

STATE OF HAWAII

**Enhanced 911 Board
Communications, Technical and Finance Meeting
(Combined Meeting)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, August 13, 2015 (Combined meeting)
10am – 12 noon**

Agenda

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Review and Approval of Last Month's Meeting Minutes**
- V. Committee Updates by Committee Chairs**
 - a. Communications Committee – Steven Schutte
 - i. Formation of Executive Director Performance Evaluation committee-S. Schutte
 - ii. Legislative Investigative Committee update- Paul Ferreira
 - b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee update – Marshall Kanehailua
 - ii. FCC
 - 1. Comments on FCC Chairman Wheeler's Testimony.
 - 2. FCC 15-9 Location Accuracy Requirements Presentation – T. Ramirez
 - iii. Text-2-911 update
 - iv. Request for Approval:
 - 1. HPD requests modification of its FY 2016 approved workstation budget of \$65k to be partially expended for electrical & relocation of Viper equipment. The remainder of the unexpended budget will be applied toward the purchase of the originally budgeted workstations so as NTE the \$65k approved budget.
 - 2. MPD (1) - NENA Development Conference and Critical Issues Forum Training (Oct. 4-8, Austin, TX)-\$3,500.
 - v. Others

- c. Finance Committee – Kiman Wong
 - i. Acknowledgement of new committee members.
 - ii. Review of Monthly Cash Flow & Budget Financial Reports:
 - 1. FY 2015 Final - June 2015.
 - 2. FY 2016– July 2015.
 - iii. Request for (Revised) Funding Approval:
 - 1. HPD requests modification of its FY 2016 approved workstation budget of \$65k to be partially expended for electrical & relocation of Viper equipment. The remainder of the unexpended budget will be applied toward the purchase of the originally budgeted workstations so as NTE the \$65k approved budget.
 - 2. MPD (1)- NENA Development Conference and Critical Issues Forum Training (Oct. 4-8, Austin, TX)-\$3,500.
 - iv. Others- Request approval for pCard Usage for office supplies.

VI. PSAP Status Updates

- a. Kauai – Mark Begley
- b. Oahu – A. Nagata
- c. Molokai – D. Rickard
- d. Maui – J. Jakubczak
- e. Hawaii – Paul Ferreira

VII. Items for Discussion, Consideration and Action

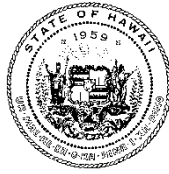
- a. 911 Timeline update.
- b. Others

VIII. Announcements

- a. Meeting dates (10:00am – 12 noon):
 - i. Thursday, September 10, 2015 (Combined meeting)
 - ii. Thursday, October 8, 2015 (Combined meeting)
 - iii. Thursday, November 12, 2015 (Combined meeting)
 - iv. Thursday, December 10, 2015 (Combined meeting)
- b. Others

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

X. Adjournment



STATE OF HAWAII

**E911 Communications, Technical and Finance
Meeting
(Combined Meeting)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
Thursday, August 13, 2015
10am – 12 noon**

Communications Committee members present: Steven Schutte (Chair), Paul Ferreira, Davlynn Racadio, Lavina Taovao, and Thalia Burns.

Communications Committee members absent: None.

Technical Committee members present: Thalia Burns (Chair), Clement Chan, Rob Gausepohl, John Jakubczak, Ahlan Leong, Eleni Papakiristis, Tony Ramirez, Steven Schutte and Kiman Wong.

Technical Committee members absent: Jeff Riewer, Gary Lum, Marshall Kanehailua, Dave Miyasaki and Kenison Tejada.

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

Finance Committee members absent: None

Staff members present: Courtney Tagupa, Stella Kam, and Kerry Yoneshige.

Guests: Travis Ing (HawPD), Dean Rickard (MPD), Bonnie Young MPD, Victoria Garcia (DoD SWIC), Tim Jenkins (Intrado), Eric Guerrero (Intrado), Ben Morgan (HT), Wayne Hiras (SIC), Alan Nagata (HPD), Dave Beck (Pictometry), Diana Chun (ESD), and Michael Otsuji (OIMT).

Meeting Minutes

I. Call to Order, Public Notice, Quorum

- a. The meeting was called to order by the Board Chair at 10:05pm
- b. Quorum was present for the Technical, Financial and Communications Committees.

II. Public testimony on all agenda items

- a. The Board Chair requested if anyone in attendance who wishes to testify on any of agenda items to please come forward; no one came forward.

III. Introductions

- a. The Board Chair requested that all in attendance to please introduce themselves.

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

- a. The Board Chair requested that the committee members review the meeting minutes of the July 9, 2015 meeting. Ms. Thalia Burns requested clarification of the amount requested by HawPD. Deputy Chief Ferreira stated that the amount encumbered for FY 2015 amounted to \$926k which was \$326k more than the approved total combined budgets of \$600k for FYs 2015 and 2016.
- b. Mr. Roy Irei motioned to approve the minutes of the July 9, 2015 meeting. The motion was seconded and approved by voice vote by all the committee members present.

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

- i. Formation of Executive Director Performance Evaluation committee-S. Schutte
 1. Mr. Schutte has accepted the position as chair of the ED performance evaluation committee to review performance every 3 months. Mr. Schutte stated that if anyone wishes to join the evaluation committee to please notify him. The following individuals were appointed as members of the ED performance evaluation committee:
 - a. Steven Schutte – Chair
 - b. Roy Irei
 - c. Davlynn Racadio
 - d.
- ii. Legislative Investigative Committee update- Paul Ferreira
 1. Mr. Paul Ferreira acknowledge that the LIC is focused on prepaid legislation to be a part of the administration legislative package. There will be a short timeframe to have the appropriate documents prepared for submission by early September. The LIC will be meeting prior to next month's meeting.

b. Technical Committee – Thalia Burns

- i. Investigative Regulatory Committee update – Marshall Kanehailua
 1. There was no update provided.
- ii. FCC
 1. Comments on FCC Chairman Wheeler's Testimony.
 - a. The Executive Director reviewed FCC Chairman Tom Wheeler's testimony to the House subcommittee on FCC oversight as it pertained to PSAP intra-state cooperation.
 2. Mr. Tony Ramirez provided a power point presentation on FCC 15-9 reporting requirements on dispatchable locations.
- iii. Text-2-911 update:
 1. Ms. Thalia Burns stated that the PSAPs completed the installation of Text-2-911 as well as the related training. The next component is education. A meeting is scheduled after the Board meeting to discuss the educational component and to partner with the service providers and come up with the best solution for community outreach. Acting Major Allan Nagata volunteered to lead this effort.
- iv. Request for Approval:
 1. HPD requests modification of its FY 2016 approved workstation budget of \$65k to be partially expended for electrical & relocation of Viper

equipment. The remainder of the unexpended budget will be applied toward the purchase of the originally budgeted workstations so as NTE the \$65k approved budget.

- a. The board decided that approval was not necessary and acknowledged their appreciation for the information.

2. MPD (1) - NENA Development Conference and Critical Issues Forum Training (Oct. 4-8, Austin, TX)-\$3,500.

- a. Mr. Kiman Wong motioned to approve the attendance at the NENA Development Conference and Critical Issues Forum Training for one MPD member in the amount of \$3,500 and send the matter to the finance committee for funding. The motion was seconded and approved by voice vote without discussion by all technical committee members present.

- v. Others – None

- c. Finance Committee – Kiman Wong

- i. Acknowledgement of new committee members.

1. The Finance Chair acknowledged that the existing members have graciously agreed to continue as finance committee members. Those members include:

- a. Kiman Wong, Chair, Mark Begley, Paul Ferreira, Lisa Hiraoka, Roy Irei and Randy Macadangdang.

- ii. Review of Monthly Cash Flow & Budget Financial Reports:

1. FY 2015 Final - June 2015.

- a. Mr. Kiman Wong reviewed the final FY2015 cash flow & budget report that could not be reviewed last month.

2. FY 2016– July 2015.

- a. Mr. Kiman Wong also reviewed the current monthly report for July 2015.

- iii. Request for (Revised) Funding Approval:

1. HPD requests modification of its FY 2016 approved workstation budget of \$65k to be partially expended for electrical & relocation of Viper equipment. The remainder of the unexpended budget will be applied toward the purchase of the originally budgeted workstations so as NTE the \$65k approved budget.

- a. No finance committee approval was necessary.

2. MPD (1) - NENA Development Conference and Critical Issues Forum Training (Oct. 4-8, Austin, TX)-\$3,500.

- a. Mr. Roy Irei motioned to recommended approval in the amount of \$3,500 for attendance by one MPD member at the NENA Development Conference and Critical Issues Forum Training to be forwarded to the board for final approval. The motion was seconded and approved by voice vote by all finance committee members present.

iv. Others- Request approval for pCard Usage for office supplies.

1. The Executive Director stated that the use of a pCard was required for purchases under \$2,500 by the State. Purchase cards will give the user access to discounts from the SPO's vendor master list. Mr. Kerry Yoneshige stated that the pCard system is well managed in that purchases are reviewed on a weekly basis and any inappropriate use of the pCard may result in discontinued use by the authorized user.
2. Mr. Roy Irei motioned to approve the pCard usage by the executive director for a maximum limit of \$10,000 per month with the stipulation that the Board be advised of purchases made with the pCard. This matter is to be referred to the Board for final approval. The motion was seconded and approved by voice vote by all finance committee members in attendance.

VI. PSAP Status Updates

- a. Kauai – Mark Begley – nothing to report
- b. Oahu – Allan Nagata –
 - i. CAD upgrade – still awaiting updates from corporation counsel, BFS, and Motorola.
 - ii. Smart911 – Congratulations were extended to Intrado and HawTel for the successful installation of the Smart911 application at all positions at the main station as well as the alternative call center. Testing and validation were successful as well. Training will be conducted at the end of the month with launch shortly thereafter.
- c. Molokai – Dean Rickard – nothing to report.
- d. Maui – John Jakubczak – nothing to report.
- e. Hawaii – Paul Ferreira
 - i. Sgt. Travis Ing mentioned that dialing “112” is being recommended as a substitute for 911. It was discovered that “112” is the European equivalent for 911. Some service carriers have provided the use of 112 for emergencies to accommodate visiting foreign subscribers.
 - ii. Blue Jay wireless appears to be operating in Hawaii but has not provided the PSAPs with the required data.

VII. Items for Discussion, Consideration and Action

- a. 911 Timeline update – no updates.
- b. Others –
 - i. Victoria Garcia (DoD SWIC) provided a briefing on the initial FirstNet consultation that took place during the past week which was well represented by all the counties and key governmental officials. Further FirstNet educational outreaches in Hawaii are scheduled in the near future.

VIII. Announcements

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 - ii. Thursday, October 8, 2015 (Combined meeting)
 - iii. Thursday, November 12, 2015 (Combined meeting)
 - iv. Thursday, December 10, 2015 (Combined meeting)
- b. Others- None

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

- a. The Board Chair asked if anyone in attendance who wishes to comment on issues not on the agenda for consideration for the Committee meeting agenda at the next meeting to please come forward; no one came forward.

X. Adjournment:

- a. The meeting was adjourned by voice vote at 11:24am.

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

Budget Analysis				
FY 2015-16	Actuals		Annual Budget	% of Budget Expended
	July	FY-T-D		
<i>Receipts:</i>				
Enhanced 911 Surcharge Collection	777,640		9,252,500	-
Interest Income			2,500	-
<i>Receipts</i>	777,640		9,255,000	-
<i>Disbursements:</i>				
New & Emerging Tech. Training	1,402		(246,650)	-
Non-Recurring Expenses			(2,719,400)	-
Recurring Expenses:				
Administration	(190)		(1,103,700)	-
Maintenance	1		(2,474,524)	-
Telecommunications	(69,795)		(2,146,289)	-
Other			(7,600)	-
			-	
<i>Disbursements</i>	(68,582)		(8,698,163)	-
<i>Net Receipts/(Disbursements)</i>	709,058	-	556,837	
Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	709,058	-		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)	(104,166)			314,834
FY 2012 (HFD/EDS/HPD)	(59,415)			692,018
FY 2014	(198)			1,521,408
FY 2015	(704,841)			3,825,768
Accounts Receivable (Offset)				2,952
Net Encumbrance Adds/(Paydown)	(868,619)	-		
Net Cash Inflow/(Outflow)	(159,561)	-		
Bank Balance Analysis:				
ADD: July 1, 2015 Beginning Balance	16,789,216			
Net Bank Balance	16,629,655			
Outstanding Ecumb/Accruals	(6,354,027)			
Unencumbered Cash Balance	10,275,628			

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

MONTH OF JULY 2015	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-	-	-	-	-	777,640	777,640
DISBURSEMENTS:							
6200 New & Emerg. Tech Train.							
6201 911 Goes to WashDC	0	0	0	0	0	0	0
6212 NASNA Conference	0	0	0	0	0	33	33
6214 Nena Conference	(2,588)	2,090	-	-	(1,070)	132	(1,435)
6228 HxGN Live Hexagon Conf	-	-	-	-	-	-	-
Total 6200 New & Emerg. Tech Train.	(2,588)	2,090	-	-	(1,070)	165	(1,402)
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.08 Board Member Travel	-	-	-	-	-	-	-
6401.12 NASNA Dues	-	-	-	-	-	150	150
6401.15 WSP Cost Recovery	-	-	-	-	-	-	-
6401.0101 Sprint/Nextel	-	-	-	-	-	-	-
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	-	-
6401.20 RCUH Contract	-	-	-	-	-	-	-
6402.21 Cell Phone Charges	-	-	-	-	-	110	110
6402.22 Office Supplies	-	-	-	-	-	(69)	(69)
Total 6401 ADMINISTRATION	-	-	-	-	-	190	190
6402 MAINTENANCE							
6402.02 Imagery Lic Agree	-	-	-	-	-	-	-
6402.07 0011 9-1-1MSAG Maint.	0	-	-	-	(1)	-	(0)
6402.08 CAD Maintenance	(0)	-	-	-	-	-	(0)
Total 6402 MAINTENANCE	(0)	-	-	-	(1)	-	(1)
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance	(3)	(59)	(110)	(35)	-	-	(207)
6403.0109 Telcom Trunk	0	(9,283)	(0)	-	78,907	-	69,624
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-	-	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-	-	377	-	377
Total 6403.01 Telcom Charges	(2)	(9,342)	(110)	(35)	79,284	-	69,795
Total 6403 Other RECURRING	(2)	(9,342)	(110)	(35)	79,284	-	69,795
Total 6400 RECURRING EXPENSES	(2)	(9,342)	(110)	(35)	79,283	190	69,985
Total DISBURSEMENTS	(2,590)	(7,251)	(110)	(35)	78,214	355	68,582

