

STATE OF HAWAII

**Enhanced 911 Board Meeting
(Combined Meeting)
Thursday, December 10, 2016
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10:00am to 12:00 noon**

Agenda

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Review and Approval of Last Month's Meeting Minutes**
- V. Executive Session: HRS 92-5(a)(2) To consider confidential personnel matters regarding the Administrative Services Assistant position.**
- VI. Committee Updates by Committee Chairs.**
 - a. Communications Committee – Steven Schutte**
 - i. Presentations from APCO Emerging Tech Forum and NENA Development Conference and Critical Issues Forum.
 - ii. 2015 Legislative Investigative Committee update – Paul Ferreira
 - b. Technical Committee – Thalia Burns**
 - i. Investigative Regulatory Committee – Marshall Kanehailua
 - ii. FCC update
 - iii. Text-to-911 update
 - iv. Others
 - c. Finance Committee – Kiman Wong**
 - i. Review of Monthly Cash Flow & Budget Financial reports.
 - ii. Others.

VII. PSAP Status Updates

- a. Kauai – Mark Begley
- b. Oahu – Alan Nagata
- c. Molokai – Dean Rickard
- d. Maui – John Jakubczak
- e. Hawaii – Paul Ferreira

VIII. Executive Director's Report

- a. The ED will provide updates on the following items:
 - i. Website timeline of human interest success stories update.
 - ii. E911 Board Bylaws update.
 - iii. Ceiling increase of \$1.2M for FY 2017 approved.
 - iv. Prepaid legislation

IX. Items for Discussion, Consideration and Action

- a. 911 Timeline update.
- b. Request Approval for:
 - i. Revised E911 Board Bylaws.
 - ii. Extension of Admin. Svcs. Assist. employment from 1/7/16 to 4/7/16.
 - iii. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
 - 1. Board member (1) – \$3,000.
 - iv. IWCE Conference in Las Vegas, NV, March 21-25, 2016.
 - 1. Board member (1) - \$2,500.
 - v. Oahu PSAP – funding for Pictometry licensing agreement for FY 2021 - \$208,600.
- c. Others

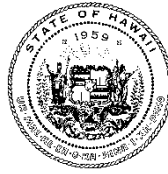
X. Announcements

- a. Future meeting dates (10am – 12 noon).
 - i. Tuesday, January 12, 2016 (Combined meeting)(DLNR Conf. Room)(10:30am start time)
 - ii. Thursday, February 11, 2016 (Combined meeting)
 - iii. Thursday, March 10, 2016 (Combined meeting)
 - iv. Thursday, April 14, 2016 (Combined meeting)

- b. Others

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

XII. Adjournment



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(Combined Meeting)
Thursday, December 10, 2015
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10:00am to 12:00 noon**

Board members present: Paul Ferreira (Chair), Mark Begley (Kauai County), Thalia Burns (HPD), John Jakubczak (MPD), Ryan Freitas (Hawaiian Telcom), Steven Schutte (Verizon), Mark Wong (DIT), Dean Rickard (MPD), Jeff Riewer (AT&T Mobility), and Arnold Kishi (CIO designee).

Board members absent: Roy Irei, Kiman Wong, Lisa Hiraoka (Consumer Advocate designee).

Staff members present: Courtney Tagupa (E911 Board), Stella Kam (AG) and Kerry Yoneshige (DAGS).

Guests: Victoria Garcia (DoD), Antonio Ramirez (Akimeka), Davlynn Racadio (MPD), Alike Akiona (HFD), Randy Macadangdang (HPD), Travis Ing (HiPD), Diana Chun (ESD), Eleni Papakiristis (Hawaiian Telcom), Ben Morgan (Hawaiian Telcom), Ken Schulte (TriTech), Clement Chan (DIT), Eric Butler (Pictometry), Ah Lan Leong (HPD), Allan Nagata (HPD), Wayne Hiras (SIC), Kenison Tejada (APCO/NENA Pacific Chapter), Rob Gausepohl (KPD), Liz Gregg (AT&T), Agnes Lee (Intrado), and Marshall Kanehailua (HPD).

Meeting Minutes

I. Call to Order, Public Notice, Quorum

- a. The board chair called the board meeting to order at 11:05 am.
- b. Public notice was issued.
- c. Quorum was present for all committees, with the exception of the Finance Committee.

II. Public testimony on all agenda items

- a. The board chair asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. Introductions

- a. Introductions were made by everyone present at the request of the board chair.

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

- a. A copy of the meeting minutes was sent to everyone via email by the executive director. Ms. Thalia Burns proposed an amendment to the meeting minutes in the form of a correction to the spelling of HPD Acting Major Allan Nagata's name. Mr. John Jakubczak made a motion to approve the meeting minutes including the proposed amendment made by Ms. Thalia Burns. This motion was seconded and approved by voice vote by all board members present.

V. Executive Session: HRS 92-5(a)(2) To consider confidential personnel matters regarding the Administrative Services Assistant position.

- a. An Executive Session was held from approximately 11:04 am to 11:14 am in order to discuss confidential personnel matters regarding the Administrative Services Assistant position.

VI. Committee Updates by Committee Chairs.

- a. Communications Committee – Steven Schutte
 - i. Presentations from APCO Emerging Tech Forum and NENA Development Conference and Critical Issues Forum.
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - ii. 2015 Legislative Investigative Committee update – Paul Ferreira
 - 1. There were no updates to what was presented at the Joint Committee meeting.
- b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee – Marshall Kanehailua
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - ii. FCC update
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - iii. Text-to-911 update
 - 1. There were no updates to what was presented at the Joint Committee meeting.
 - iv. Others
 - 1. There were no updates to what was presented at the Joint Committee meeting.

C. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow & Budget Financial reports.
Quorum was not met for the Finance Committee, so the Executive Director presented a review of the Monthly Cash Flow and Budget Financial reports ending November 30, 2015. Revenues for the month were \$843,784. Total revenues year to date are approximately \$4M. No interest income was reflected on the Monthly Cash Flow and Budget Financial reports. Although the funds in the First Hawaiian Bank account did generate interest income, it was a modest amount due to current low interest rate conditions and was offset by First Hawaiian Bank administrative expenses. The most important expense is the First Hawaiian Bank lockbox. It does cost quite a bit of money, but the value that we obtain from the lockbox greatly exceeds the cost. The lockbox completely reduces the need for any handling of physical funds, which according to the auditor, is one of our strongest internal controls. If the Federal Reserve elects to increase interest rates at their December Federal Open Market Committee meeting, we may see an increase in interest income that will potentially exceed the First Hawaiian Bank administrative costs. Disbursements for the month were low – approximately \$175,000. The Fund has disbursed approximately \$1M since the beginning of Fiscal Year 2016 (July 1, 2015). The Fund has disbursed approximately \$923,000 towards reductions of encumbrances during the month of November. The \$923,000 was a result of the imaging license for the Big Island. The First Hawaiian Bank balance ending November 30, 2015 is approximately \$17.5M. After subtracting outstanding encumbrances, the First Hawaiian Bank balance is approximately \$12.6M. There were no questions on the Executive Director's presentation of the Monthly Cash Flow and Budget Financial Reports.
- ii. Others.
None

VII. PSAP Status Updates

- a. Kauai – Mark Begley
 1. There were no updates to what was presented at the Joint Committee meeting.
- b. Oahu – Allan Nagata
 1. There were no updates to what was presented at the Joint Committee meeting.
- c. Molokai – Dean Rickard

1. There were no updates to what was presented at the Joint Committee meeting.
- d. Maui – John Jakubczak
 1. There were no updates to what was presented at the Joint Committee meeting.
- e. Hawaii – Paul Ferreira
 1. There were no updates to what was presented at the Joint Committee meeting.

