10, 2015, Akimeka's GIS Manager followed up to get a status. It was mentioned in the email that it is important for Akimeka to identify what data is live in the MapFlex system so wireless testing can be scheduled.
    (b) On April 13, 2015, Akimeka received a reply form Intrado that they will find out where they are with the automated process for updates.
    (c) On April 16, 2015, Intrado notified Akimeka that the automated process was still not configured but wanted to request on behalf of the PSAPs, the latest GIS data since data from Akimeka had been sitting on Intrado's MapFlex ftp server since February 26, 2015 and had not made it to the workstations.
        (i) Intrado mentioned they will do need to do a manual update for each workstation in order to provide updated data from Akimeka.
    (d) On April 16, 2015, Akimeka posted GIS data for Maui County, Hawaii County, and Kauai County onto the secure ftp site.
        (i) Akimeka made mention during the communication of data, that this set of data corresponds with the last data uploads for other systems. Data was provided with the same timestamp so that the GIS data would be consistent across all systems.
        (ii) Akimeka did recommend when Intrado does their manual update process on the workstations, that they upload the February 26, 2015 GIS data that has been sitting on their MapFlex ftp site first so important updates can take place. There were many important updates for each of the PSAPs that were outside of their "typical" contract deliverables, such as updated Lava Flows for Hawaii County, new Police Beats for Kauai County, and updated Police and Fire Response Areas in Maui County.
        (iii) Throughout the remainder of April 2015, Intrado continued to work on identifying ways to perform the manual updates on each of the County MapFlex systems.
    (e) As of April 30, 2015, there has not been a status provided on whether the data has reached each workstation or not.

Oahu Civilian E9-1-1 Status Report

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PREMIER ONE MEETING WITH HPD, AKIMEKA, AND MOTOROLA

On April 22, 2015, HPD, Akimeka, and Motorola met to discuss the Premier One CAD system requirements and to have the opportunity to meet some of the new staff from Motorola on the Premier One project at HPD.

1. Updated Requirements
    a. A primary source of confusion in previous dialog with HPD, Akimeka, and Motorola was an inconsistency in the CAD system requirements. Using this meeting and new team approach, agreement was made to “start fresh” from the beginning and identify any new/updated requirements for the GIS data.
        i. Motorola agreed to send an updated copy of the Premier One CAD requirements
2. Duplicate Alias Records for Common Place Names
    a. Prior to the discussion, information identified by Motorola on duplicate Common Place aliases in the Premier One alias table had been sent over to Akimeka.
        i. Akimeka had reviewed the discrepancies and identified that these existed in the original extract of the current CAD, provided by Motorola. No maintenance had been initiated on the Common Place aliases until the entire process for Premier One had been documented.
3. A following meeting was scheduled for Thursday April 30, 2015, to discuss the requirements further when Motorola’s primary GIS resource assigned to the HPD Premier One project was available.
4. On April 30, 2015, HPD, Akimeka, and Motorola met to discuss the Premier One GIS requirements.
    a. Considering some of the limitations with Address Verification and that the Address Points function are used only in a closest proximity scenario, Akimeka made recommendation to configure Street Centerlines and Common Places as the Address Verification features and leave Address Points as a map display layer only.
        i. Agreement was made by HPD that this would be the best solution until there may be future development in Premier One to allow Addresses to be tied to Street segments not just "closest to".
    b. During the April 30, 2015 meeting, there was some further discussion on the duplicate aliases and it was identified that Motorola would take a second look at what would have been the source of the issue. Akimeka mentioned the cleanup is very easy once there is agreement to move forward.

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MOTOROLA CAD UPLOAD

Following the close of the MSAG Community and Street Segment Sweep – Phase VI, where the project was targeted for completing the change in MSAG Community names and through this process many updates to Police Beats, Zip Codes, Tow Boundaries, and coastlines for all polygon layers were made, it was agreed that it will be best if the updated data can be provided into the current CAD system. The pre-determination factor of this project does not only provide updated and much more accurate boundary layers into the CAD system for display, but the new process following the upload was estimated to cut out an entire section of the upload procedure.