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

<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Molokai	Kauai	Hawaii	Admin	Total	July Paydown
CAD Upgrade:				314,834			314,834	104,166
<i>FY 2012 Encumbrances:</i>							-	
CAD Upgrades:								
EMS/FIRE	(3,374)						(3,374)	59,415
HPD	695,392						695,392	-
Total FY 2012 Encumbrances	692,018	-		-	-	-	692,018	59,415
<i>FY 2014 Accruals</i>								
CAD Upgrade					1,500,000		1,500,000	-
AG Legal Expenses for IRC						21,408	21,408	198
Total FY 2014 Encumbrances	-	-	-	-	1,500,000	21,408	1,521,408	198
<i>FY 2015 Encumbrances</i>								
CAD Upgrade					2,300,000		2,300,000	
HPD Smart911 S/W	76,400						76,400	
Imagery License					926,400		926,400	
Kauai ADC				1,564			1,564	305,436
Board Travel						1,445	1,445	4,555
NENA		10,500					10,500	34,485
NASNA							-	650
911 Goes to WA		7,000					7,000	-
HxGN Live Hexagon Conf		6,600					6,600	-
WSP Cost Recovery -SprintNextel						35,000	35,000	-
MSAG		18,795					18,795	178,585
CAD Maint							-	66,309
HT Telcom Trunk							-	102,114
HPD CML Viper-Kapolei	41,650						41,650	-
HPD CML Viper-ALAPAI	7,200						7,200	-
CML Viper (OSL)							-	2,973
Imagery Lic Agree		387,888					387,888	-
Office Supplies							-	110
RCUH Contract						5,328	5,328	9,243
HT Long Distance							-	379
							-	-
Total Encumbrances/Accruals	125,250	430,783	-	1,564	3,226,400	41,772	3,825,768	704,841
Totals	817,268	430,783	-	316,397	4,726,400	63,180	6,354,027	868,619

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

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUI PSAP	Molokai PSAP	KAUAI PSAP	ADMIN	New & Emerging Technology Training	TOTAL	Board Approval Date
Approved FY 2016 Strategic Budget Plan	992,547	2,577,329	946,873	65,335	3,065,729	1,103,700	246,650	8,998,163	6/9/2015
Board Approved Changes:									
Executive Director (1) - APCO						3,000	(3,000)		6/9/2015
Board member (1) - APCO						3,000	(3,000)		6/9/2015
Oahu DIT (1) - APCO		3,000					(3,000)		6/9/2015
HPD (2+1 Board member) - APCO		10,500					(10,500)		7/15/2015
MPD (2) - APCO			7,000				(7,000)		7/15/2015
KPD (2) - APCO					7,000		(7,000)		7/15/2015
HawPD (2) - APCO	7,000						(7,000)		7/15/2015
HawPD (2) - APCO (retracted)	(7,000)						7,000		7/15/2015
HFD (1) - APCO		3,000					(3,000)		7/15/2015
HawPD Imagery Adjustment	(300,000)							(300,000)	7/15/2015
								-	
Totals	692,547	2,593,829	953,873	65,335	3,072,729	1,109,700	210,150	8,698,163	

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

FY 2016 JULY (1 mo.)	Hawaii PSAP		
	1 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS	-		
DISBURSEMENTS			
6200 New & Emerg. Tech Train.			
6201 911 Goes to WashDC	-		
6204 APCO Conference	-		
6205 E-911 PSAP Forum	-		
6212 NASNA Conference	-		
6213 Navigator			
6213.01 EMS user train	-		
Total 6213 Navigator	-		
6214 Nena Conference	(2,588)		(2,588)
6222 TriTech CAD Users			
6222.01 EMS Users	-		
6222.02 HFD Users	-		
Total 6222 TriTech CAD Users	-		
6229 NG911 Text2911 Refresh			
6229.01 Haw PD	-		
Total 6229 NG911 Text2911 Refresh	-	-	-
6230 Other Training			
6230.01 HPD (O/T)	-		
6230.02 HFD/ESD (O/T)	-		
Total 6230 Other Training	-		
Total 6200 New & Emerg. Tech Train.	(2,588)	-	(2,588)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-		
6301.06 Maui PD	-		
6301.07 So. Maui Buildout	-		
Total 6301 CAD Replac/Upgrade	-		
6303 Computers			
6303.23 HPD SMART911 S/W	-		
6303.24 PRI Install	-		
6303.25 Workstation	-		
Total 6303 Computers	-		
Total 6300 Non-RECURRING	-		
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging Record Maint	-		
6402.07 0011 9-1-1MSAG Maint.	0	307,647	(307,647)
6402.08 CAD Maintenance	(0)	68,752	(68,752)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	4,604	(4,604)
Total 6402 MAINTENANCE	(0)	381,003	(381,003)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	(3)	1,200	(1,203)
6403.0109 Telcom Trunk	0	306,344	(306,344)
6403.0111 Wiring Alt Dispatch	-		
6403.0112 HPD CML Viper-Kapolei	-		
6403.0114 SD Viper (OSL) (3)	-		
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-		
Total 6403.01 Telcom Charges	(2)	311,544	(311,546)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	(2)	311,544	(311,546)
Total 6400 RECURRING EXPENSES	(2)	692,547	(692,549)
Total DISBURSEMENTS	(2,590)	692,547	(695,137)

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

FY 2016 JULY (1 mo.)		Kauai PSAP		
		1 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS		-		
DISBURSEMENTS				
6200 New & Emerg. Tech Train.				
6201	911 Goes to WashDC	-		
6204	APCO Conference	-	7,000	(7,000)
6205	E-911 PSAP Forum	-		
6212	NASNA Conference	-		
6213 Navigator				
6213.01	EMS user train	-		
Total 6213 Navigator		-		
6214	Nena Conference	2,090		2,090
6222	TriTech CAD Users			
6222.01	EMS Users	-		
6222.02	HFD Users	-		
Total 6222 TriTech CAD Users		-		
6229	NG911 Text2911 Refresh			
6229.01	Haw PD	-		
Total 6229 NG911 Text2911 Refresh		-		
6230 Other Training				
6230.01	HPD (O/T)	-		
6230.02	HFD/ESD (O/T)	-		
Total 6230 Other Training		-		
Total 6200 New & Emerg. Tech Train.		2,090	7,000	(4,910)
6300 Non-RECURRING				
6301 CAD Replac/Upgrade				
6301.05	Kauai Police Dept	-	2,300,000	(2,300,000)
6301.06	Maui PD	-		
6301.07	So. Maui Buildout	-		
Total 6301 CAD Replac/Upgrade		-	2,300,000	(2,300,000)
6303 Computers				
6303.23	HPD SMART911 S/W	-		
6303.24	PRI Install	-	10,000	(10,000)
6303.25	Workstation	-		
Total 6303 Computers		-	10,000	(10,000)
Total 6300 Non-RECURRING		-	2,310,000	(2,310,000)
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-	197,015	(197,015)
6402.05	Logging Record Maint	-		
6402.07	0011 9-1-1MSAG Maint.	-	204,700	(204,700)
6402.08	CAD Maintenance	-		
6402.13 Software Maintenance				
6402.131	Integrgraph DB S/W Maint	-		
Total 6402.13 Software Maintenance		-		
Total 6402 MAINTENANCE		-	401,715	(401,715)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0102	Long Distance	(59)	480	(539)
6403.0109	Telcom Trunk	(9,283)	111,398	(120,681)
6403.0111	Wiring Alt Dispatch	-	237,736	(237,736)
6403.0112	HPD CML Viper-Kapolei	-		
6403.0114	SD Viper (OSL) (3)	-		
6403.0115	Text-to-911 Service	-	4,100	(4,100)
6403.0116	Alt PSAP Call Route	-	300	(300)
Total 6403.01 Telcom Charges		(9,342)	354,014	(363,356)
6403.02	EMS Tower Lease	-		
Total 6403 Other RECURRING		(9,342)	354,014	(363,356)
Total 6400 RECURRING EXPENSES		(9,342)	755,729	(765,071)
Total DISBURSEMENTS		(7,251)	3,072,729	(3,079,980)

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

					Maui PSAP		
FY 2016 JULY (1 mo.)					1 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS					-		
DISBURSEMENTS							
6200 New&Emerg. Tech Train.							
	6201	911	Goes to WashDC	-			
	6204	APCO	Conference	-	7,000		(7,000)
	6205	E-911	PSAP Forum	-			
	6212	NASNA	Conference	-			
	6213	Navigator					
	6213.01	EMS	user train	-			
	Total 6213 Navigator				-		
	6214	Nena	Conference	-			
	6222	TriTech	CAD Users				
	6222.01	EMS	Users	-			
	6222.02	HFD	Users	-			
	Total 6222 TriTech CAD Users				-		
	6229	NG911	Text2911 Refresh				
	6229.01	Haw	PD	-			
	Total 6229 NG911 Text2911 Refresh				-		
	6230	Other	Training				
	6230.01	HPD	(O/T)	-			
	6230.02	HFD/ESD	(O/T)	-			
	Total 6230 Other Training				-		
	Total 6200 New&Emerg. Tech Train.				-	7,000	(7,000)
6300 Non-RECURRING							
	6301	CAD	Replac/Upgrade				
	6301.05	Kauai	Police Dept	-			
	6301.06	Maui	PD	-	82,000		(82,000)
	6301.07	So. Maui	Buildout	-	200,000		(200,000)
	Total 6301 CAD Replac/Upgrade				-	282,000	(282,000)
	6303	Computers					
	6303.23	HPD	SMART911 S/W	-			
	6303.24	PRI	Install	-			
	6303.25	Workstation		-			
	Total 6303 Computers				-		
	Total 6300 Non-RECURRING				-	282,000	(282,000)
6400 RECURRING EXPENSES							
	6402	MAINTENANCE					
	6402.02	Imagery	Lic Agree	-			
	6402.05	Logging	RecordMaint	-			
	6402.07	0011	9-1-1MSAG Maint.	-	233,393		(233,393)
	6402.08	CAD	Maintenance	-	170,000		(170,000)
	6402.13	Software	Maintenance				
	6402.131	Integraph	DB S/W Maint	-			
	Total 6402.13 Software Maintenance				-		
	Total 6402 MAINTENANCE				-	403,393	(403,393)
6403 Other RECURRING							
	6403.01	Telcom	Charges				
	6403.0102	Long	Distance	(139)	366		(505)
	6403.0109	Telcom	Trunk	29	257,914		(257,885)
	6403.0111	Wiring	AltDispatch	-			
	6403.0112	HPD	CML Viper-Kapolei	-			
	6403.0114	SD	Viper (OSL) (3)	-			
	6403.0115	Text-to-911	Service	-	3,200		(3,200)
	6403.0116	Alt	PSAP Call Route	-			
	Total 6403.01 Telcom Charges				(110)	261,480	(261,590)
	6403.02	EMS	Tower Lease	-			
	Total 6403 Other RECURRING				(110)	261,480	(261,590)
Total 6400 RECURRING EXPENSES					(110)	664,873	(664,983)
Total DISBURSEMENTS					(110)	953,873	(953,983)

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

FY 2016 JULY (1 mo.)		Molokai PSAP		
		1 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS		-		
DISBURSEMENTS				
6200 New & Emerg. Tech Train.				
6201	911 Goes to WashDC	-		
6204	APCO Conference	-		
6205	E-911 PSAP Forum	-		
6212	NASNA Conference	-		
6213	Navigator			
6213.01	EMS user train	-		
Total 6213 Navigator		-		
6214	Nena Conference	-		
6222	TriTech CAD Users			
6222.01	EMS Users	-		
6222.02	HFD Users	-		
Total 6222 TriTech CAD Users		-		
6229	NG911 Text2911 Refresh			
6229.01	Haw PD	-		
Total 6229 NG911 Text2911 Refresh		-		
6230	Other Training			
6230.01	HPD (O/T)	-		
6230.02	HFD/ESD (O/T)	-		
Total 6230 Other Training		-		
Total 6200 New & Emerg. Tech Train.		-		
6300 Non-RECURRING				
6301	CAD Replac/Upgrade			
6301.05	Kauai Police Dept	-		
6301.06	Maui PD	-		
6301.07	So. Maui Buildout	-		
Total 6301 CAD Replac/Upgrade		-		
6303	Computers			
6303.23	HPD SMART911 S/W	-		
6303.24	PRI Install	-		
6303.25	Workstation	-		
Total 6303 Computers		-		
Total 6300 Non-RECURRING		-		
6400 RECURRING EXPENSES				
6402 MAINTENANCE				
6402.02	Imagery Lic Agree	-		
6402.05	Logging Record Maint	-		
6402.07	0011 9-1-1MSAG Maint.	-		
6402.08	CAD Maintenance	-		
6402.13	Software Maintenance			
6402.131	Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance		-		
Total 6402 MAINTENANCE		-		
6403 Other RECURRING				
6403.01	Telcom Charges			
6403.0102	Long Distance	(35)	57	(92)
6403.0109	Telcom Trunk	-	64,478	(64,478)
6403.0111	Wiring Alt Dispatch	-		
6403.0112	HPD CML Viper-Kapolei	-		
6403.0114	SD Viper (OSL) (3)	-		
6403.0115	Text-to-911 Service	-	800	(800)
6403.0116	Alt PSAP Call Route	-		
Total 6403.01 Telcom Charges		(35)	65,335	(65,370)
6403.02	EMS Tower Lease	-		
Total 6403 Other RECURRING		(35)	65,335	(65,370)
Total 6400 RECURRING EXPENSES		(35)	65,335	(65,370)
Total DISBURSEMENTS		(35)	65,335	(65,370)