VIII. Executive Director's Report

- a. The Executive Director provided updates on the following items:
 - i. Website timeline of human interest success stories update.

The Administrative Services Assistant presented an update on the website timeline of human interest success stories. The website timeline is approximately 75% complete. Our goal is to have this finalized by the next board meeting. Success stories from Hawaii County are presently listed on the website. The Administrative Services Assistant will touch base in the coming weeks with other PSAP representatives in order to obtain the remainder of the success stories and to finalize populating the agency website.

- ii. E911 Board Bylaws update.

The Executive Director emailed the Bylaws to everyone and incorporated suggested changes from Mr. Paul Ferreira and Mr. Kiman Wong. The Executive Director presented an update of the Bylaws to the Board that reflect the changes to laws and statutes. Changes in the Bylaws document emailed by the Executive Director consist of items deleted, represented by strikethroughs and additions which have been underlined. Under Article I. (Purpose) of the Bylaws, the word “Wireless” has been eliminated from the Board’s name and the name now reflects “Enhanced 911 Board”. Under Article III. (Membership and Organization) C. (Duties of Officers) the responsibilities of the Chairperson will be transferred to the Executive Director. Under Article III. C. 3 – there has been a change to the responsibilities of Executive Director. Additional responsibilities have been added to Executive Director’s position to include k) oversight of any contracts required by the Board to assist the PSAPs and communication service providers to successfully provide enhanced 911 services. Under letter l) “Responsible for monitoring the Legislative sessions for bills that might affect the Board or the Fund and when necessary provide in-person testimony during the legislative session”, a section was added to

include monitoring the Legislative sessions for bills in conjunction with the Legislative Investigative Committee. Under letter m) this entire section should be underlined, as it is an addition to the duties of the Executive Director that include the responsibility of supervision of the Administrative Services Assistant position. This section also outlines the responsibilities of the Administrative Services Assistant in detail, to include the following items: procurement, preparing letters, oversees planning of monthly board meetings, administrative support for meetings, website administration, inventory management, Board member term expirations, conducting special studies, budget and financial tasks, etc. Under Article III. D. 2. under the Finance Committee portion of Bylaws, under letter a) an addition adding the words “acquisition and” was made recommendation of Mr. Kiman Wong and now reads “The Finance Committee shall be responsible for the overseeing and management of any funds of the Board, including reporting on the status of these funds, and making any recommendation to the Board on the acquisition and disposition of these funds.” Under letter b, Technical Committee, Mr. Kiman Wong had added the words “improvements to the” enhanced 911 service. Under Article III, D, 2, c. the public relations committee has been struck from the Bylaws and identified as the Communications Committee. Also under this section, additional responsibility was added that the committee will oversee drafting of policies and procedures for the Board. An additional item was added under this section that reads: (1) Legislative Investigative Committee. A standing investigative sub-committee of the Communications Committee, in conjunction with the Executive Director, will be responsible for monitoring the Legislative sessions for bills that might affect the Board or Fund. The Committee will oversee the drafting of legislative testimonies on behalf of the Board. This responsibility will be ongoing. Under Article VI. (Quorum), the previous Bylaws defined quorum as “six members either in person or by proxy, provided that three of the six members constituting a quorum shall be representatives of the wireless providers and three shall be representatives of the PSAPs.” This item has been deleted and the addition of HRS Section 138-2(6)(b) has taken its place, defining quorum as “a simple majority, whose affirmative vote shall be necessary for all actions by the Board.” Under Article VIII. (Order of Business) numbers 2) Public testimony to all agenda items 3) Introductions and 10) Open Forum: Public comment on issues not on the agenda for the Board agenda at the next meeting have been added to the Bylaws in order to conform to the agendas to the requirements of the Hawaii Sunshine Law. Under Article IX. (Testimony) letter d) The Board shall provide for reasonable accommodations for person(s) with disabilities has been added. Under Article X. (Amendments) there was a change to the number of Board

members from six to seven as a result of the increase in board members from 12 to 13 to ensure there is an odd number in order to prevent a tie. This section now reads “These Bylaws may be amended or repealed by an affirmative vote of no fewer than seven Board members.” There were no questions on the Executive Director’s Enhanced 911 Board Bylaws presentation.

iii. Ceiling increase of \$1.2M for FY 2017 approved.

The Executive Director announced that the \$1.2M ceiling increase has been approved to be included in the governor’s administrative package for approval by the legislature. Mr. Tony Ramirez inquired if the amounts for the first five years of the Pictometry licensing agreement were factored into the ceiling increase. The Executive Director responded the first five years for Pictometry licensing were indeed factored into the approved ceiling increase.

iv. Prepaid legislation

The Executive Director went before Governor Ige and his committee and presented the proposed prepaid legislation bill. The Executive Director outlined the reasons why we are bringing this bill forward from the Board, as well as stressed the reasons for the importance of the bill, namely the financial situation of the Fund and the issue of attempting to achieve price parity among all users. Mr. Douglas Murdock, Comptroller and Mr. Kerry Yoneshige of DAGS were also in attendance in support of the bill.

IX. Items for Discussion, Consideration and Action

a. 911 Timeline update.

This is a standing item on the agenda. This is a reminder to everyone to please to submit any updates to the Executive Director as soon as possible.

b. Request Approval for:

i. Revised E911 Board Bylaws.

Mr. Steven Schutte made a motion to approve the Enhanced 911 Board Bylaws with the proposed amendments. The changes to the Bylaws are in effect with the proposed amendments.

ii. Extension of Administrative Services Assistant employment from 1/7/16 to 4/4/16.

This extension will be another 89-day contract in effect from 1/7/2016 to 4/4/2016. A motion to approve the extension of the Administrative Services Assistant contract was made by A/C John Jakubczak and was seconded and approved by voice vote by all board members present.

- iii. 9-1-1 Goes to Washington, D.C. Conference, February 21-24, 2016. Board member (1) – \$3,000.

This agenda item was brought forward to the Board from the Technical Committee, as quorum for the Finance Committee was not met. The Board can elect to approve this agenda item with the understanding that it has not cleared the Finance Committee. A motion to approve this item was made by Ms. Thalia Burns and was seconded and approved by voice vote by all board members present.

- iv. IWCE Conference in Las Vegas, NV, March 21-25, 2016. Board member (1) - \$2,500.

This agenda item was brought forward to the Board from the Technical Committee, as quorum for the Finance Committee was not met. The Board can elect to approve this agenda item with the understanding that it has not cleared the Finance Committee. A motion to approve this item was made by Mr. Ryan Freitas and was seconded and approved by voice vote by all board members present.

- v. Oahu PSAP – funding for Pictometry licensing agreement for FY 2021 - \$208,600.

This agenda item was brought forward to the Board from the Technical Committee, as quorum for the Finance Committee was not met. Board can approve it with the understanding that it has not cleared the Finance Committee. A motion to approve this item was made by Mr. Mark Wong and was seconded and approved by voice vote by all board members present.

c. Others

None

X. Announcements

a. Future meeting dates (10am – 12 noon).