1. On April 24, Akimeka met with HPD to run through the upload procedure for adding various polygon layers into the CAD system as an update.
    a. HPD and Akimeka reviewed the process needed for updated the GIS layers and proceeded with adding the latest Police Beats, MSAG Communities (most significant change), Police Subbeats, Zip Codes, Tow Boundaries, and Water boundaries.
    b. The process was successfully ran and the updated GIS data was processed without needing to perform alternate, "round about" procedures for processing the Net Junctions.
    c. HPD successfully eliminated approximately 30 pages of the upload procedure with this new process, and ultimately making it more accurate and efficient.
2. On April 30, HPD and Akimeka met to perform the final steps in preparing the updated boundary layers for input into the ATM (Advanced Tactical Map). This is the map display of the GIS data that allows the dispatcher to view the GIS data, if needed, and further pressed the importance in providing this update to the map view.
    a. HPD and Akimeka ran through the entire process of adding the updated polygon layers into the ATM configuration and successfully configured and packaged the data for addition to a testing system.
    b. HPD will validate the data on the workstation before sending updates to the other workstations.

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

April 1, 2015 - April 30, 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 March 31, 2015 and April 17, 2015. Below are the results of the comparison.

Street Utility Check				
	First Report 06/01/13	**3/31/2015**	**4/24/2015**	**Improvements/Corrections**
Total Number of GIS Records	26,602	27,557	27,879	Increased by 322 records
Errors Identified				
Zero Errors	5,112	539	560	Increased by 3.9% (21 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	1	2	Increased by 1 error
Address Overlap Errors	423	4	3	Decreased by 1 error
Flipped Link Errors	1,030	508	580	Increased by 14.2% (72 errors)
Total Errors	**9,303**	**1,052**	**1,145**	Increased by 8.8% (93 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.

4. E9-1-1 DATABASE SYNCHRONIZATION

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

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on April 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,541** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 1, 2015 for the Oahu Civilian PSAP are reported below.

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

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

Oahu Civilian E9-1-1 Status Report

April 1, 2015 - April 30, 2015

AUDIT SUMMARY RESULTS - 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of July 1, 2014		As of October 1, 2014		As of January 1, 2015		As of April 1, 2015	
		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 4-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,511		7,524		7,525		7,541	
Less: 9-1-1 MSAG Exception Records	(1)	118	1.6%	11	0.1%	27	0.4%	42	0.6%
Net 9-1-1 MSAG Records Eligible for Comparison		**7,393**		**7,513**		**7,498**		**7,499**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**7,364**	**99.6%**	**7,474**	**99.5%**	**7,476**	**99.7%**	**7,475**	**99.7%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	34	0.5%	19	0.3%	6	0.1%	21	0.3%
9-1-1 MSAG Record With No Matching GIS Record	(3)	7	0.1%	20	0.3%	16	0.2%	3	0.0%
Total 9-1-1 MSAG Records No Match		**41**	**0.6%**	**39**	**0.5%**	**22**	**0.3%**	**24**	**0.3%**

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

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

NOTES:

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

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

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

Oahu Civilian E9-1-1 Status Report

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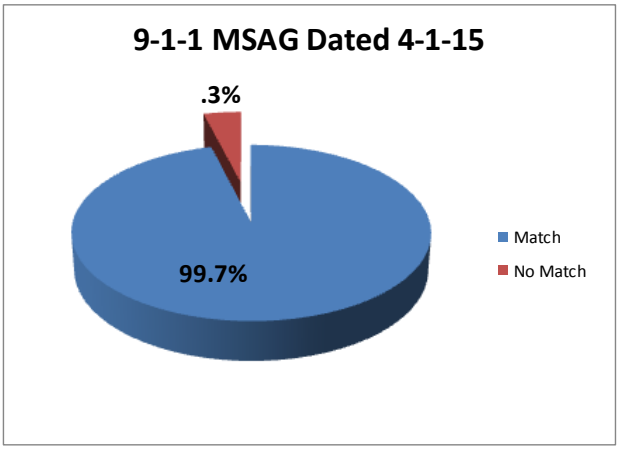
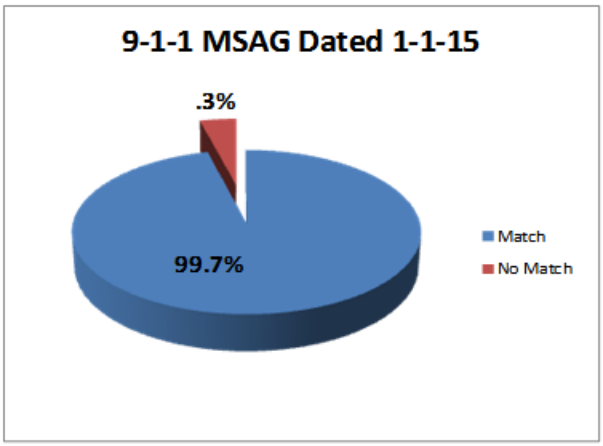
AUDIT SUMMARY RESULTS – APRIL 1, 2015 MSAG VS. JANUARY 1, 2015 MSAG





Oahu Civilian's level of accuracy or 9-1-1 Match percentage remained consistent with a 99.7% as of January 1, 2015 to 99.7% as of April 1, 2015.

The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community.

- As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- "MSAG - GIS Minor Corrections" increased 6 to 21 from January 2015 to April 2015. The increase in minor correction is primary due to records being modified to match the new ESN layer. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

Oahu Civilian E9-1-1 Status Report

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

- "MSAG Record With No GIS Record" were further reduced by **81%** (16 to 3) from January 2015 to April 2015 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.

- "GIS MSAG Records With No Matching E9-1-1 MSAG Record" decreased by **20%** (12 to 5) from January 2015 to April 2015. The decrease in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

- "GIS –Minor Corrections" increased 3 to 22 from January 2015 to April 2015. The increase in minor correction is primary due to records being modified to match the new ESN layer. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the July 2015 re-analysis.

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

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

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

Oahu Civilian E9-1-1 Status Report

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records			
	9-1-1 MSAG Dated 01-01-15		9-1-1 MSAG Dated 04-01-15	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 199	193	2.5%	154	2.0%

These invalid MSAG records represent **2.0%** of the Total MSAG records for the City & County of Honolulu as of the April 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

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

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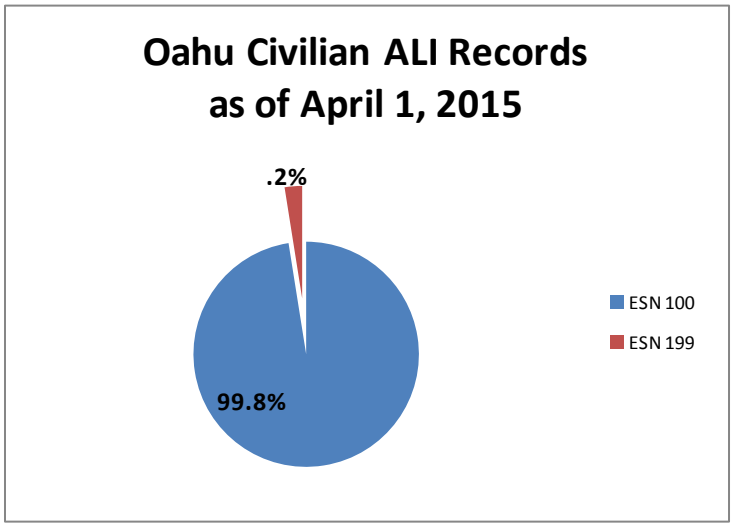
April 1, 2015 - April 30, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of April 1, 2015, there are **954** ALI records with an assigned ESN of 199, representing **.2%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



The number of Ali records with an ESN 199 records decreased by **19%** (1,176 to 954) from January 2015 to April 2015 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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