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

					Oahu PSAP		
FY 2016 JULY (1 mo.)					1 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS					-		
DISBURSEMENTS							
6200 New &Emerg. Tech Train.							
	6201	911	Goes to WashDC	-			
	6204	APCO Conference		-	16,500		(16,500)
	6205	E-911 PSAP Forum		-			
	6212	NASNA Conference		-			
	6213	Navigator					
	6213.01	EMS user train		-			
	Total 6213 Navigator				-		
	6214	Nena Conference		(1,070)			
	6222	TriTech CAD Users					
	6222.01	EMS Users		-			
	6222.02	HFD Users		-			
	Total 6222 TriTech CAD Users				-		
	6229	NG911 Text2911 Refresh					
	6229.01	Haw PD		-			
	Total 6229 NG911 Text2911 Refresh				-		
	6230	Other Training					
	6230.01	HPD (O/T)		-			
	6230.02	HFD/ESD (O/T)		-			
	Total 6230 Other Training				-		
	Total 6200 New &Emerg. Tech Train.				(1,070)	16,500	(17,570)
6300 Non-RECURRING							
	6301	CAD Replac/Upgrade					
	6301.05	Kauai Police Dept		-			
	6301.06	Maui PD		-			
	6301.07	So. Maui Buildout		-			
	Total 6301 CAD Replac/Upgrade				-		
6303 Computers							
	6303.23	HPD SMART911 S/W		-	62,400		(62,400)
	6303.24	PRI Install		-			
	6303.25	Workstation		-	65,000		(65,000)
	Total 6303 Computers				-	127,400	(127,400)
	Total 6300 Non-RECURRING				-	127,400	(127,400)
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
	6402.02	Imagery Lic Agree		-	250,000		(250,000)
	6402.05	Logging RecordMaint		-	60,775		(60,775)
	6402.07	0011 9-1-1MSAG Maint.		(1)	577,638		(577,639)
	6402.08	CAD Maintenance		-	400,000		(400,000)
	6402.13	Software Maintenance					
	6402.131	Integraph DB S/W Maint		-			
	Total 6402.13 Software Maintenance				-		
	Total 6402 MAINTENANCE				(1)	1,288,413	(1,288,414)
6403 Other RECURRING							
	6403.01	Telcom Charges					
	6403.0102	Long Distance		-			
	6403.0109	Telcom Trunk		78,907	947,000		(868,093)
	6403.0111	WiringAltDispatch		-			
	6403.0112	HPD CML Viper-Kapolei		-	140,916		(140,916)
	6403.0114	SD Viper (OSL) (3)		377	54,000		(53,623)
	6403.0115	Text-to-911 Service		-	12,000		(12,000)
	6403.0116	Alt PSAP Call Route		-			
	Total 6403.01 Telcom Charges				79,284	1,153,916	(1,074,632)
	6403.02	EMS Tower Lease		-	7,600		(7,600)
	Total 6403 Other RECURRING				79,284	1,161,516	(1,082,232)
	Total 6400 RECURRING EXPENSES				79,283	2,449,929	(2,370,646)
Total DISBURSEMENTS					78,214	2,593,829	(2,515,615)

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

					ADMIN		
FY 2016 JULY (1 mo.)					1 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS					777,128		
DISBURSEMENTS							
6200 New &Emerg. Tech Train.							
	6201	911 Goes to WashDC		-	33,500	(33,500)	
	6204	APCO Conference		-	6,000	(6,000)	
	6205	E-911 PSAP Forum		-	35,000	(35,000)	
	6212	NASNA Conference		33	2,650	(2,617)	
	6213	Navigator					
	6213.01	EMS user train		-	8,000	(8,000)	
	Total 6213 Navigator				-	8,000	(8,000)
	6214	Nena Conference		132	45,000	(44,868)	
	6222	TriTech CAD Users					
	6222.01	EMS Users		-	10,000	(10,000)	
	6222.02	HFD Users		-	22,000	(22,000)	
	Total 6222 TriTech CAD Users				-	32,000	(32,000)
	6229	NG911 Text2911 Refresh					
	6229.01	Haw PD		-	6,000	(6,000)	
	Total 6229 NG911 Text2911 Refresh				-	6,000	(6,000)
	6230	Other Training					
	6230.01	HPD (O/T)		-	32,000	(32,000)	
	6230.02	HFD/ESD (O/T)		-	16,000	(16,000)	
	Total 6230 Other Training				-	48,000	(48,000)
	Total 6200 New &Emerg. Tech Train.				165	216,150	(215,985)
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
	6401.01	Exec Dir. Services		-	198,000	(198,000)	
	6401.02	ElectronSignatur		-	250	(250)	
	6401.05	Audit Expense		-	13,025	(13,025)	
	6401.06	Bank Charge		-	50	(50)	
	6401.08	Board Member Travel		-	25,000	(25,000)	
	6401.09	DB&F Assessments					
	6401.0101	DB&F Admin. Assess		-	155,000	(155,000)	
	6401.0102	DB&F Rev Assessment		-	462,625	(462,625)	
	Total 6401.09 DB&F Assessments				-	617,625	(617,625)
	6401.12	NASNA Dues		150	150	-	
	6401.13	Parking Permits		-	400	(400)	
	6401.15	WSP Cost Recovery		-	70,000	(70,000)	
	6401.17	ADA Compliance		-	200	(200)	
	6401.19	Public Education		-	30,000	(30,000)	
	6402.21	Cell Phone Charges		110			
	6402.22	Office Supplies		(69)	4,000	(4,069)	
	6402.23	NG911 Transition Plan		-	145,000	(145,000)	
	Total 6401 ADMINISTRATION				190	1,103,700	(1,103,510)
Total 6400 RECURRING EXPENSES					190	1,103,700	(1,103,510)
Total DISBURSEMENTS					355	1,319,850	(1,319,495)

Oahu Civilian E9-1-1

Status Report

July 1, 2015 – July 31, 2015

Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JULY 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
July	88,272	20,567	23.30%	64,880	73.50%	51.02%	22.48%	2,781	3.15%	44	0.05%	2,159	2.45%	13,150	14.90%	748	0.85%

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	82,466	19,339	23.45%	60,142	72.93%	52.21%	20.72%	2,936	3.56%	49	0.06%	1,895	2.30%	12,616	15.30%	597	0.72%
JUNE	82,356	19,338	23.48%	60,169	73.06%	51.41%	21.65%	2,800	3.40%	49	0.06%	1,989	2.42%	12,172	14.78%	643	0.78%
JULY	88,272	20,567	23.30%	64,880	73.50%	51.02%	22.48%	2,781	3.15%	44	0.05%	2,159	2.45%	13,150	14.90%	748	0.85%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	574,667	136,104		418,811				19,385		367		13,425		83,607		4,505	
MON AVG	82,095	19,443	23.69%	59,830	72.87%	50.58%	22.29%	2,769	3.37%	52	0.06%	1,918	2.33%	11,944	14.54%	644	0.78%

NOTE:

- * Calls with no Ali 0.05% - Statewide average = 0.29%
- Wireline totals for February and March have been adjusted per HPD audit.

Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

9-1-1 CALL VOLUME BY AGENCY – JULY 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
July	76,613	86.79%	22,000	40,219	1,244	13,150	2,918	3.31%	107	0

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
7,909	8.96%	728	116	84	0.10%	80	10

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	70,935	86.02%	19,049	38,315	955	12,616	2,788	3.38%	65	0	8,077	9.79%	808	118	69	0.08%	67	14
JUNE	71,011	86.22%	19,609	38,121	1,109	12,172	2,767	3.36%	102	0	7,867	9.55%	712	82	68	0.08%	66	1
JULY	76,613	86.79%	22,000	40,219	1,244	13,150	2,918	3.31%	107	0	7,909	8.96%	728	116	84	0.10%	80	10
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	494,335		138,873	264,363	7,492	83,607	18,799		676	0	56,549		4,792	755	479		465	54
MON AVG	70,619	86.01%	19,839	37,766	1,070	11,944	2,686	3.27%	97	0	8,078	9.85%	685	108	68	0.08%	66	8

Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

PSAP OPERATION NOTES:

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

Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
2015 YTD (year to date) percentage of Wireless 911 calls:	
Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%	
Statewide average of Wireless 911 calls = 67.51%*	
How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?	
For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.	
The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.	
While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.	
When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling.	
Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**	
* Statewide averages does not include the Military 911 Call Volumes.	
** Source :CTIA ..Cellular Telephone Industries Association : http://wireless911.com/	

WIRELESS PSAP TESTING – JULY 2015

OAHU CIVILIAN - JULY 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
7/8/2015	Sprint	1	4	Oahu PSAP	Pass	

NOTES:

- There was one (1) scheduled 911 Test call for the Oahu Civilian PSAP in July 2015.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JULY 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JULY	1,327	1,283	4	17	2	21	78,788

MSAG CURRENT MONTH NOTES:

A total of **1,532** MSAG transactions were processed in 9-1-1 Net during the month of July 2015. **1,327** requests were processed relating to the MSAG database, and **205** requests relating to the ALI database (see ALI Transaction chart on next page). There were **78,788** 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	869	850	1	2	2	14	16,168
JUNE	1,087	1,039	1	8	3	36	38,630
JULY	1,327	1,283	4	17	2	21	78,788
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	5,059	4,883	16	52	14	94	179,802
AVG PER MONTH	723	698	2	7	2	13	25,686

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ALI TRANSACTIONS CURRENT MONTH – JULY 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
JULY	205	204	1	0	263	0	0

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

204 Telephone Number Change Requests (TN CR) and one (1) 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 263 Open Telephone Number Change Requests as of July 31, 2015.**
- **Refer to chart in the next section "TNCR Current Status"**

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

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

There are zero (0) Open VoIP DRs as of July 31, 2015.

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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	24	23	1	0	275	0	0
JUNE	79	79	0	0	467	0	0
JULY	205	204	1	0	263	0	0
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,789	1,783	6	0			
AVG PER MONTH	256	255	1	0			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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	263	8	171	84

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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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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 **July 31, 2015**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14			
Punaluu	11/10/14	11/11/14	11/05/14			
Hauula	11/12/14	11/17/14	11/06/14		11/14/14	11/21/14
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14		11/28/14	12/08/14
Sunset	12/03/14	12/10/14	12/08/14		12/12/14	12/18/14
Haleiwa	12/12/14	12/24/14	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	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			
Mokuleia	01/30/15	02/05/15	02/12/15		02/19/15	02/25/15
Kalaniana'ole 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
Mali	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	05/19/15		5/1/2015, 5/15/2015	
Kalaheo	05/22/15	06/08/15	06/08/15		06/12/15	06/25/15
Ewa Beach	06/09/15	07/27/15	07/24/15		06/26/15	07/13/15
Iroquois	07/28/15	08/03/15	07/27/15		07/10/15	07/14/15

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	7/30/2015		Spatially corrected seventy-six (76) address points in Maili
	7/29/2015		Spatially corrected one hundred sixty-seven (167) address points in Maili
	7/29/2015		Populated ESN field for address points in ESNs 129 & 130
		07/24/15	
	7/24/2015		Populated ESN field for address points in ESNs 131, 132, 150, 152, 153
	7/23/2015		Deleted twenty-four (24) address points in Mililani
	7/23/2015		Spatially corrected two hundred thirty-four (234) address points in Mililani
	7/22/2015		Added one hundred sixty (160) new address points in Kapolei
	7/22/2015		Spatially corrected two (2) address points in Ewa Beach
	7/22/2015		Added one (1) new address point in Ewa Beach
	7/20/2015		Added eleven (11) new address points in Kahala
	7/20/2015		Spatially corrected three (3) address points in Kahala
	7/20/2015		Spatially corrected one (1) address point in Waianae
	7/20/2015		Added one (1) new address point in Hawaii Kai
	7/20/2015		Added one (1) new common place in Ford Island per the GIS corrections spreadsheet
	7/20/2015		Added one (1) new address point in Ford Island
	7/20/2015		Spatially corrected one (1) address point in Kalihi
	7/20/2015		Spatially corrected one (1) address point in McCully
	7/17/2015		Spatially corrected forty-three (43) address points in Ewa Beach
	7/16/2015		Spatially corrected two hundred fifty-three (253) address points in Maili
	7/16/2015		Spatially corrected fifty-two (52) address points in Ewa Beach
	7/14/2015		Added apartment number to two hundred forty (240) addresses in Ewa Beach
	7/13/2015		Deleted two (2) address points in Ewa Beach
	7/13/2015		Spatially corrected sixty-six (66) address points in Ewa Beach
	7/13/2015		Added routing ID to sixty-six (66) address points in Ewa Beach
	7/13/2015		Added building number to sixty-three (63) address points in Ewa Beach
		07/10/15	
	7/10/2015		Spatially corrected seven (7) address points in Ewa Beach
	7/10/2015		Added routing ID to one (1) address point in Ewa Beach
	7/10/2015		Added alias to one (1) address point in Ewa Beach
	7/10/2015		Added one (1) new address point in Ewa Beach
	7/9/2015		Added one (1) new address point in Waialua
	7/9/2015		Deleted two (2) address points in Maili
	7/9/2015		Spatially corrected two hundred seventy-four (274) address points in Maili
	7/7/2015		Added one (1) new address point in Ewa Beach

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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	7/7/2015		Added two (2) new address points in Maili
	7/7/2015		Spatially corrected sixty-nine (69) address points in Maili
	7/7/2015		Spatially corrected eleven (11) address points in Laie
	7/7/2015		Spatially corrected nineteen (19) address points in Kaneohe
	7/2/2015		Deleted one (1) address point in Kaneohe
	7/2/2015		Spatially corrected one hundred sixty-two (162) address points in Kaneohe
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	7/29/2015		Corrected ESN 129/130 boundary
		07/24/15	
		07/10/15	
	7/9/2015		Corrected ESN 138/139 boundary
	7/8/2015		Corrected ESN 127/128 boundary
	7/6/2015		Corrected ESN 128/129 boundary
Fire Beats			
Fire Districts			
Fire Response Areas	7/29/2015		Corrected STA8/STA10 boundary
		07/24/15	
		07/10/15	
	7/9/2015		Corrected STA43/STA24 boundary
	7/8/2015		Corrected STA8/STA30 boundary
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

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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)			
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 V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		07/24/15	
	7/15/2015		Corrected Salt Lake/Moanalua V boundary
		07/10/15	
Net Junctions	7/8/2015		Corrected boundaries for three (3) MSAG Communities: Salt Lake, Aliamanu, Mapunapuna
Ocean Rescue Boundaries		07/24/15	
	7/24/2015		Corrected OS Mobile Responder 403 boundary
	7/16/2015		Corrected boundaries for two (2) OS response areas
Ocean Safety		07/10/15	
Parcels			
Parks			