- i. **Tuesday**, January 12, 2016 (Combined meeting)(**DLNR Conf. Rm 132**)(**10:30am start time**)
- ii. Thursday, February 11, 2016 (Combined meeting)
- iii. Thursday, March 10, 2016 (Combined meeting)

iv. Thursday, April 14, 2016 (Combined meeting)

b. Others

The board chair on behalf of Hawaii Police Department
would like to wish everyone a safe and very Merry Christmas.

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

- a. The board chair asked if there was anyone who wishes to comment on
issues not on the agenda for consideration at the next board meeting
to please come forward. No one came forward.

XII. Adjournment

- a. Ms. Thalia Burns motioned to adjourn the meeting. The motion was
seconded by voice vote of all board members in attendance and the
meeting officially adjourned at 11:50 am.

Oahu Civilian E9-1-1 Status Report

December 1, 2015 – December 31, 2015

Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – DECEMBER 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
December	93,537	21,317	22.79%	68,366	73.09%	50.57%	22.52%	3,788	4.05%	65	0.07%	2,228	2.38%	13,610	14.55%	755	0.81%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	82,328	19,792	24.04%	59,531	72.31%	49.23%	23.08%	2,939	3.57%	66	0.08%	2,171	2.64%	11,306	13.73%	618	0.75%
FEB	77,047	18,699	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	90,430	20,708	22.90%	66,575	73.62%	51.24%	22.38%	3,102	3.43%	45	0.05%	2,405	2.66%	13,718	15.17%	754	0.83%
SEPT	85,443	20,216	23.66%	62,348	72.97%	50.83%	22.14%	2,828	3.31%	51	0.06%	2,202	2.58%	12,044	14.10%	903	1.06%
OCT	88,878	20,655	23.24%	64,970	73.10%	50.81%	22.29%	3,200	3.60%	53	0.06%	2,409	2.71%	12,480	14.04%	1,900	2.14%
NOV	86,447	20,427	23.63%	63,054	72.94%	50.59%	22.35%	2,905	3.36%	61	0.07%	2,327	2.69%	12,523	14.49%	591	0.68%
DEC	93,537	21,317	22.79%	68,366	73.09%	50.57%	22.52%	3,788	4.05%	65	0.07%	2,228	2.38%	13,610	14.55%	755	0.81%
YTD	1,019,402	239,427		744,124				35,208		642		24,996		147,982		9,408	
MON AVG	84,950	19,952	23.51%	62,010	72.98%	50.68%	22.31%	2,934	3.45%	54	0.06%	2,083	2.45%	12,332	14.51%	784	0.92%

NOTE:

- **Calls with no Ali 0.07% - Statewide average = 0.18% Year 2015**
- **Wireline totals for February and March have been adjusted per HPD audit.**

Oahu Civilian E9-1-1 Status Report

December 1, 2015 - December 31, 2015

9-1-1 CALL VOLUME BY AGENCY – DECEMBER 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
December	82,255	87.94%	20,307	47,017	1,321	13,610	2,046	2.19%	72	39

2015	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
December	8,418	9.00%	779	114	63	0.07%	56	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	78,622	86.94%	21,788	41,628	1,488	13,718	2,790	3.09%	96	0	8,185	9.05%	742	90	79	0.09%	79	5
SEPT	74,244	86.89%	21,690	39,182	1,328	12,044	2,210	2.59%	104	0	8,061	9.43%	749	183	25	0.03%	21	7
OCT	75,955	85.46%	20,831	41,145	1,499	12,480	2,439	2.74%	89	0	8,513	9.58%	752	110	71	0.08%	69	5
NOV	75,472	87.30%	20,572	41,359	1,018	12,523	2,474	2.86%	341	35	7,846	9.08%	905	107	64	0.07%	63	3
DEC	82,255	87.94%	20,307	47,017	1,321	13,610	2,046	2.19%	72	39	8,418	9.00%	779	114	63	0.07%	56	10
YTD	880,883		244,061	474,694	14,146	147,982	30,758		1,378	74	97,572		8,719	1,359	781		753	84
MON AVG	73,407	86.38%	20,338	39,558	1,179	12,332	2,563	3.03%	115	6	8,131	9.59%	727	113	65	0.08%	63	7

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PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

NOTE:

- The Oahu Civilian PSAPs have deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, PSAP personnel will utilize this period to sharpen their Texting skills and procedures.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Oahu Civilian	
Month	Total received at Screeners
Dec	84

NOTE:

A further detailed Text To 911 Chart will be available in the January 2016 report.

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
PSAP Operations	
Intrado	Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.
MSAG	Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 13
*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%	
* Statewide averages does not include the Military 911 calls or current Text to 911 testing.	

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WIRELESS PSAP TESTING – DECEMBER 2015

OAHU CIVILIAN - DECEMBER 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
12/2/2015	AT&T	1	1	Oahu PSAP	Pass	Ala Moana Omni site

NOTES:

- There was one (1) scheduled 911 Test call for the Oahu Civilian PSAP in December 2015.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

◀ November 2015		~ December 2015 ~					Jan 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25 Christmas	26	
27	28	29	30	31	Notes:		

◀ December 2015		~ January 2016 ~					Feb 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1 New Year's Day	2	
3	4	5	6	7	8	9	

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
DEC	40	31	3	1	4	1	559

MSAG CURRENT MONTH NOTES:

A total of **51** MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Forty (**40**) requests were processed relating to the MSAG database and **11** requests relating to the ALI database (see ALI Transaction chart on next page). There were **559** 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	903	866	2	0	3	32	82,310
SEPT	1,272	1,209	1	4	3	55	222,151
OCT	671	640	3	3	8	17	45,488
NOV	25	19	1	0	0	5	998
DEC	40	31	3	1	4	1	559
TOTAL YTD	7,970	7,648	26	60	32	204	531,308
AVG PER MONTH	664	637	2	5	3	17	44,276

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ALI TRANSACTIONS CURRENT MONTH – DECEMBER 2015

OAHU CIVILIAN		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
DEC	11	11	0	0	402	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:

11 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 199 clean-up effort. ESN 199 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 402 Open Telephone Number Change Requests as of December 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 December 31, 2015.

There are zero (0) Open VoIP DRs as of December 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	0	0	0	0	263	0	0
SEPT	49	49	0	0	304	0	0
OCT	66	66	0	0	276	0	0
NOV	2	0	2	0	380	0	0
DEC	11	11	0	0	402	0	0
TOTAL YTD	1,917	1,909	8	0			
AVG PER MONTH	160	159	1	0			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 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	402	11	177	214

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 **December 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			
Sunset	12/03/14	12/10/14	12/08/14		11/28/14	12/08/14
					12/12/14	12/18/14
Haleiwa	12/12/14	12/24/14	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	02/05/15
Wahiawa	01/02/15	01/21/15	02/03/15		02/06/15	02/13/15
Waialua	01/22/15	01/29/15	02/09/15		02/19/15	02/25/15
Mokuleia	01/30/15	02/05/15	02/12/15			
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
Waipahu	08/04/15	09/07/15	08/25/15		08/7/15, 08/21/15	
Kunia	09/08/15	09/11/15	08/26/15			
Waipio	09/14/15	09/29/15	09/18/15		09/18/15	10/12/15
Mililani	09/30/15	11/19/15	11/10/15		11/10/15	12/14/16
Pearl City	11/20/15	12/17/15	12/02/16		12/11/16	
Aiea	12/18/15	01/26/16	IN PROGRESS		12/23/16	IN PROGRESS
PC PEN	01/27/16	02/02/16				
McGrew PT	02/03/16	02/04/16				
Halawa	02/05/16	02/08/16				
Makalapa	02/09/16	02/11/16				

Oahu Civilian E9-1-1 Status Report

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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		12/23/15		
	12/18/2015		Deleted one (1) address point in Makakilo	
	12/18/2015		Spatially corrected one thousand one hundred forty-nine (1,149) address points in Makakilo	
	12/17/2015		Corrected four (4) TMK in Kapolei	
	12/17/2015		Deleted five (5) address points in Kapolei	
	12/17/2015		Added one (1) Alias 1 in Kapolei	
	12/17/2015		Spatially corrected fifty four (54) address points in Kapolei	
	12/17/2015		Added two (2) routing ID in Manoa	
	12/17/2015		Added twelve (12) address points in Manoa	
	12/17/2015		Spatially corrected one (1) address point in Manoa	
	12/17/2015		Spatially corrected six hundred sixty (660) address points in Makakilo	
	12/16/2015		Deleted three (3) location names in Kapolei	
	12/16/2015		Deleted one (1) address point in Kapolei	
	12/16/2015		Spatially corrected one hundred fifty-one (151) address points in Kapolei	
	12/15/2015		Added one (1) location name in Kapolei	
	12/15/2015		Corrected one (1) full address in Kapolei	
	12/15/2015		Added twenty-nine (29) address points in Kapolei	
	12/15/2015		Added one (1) routing ID in Kapolei	
	12/15/2015		Deleted four (4) address points in Kapolei	
	12/15/2015		Spatially corrected one hundred thirty-one (131) address points	
	12/14/2015		Added two (2) address points in Kapolei	
	12/14/2015		Added two (2) location names in Kapolei	
	12/14/2015		Added two (2) routing IDs in Kapolei	
	12/14/2015		Spatially corrected two hundred thirty-one (231) address points in Kapolei	
			12/11/15	
	12/11/2015			Spatially corrected one hundred forty-nine (149) address points in Kapolei
	12/11/2015			Deleted one (1) location name in Ewa Beach
	12/11/2015			Corrected one (1) location name in Ewa Beach
	12/10/2015			Spatially corrected three-hundred (300) address points in Kapolei
	12/10/2015			Deleted one (1) bad address in Kapolei
	12/9/2015			Spatially corrected seven hundred forty-seven (747) address points in Kapolei
	12/4/2015			Corrected seven (7) addresses in Ewa Beach
	12/4/2015			Spatially corrected seven (7) addresses in Ewa Beach
	12/4/2015			Added seven (7) Location Names in Ewa Beach
	12/4/2015			Added seven (7) apartment numbers 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	12/4/2015		Added one hundred nine (109) new addresses in Ewa Beach
	12/4/2015		Added one hundred sixteen (116) Routing IDs in Ewa Beach
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			

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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 Shelters			
ESZ/ESN	12/29/2015		Corrected boundaries for ESNs 129 and 130
	12/18/2015		Corrected boundaries for ESNs 122 and 125
	12/15/2015		Corrected boundaries for ESNs 130 and 131
	12/1/2015		Corrected boundaries for ESNs 134 and 151
Fire Beats			
Fire Districts			
Fire Response Areas	12/29/2015		Corrected boundaries for STA8 and STA10
		12/23/15	
	12/18/2015		Corrected boundaries for STA4 and STA6
	12/15/2015		Corrected boundaries for STA38 and STA10
	12/1/2015	12/11/15	Corrected boundaries for STA36 and STA42
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			

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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)			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			

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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 Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	12/30/2015		Corrected boundaries for Kalihi and Downtown
		12/23/15	
		12/11/15	
	12/3/2015		Corrected boundaries for Pearl City and Aiea
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	12/30/2015		Spatially corrected two (2) locations in Honolulu
		12/23/15	
	12/21/2015		Spatially corrected forty-five (45) locations in Kapolei
	12/16/2015		Spatially corrected three (3) locations in Kapolei
	12/15/2015		Added five (5) new Common Place in Aiea

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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)				
Points of Interest	12/15/2015		Corrected one (1) addresses in Aiea	
	12/15/2015		Added one (1) new Common Place in Airport	
	12/15/2015		Added one (1) new Common Place in Ewa Beach	
	12/15/2015		Corrected one (1) Name in Haleiwa	
	12/15/2015		Corrected one (1) Name in Kalihi	
	12/15/2015		Added one (1) new Common Place in Kalihi	
	12/15/2015		Spatially corrected one (1) location in Kapolei	
	12/15/2015		Added one (1) address in Kapolei	
	12/15/2015		Corrected one (1) addresses in Makakilo	
	12/15/2015		Added one (1) new Common Place in Makakilo	
	12/15/2015		Corrected () Name in Mokuleia	
	12/15/2015		Corrected one (1) addresses in Pearl City	
	12/15/2015		Added one (1) new Common Place in Pearl City	
	12/15/2015		Corrected one (1) Name in Waimanalo	
		12/11/15		
	12/10/2015		Corrected one (1) Name in Downtown	
	12/10/2015		Corrected one (1) Name in Hawaii Kai	
	12/10/2015		Corrected one (1) Name in Kaaawa	
	12/10/2015		Corrected one (1) addresses in Kaaawa	
	12/10/2015		Corrected one (1) Name in Kapolei	
	12/10/2015		Added one (1) new Common Place in Moanalua V	
	12/10/2015		Corrected one (1) Name in Waipio	
Police Beats	12/31/2015		Corrected Police Beat 566 according to the HPD written policies and procedures, and continued on 568	
	12/30/2015		Continued correcting Police Beat 566 according to the HPD written policies and procedures, and continued on 150, 567, and 568	
		12/23/15		
	12/23/2015		Corrected Police Beat 382 and 383	
	12/18/2015		Corrected Police Beat 565 according to the HPD written policies and procedures, and continued correcting 566, 567, and 570	
	12/14/2015		Continued correcting Beats 565 and 567 according to the HPD written policies and procedures	
		12/11/15		
Police Districts				

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MAPPING LAYERS UPDATED (PART VII)

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

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 Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	12/31/2015		Spatially corrected one (1) street segment in Moanalua
	12/31/2015		Deleted two (2) bad street segments in Aiea
	12/31/2015		Corrected seven (7) elevation values in Aiea
	12/31/2015		Spatially corrected eleven (11) street segments in Aiea
	12/31/2015		Split one (1) street segment in Kalihi
	12/31/2015		Added three (3) street segments in Kalihi
	12/31/2015		Corrected eight (8) One Way values in Kalihi
	12/31/2015		Spatially corrected sixteen (16) street segments in Kalihi
	12/30/2015		Spatially corrected thirty-six (36) street segments in Kalihi
	12/30/2015		Deleted two (2) bad street segments in Kalihi
	12/30/2015		Spatially corrected nine (9) street segments in Aiea
	12/29/2015		Added one hundred thirty (130) street segments in Aiea
	12/29/2015		Corrected thirty-one (31) elevation values in Aiea
	12/29/2015		Deleted one (1) bad street segment in Aiea
	12/29/2015		Flipped one (1) street segment in Aiea
	12/29/2015		Spatially corrected twenty-nine (29) street segments in Aiea
	12/28/2015		Added thirty (30) street segments in Aiea
	12/28/2015		Spatially corrected forty-seven (47) street segments in Aiea
	12/28/2015		Split four (4) street segments in Aiea
	12/28/2015		Corrected seven (7) street ranges in Aiea
	12/28/2015		Corrected twenty-four (24) elevation values in Aiea
	12/28/2015		Deleted one (1) bad street segment in Aiea
	12/28/2015		Flipped two (2) street segments in Aiea
			12/23/15