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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 GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Parks Polygon				
Points of Interest	7/29/2015		Populated ESN field for common places in ESNs 129 & 130	
		07/24/15		
	7/24/2015		Populated ESN field for common places in ESNs 131, 132, 152, 153	
	7/23/2015		Spatially corrected twenty-four (24) common places in Mililani	
	7/23/2015		Added thirty-one (31) new common places in Mililani	
	7/22/2015		Spatially corrected three (3) common places in Ewa Beach	
	7/20/2015		Added one (1) new common place in Kahala per the GIS corrections spreadsheet	
	7/20/2015		Spatially corrected thirteen (13) common places in Kahala	
	7/20/2015		Corrected name for one (1) common place in Manoa per the GIS corrections spreadsheet	
	7/20/2015		Corrected name for one (1) common place in Kahaluu per the GIS corrections spreadsheet	
	7/20/2015		Added one (1) new common place in Waianae per the GIS corrections spreadsheet	
	7/20/2015		Deleted one (1) common place in Hawaii Kai	
	7/20/2015		Added one (1) new common place in Hawaii Kai per the GIS corrections spreadsheet	
	7/20/2015		Deleted one (1) common place in Ewa Beach per the GIS corrections spreadsheet	
	7/20/2015		Updated name for one (1) common place in Kalihi per the GIS corrections spreadsheet	
	7/20/2015		Spatially corrected one (1) common place in McCully	
	7/20/2015		Updated name for one (1) common place in McCully per the GIS corrections spreadsheet	
	7/17/2015		Spatially corrected forty-two (42) common places in Ewa Beach	
	7/16/2015		Spatially corrected fifty-one (51) common places in Ewa Beach	
	7/16/2015		Added one (1) new common place in Ewa Beach	
		07/10/15		
		7/7/2015		Added one (1) new common place in Ewa Beach
		7/7/2015		Spatially corrected three (3) common places in Maili
		7/2/2015		Spatially corrected one (1) common place in Kaneohe
Police Beats		07/24/15		
	7/16/2015		Corrected Police Beat 551 according to the HPD written Policies and Procedures	
		07/10/15		

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats	7/8/2015		Corrected Police Beat 550 according to the HPD written Policies and Procedures
	7/6/2015		Corrected Police Beat 384 according to the HPD written Policies and Procedures
Police Districts			
	7/2/2015		Corrected district 5/3 boundary
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	7/31/2015		Spatially corrected one hundred twenty-eight (128) street segments in Waipahu
	7/31/2015		Corrected range for one (1) street segment in McCully
	7/30/2015		Split one (1) street segment in Waipahu
	7/30/2015		Spatially corrected one hundred thirteen (113) street segments in Waipahu
	7/29/2015		Populated ESN fields for street segments in ESNs 129 & 130
	7/29/2015		Corrected street name for two (2) street segments in Aiea
	7/29/2015		Spatially corrected two (2) street segments in Aiea
	7/29/2015		Spatially corrected forty-four (44) street segments in Waipahu
	7/28/2015		Spatially corrected seventy-eight (78) street segments in Waipahu
	7/28/2015		Split two (2) street segments in Waipahu
	7/27/2015		Spatially corrected ninety-six (96) street segments in Iroquois
		07/24/15	
	7/24/2015		Populated ESN fields for street segments in ESNs 131, 132, 152, 153
	7/24/2015		Spatially corrected eleven (11) street segments in Iroquois
	7/24/2015		Split one (1) segment of Acacia Rd at the Pearl City/Manana community boundary
	7/22/2015		Added street ranges to eighteen (18) street segments in Kapolei

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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 GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	7/22/2015		Split nine (9) street segments in Ewa Beach	
	7/22/2015		Added twenty-six (26) ingresses in Ewa Beach	
	7/20/2015		Split two (2) street segments in Hawaii Kai	
	7/20/2015		Added one (1) new street segment in Hawaii Kai per the GIS corrections spreadsheet	
	7/20/2015		Corrected street name for two (2) street segments in Aiea per the GIS corrections spreadsheet	
	7/17/2015		Added twelve (12) ingresses in Ewa Beach	
	7/17/2015		Split one (1) segment of Ft Weaver Rd in Ewa Beach	
	7/16/2015		Deleted two (2) segments of Ala Napunani in Moanalua V	
	7/16/2015		Corrected one way code for four (4) street segments in Moanalua V	
	7/16/2015		Split one (1) segment of White Plains St in Kalaeloa	
	7/16/2015		Spatially corrected three (3) street segments in Salt Lake	
	7/16/2015		Split two (2) segments of Ala Kapuna in Moanalua V	
	7/16/2015		Spatially corrected nineteen (19) street segments in Moanalua V	
	7/16/2015		Split one (1) segment of Kaimalie St in Ewa Beach	
	7/15/2015		Consolidated four (4) street segments in Ewa Beach	
	7/15/2015		Added forty-nine (49) street segments in Ewa Beach	
	7/14/2015		Split two (2) street segments in Ewa Beach	
	7/14/2015		Added one hundred sixteen (116) ingresses in Ewa Beach	
	7/13/2015		Added fifty-four (54) ingresses in Ewa Beach	
	7/13/2015		Split one (1) segment of Hoomahana St in Ewa Beach	
		07/10/15		
	7/10/2015			Added nineteen (19) new street segments in Ewa Beach
	7/9/2015			Consolidated two (2) segments of Kapolei Pkwy in Ewa Beach
	7/9/2015			Split four (4) street segments in Ewa Beach
	7/9/2015			Added thirty-one (31) new street segments in Ewa Beach
	7/8/2015			Corrected one-way code for seven (7) street segments in Mapunapuna
	7/8/2015			Corrected one-way code for eleven (11) street segments in Moanalua V
	7/8/2015			Corrected one-way code for four (4) street segments in Salt Lake
	7/8/2015			Spatially corrected two (2) street segments at the Aliamanu/Salt Lake community boundary
	7/8/2015			Spatially corrected two (2) street segments at the Aliamanu/Aiea community boundary
	7/8/2015			Spatially corrected seven (7) street segments in Salt Lake
	7/8/2015			Spatially corrected six (6) street segments in Aliamanu
	7/7/2015			Consolidated two (2) segments of Arizona Rd in Ewa Beach

Oahu Civilian E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART IX)

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

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)			
Street Centerlines	7/7/2015		Deleted one (1) segment of Ft Weaver Rd in Ewa Beach
	7/7/2015		Deleted seven (7) street segments in Ewa Beach
	7/7/2015		Split four (4) street segments in Ewa Beach
	7/7/2015		Added six (6) new street segments in Ewa Beach
	7/7/2015		Spatially corrected fifty-one (51) street segments in Ewa Beach
	7/6/2015		Spatially corrected seventeen (17) street segments in Ewa Beach
	7/2/2015		Corrected parity for two (2) segments of Hui OO PI in Kaneohe
	7/2/2015		Consolidated two (2) segments of Center Dr in Hale Moku
	7/2/2015		Spatially corrected two (2) street segments at the Aiea/Airport community boundary
	7/2/2015		Spatially corrected two (2) street segments in Aiea
	7/2/2015		Spatially corrected four (4) street segments in Airport
	7/2/2015		Spatially corrected nine (9) street segments in Hale Moku
	7/1/2015		Spatially corrected fifty-three (53) street segments in Ewa Beach
Subdivisions			
Tow Jurisdictions			
	7/6/2015		Corrected tow zone 3/5 boundary
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	7/30/2015		Per VZW CRS
	7/29/2015		Per VZW CRS
	7/27/2015		Per ATT CRS
		07/24/15	
		07/10/15	
	7/9/2015		Per SPPCS CRS
	7/6/2015		Per VZW CRS

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Towers	7/30/2015		Per VZW CRS
	7/29/2015		Per VZW CRS
	7/27/2015		Per ATT CRS
		07/24/15	
		07/10/15	
	7/9/2015		Per SPPCS CRS
	7/6/2015		Per VZW CRS

Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
7/27/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
7/24/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
7/24/2015	Street Centerlines, Address Points, Display Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas to HFD, EMS, and Ocean Safety for TriTech CAD
7/24/2015	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
7/20/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
7/13/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
7/10/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
7/10/2015	Street Centerlines, Address Points, Display Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas to HFD, EMS, and Ocean Safety for TriTech CAD
7/10/2015	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
7/6/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

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July 1, 2015 - July 31, 2015

INTRADO POWERMAP UPLOAD

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

There were no updates during the month of July 2015 to report.

POLICE BEATS CORRECTIONS

Background

The Police Beats layer 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 July 2015. Akimeka corrected boundaries for three (3) Police Beats (384, 550, and 551) and performed routine maintenance on several other Police Beat boundaries.

Upload Process

It was agreed that the Police Beats layer will be uploaded to the current Motorola CAD system given some delays with the new Motorola PremierOne CAD system. During the month of April 2015, Akimeka had worked with HPD PMT to design a new upload procedure that would provide the updated Police Beats into the system, along with other corrected layers now previously loaded to the Motorola CAD system. For more information regarding the latest CAD upload procedure, refer to the May 2015 Monthly Status Report, section on Motorola CAD Upload. Updated Police Beats are continuously delivered with this new process on a bi-monthly update with the other GIS deliverables.

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July 1, 2015 - July 31, 2015

ESN PROJECT

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

1. The new ESN layer was created based on all of the operational response areas for each agency
2. Review and discussion was held during the meeting and Akimeka was given approval to proceed with preparing documentation to provide HPD with in order for Hawaiian Telcom to program the new ESN numbers and ELTs.
3. Akimeka prepared the final documentation during the month of January 2015 and provided the ELTs, Letter, and supporting attachments to HPD.
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.
11. As of May 21, 2015, Akimeka was given an increase of seventy five (75) daily transactions for the Oahu ESN project by Intrado/Hawaiian Telcom. All other transaction limitations remain the same.
12. Target Start Dates were adjusted in July to reflect the daily transaction increase effective on June 3, 2015. Target completion date is now estimated to be on October 13, 2015. Throughout the month of July 2015, Akimeka has moved ahead of schedule and have made significant progress on the ESN project. See the below chart for an up-to-date listing.

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MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT															NOTES COMMENTS	TOTAL MSAG RECORDS
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status		
Waimanalo	03/16/15	184	100%	183	100%											Complete	112
Kailua	03/19/15	182	100%	181	100%	180	100%	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	100%	158	100%											Complete	58
Wahiawa	04/29/15	157	100%													Complete	199
Waialua	05/06/15	158	100%													Complete	58
Mokuleia	05/08/15	158	100%													Complete	49
Makaha	05/11/15	149	100%													Complete	49
Waianae	05/12/15	149	100%													Complete	135
Mali	05/15/15	149	100%	148	100%											Complete	98
Nanakuli	05/19/15	149	100%	148	100%	147	100%	146	100%							Complete	102
Makakilo	06/04/15	143	100%	142	100%											Complete	143
Kapolei	06/09/15	145	100%	144	100%	140	100%	139	100%							Complete	228
Kalaheo	06/16/15	144	100%	140	100%	139	100%	138	100%							Complete	238
Ewa Beach	06/18/15	141	100%	139	100%	138	100%									Complete	527
Iroquois	06/29/15	138	100%													Complete	39
Waipahu	06/30/15	137	100%	136	100%	135	100%	134	100%	133	100%					Complete	350
Kunia	07/07/15	157	100%	156	100%	155	100%	141	100%							Complete	19
Waipio	07/08/15	151	100%	137	100%	136	100%	134	100%							Complete	149
Mililani	07/10/15	157	100%	154	100%	153	100%	152	100%							Complete	615
Pearl City	07/22/15	134	100%	133	100%	132	100%	131	100%							Complete	241
Aiea	07/28/15	131	100%	130	100%	129	100%									Complete	384
PC Pen	08/05/15																
McGrew PT	08/05/15																
Halawa	08/05/15																
Aliamanu	08/05/15																
Moanalua T	08/06/15																
Hale Moku	08/06/15																
Maloelap	08/06/15																
Hokulani	08/07/15																
Moanalua	08/10/15																

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	08/10/15														
Catlin Pk	08/11/15														
Miller Pk	08/11/15														
Halsey T	08/11/15														
Radford T	08/11/15														
Salt Lake	08/12/15														
Mapunapuna	08/13/15														
Moanaloa V	08/14/15														
Kalihi	08/17/15														
Nuuanu	08/26/15														
Punchbowl	08/31/15														
Downtown	09/02/15														
Kakaako	09/02/15														
Ala Moana	09/03/15														
Honolulu	09/04/15														
Makiki	09/08/15														
Manoa	09/10/15														
McCully	09/16/15														
Kahala	09/18/15														
Kapahulu	09/22/15														
Kaimuki	09/23/15														
Waialae	09/29/15														
Aina Haina	10/01/15														
Waikiki	10/05/15														
Hawaii Kai	10/07/15														

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MAPFLEX DEPLOYMENT

During the month of July 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs. The implementation primarily consisted of installations, server configuration etc. and did not include any requests for GIS data or upload procedures.

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.

During the month of July 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to July, please see the April and May 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
 - a. **Hawaii County** – July 7th and July 21st
 - b. **Maui County** – July 8th and July 22nd
 - c. **Kauai County** – July 9th and July 23rd

With regards to the Honolulu MapFlex implementation, there were some issues identified during the month of July 2015 pertaining to the Lat/Long information that was being delivered through the ANI/ALI on the VIPER.

On July 9th, 2015, HFD had notified Akimeka that during training with Intrado on the MapFlex system, they had identified inconsistent and non-standardized Lat/Long coordinates being delivered to the MapFlex. According to Intrado trainer, the MapFlex is hard coded to look for Lat/Longs first in the delivered ANI/ALI, using the MSAG Address as a secondary location in the case a Lat/Long does not exist.

1. For this issue, HFD had pulled a few MIS reports in hopes to identify a source of the issue. Included with this, was a MIS report for Maui County showing that their Lat/Longs were being delivered correctly in a correct decimal degree format.
 - a. Akimeka reviewed these reports and confirmed that the Lat/Longs in the MIS reports for Honolulu were not accurate or in a proper decimal degree format. This information was not coming from any of the GIS layers that were provided by Akimeka for the MapFlex. Akimeka confirmed that all point GIS layers that had Lat/Long fields were correctly formatted when provided for installation.
 - b. Akimeka reviewed the MIS report for Maui County and identified that these were correctly plotting and were using a proper decimal degree Lat/Long. Akimeka identified that the Lat/Long information was not coming from the ANI/ALI, because they were exactly matching with locations of Address Points provided by Akimeka. This indicates that the MapFlex does address matching with the ANI/ALI in the address field, however centers on the Address Point based on the Lat/Long and it is later produced in the MIS report.
2. Throughout July 2015, Intrado researched the root of the issue and on July 23rd it was identified by HFD that the Lat/Longs were being delivered correctly and plotting in the correct locations. One of Intrado's trainers followed up to report that the issue was purely driven from PowerMap and its default coordinate system. If the PowerMap system had been using a default coordinate system supporting decimal degree format, the issue would not have occurred. Settings were changed within the MapFlex and the issue was resolved. Throughout the remainder of July 2015, there were no further issues reported with this.