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MAPPING LAYERS UPDATED (PART VIII)

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

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	12/23/2015		Spatially corrected thirty-three (33) street segments in Aiea	
	12/22/2015		Spatially corrected fifty-three (53) street segments in Aiea	
	12/22/2015		Added two (2) street segments in Aiea	
	12/22/2015		Corrected one (1) street range in Aiea	
	12/21/2015		Spatially corrected twenty-nine (29) street segments in Aiea	
	12/18/2015		Spatially corrected thirty-five (35) street segments in Aiea	
	12/18/2015		Split two (2) street segments in Kalihi	
	12/18/2015		Spatially corrected five (5) street segments in Kalihi	
	12/18/2015		Corrected two (2) street ranges in Kapolei	
	12/18/2015		Added three (3) street segments in Makakilo	
	12/18/2015		Split two (2) street segments in Makakilo	
	12/18/2015		Deleted one (1) bad street segment in Aiea	
	12/17/2015		Corrected one (1) street range in Manoa	
	12/17/2015		Spatially corrected thirty-seven (37) street segments in Aiea	
	12/16/2015		Spatially corrected sixty-two (62) street segments in Aiea	
	12/16/2015		Corrected eight (8) street ranges in Kapolei	
	12/16/2015		Flipped three (3) street segments in Kapolei	
	12/15/2015		Spatially corrected ninety-one (91) street segments in Aiea	
	12/14/2015		Spatially corrected one hundred thirty-two (132) street segments in Aiea	
	12/14/2015		Split seven (7) street segments in Aiea	
	12/14/2015		Added five (5) street segments in Aiea	
		12/11/15		
	12/11/2015			Corrected one (1) street ranges in Kailua
	12/10/2015			Spatially corrected forty-nine (49) street segments in Aiea
	12/10/2015			Corrected fifty-three (53) speed limits in Kalaeloa
	12/4/2015			Spatially corrected twenty-eight (28) street segments in Aiea
	12/3/2015			Spatially corrected thirteen (13) street segments in Pearl City
	12/3/2015			Spatially corrected sixty-two (62) street segments in Aiea
	12/3/2015			Split one (1) street segment in Aiea
	12/3/2015			Corrected four (4) elevation values in Aiea
	12/2/2015			Spatially corrected twenty-three (23) street segments in Pearl City
	12/1/2015			Spatially corrected forty-seven (47) street segments in Pearl City
Subdivisions				
Tow Jurisdictions				

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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)			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	12/31/2015		Per VZW CRS
	12/30/2015		Per VZW CRS
		12/28/15	
		12/23/15	
	12/23/2015		Per VZW CRS
		12/21/15	
		12/14/15	
	12/14/2015		Per VZW CRS
		12/11/15	
	12/11/2015		Per VZW CRS
		12/07/15	
WSP Cell Towers	12/2/2015		Per VZW CRS
	12/2/2015		Per ATT CRS
	12/31/2015		Per VZW CRS
	12/30/2015		Per VZW CRS
		12/28/15	
		12/23/15	
	12/23/2015		Per VZW CRS
		12/21/15	
		12/14/15	
	12/14/2015		Per VZW CRS
		12/11/15	
	12/11/2015		Per VZW CRS
		12/07/15	
	12/2/2015		Per VZW CRS
	12/2/2015		Per ATT CRS

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/28/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/23/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
12/23/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
12/23/2015	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
12/21/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/14/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/11/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
12/11/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
12/11/2015	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
12/7/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

GIS Deliverable schedule for 2015		
OCT	✓ 16	✓ 30
NOV	✓ 13	✓ 27
DEC	✓ 11	✓ 23

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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 December 2015 and has corrected two (2) more Police Beats (565, and 566), performed routing maintenance on three (3) Police Beats (150, 382, and 383), and is in the process of correcting three (3) additional Police Beat boundaries (567, 568, and 570,) according to the HPD written Policies and Procedures.

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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ESN PROJECT – COMPLETED

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 by the end of October, 2015. See the below chart for an up-to-date listing.

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13. The ESN project was concluded on October 30, 2015 and is considered completed in both the GIS and the MSAG transactions that were processed.

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT														
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	NOTES COMMENTS	TOTAL MSAG RECORDS
Waimanalo	03/16/15	184	100%	183	100%									Complete	112
Kailua	03/19/15	182	100%	181	100%	180	100%	177	100%	176	100%			Complete	386
Kaneohe	03/31/15	182	100%	180	100%	179	100%	177	100%	176	100%	175	100%	Complete	514
Kahaluu	04/15/15	175	100%	174	100%									Complete	35
Kaaawa	04/16/15	173	100%											Complete	24
Punaluu	04/16/15	172	100%											Complete	9
Hauula	04/17/15	172	100%											Complete	31
Laie	04/20/15	172	100%	171	100%									Complete	21
Kahuku	04/21/15	171	100%											Complete	42
Kahuku Range	04/22/15	165												Military	
Sunset	04/23/15	170	100%	159	100%									Complete	59
Haleiwa	04/27/15	159	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
Maili	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	132	100%											Complete	26
McGrew PT	08/05/15	130	100%											Complete	5
Halawa	08/05/15	130	100%											Complete	7
Aliamanu	08/05/15	128	100%	127	100%									Complete	27
Moanalua T	08/06/15	128	100%											Complete	20
Hale Moku	08/06/15	129	100%	128	100%									Complete	30

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MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT - continued															NOTES COMMENTS	TOTAL MSAG RECORDS
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status		
Maloelap	08/06/15	128	100%													Complete	7
Hokulani	08/07/15	128	100%													Complete	21
Moanalua	08/10/15	128	100%													Complete	14
Airport	08/10/15	128	100%	127	100%											Complete	40
Catlin Pk	08/11/15	128	100%	127	100%											Complete	22
Miller Pk	08/11/15	127	100%													Complete	12
Halsey T	08/11/15	127	100%													Complete	24
Radford T	08/11/15	127	100%													Complete	15
Salt Lake	08/12/15	127	100%													Complete	65
Mapunapuna	08/13/15	127	100%													Complete	14
Moanalua V	08/14/15	127	100%													Complete	71
Kalihi	08/17/15	126	100%	125	100%	124	100%	123	100%	122	100%	120	100%			Complete	473
Nuuanu	08/26/15	123	100%	122	100%											Complete	199
Punchbowl	08/31/15	123	100%	119	100%	117	100%									Complete	116
Downtown	09/02/15	119	100%	118	100%											Complete	59
Kakaako	09/02/15	118	100%													Complete	22
Ala Moana	09/03/15	116	100%													Complete	12
Honolulu	09/04/15	119	100%	118	100%	117	100%	116	100%							Complete	128
Makiki	09/08/15	117	100%													Complete	95
Manoa	09/10/15	114	100%	113	100%	112	100%	110	100%							Complete	248
McCully	09/16/15	116	100%	114	100%	110	100%									Complete	96
Kahala	09/18/15	107	100%	106	100%	104	100%	103	100%							Complete	107
Kapahulu	09/22/15	110	100%	109	100%	106	100%									Complete	70
Kaimuki	09/23/15	111	100%	110	100%	109	100%	105	100%	104	100%					Complete	294
Waialae	09/29/15	104	100%	103	100%											Complete	104
Aina Haina	10/01/15	103	100%	102	100%	101	100%									Complete	131
Waikiki	10/05/15	115	100%	108	100%											Complete	93
Hawaii Kai	10/07/15	101	100%													Complete	289

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MAPFLEX DEPLOYMENT

During the month of December 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs.

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 December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
 - a. **Hawaii County** – December 8th and December 22nd
 - b. **Maui County** – December 9th and December 23rd
 - c. **Kauai County** – December 10th and December 23rd
 - d. **Honolulu** – December 11th and December 23rd

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.

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7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
 - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
 - i. Akimeka subsequently followed escalation with Intrado to test their system.
 - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
 - iii. On December 9, 2015, Molokai PD tested the list again with the same results
 - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
 - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
 - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
 - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
 - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.
 - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.

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- i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.

To date, EMS and Ocean Safety are pending verification.

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.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of December, 2015.

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 November 19, 2015 and December 24, 2015.

Street Utility Check				
	First Report 06/01/13	11/19/2016	12/24/2016	Improvements/Corrections
Total Number of GIS Records	26,602	29,109	29,139	Increased by 97 records
Errors Identified				
Zero Errors	5,112	439	373	Decreased by 66 errors
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	2	1	Decreased by 1 error
Address Overlap Errors	423	2	1	Decreased by 1 error
Flipped Link Errors	1,030	650	630	Decreased by 20 errors
Total Errors	9,303	1,093	1,005	Increased by 8.05% (88 errors)

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

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

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

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 MSAG VS. JULY 1, 2015 MSAG -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 VS. JULY 1, 2015 MSAG CONTIUNED

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 – DECEMBER 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
DEC	17,626	3,447	19.56%	11,935	67.71%	43.85%	56.15%	820	4.65%	13	0.07%	0	0.00%	1,410	8.00%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (56.15%) has increased from the number of Wireless Phase 1 calls (43.85%) in December 2015.

*911 Calls with no Ali = 0.07% - Statewide average = 0.18% Year 2015

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	19,572	3,882	19.83%	13,032	66.58%	44.28%	55.72%	826	4.22%	20	0.10%	0	0.00%	1,812	9.26%	0	0.00%
SEPT	17,884	3,501	19.58%	12,157	67.98%	44.21%	55.79%	725	4.05%	6	0.03%	0	0.00%	1,495	8.36%	0	0.00%
OCT	17,938	3,645	20.32%	12,063	67.25%	43.58%	56.42%	784	4.37%	20	0.11%	0	0.00%	1,426	7.95%	0	0.00%
NOV	17,382	3,435	19.76%	11,724	67.45%	44.98%	55.02%	716	4.12%	19	0.11%	0	0.00%	1,488	8.56%	0	0.00%
DEC	17,626	3,447	19.56%	11,935	67.71%	43.85%	1	820	4.65%	13	0.07%	0	0.00%	1,410	8.00%	0	0.00%
YTD	217,768	43,672		146,362				9,079		127		0		18,527		0	
MON AVG	18,147	3,639	20.05%	12,197	67.23%	46.36%	53.64%	757	4.17%	11	0.06%	0	0.00%	1,544	8.50%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – DECEMBER 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
December	14,051	79.72%	0	1,390	0	2,165	12.28%	0	20	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	15,491	79.15%	0	1,790	0	2,269	11.59%	0	22	0
September	14,146	79.10%	0	1,469	0	2,243	12.54%	0	26	0
October	14,402	80.29%	0	1,397	0	2,110	11.76%	0	29	0
November	13,854	79.70%	0	1,466	0	2,040	11.74%	0	22	0
December	14,051	79.72%	0	1,390	0	2,165	12.28%	0	20	0
YTD	174,533		0	18,162	0	26,173		0	365	0
MON AVG	14,544	80.17%	0	1,514	0	2,181	12.02%	0	30	0

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total of Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.

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TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

NOTE:

- Hawaii County has not yet deployed the soft launch of Text to 911 pending contract review and approval.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational in Hawaii County, a chart will be provided for the amount of Text to 911 messages that are received at the PSAPs.
- Text to 911 Chart reflects only internal testing of Text to 911.

TEXT TO 911 Hawaii County PSAPs 2015		
Month	Received at Police	Received at Fire
Dec	4	0

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
PSAP Operations	
Intrado	Intrado, a susidiary of the West Corporation has been rebranded to West Safety Services.
MSAG	Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 13
*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%	
* Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing.	

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WIRELESS PSAP TESTING – DECEMBER 2015

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

NOTES:

- There were no scheduled Wireless 911 Tests for the month of December 2015.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

◀ November 2015		~ December 2015 ~					Jan 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25 Christmas	26	
27	28	29	30	31	Notes:		

◀ December 2016		~ January 2016 ~					Feb 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1 New Year's Day	2	
3	4	5	6	7	8	9	

Hawaii County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – DECEMBER 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
DECEMBER	43	25	5	4	6	3	407

MSAG CURRENT MONTH NOTES:

A total of **403** MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Forty-three (**43**) requests were processed relating to the MSAG database, and **360** requests relating to the ALI database (see ALI Transaction chart on next page). There were **407** 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	31	11	0	16	4	0	653
SEPTEMBER	43	13	4	10	13	3	190
OCTOBER	26	10	2	4	6	4	974
NOVEMBER	27	8	4	10	5	0	176
DECEMBER	43	25	5	4	6	3	407
TOTAL YTD	523	155	19	249	85	15	3,987
AVG PER MONTH	44	13	2	21	7	1	332

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ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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
DEC	360	359	1	0	1,662	1	2

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 299 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:

359 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One (1) ALI DR was submitted as the result of a 9-1-1 call from a residence in Mountain View. Hawaii County Fire submitted a request to Akimeka to update the customer information.

OPEN DISCREPANCY RECORDS STATUS:

- There are 1,662 Open TN CR Transactions as of December 31, 2015
- Refer to chart in the next section "TNCR Current Status"

1,587 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **75** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. 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 December 31, 2015

There are three (3) Open VoIP DRs as of December 31, 2015

The VoIP DRs were the result of 9-1-1 call from residences in Captain Cook, Pahoa and Ookaala. Hawaii County Fire submitted the requests to Akimeka to update the customer information and provided an MSAG valid address. Akimeka submitted the VoIP DRs to the proper telco's via email and are awaiting confirmation that the addresses have been updated.

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

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2
FEB	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	863	1	0
AUG	345	345	0	0	876	1	0
SEPT	263	260	3	0	1,027	1	0
OCT	373	366	4	3	1,108	2	1
NOV	315	311	2	2	1,303	1	4
DEC	360	359	1	0	1,662	1	2
TOTAL YTD	3,209	3,146	45	18			
AVG PER MONTH	267	262	4	2			

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 – “PENDING”

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliance with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of September 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Seventy-five (75) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of December 2015.