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POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on June 23, 2015 and July 7, 2015.

Street Utility Check				
	First Report 06/01/13	6/23/2015	7/7/2015	Improvements/Corrections
Total Number of GIS Records	26,602	28,129	28,201	Increased by 72 records
Errors Identified				
Zero Errors	5,112	458	458	No Change
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	2	0	Decreased by 2 error
Address Overlap Errors	423	4	0	Increased by 4 errors
Flipped Link Errors	1,030	520	527	Increased by 1% (7 errors)
Total Errors	9,303	984	985	Increased by .1% (1 error)

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.

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on July 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,597** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 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.

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AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of October 1, 2014		As of January 1, 2015		As of April 1, 2015		As of July 1, 2015	
		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 4-01-15		9-1-1 MSAG Dated 7-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,524		7,525		7,541		7,597	
Less: 9-1-1 MSAG Exception Records	(1)	11	0.1%	27	0.4%	42	0.6%	40	0.5%
Net 9-1-1 MSAG Records Eligible for Comparison		7,513		7,498		7,499		7,557	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		7,474	99.5%	7,476	99.7%	7,475	99.7%	7,547	99.9%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	19	0.3%	6	0.1%	21	0.3%	6	0.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	20	0.3%	16	0.2%	3	0.0%	4	0.1%
Total 9-1-1 MSAG Records No Match		39	0.5%	22	0.3%	24	0.3%	10	0.1%

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 improved from April 2015 with a 99.7% Match Rate to a 99.9% Match Rate as of July 2015

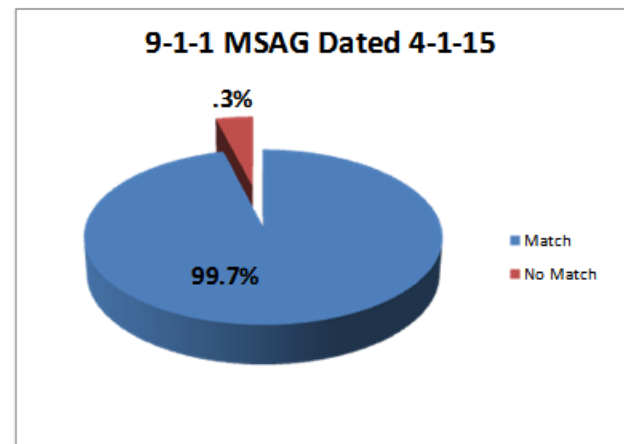
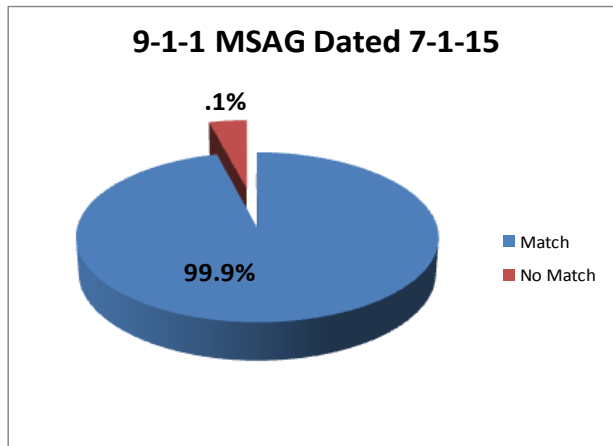
NOTES:

- 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.

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



Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved with a

99.9% as of July 1, 2015 compared 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" decreased by **71%** (21 to 6) from April 2015 to July 2015. 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.

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

- ❖ “MSAG Record With No GIS Record” increased from 3 to 4 from April 2015 to July 2015 respectively. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the October 2015 re-analysis.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” remained the same (5 to 5) from April 2015 to July 2015. Records with no matching record was due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the October 2015 re-analysis.
- ❖ “GIS –Minor Corrections” decreased by **68%** (22 to 7) from April 2015 to July 2015. 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 October 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.

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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		9-1-1 MSAG Dated 07-01-15	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 199	193	2.5%	154	2.0%	143	1.8%

These invalid MSAG records represent **1.8%** of the Total MSAG records for the City & County of Honolulu as of the July 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

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

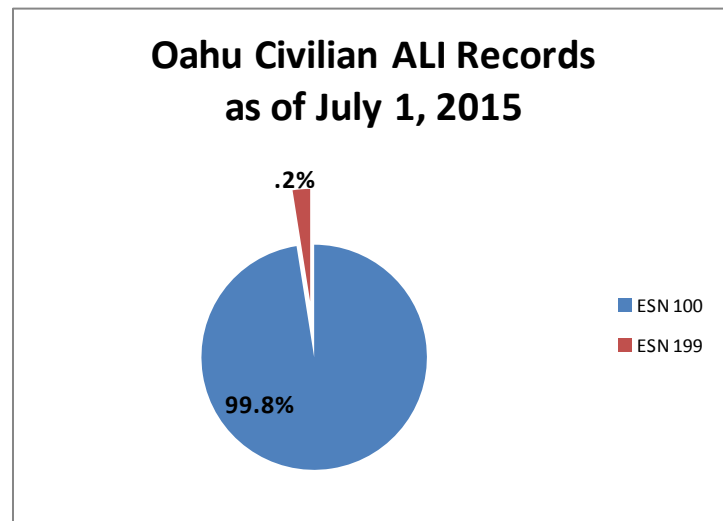
Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of July 1, 2015, there are **770** 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%** (954 to 770) from April 2015 to July 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".

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Maui County E9-1-1 Status Report

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PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – JULY 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
JULY	12,129	2,378	19.61%	8,004	65.99%	59.86%	40.14%	326	2.69%	12	0.10%	0	0.00%	1,409	11.62%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.10% - Statewide average = 0.29%

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	11,182	2,368	21.18%	7,181	64.22%	60.66%	39.34%	266	2.38%	18	0.16%	0	0.00%	1,349	12.06%	0	0.00%
JUNE	11,573	2,261	19.54%	7,599	65.66%	59.36%	40.64%	287	2.48%	47	0.41%	0	0.00%	1,379	11.92%	0	0.00%
JULY	12,129	2,378	19.61%	8,004	65.99%	59.86%	40.14%	326	2.69%	12	0.10%	0	0.00%	1,409	11.62%	0	0.00%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	80,836	16,413		52,444				1,980		143		0		9,856		0	
MON AVG	11,548	2,345	20.43%	7,492	64.86%	61.42%	38.58%	283	2.45%	20	0.18%	0	0.00%	1,408	12.20%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – JULY 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
JULY	359	127	35.38%	190	52.92%	48.95%	51.05%	1	0.28%	3	0.84%	0	0.00%	38	10.58%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.84% - Statewide average = 1.24%

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	317	109	34.38%	157	49.53%	50.96%	49.04%	3	0.95%	20	6.31%	0	0.00%	28	8.83%	0	0.00%
JUNE	359	99	27.58%	225	62.67%	55.56%	44.44%	1	0.28%	2	0.56%	0	0.00%	32	8.91%	0	0.00%
JULY	359	127	35.38%	190	52.92%	48.95%	51.05%	1	0.28%	3	0.84%	0	0.00%	38	10.58%	0	0.00%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	2,526	930		1,269				6		44		0		277		0	
MON AVG	361	133	36.47%	181	50.40%	52.61%	47.39%	0.86	0.26%	6	1.95%	0	0.00%	39.571	10.92%	0	0.00%

Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JULY 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
JULY	12,488	2,505	20.06%	8,194	65.61%	59.60%	40.40%	327	2.62%	15	0.12%	0	0.00%	1,447	11.59%	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	11,499	2,477	21.54%	7,338	63.81%	60.45%	39.55%	269	2.34%	38	0.33%	0	0.00%	1,377	11.97%	0	0.00%
JUNE	11,932	2,360	19.78%	7,824	65.57%	59.25%	40.75%	288	2.41%	49	0.41%	0	0.00%	1,411	11.83%	0	0.00%
JULY	12,488	2,505	20.06%	8,194	65.61%	59.60%	40.40%	327	2.62%	15	0.12%	0	0.00%	1,447	11.59%	0	0.00%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	83,977	17,343		53,713				1,986		187		0		10,133		0	
MON AVG	11,997	2,478	20.82%	7,673	64.42%	61.22%	38.78%	284	2.38%	27	0.23%	0.00	0.00%	1,448	12.09%	0	0.00%

PSAP OPERATION NOTES:

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

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FYI.....FOR YOUR INFORMATION

FYI For Your Information
2015 YTD (year to date) percentage of Wireless 911 calls:
Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%
Statewide average of Wireless 911 calls = 67.51%*
How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?
For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.
The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.
While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.
When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling.
Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**
* Statewide averages does not include the Military 911 Call Volumes.
** Source :CTIA ..Cellular Telephone Industries Association : http://wireless911.com/

WIRELESS PSAP TESTING – JULY 2015

MAUI COUNTY - JULY 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
7/23/2015	Sprint	1	1	Maui PSAP	Fail	Sprint Tower not ready
7/24/2015*	Sprint	1	1	Maui PSAP	Pass	After delays and several 911 calls

NOTES:

- There was one (1) scheduled Wireless 911 Test in July 2015 for the Maui and Molokai PSAPs.
- * Test was re-scheduled due to Vendor difficulties.

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MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JULY 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JULY	15	12	0	1	2	0	290

MSAG CURRENT MONTH NOTES:

A total of 223 MSAG transactions were processed in 9-1-1 Net during the month of July 2015. Fifteen (15) requests were processed relating to the MSAG database, and 208 requests relating to the ALI database (see ALI Transaction chart on next page). There were 290 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	25	19	1	3	2	0	257
JUNE	4	0	0	2	1	1	71
JULY	15	12	0	1	2	0	290
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	128	66	4	32	25	1	1,207
AVG PER MONTH	18	9	1	5	4	0	172

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ALI TRANSACTIONS CURRENT MONTH – JULY 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
JULY	208	208	0	0	943	0	0

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

208 Telephone Number Change Requests (TN CR) transactions were processed as a result of the ESN 399 clean-up effort. There were no ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 943 Open TN CR Transactions as of July 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions are a direct result of the ESN 359/399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

There are no Open VoIP DRs as of July 31, 2015

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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	265	265	0	0	577	0	0
JUNE	226	226	0	0	735	0	0
JULY	208	208	0	0	943	0	0
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,181	1,175	5	1			
AVG PER MONTH	169	168	1	0			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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	639	66	47	526
MOLOKAI	304	18	19	267
TOTAL	943	84	66	793

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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July 1, 2015 - July 31, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	7/31/2015		Spatially corrected one hundred thirty-three (133) address points in Kula	
	7/30/2015		Added two (2) addresses in Kahului	
	7/30/2015		Spatially corrected one (1) address in Kahului	
	7/30/2015		Spatially corrected eleven (11) address points in Wailuku	
	7/30/2015		Added one (1) address in Wailuku	
	7/30/2015		Added seven (7) address points in Kula	
	7/30/2015		Spatially corrected one hundred eleven (111) address points in Kula	
	7/29/2015		Added one (1) address in Kula	
	7/29/2015		Spatially corrected eighty-four (84) address points in Kula	
	7/28/2015		Spatially corrected one hundred seventy-eight (178) address points in Kula	
	7/27/2015		Spatially corrected sixty-nine (69) address points in Kula	
	7/24/2015		Spatially corrected one (1) address point in Kula	
		07/22/15		
	7/21/2015			Corrected Location Name for one (1) address in Haiku
	7/21/2015			Added one (1) address in Haiku
	7/21/2015			Added one (1) POI address per Maui Dispatch in Hana
	7/21/2015			Added one (1) address in Kaanapali
	7/21/2015			Assigned House Numbers for two (2) POI address points in Paia
	7/21/2015			Added Location Name for one (1) address in Wailuku
	7/21/2015			Removed MSG for two (2) address points per Maui Dispatch
	7/14/2015			Added eight (8) addresses in Kula
	7/14/2015			Spatially corrected one (1) address point in Makawao
	7/14/2015			Spatially corrected sixty-three (63) address points
	7/10/2015			Added two (2) addresses in Kula
	7/10/2015			Spatially corrected one (1) address point in Kula
	7/10/2015			Spatially corrected one (1) address point in Waihee
	7/10/2015			Added two (2) address points in Lahaina
		07/08/15		
	7/2/2015			Spatially corrected forty (40) address points in Pukalani
	7/2/2015			Added one (1) address in Pukalani
	7/1/2015			Spatially corrected sixty-eight (68) address points in Pukalani
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.

MAUI 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)			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	7/14/2015		Modified boundaries of ESN 322 and 323 to match spatially corrected street centerlines
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.

MAUI 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)			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage		07/22/15	
	7/13/2015		Added eight (8) restaurants
		07/08/15	
	7/6/2015		Removed one (1) restaurant
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.