Dispatchable Location				
Common Name Place	MSAG Address	2015	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
		Aug		
KINGS SHOPS	690250 WAIKOLOA BEACH DR, WAIKOLOA	Sept	75	0
		Oct	0	0
		Nov	0	0
		Dec	0	0
		Total	75	0

Definition
Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party.
TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER 2015

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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	1,662	171	57	1434

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.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2015

Hawaii County E9-1-1 Status Report

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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	12/31/2015		Spatially corrected fifty-nine (59) address points in Hilo.	
	12/30/2015		Spatially corrected fifty-three (53) address points in Hilo.	
	12/30/2015		Deleted three (3) address points in Keauhou.	
	12/30/2015		Deleted one (1) address point (816391 Mamalahoa Hwy) in Kealahou.	
	12/30/2015		Deleted four (4) address points in Honaunau.	
	12/29/2015		Corrected address to ten (10) address points in Ooka.	
	12/29/2015		Corrected address to one (1) address point (811043 Captain Cook Rd B) in Captain Cook.	
	12/29/2015		Spatially corrected one hundred forty (140) address points in Captain Cook.	
	12/28/2015		Spatially corrected twenty-two (22) address points in Honaunau.	
	12/28/2015		Spatially corrected thirty-one (31) address points in Kealahou.	
	12/28/2015		Spatially corrected fifty (50) address points in Keauhou.	
	12/24/2015		Spatially corrected thirty (30) address points in Hilo.	
	12/24/2015		Corrected location name to two (2) address points (120 Puueo St A and 120 Puueo St B) in Hilo.	
	12/24/2015		Corrected address to two (2) address points (120 Puueo St A and 120 Puueo St B) in Hilo.	
		12/22/15		
	12/18/2015			Completed monthly update on address points.
	12/18/2015			Corrected routing id to five (5) address points in Hilo.
	12/18/2015			Added six (6) address points in Captain Cook.
	12/18/2015			Added eleven (11) address points in Hilo.
	12/18/2015			Added two (2) address points (760945 Hualalai Rd and 755284 Mamalahoa Hwy A) in Holualoa.
	12/18/2015			Added one (1) address (731276 Onaona Dr) in Kailua Kona.
	12/18/2015			Added five (5) address points in Kamuela.
	12/18/2015			Added one (1) address point (551212 Kaauhuhu Homestead Rd) in Kapaau.
	12/18/2015			Added eighteen (18) address points in Keaau.
	12/18/2015			Added one (1) address point (797237 St Paul Rd) in Kealahou.
	12/18/2015			Added thirty-five (35) address points in Keauhou.
	12/18/2015			Added nine (9) address points in Kurtistown.
	12/18/2015			Added thirteen (13) address points in Mountain View.
	12/18/2015			Added five (5) address points in Naalehu.
	12/18/2015			Added sixteen (16) address points in Ocean View.
	12/18/2015			Added eight (8) address points in Pahoa.
	12/18/2015			Added one (1) address point (320888 Hanamalo Ln A) in Papaaloa.
	12/18/2015			Added one (1) address point (281152 Old Mamalahoa Hwy) in Pepeekeo.

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/18/2015		Added seven (7) address points in Volcano.
	12/17/2015		Spatially corrected six (6) address points in Hilo.
	12/17/2015		Spatially corrected two (2) address points (651377 and 651391 Kawaihae Rd) in Kamuela.
	12/16/2015		Corrected routing id to twelve (12) addresses in Hilo.
	12/16/2015		Spatially corrected ten (10) addresses in Hilo.
	12/16/2015		Corrected address to five (5) addresses in Hilo.
	12/16/2015		Corrected address to one (1) address (761000 S Pakalakala Pl) in Kailua Kona.
	12/16/2015		Corrected address to one (1) address (671349 Ala Ohia) in Kamuela.
	12/16/2015		Spatially corrected six (6) addresses in Mountain View.
	12/16/2015		Corrected address to four (4) addresses in Mountain View.
	12/16/2015		Spatially corrected nineteen (19) addresses in Pahoa.
	12/16/2015		Corrected address to three (3) addresses in Pahoa.
	12/16/2015		Spatially corrected fourteen (14) address points in Mountain View.
	12/15/2015		Corrected location name to three (3) addresses in Hilo.
	12/15/2015		Spatially corrected sixty-nine (69) addresses in Hilo.
		12/08/15	
	12/8/2015		Corrected address to one (1) address (574 Kapiolani St) in Hilo.
	12/8/2015		Spatially corrected five (5) addresses in Honokaa.
	12/8/2015		Corrected address to one (1) address (473290 Pali Rd) in Honokaa.
	12/4/2015		Added one (1) address point (734296 Huehue St) in Kailua Kona.
	12/4/2015		Corrected address to nineteen (19) address points in Mountain View.
	12/4/2015		Spatially corrected five (5) address points in Mountain View.
	12/2/2015		Spatially corrected four (4) address points in Hawi.
	12/2/2015		Corrected location name to one (1) address point (571935 Akoni Pule Hwy) in Hawi.
	12/1/2015		Spatially corrected ten (10) address points in Captain Cook.
	12/1/2015		Spatially corrected nine (9) address points in Kailua Kona.
	12/1/2015		Spatially corrected seven (7) address points in Kealahou.
	12/1/2015		Corrected address to one (1) address point (816561 Mamalahou Hwy) in Kealahou.
Airports			

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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)			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			

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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)			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			

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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)			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			

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MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
MSAG Communities			Spatially corrected two (2) MSAG Communities (Laupahoehoe and Ookala).
	12/29/2015		
		12/08/15	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		12/22/15	
	12/15/2015		Corrected address to three (3) points of interest in Hilo.
	12/15/2015		Spatially corrected forty-two (42) points of interest in Hilo.
		12/08/15	
Police Beats	12/29/2015		Spatially corrected six (6) police beats.
	12/23/2015		Spatially corrected seven (7) police beats.
		12/22/15	
	12/22/2015		Spatially corrected fourteen (14) police beats.
	12/21/2015		Spatially corrected sixteen (16) police beats.
	12/18/2015		Spatially corrected eight (8) police beats.
	12/16/2015		Spatially corrected six (6) police beats.
	12/15/2015		Spatially corrected nine (9) police beats.
	12/14/2015		Spatially corrected eleven (11) police beats.
	12/10/2015		Spatially corrected four (4) police beats.
	12/9/2015		Spatially corrected fifteen (15) police beats.

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MAPPING LAYERS UPDATED (PART VII)

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

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 Beats		12/08/15	
	12/8/2015		Spatially corrected seven (7) police beats.
	12/7/2015		Spatially corrected nine (9) police beats.
	12/4/2015		Spatially corrected five (5) police beats.
	12/3/2015		Spatially corrected eleven (11) police beats.
	12/2/2015		Spatially corrected eight (8) police beats.
	12/1/2015		Spatially corrected five (5) police beats.
Police Districts	12/3/2015		Spatially corrected two (2) police districts.
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	12/31/2015		Spatially corrected forty-one (41) streets in Hilo.
	12/30/2015		Corrected street name to twelve (12) streets in Kamuela.
	12/30/2015		Corrected street name to one (1) segment of Old Volcano Rd in Keaau.
	12/30/2015		Corrected street name to one (1) segment of Ualani Rd in Mountain View.
	12/30/2015		Corrected street name to two (2) segments of Jardine Rd in Ookala.
	12/30/2015		Corrected street name to one (1) segment of Kalopa Rd in Paauhau.
	12/30/2015		Corrected street name to three (3) streets in Pahoa.
	12/30/2015		Corrected street name to one (1) segment of Old Mamalahoa Hwy in Pepeekeo.
	12/30/2015		Corrected street name to one (1) segment of Ele Paio Rd in Volcano.
	12/30/2015		Corrected street name to twenty-five (25) streets in Hilo.
	12/30/2015		Split four (4) street segments in Hilo.
	12/30/2015		Spatially corrected eleven (11) streets in Hilo.
	12/29/2015		Corrected MSAG Community to four (4) streets in Ookala.
	12/23/2015		Spatially corrected five (5) streets in Hilo.