MAUI 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)			
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		07/22/15	
	7/17/2015		Added Kahoolawe and Molokini
	7/14/2015		Modified boundaries at Pukalani and Makawao to match spatially corrected street centerlines
		07/08/15	

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
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		07/22/15	
	7/10/2015		Added forty-eight (48) POI, spatially corrected three (3) and changed one (1) name
		07/08/15	
	7/6/2015		Added twenty-eight (28) POI, spatially corrected eight (8) POI and added telephone numbers for eight (8) POI at Maui Mall, Kahului
	7/6/2015		Removed one (1) restaurant
Police Beats			
Police Districts			
Police Response Areas		07/22/15	
	7/14/2015		Modified boundaries at RA 35, 36, and 38 to match spatially corrected street centerlines
		07/08/15	
Police Stations			

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Post Offices				
Schools				
Street Centerlines	7/29/2015		Partial spatial correction of three (3) street centerline segments	
	7/27/2015		Spatially corrected ten (10) street centerline segments in Kula	
	7/24/2015		Spatially corrected nine (9) street centerline segments in Kula	
	7/23/2015		Spatially corrected thirteen (13) street centerline segments in Kula	
		07/22/15		
	7/22/2015		Modified two (2) street centerline ranges in Pukalani	
	7/22/2015		Spatially corrected eight (8) street centerline segments in Kula	
	7/21/2015		Spatially corrected thirteen (13) street centerline segments in Kula	
	7/21/2015		Modified two (2) street centerline range segments in Kula	
	7/17/2015		Spatially corrected eleven (11) street centerlines in Kula	
	7/16/2015		Spatially corrected ten (10) street centerline segments in Kula	
	7/15/2015		Spatially corrected sixteen (16) street centerline segments in Kula	
	7/15/2015		Spatially corrected one (1) street centerline segment in Pukalani	
	7/14/2015		Spatially corrected twenty (20) street centerlines in Pukalani	
	7/14/2015		Added one (1) new street centerline in Kula	
	7/13/2015		Spatially corrected ten (10) street centerline segments in Pukalani	
	7/13/2015		Spatially corrected twelve (12) street centerline segments in Kula	
	7/10/2015		Spatially corrected one (1) street centerline segment in Pukalani	
	7/9/2015		Spatially corrected twenty (20) street centerline segments in Pukalani	
		07/08/15		
		7/7/2015		Spatially corrected two (2) street centerline segments in Pukalani
		7/2/2015		Spatially corrected seventeen (17) street centerline segments in Pukalani
		7/1/2015		Spatially corrected twenty-seven (27) street centerline segments in Pukalani
Subdivisions				
Tow Jurisdictions				
	7/31/2015		Added 808 Towing	
Tsunami Evacuation Zones				

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	7/31/2015		Per ATT CRS
		07/22/15	
	7/15/2015		Per VZW CRS
		07/08/15	
WSP Cell Towers	7/31/2015		Per ATT CRS
		07/22/15	
	7/15/2015		Per VZW CRS
		07/08/15	

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.

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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
7/22/2015	Delivered the following data for a MapFlex update: Address Points, Food & Beverage, POI, Street Centerlines, WSP Cell Towers, WSP Cell Sectors, and Police Response Areas
7/22/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte, .ply and .map which included updated Address Points, POI, Street Centerlines, WSP Cell Towers and Police Response Areas
7/8/2015	Delivered the following data for MapFlex: Address Points, Lodging, Food & Beverage, POI, Street Centerlines, WSP Cell Towers, WSP Cell Sectors, Police Response Areas, Fire Response Areas, Coastal Names and Churches
7/8/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte, .ply and .map which included updated Address Points, Lodging, POI, Street Centerlines, WSP Cell Towers, Police Response Areas, Fire Response Areas, and Coastal Names

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	Addition	27	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	762	Corrected location of address point, recalculated x/y
	Assigned House Number	2	Assigned HN to POI address point for MSAG
	Removed MSG	2	Removed Message for Intergraph
	Neighborhood Info	0	Added Neighborhood Info
	Location Name	2	Added or Changed Location Name
<i>Response Boundaries</i>	Spatially Corrected	7	Boundary corrections to match spatially corrected street centerlines. Layers include ESN, MSAG Community and Police Response Areas.
	Addition	2	Added Kahoolawe and Molokini
<i>Street Centerlines</i>	Addition	1	Added a street centerline segment
	Range Segments	4	Modification of a range
	Spatially Corrected	200	Corrected using Pictometry
	Partial Spatial Correction	3	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 July 8, 2015 which included:
 - a. Address Points, Coastal Names, Fire Response Areas, Lodging, Points of Interest, Police Response Areas, Street Centerlines, and WSP Cell Towers
 - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
2. On July 22, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Points of Interest, Police Response Areas, Street Centerlines and WSP Cell Towers
 - b. The .map, .ply, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.

During August 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.

MAPFLEX DEPLOYMENT

During the month of July 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to July, please see the April and May 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
 - a. **Hawaii County** – July 7th and July 21st
 - b. **Maui County** – July 8th and July 22nd
 - c. **Kauai County** – July 9th and July 23rd

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POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

POWERMAP

During the May 14, 2015, 9-1-1 Communications Technical and Finance Committee it was discussed that with the successful implementation of the MapFlex system, the uploads for the PowerMap system are scheduled to be phased out by the end of May 2015.

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
 - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
 - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
 - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
 - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions, however the MapFlex is still not displaying the Phase I polygons for wireless calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.

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SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP JULY 2015

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no Open Service Requests for the Maui PSAP for July 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	0	1	0	0	0	0	1
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August							
September							
October							
November							
December							
TOTAL	7	7	0	2	2	5	5

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 JULY 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP for July 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	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization September 2015

AUDIT SUMMARY RESULTS – 2015 -- TBA

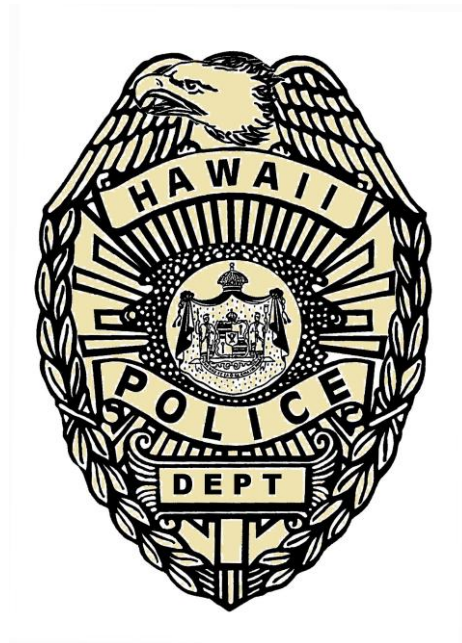
MSAG AUDIT SUMMARY RESULTS – SEPTEMBER 1, 2015 - JUNE 1, 2015 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JULY 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
JULY	18,849	3,787	20.09%	12,622	66.96%	46.04%	53.96%	922	4.89%	15	0.08%	0	0.00%	1,503	7.97%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (53.96%) has increased from the number of Wireless Phase 1 calls (46.04 %) in July 2015.

*Call with no Ali = 0.08% - Statewide average = .29%

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	18,561	3,534	19.04%	12,546	67.59%	50.22%	49.78%	727	3.92%	5	0.03%	0	0.00%	1,749	9.42%	0	0.00%
JUNE	17,884	3,522	19.69%	12,135	67.85%	46.91%	53.09%	675	3.77%	6	0.03%	0	0.00%	1,546	8.64%	0	0.00%
JULY	18,849	3,787	20.09%	12,622	66.96%	46.04%	53.96%	922	4.89%	15	0.08%	0	0.00%	1,503	7.97%	0	0.00%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	127,366	25,762		85,451				5,208		49		0		10,896		0	
MON AVG	18,195	3,680	20.22%	12,207	67.11%	47.92%	52.08%	744	4.08%	7	0.04%	0	0.00%	1,557	8.55%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – JULY 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
July	15,015	79.66%	0	1,456	0	2,331	12.37%	0	47	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	14,600	78.66%	0	1,697	0	2,212	11.92%	0	52	0
June	14,363	80.31%	0	1,519	0	1,975	11.04%	0	27	0
July	15,015	79.66%	0	1,456	0	2,331	12.37%	0	47	0
August										
September										
October										
November										
December										
YTD	102,589		0	10,650	0	15,346		0	246	0
MON AVG	14,656	80.58%	0	1,521	0	2,192	12.04%	0	35	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
2015 YTD (year to date) percentage of Wireless 911 calls:
Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%
Statewide average of Wireless 911 calls = 67.51%*
How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?
For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.
The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.
While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.
When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling.
Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**
* Statewide averages does not include the Military 911 Call Volumes.
** Source :CTIA ..Cellular Telephone Industries Association : http://wireless911.com/

WIRELESS PSAP TESTING – JULY 2015

HAWAII COUNTY - JULY 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
7/31/2015	Sprint	1	1	Hawaii PSAP	Pass	delayed due to tower not ready

NOTES:

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – JULY 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JULY	38	23	0	10	3	3	520

MSAG CURRENT MONTH NOTES:

A total of **352** MSAG transactions were processed in 9-1-1 Net during the month of July 2015. Thirty-eight (**38**) requests were processed relating to the MSAG database, and **314** requests relating to the ALI database (see ALI Transaction chart on next page). There were **520** 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	32	5	0	24	3	0	256
JUNE	45	5	0	37	3	0	97
JULY	38	23	0	10	3	2	520
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	353	88	4	205	51	5	1,587
AVG PER MONTH	50	13	1	29	7	1	227

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ALI TRANSACTIONS CURRENT MONTH – JULY 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
JULY	314	309	3	2	836	1	0

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

309 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 several communities. There were two (2) 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 836 Open TN CR Transactions as of July 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

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

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

The ALI DR was the result of 9-1-1 call from a business in Hilo. 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 July 31, 2015

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

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2
FEB	104	96	5	3	430	3	0
MAR	170	159	10	1	474	3	0
APR	252	248	3	1	532	3	0
MAY	377	377	0	0	510	3	0
JUNE	254	245	9	0	665	2	0
JULY	314	309	3	2	836	1	0
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	1,553	1,505	35	13			
AVG PER MONTH	222	215	5	2			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY 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	836	153	58	625

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<u>PENDING STATUS</u> - 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.
<u>REFERRED STATUS</u> - 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.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Hawaii County E9-1-1 Status Report

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	7/31/2015		Spatially corrected twenty-three (23) address points in Hilo.
	7/27/2015		Corrected MSAG Community to two (2) address points in Holualoa.
	7/24/2015		Added thirteen (13) address points in Waikoloa.
	7/22/2015		Added one (1) address point (431336 Poehana Pl) in Paauilo.
	7/22/2015		Spatially corrected forty-two (42) address points in Waikoloa.
		07/21/15	
	7/21/2015		Spatially corrected sixteen (16) address points in Waikoloa.
	7/17/2015		Spatially corrected ten (10) address points in Hilo.
	7/17/2015		Corrected routing id to thirty-three (33) address points in Kamuela.
	7/16/2015		Added two (2) address points (880111 Kai Ave and 891719 Milolii Rd) in Captain Cook.
	7/16/2015		Added one (1) new address point (292290 Old Mamalahoa Hwy) in Hakalau.
	7/16/2015		Added seven (7) address points in Hilo.
	7/16/2015		Added one (1) address point (750961 Kamila Pl) in Holualoa.
	7/16/2015		Added one (1) address point (450433 Maile St) in Honokaa.
	7/16/2015		Added two (2) address points (282691 and 282695 Kahalono Rd) in Honomu.
	7/16/2015		Added three (3) address points (734500 Hane St, 731688 Hao St and 734580 Konale Pl) in Kailua Kona.
	7/16/2015		Added two (2) address points (651174 Kahawai St and 645336 Kipahele St) in Kamuela.
	7/16/2015		Added one (1) address point (540572 Honomakau Rd) in Kapaau.
	7/16/2015		Added ten (10) address points in Keaau.
	7/16/2015		Added thirteen (13) address points in Kurtistown.
	7/16/2015		Added one (1) address point (362304 Puualaea Homestead Rd) in Laupahoehoe.
	7/16/2015		Added seven (7) address points in Mountain View.
	7/16/2015		Added four (4) address points (946471 Ahi Rd, 946510 Keoki Rd, 946270 Makai St and 946329 Puka St) in Naalehu.
	7/16/2015		Added two (2) address points (928628 King Kamehameha Blvd and 929227 Paradise Pkwy) in Ocean View.
	7/16/2015		Added two (2) address points (421470 Kalapahapuu Rd and 442533 Keahua Rd) in Paauilo.
	7/16/2015		Added ten (10) address points in Pahoa.
	7/16/2015		Added sixteen (16) address points in Volcano.
	7/16/2015		Spatially corrected sixty-four (64) address points in Kamuela.
	7/14/2015		Spatially corrected one hundred sixty-one (161) address points in Kamuela.

Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		07/07/15	
	7/7/2015		Added twenty-seven (27) address points in Hilo.
	7/7/2015		Added two (2) address points (160172 Wiliama St B and 160172 Wiliama St C) in Keaau.
	7/7/2015		Corrected location name to one (1) address point (160510 Volcano Rd) in Keaau.
	7/7/2015		Corrected address to (1) address point (160172 Wiliama St A) in Keaau.
	7/7/2015		Spatially corrected nine (9) address points in Keaau.
	7/6/2015		Added alias to four (4) address points in Captain Cook.
	7/6/2015		Corrected address to one (1) address point (826147 Muliwai Pl) in Captain Cook.
	7/6/2015		Added one (1) address point (281640 Old Mamalahoa Hwy) in Honomu.
	7/6/2015		Added one (1) address point (181157 Ueyama Village Rd) in Mountain View.
	7/6/2015		Added one (1) address point (270211 B Rd) in Papaikou.
	7/6/2015		Deleted one (1) address point (826417 Muliwai Pl) in Captain Cook.
	7/2/2015		Added one (1) address point (450664 Na Kamalii Pl) in Honokaa.
	7/2/2015		Added one (1) address point (951179 Kaalaiki Rd) in Naalehu.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
	7/29/2015		Corrected boundary to Coastline.

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	7/30/2015		Corrected boundaries to two (2) ESNs (217 and 224).
	7/29/2015		Corrected boundaries to ten (10) ESNs.
Fire Beats	7/30/2015		Corrected boundaries to two (2) fire beats (2 and 10).
	7/29/2015		Corrected boundaries to seven (7) fire beats.
Fire Districts	7/30/2015		Corrected boundaries to two (2) fire districts (2 and 10).
Fire Response Areas	7/30/2015		Corrected boundaries to two (2) fire response areas (2 and 8).
Fire Stations			
Food & Beverage			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			

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MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas	7/30/2015		Corrected boundaries to two (2) medic response areas (1 and 10).
	7/29/2015		Corrected boundaries to eight (8) medic response areas.
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
	7/30/2015		Corrected boundaries to two (2) MSAG Communities (Hilo and Pahoa).
	7/29/2015		Corrected boundaries to eleven (11) MSAG Communities.
	7/28/2015		Corrected boundaries to twelve (12) MSAG Communities.
	7/27/2015		Corrected boundary to ten (10) MSAG Communities.
Net Junctions			
Ocean Rescue Boundaries			
	7/30/2015		Corrected boundaries to six (6) ocean rescue boundaries.
Ocean Safety			

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MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parcels			
Parks			
Parks Polygon			
Points of Interest		07/21/15	
		07/07/15	
	7/7/2015		Deleted one (1) point of interest (Emmas Mexican Food) in Keaau.
	7/7/2015		Corrected address to two (2) points of interest (Keaau Learning Center and Shipman Park) in Keaau.
	7/7/2015		Spatially corrected sixteen (16) points of interest in Keaau.
	7/6/2015		Spatially corrected seven (7) points of interest in Honomu.
	7/6/2015		Corrected address to three (3) points of interest (Good Shepard Roman Catholic Church, Honomu Gym and Park, Honomu Hongwanji School) in Honomu.
	7/6/2015		Spatially corrected three (3) points of interest (Hawaiian Volcano Observatory, Kilauea Field Station, Thomas A Jaggar Museum) in HVNP.
	7/6/2015		Corrected name to one (1) point of interest (Thomas A Jaggar Museum) in HVNP.
	7/6/2015		Spatially corrected seventeen (17) points of interest in Keaau.
	7/6/2015		Corrected address to three (3) points of interest (Keaau Community Center, Keaau Holy Rosary Church and Puna Power Plant) in Keaau.
	7/6/2015		Corrected address to one (1) point of interest (Mountain View Park) in Mountain View.
	7/2/2015		Added one (1) point of interest (Kau Auto Repair) in Naalehu.
Police Beats			
	7/30/2015		Corrected boundary to one (1) police beat (838).
	7/29/2015		Corrected boundaries to three (3) police beats (140, 230 and 231).
Police Districts			
	7/30/2015		Corrected boundaries to two (2) police districts (1 and 8).
Police Response Areas			
	7/30/2015		Corrected boundaries to two (2) police response areas (139 and 838).

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MAPPING LAYERS UPDATED (PART VII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Stations			
Post Offices			
Schools			
Street Centerlines	7/31/2015		Spatially corrected five (5) street segments in Kamuela.
	7/29/2015		Corrected elevation to two (2) street segments of Hawaii Belt Rd in Hakalau.
	7/29/2015		Corrected range to one (1) segment of Hawaii Belt Rd in Laupahoehoe.
	7/29/2015		Corrected range to one (1) segment of Hawaii Belt Rd in Papaaloa.
	7/28/2015		Deleted one (1) segment of Ainaloa Dr in Kurtistown.
	7/28/2015		Spatially corrected five (5) street segments in Kealahou.
	7/28/2015		Corrected range to one (1) segment of Ainaloa Dr.
	7/27/2015		Spatially corrected two (2) street segments (Kemole Alanui and Makahalau Alanui) in Kamuela.
	7/27/2015		Spatially corrected two (2) street segments of Mamalahou Hwy in Kealahou.
	7/27/2015		Spatially corrected one (1) segment of Mamalahou Hwy in Keauhou.
	7/24/2015		Spatially corrected thirty-one (31) street segments in Kamuela.
	7/24/2015		Added one (1) segment of Kawaihae Rd and split two (2) segments (one of Kawaihae Rd and one of Kohala Mountain Rd) in Kamuela.
	7/23/2015		Added thirteen (13) and split five (5) street segments in Kamuela.
	7/22/2015		Spatially corrected thirty-one (31) street segments in Kamuela.
	7/22/2015		Spatially corrected thirty-nine (39) street segments in Waikoloa.
		07/21/15	
	7/17/2015		Spatially corrected six (6) street segments in Kamuela.
	7/17/2015		Added thirty-eight (38) and split five (5) street segments in Kamuela.
	7/15/2015		Added one (1) segment of Kamila Pl and split one (1) segment of Mamalahou Hwy in Holualoa.
	7/15/2015		Corrected range to three (3) street segments (Kamila Pl and Mamalahou Hwy) in Holualoa.
		07/07/15	
	7/6/2015		Corrected range to two (2) street segments of Muliwai Pl in Captain Cook.
	7/6/2015		Spatially corrected two (2) street segments of Muliwai Pl in Captain Cook.

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MAPPING LAYERS UPDATED (PART VIII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	7/6/2015		Split one (1) street segment of Muliwai Pl in Captain Cook.
	7/6/2015		Corrected range to three (3) street segments of Ueyama Village Rd in Mountain View.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	7/27/2015		Per ATT CRS
		07/21/15	
	7/8/2015		Per VZW CRS
		07/07/15	
WSP Cell Towers	7/27/2015		Per ATT CRS
		07/21/15	
	7/8/2015		Per VZW CRS
		07/07/15	

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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
07/21/15	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.
07/07/15	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.

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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 **July 16, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	85	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	0	
New Street Segments Added		1
Street Segments Removed		0
Street Segment Range Changes		0
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 July 2015, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	New Address Points	133 Added	Throughout County in 20 Communities
	Spatial Correction	325 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Kamuela, Waikoloa and Hilo
	Address	2 Corrected	Addresses were in Captain Cook and Keaau
	Location Name	1 Corrected	Address was in Keaau
	Deleted	1 Removed	Address was in Captain Cook
	Alias	4 Added	Addresses were in Captain Cook
	MSAG Community	2 Corrected	Addresses were in Holualoa
	Routing ID	33 Corrected	Addresses were in Kamuela
<i>Response Boundaries</i>	ESN	11 Corrected	Throughout County
	Fire Beats	9 Corrected	Throughout County
	Fire Districts	2 Corrected	Fire Districts 2 and 10
	Fire Response Areas	2 Corrected	Fire Response Areas 2 and 10
	Medic Response Areas	8 Corrected	Throughout County
	Police Beats	4 Corrected	Police Beats 140, 230, 231 and 838
	Police Districts	2 Corrected	Police Districts 1 and 8
	Police Response Areas	2 Corrected	Police Response Areas 139 and 838
<i>Street Centerlines</i>	Ocean Rescue Boundaries	6 Corrected	All six Ocean Rescue Boundaries
	New Streets	53 Added	Majority of streets were in Kamuela
	Spatial Correction	124 Corrected	Majority of streets were in Kamuela and Waikoloa
	Range/Parity	11 Corrected	Majority of streets were in Holualoa and Mountain View
	Split	14 Corrected	Majority of streets were in Kamuela
	Deleted	1 Removed	Street was in Kurtistown
	Elevation	2 Corrected	Streets were in Hakalau

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NOTE:

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

LAVA FLOW AND ALTERNATE ROUTES

In September 2014, Akimeka had 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, “Lava Flows” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
 - a. Akimeka created the layer “Lava Flows”, which details the up-to-date progress of the lava flow as well as the flow forecast just prior to the GIS deliverable.
 - 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 that time.
 - d. During July 2015, Akimeka continued to monitor the activity of the lava flow and there was no reported activity to include into the GIS layers during that time.
 - 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 deliver the Lava Flows and Alternate Routes Lower Puna layers into MapFlex more frequently than the regularly scheduled MapFlex deliverables if necessary.

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MAPFLEX DEPLOYMENT

During the month of July 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to July, please see the April and May 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
 - a. **Hawaii County** – July 7th and July 21st
 - b. **Maui County** – July 8th and July 22nd
 - c. **Kauai County** – July 9th and July 23rd

POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

POWERMAP

During the May 14, 2015, 9-1-1 Communications Technical and Finance Committee it was discussed that with the successful implementation of the MapFlex system, the uploads for the PowerMap system are scheduled to be phased out by the end of May 2015.

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
 - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
 - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
 - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
 - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions, however the MapFlex is still not displaying the Phase I polygons for wireless calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JULY 2015

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

Note* There is one (1) opened service requests pending for July 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	0	0	3	0	0	0	0
June	7	8	2	0	0	7	8
July	5	6	1	0	0	5	6
August							
September							
October							
November							
December							
TOTAL	43	48	1	0	0	43	48

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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – August 2015

AUDIT SUMMARY RESULTS – AUGUST 2015 - TBA

AUDIT SUMMARY RESULTS COMPARISON – AUGUST 2015 VS. MAY 1, 2015 - 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 – JULY 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
JULY	5,022	741	14.76%	3,382	67.34%	47.40%	52.60%	158	3.15%	18	0.36%	0	0.00%	723	14.40%	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	4,024	599	14.89%	2,685	66.72%	50.73%	49.27%	107	2.66%	9	0.22%	0	0.00%	624	15.51%	0	0.00%
JUNE	5,830	626	10.74%	3,813	65.40%	52.37%	47.63%	149	2.56%	26	0.45%	0	0.00%	1,216	20.86%	0	0.00%
JULY	5,022	741	14.76%	3,382	67.34%	47.40%	52.60%	158	3.15%	18	0.36%	0	0.00%	723	14.40%	0	0.00%
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	33,605	4,944		22,000				1007		132		0		5,522		0	
MON AVG	4,801	706	14.88%	3,143	65.46%	49.35%	50.65%	144	3.00%	19	0.39%	0	0.00%	789	16.27%	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 = 0.29%

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FYI.....FOR YOUR INFORMATION

FYI For Your Information	
2015 YTD (year to date) percentage of Wireless 911 calls:	
Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%	
Statewide average of Wireless 911 calls = 67.51%*	
How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?	
For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.	
The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.	
While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.	
When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling.	
Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**	
* Statewide averages does not include the Military 911 Call Volumes.	
** Source :CTIA ..Cellular Telephone Industries Association : http://wireless911.com/	

WIRELESS PSAP TESTING – JULY 2015

KAUAI COUNTY - JULY 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 July 2105.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JULY 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JULY	48	26	5	4	2	11	1,212

MSAG CURRENT MONTH NOTES:

A total of **50** MSAG transactions were processed in 9-1-1 Net during the month of July 2015. Forty-eight (48) requests were processed relating to the MSAG database, and two (2) requests relating to the ALI database (see ALI Transaction chart on next page). There were **1,212** 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	7	3	0	2	2	0	117
JUNE	4	2	0	1	1	0	130
JULY	48	26	5	4	2	11	1,212
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	170	117	7	14	14	18	2,732
AVG PER MONTH	24	17	1	2	2	3	390

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ALI TRANSACTIONS CURRENT MONTH – JULY 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
JULY	2	2	0	0	226	0	0

Definitions							
<p>(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.</p> <p>(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</p>							

ALI TRANSACTIONS CURRENT MONTH NOTES:

Two (2) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 499 clean-up effort. There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 226 Open TN CR Transactions as of July 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**

The Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

There are no Open VoIP DRs as of July 31, 2015

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

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB	2	2	0	0	211	211	0
MAR	35	35	0	0	227	0	0
APR	28	28	0	0	220	0	0
MAY	60	60	0	0	277	0	0
JUNE	108	108	0	0	283	0	0
JULY	2	2	0	0	226	0	0
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	304	304	0	0			
AVG PER MONTH	43	43	0	0			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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	226	41	53	132

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) – JULY 2015

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	7/31/2015		Added five (5) address points in Waipouli.	
	7/31/2015		Added one (1) address point (3000 Kalihiwai Valley Rd) in Kalihiwai.	
	7/31/2015		Spatially corrected one (1) address point (40771 Kuhio Hwy) in Waipouli.	
	7/30/2015		Deleted one (1) address point (36420 Omao Rd B) in Omao.	
	7/30/2015		Added one (1) address point (6100 Kawaihau Rd) in Kapaa.	
	7/30/2015		Added one (1) address point (3094 Poipu Rd) in Koloa.	
	7/27/2015		Added twenty-one (21) address points in Kapaa.	
	7/27/2015		Added twenty (20) address points in Port Allen.	
	7/27/2015		Corrected address to one (1) address point (4800 Kawaihau Rd A) in Kapaa.	
	7/27/2015		Spatially corrected one (1) address point (4800 Kawaihau Rd A) in Kapaa.	
		07/23/15		
	7/20/2015		Corrected address to one (1) address point (1790 Makaleha Pl A) in Kapaa.	
	7/20/2015		Spatially corrected twenty-one (21) address points in Anahola.	
	7/20/2015		Spatially corrected ninety-four (94) address points in Kapaa.	
	7/20/2015		Spatially corrected eleven (11) address points in Kealia.	
	7/20/2015		Spatially corrected four (4) address points in Moloaa.	
	7/13/2015		Corrected MSAG Community and ESN to nine (9) address points in Waipouli.	
	7/10/2015		Corrected MSAG Community and ESN to three (3) address points (4567, 4570 and 4571) in Hanapepe.	
		07/09/15		
	7/8/2015		Spatially corrected one (1) address point (4264 Ala Muku Pl) in Kilauea.	
	7/8/2015		Added four (4) address points in Kilauea.	
	7/8/2015		Corrected location name to one (1) address point (3800 Kamehameha Rd) in Princeville.	
	7/8/2015		Spatially corrected two (2) address points (4480 Ka Haku Rd and 3800 Kamehameha Rd) in Princeville.	
	7/8/2015		Corrected address to two (2) address points (4480 Ka Haku Rd and 3890 Kamehameha Rd 3) in Princeville.	
	7/8/2015		Added sixty-four (64) address points in Princeville.	
	7/6/2015		Added one (1) address point (10605 Kaumualii Hwy) in Pakala.	
	7/2/2015		Corrected MSAG Community and ESN to two (2) address points in Lawai.	
	7/2/2015		Corrected MSAG Community and ESN to two (2) address points in Koloa.	
	7/2/2015		Spatially corrected one (1) address point (5335 Koloa Rd) in Koloa.	
	7/1/2015		Corrected MSAG Community and ESN to five (5) address points in Anahola.	
	7/1/2015		Corrected MSAG Community to thirteen (13) address points in Kalihiwai.	
Airports				

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		07/23/15	
	7/14/2015		Corrected boundaries to two (2) ESNs (428 and 429).
	7/13/2015		Corrected boundaries to sixteen (16) ESNs.

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
ESZ/ESN	7/10/2015		Corrected boundaries to seventeen (17) ESNs.
		07/09/15	
	7/9/2015		Corrected boundaries to thirteen (13) ESNs.
	7/8/2015		Corrected boundaries to four ESNs (440, 441, 442 and 447).
	7/2/2015		Corrected boundaries to four (4) ESNs (428, 431, 434 and 435).
	7/1/2015		Corrected boundary to twenty-one (21) ESNs.
Fire Beats		07/23/15	
	7/13/2015		Corrected boundaries to three (3) Fire Beats (4, 5 and 6).
	7/10/2015		Corrected boundaries to two (2) Fire Beats (5 and 6).
		07/09/15	
	7/1/2015		Corrected boundary to two (2) Fire Beats (4 and 5).
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats		07/09/15	
	7/1/2015		Corrected boundary to two (2) Medic Beats (20 and 24).
Medic Districts			
Medic Response Areas			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		07/23/15	
	7/14/2015		Corrected boundaries to two (2) MSAG Communities (Koloa and Poipu).
	7/13/2015		Corrected boundaries to fourteen (14) MSAG Communities.
	7/10/2015		Corrected boundaries to sixteen (16) MSAG Communities.
		07/09/15	
	7/9/2015		Corrected boundaries to twelve (12) MSAG Communities.
	7/8/2015		Corrected boundaries to five (5) MSAG Communities.
	7/2/2015		Corrected boundaries to four (4) MSAG Communities (Kalaheo, Koloa, Kukuiula and Lawai).
	7/1/2015		Corrected boundary to eighteen (18) MSAG Communities.
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	7/31/2015		Deleted one (1) point of interest (Pizza Hut Waipouli) in Waipouli.
	7/31/2015		Added four (4) points of interest in Waipouli.
	7/31/2015		Spatially corrected two (2) points of interest in Waipouli.
	7/31/2015		Corrected address to one (1) point of interest (Shivalik Indian Cuisine) in Waipouli.
	7/31/2015		Corrected address to one (1) point of interest (Goo Farms) in Kalihiwai.
	7/31/2015		Spatially corrected one (1) point of interest (Goo Farms) in Kalihiwai.
		07/23/15	
		07/09/15	
	7/8/2015		Spatially corrected fourteen (14) points of interest in Kilauea.
	7/8/2015		Spatially corrected five (5) points of interest in Kokee.
Police Beats		07/23/15	
	7/13/2015		Corrected boundaries to five (5) Police Beats.
	7/10/2015		Corrected boundaries to two (2) Police Beats (250 and 356).
		07/09/15	
	7/2/2015		Corrected boundaries to two (2) Police Beats (350 and 356).
	7/1/2015		Corrected boundary to four (4) Police Beats (250, 256 350 and 356).
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	7/31/2015		Added fourteen (14) and split one (1) street segment in Kapaa.
		07/23/15	
	7/15/2015		Spatially corrected one (1) segment of Ko Rd in Eleele.
	7/15/2015		Spatially corrected one (1) segment of Ko Rd in Hanapepe.
	7/15/2015		Spatially corrected two (2) segments of Halewili Rd in Kalaheo.

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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 GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	7/15/2015		Spatially corrected one (1) segment of Kuhio Hwy in Kalihiwai.
	7/15/2015		Spatially corrected two (2) segments of Kuhio Hwy in Kilauea.
	7/15/2015		Spatially corrected one (1) segment of Ala Kinoiki Rd in Koloa.
	7/15/2015		Spatially corrected one (1) segment of Omao Rd in Lawai.
	7/15/2015		Spatially corrected one (1) segment of Rice St in Lihue.
	7/15/2015		Spatially corrected one (1) segment of Kuhio Hwy in Moloaa.
	7/15/2015		Spatially corrected three (3) street segments (Niumalu Rd and Rice St) in Nawiliwili.
	7/15/2015		Spatially corrected two (2) segments of Niumalu Rd in Niumalu.
	7/15/2015		Spatially corrected one (1) segment of Kaumualii Hwy in Olokele.
	7/15/2015		Spatially corrected one (1) segment of Omao Rd in Omao.
	7/15/2015		Spatially corrected two (2) segments of Kaumualii Hwy in Pakala.
	7/15/2015		Spatially corrected one (1) segment of Ala Kinoiki Rd in Poipu.
	7/15/2015		Spatially corrected one (1) segment of Kuhio Hwy in Wailua.
	7/15/2015		Spatially corrected one (1) segment of Kaumualii Hwy in Waimea.
	7/15/2015		Spatially corrected one (1) segment of Kuhio Hwy in Waipouli.
	7/13/2015		Spatially corrected nine (9) street segments in Kalaheo.
	7/13/2015		Spatially corrected eleven (11) street segments in Koloa.
	7/13/2015		Corrected MSAG Community, ESN and Police to two (2) segments of Ninini Point St in Nawiliwili.
	7/13/2015		Split one (1) street segment of Omao Rd in Omao.
	7/13/2015		Split one (1) street segment of Kuhio Hwy in Waipouli.
	7/13/2015		Split one (1) street segment of Kuhio Hwy in Wailua.
	7/13/2015		Split one (1) street segment of Omao Rd in Lawai.
	7/13/2015		Spatially corrected five (5) street segments in Eleele.
	7/13/2015		Corrected MSAG Community and ESN to two (2) street segments of Kaumualii Hwy in Eleele.
	7/13/2015		Corrected MSAG Community and ESN to two (2) street segments of Kaumualii Hwy in Port Allen.
	7/13/2015		Spatially corrected eight (8) street segments in Numila.
	7/13/2015		Split one (1) street segment of Kapule Hwy in Hanamaulu.
	7/10/2015		Spatially corrected two (2) street segments of Kuia Rd in Koloa.
	7/10/2015		Split one (1) street segment of Poipu Rd in Koloa.
	7/10/2015		Split one (1) street segment of Kaumualii Hwy in Waimea.
7/10/2015		Split one (1) street segment of Ko Rd in Hanapepe.	
7/10/2015		Split one (1) street segment of Niumalu Rd in Nawiliwili.	
7/10/2015		Split one (1) street segment of Niumalu Rd in Niumalu.	
7/10/2015		Split one (1) street segment of Kaumualii Hwy in Pakala.	

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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.

KAUAI 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)			
Street Centerlines	7/10/2015		Spatially corrected three (3) street segments (Halewili Rd and Quarry Dr) in Eleele.
	7/10/2015		Split one (1) street segment of Ko Rd in Eleele.
	7/10/2015		Spatially corrected one (1) street segment of Halewili Rd in Numila.
	7/10/2015		Split one (1) street segment of Kapule Hwy in Kapaia.
	7/10/2015		Split one (1) street segment of Kapule Hwy in Lihue.
	7/10/2015		Split one (1) segment of Kaumualii Hwy in Kekaha.
	7/10/2015		Split one (1) segment of Kaumualii Hwy in Mana.
	7/10/2015		Split one (1) segment of Poipu Rd in Kukuiula.
	7/10/2015		Split one (1) segment of Lawai Rd in Kukuiula.
	7/10/2015		Split one (1) segment of Lawai Rd in Poipu.
	7/10/2015		Split one (1) segment of Poipu Rd in Poipu.
		07/09/15	
	7/9/2015		Split one (1) segment of Kuhio Hwy in Anahola.
	7/9/2015		Split one (1) segment of Kuhio Hwy in Kalihiwai.
	7/9/2015		Split one (1) segment of Kuhio Hwy in Kealia.
	7/9/2015		Split two (2) segments of Kuhio Hwy in Kilauea.
	7/9/2015		Split one (1) segment of Ala Kinoiki Rd in Koloa.
	7/9/2015		Split one (1) segment of Kuhio Hwy in Moloaa.
	7/9/2015		Split one (1) segment of Kaumualii Hwy Olokele.
	7/9/2015		Split one (1) segment of Kaumualii Hwy in Pakala.
	7/9/2015		Split one (1) segment of Ala Kinoiki Rd in Poipu.
	7/8/2015		Split one (1) segment of Rice St in Nawiliwili.
	7/2/2015		Split one (1) segment of Laoho Rd in Kalaheo.
	7/2/2015		Split one (1) segment of Laoho Rd in Lawai.
	7/2/2015		Corrected MSAG Community and ESN to one (1) segment of Laoho Rd in Lawai.
	7/2/2015		Corrected MSAG Community, ESN and Police to one (1) segment of Koloa Rd in Koloa.
	7/1/2015		Corrected MSAG Community and ESN to two (2) street segments of Papaa Rd in Anahola.
	7/1/2015		Corrected MSAG Community to one (1) street segment of Kalihiwai Rd in Kalihiwai.
Subdivisions			

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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.

KAUAI 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)			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		07/09/15	
	7/2/2015		Per VZW CRS
WSP Cell Towers		07/09/15	
	7/2/2015		Per VZW CRS

NOTE:

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

Kauai County E9-1-1 Status Report

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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
7/23/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, ESN, MSAG Communities, Fire Beats and Police Beats to GeoComm.
7/23/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, ESN, MSAG Communities, Fire Response Areas and Police Response Areas.
7/9/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, ESN, MSAG Communities, Fire Response Areas, Medic Response Areas and Police Response Areas.
7/9/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, ESN, MSAG Communities, Medic Beats, Fire Beats and Police Beats to GeoComm.

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GPS DATA COLLECTION AND SITE VERIFICATION

During the month of June 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 June 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 June 22nd and June 23rd 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 245 total addresses throughout Kauai, verified that numerous addresses, collected four street centerline segments, verified several other street centerlines
 - c. During the month of July 2015, the data that was collected and verified on June 22nd and June 23rd was finished being incorporated into the GIS data and was delivered into MapFlex and made available to the dispatchers and was also delivered to the FTP site to be used in the GeoComm system.

MAPFLEX DEPLOYMENT:

During the month of July 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to July, please see the April and May 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
 - a. **Hawaii County** – July 7th and July 21st
 - b. **Maui County** – July 8th and July 22nd
 - c. **Kauai County** – July 9th and July 23rd

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POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

POWERMAP

During the May 14, 2015, 9-1-1 Communications Technical and Finance Committee it was discussed that with the successful implementation of the MapFlex system, the uploads for the PowerMap system are scheduled to be phased out by the end of May 2015.

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
 - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
 - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
 - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
 - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions, however the MapFlex is still not displaying the Phase I polygons for wireless calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JULY 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for July 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	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in July 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 **1,290** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 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.

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AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of October 1 , 2014		As of January 1 , 2015		As of April 1 , 2015		As of July 1 , 2015	
		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 4-01-15		9-1-1 MSAG Dated 7-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,271		1,275		1,280		1,290	
Less: 9-1-1 MSAG Exception Records	(1)	63	5.0%	64	5.0%	64	5.0%	67	5.2%
Net 9-1-1 MSAG Records Eligible for Comparison		1,208		1,211		1,216		1,223	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,205	99.8%	1,211	100.0%	1,214	99.8%	1,223	100.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	3	0.2%	0	0.0%	2	0.2%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		3	0.2%	0	0.0%	2	0.2%	0	0.0%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the Kauai County was completed as scheduled. The match rate improved from April 2015 with a 99.8% Match Rate to a 100% Match Rate as of July 2015.

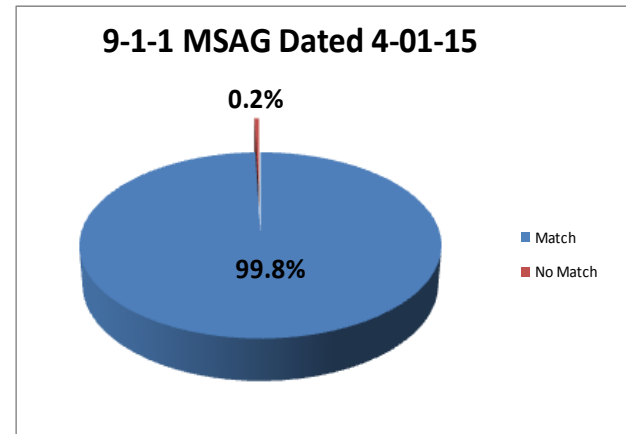
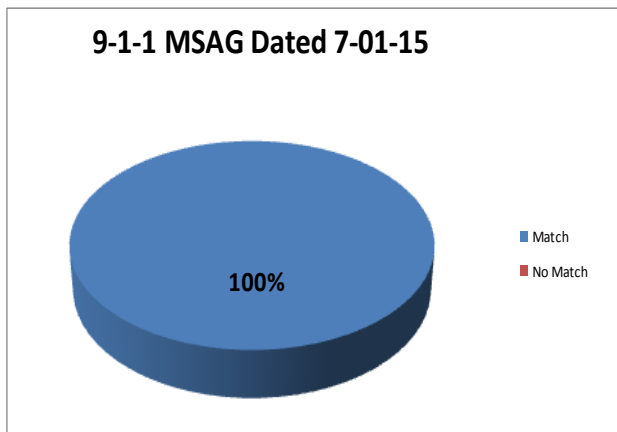
NOTES:

- 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.

Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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



Kauai County level of accuracy or 9-1-1 Match percentage improved with a 100% as of July 1, 2015 compared 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” improved by **100%** (2 to 0) records 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.
- ❖ “MSAG record with missing GIS record” remained consistent with zero (0) records falling under section.
- ❖ “MSAG Records Corrections Required” improved by **100%** (2 to 0) records with minor MSAG corrections. MSAG records were combined, split, and high/low ranges have been changed to match the Street Centerlines.
- ❖ 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

July 1, 2015 - July 31, 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		9-1-1 MSAG Dated 07-01-15	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 499	61	4.6%	56	4.2%	50	3.7%

These invalid MSAG records represent **3.7%** of the Total MSAG records for Kauai County as of the July 1, 2015 MSAG as compared to **4.2%** as of the April 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

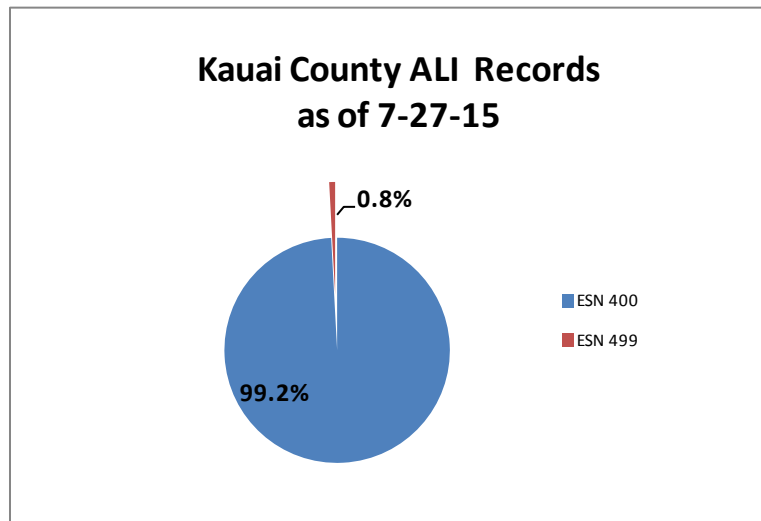
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of July 27, 2015, there are **212** ESN 499 ALI records, representing **0.8%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **47%** (398 to 212) from April 27, 2015 to July 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".