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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	12/23/2015		Corrected police to five (5) streets in Hilo.
	12/23/2015		Corrected police to eight (8) streets in Honokaa.
		12/22/15	
	12/22/2015		Corrected police to nineteen (19) streets in Honokaa.
	12/22/2015		Corrected police to twenty-one (21) streets in Paauilo.
	12/22/2015		Corrected police to seven (7) streets in Pepeekeo.
	12/22/2015		Spatially corrected five (5) streets in Pepeekeo.
	12/22/2015		Split three (3) streets (Mauka Cross Country Rd, Old Mamalahoa Hwy and Old Railroad Way) in Pepeekeo.
	12/21/2015		Corrected police to forty-four (44) streets in Hilo.
	12/21/2015		Split one (1) segment of Mohouli St in Hilo.
	12/18/2015		Completed monthly update on street centerlines.
	12/18/2015		Corrected range to five (5) streets in Mountain View.
	12/18/2015		Added one (1) street (Puu Hina St) in Hilo.
	12/18/2015		Corrected police to twenty-eight (28) streets in Hilo.
	12/18/2015		Split six (6) streets in Hilo.
	12/17/2015		Corrected range to one (1) segment of Kaihenui Pl in Mountain View.
	12/16/2015		Corrected range to four (4) streets in Captain Cook.
	12/16/2015		Spatially corrected five (5) streets in Hakalau.
	12/16/2015		Added one (1) street (Opihi Point Pl) in Hakalau.
	12/16/2015		Corrected police to thirty-six (36) streets in Hilo.
	12/16/2015		Split one (1) segment of Haihai St in Hilo.
	12/16/2015		Flipped one (1) segment of Nani Pl in Pahoa.
	12/15/2015		Corrected police to forty-two (42) streets in Hilo.
	12/15/2015		Corrected name to one (1) segment of Hoolaulima Rd in Hilo.
	12/15/2015		Flipped one (1) segment of Piilani St in Hilo.
	12/14/2015		Corrected police to thirty-nine (39) streets in Hilo.
	12/14/2015		Split one (1) segment of Kanoelehua Ave in Hilo.
	12/14/2015		Corrected police to four (4) streets in Kurtistown.
	12/14/2015		Corrected police to nineteen (19) streets in Mountain View.
	12/14/2015		Corrected range to two (2) segments of Volcano Rd in Mountain View.
	12/14/2015		Split one (1) segment of Volcano Rd in Mountain View.
	12/14/2015		Corrected name to one (1) segment of Waimaka O Pele Rd in Mountain View.
	12/14/2015		Flipped one (1) segment of Waimaka O Pele Rd in Mountain View.
	12/14/2015		Spatially corrected one (1) segment of N Kopua Rd in Mountain View.

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MAPPING LAYERS UPDATED (PART IX)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	12/14/2015		Corrected police to four (4) streets in Volcano.
	12/10/2015		Corrected police to fifty-nine (59) streets in Kurtistown.
	12/10/2015		Corrected police to three (3) streets in Pahoa.
	12/10/2015		Split one (1) segment of Government Beach Rd in Pahoa.
	12/9/2015		Corrected police to thirty-three (33) streets in Naalehu.
	12/9/2015		Corrected range to two (2) segments of Hawaii Belt Rd in Naalehu.
	12/9/2015		Corrected police to four (4) streets in Pahala.
	12/9/2015		Split one (1) segment of Hawaii Belt Rd in Pahala.
	12/9/2015		Corrected police to fifteen (15) streets in Pahoa.
		12/08/15	
	12/8/2015		Spatially corrected five (5) streets in Hilo.
	12/8/2015		Corrected police to five (5) streets in Naalehu.
	12/8/2015		Corrected police to twenty (20) streets in Ocean View.
	12/8/2015		Added three (3) streets (Eleele Pl and Laakea Way) in Waikoloa.
	12/7/2015		Split one (1) segment of Painted Church Rd in Honaunau.
	12/7/2015		Corrected police to thirty-one (31) street segments in Kailua Kona.
	12/7/2015		Spatially corrected three (3) street segments in Kailua Kona.
	12/7/2015		Corrected police to seven (7) street segments in Kealahou.
	12/7/2015		Corrected range to one (1) segment of Kuakini Hwy in Holualoa.
	12/7/2015		Corrected police to eight (8) segments in Keauhou.
	12/7/2015		Corrected range to three (3) street segments in Keauhou.
	12/7/2015		Merged two (2) street segments of Keauhou Kainaliu Beach Rd in Keauhou.
	12/7/2015		Spatially corrected four (4) street segments in Keauhou.
	12/4/2015		Corrected police to nine (9) street centerlines in Kailua Kona.
	12/4/2015		Spatially corrected one (1) street segment of Henry St in Kailua Kona.
	12/4/2015		Merged two (2) street segments of Palani Rd in Kailua Kona.
	12/4/2015		Corrected street name to four (4) street segments in Mountain View.
	12/4/2015		Corrected range to four (4) street segments in Mountain View.
	12/3/2015		Corrected police to forty-five (45) street segments in Kailua Kona.
	12/3/2015		Spatially corrected one (1) street segment of Uouoa St in Kailua Kona.
	12/3/2015		Corrected police to fourteen (14) street segments in Kamuela.
	12/3/2015		Corrected police to five (5) street segments in Waikoloa.
	12/2/2015		Split one (1) segment of Akoni Pule Hwy in Hawi.
	12/2/2015		Corrected police to five (5) street segments in Kapaau.
	12/2/2015		Corrected police to fifty-three (53) street segments in Kamuela.
	12/1/2015		Corrected police to nineteen (19) street segments in Hawi.
	12/1/2015		Corrected police to eighteen (18) street segments in Kapaau.
	12/1/2015		Split one (1) segment of Pratt Rd in Kapaau.

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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.

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)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		12/08/15	
	12/2/2015		Per ATT CRS
WSP Cell Towers		12/08/15	
	12/2/2015		Per ATT CRS

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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
12/22/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines.
12/8/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, Police Response Areas, MSAG Communities, ESN, Fire Response Areas, Medic Response Areas, Coastline, Fire Stations and Lava Flows.

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

GIS Deliverable schedule for 2015		
OCT	✓ 13	✓ 27
NOV	✓ 10	✓ 24
DEC	✓ 8	✓ 22

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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 **December 18, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	140	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	2	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		7
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 December 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	141 Added	Throughout County in 17 communities
	Spatial Correction	551 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Hilo and Captain Cook
	Address	49 Corrected	Majority were located in Mountain View and Ookala
	Location Name	6 Corrected	Addresses were located in Hilo and Hawi
	Deleted	8 Removed	Addresses were located in Honaunau, Kealakekua and Keauhou
	Routing ID	17 Corrected	Addresses were located in Hilo
<i>Response Boundaries</i>	Police Beats	76 Corrected	Throughout County
	Police Districts	2 Corrected	Districts 1 and 9
<i>Street Centerlines</i>	New Streets	5 Added	Streets were located in Hakalau, Hilo and Waikoloa
	Spatial Correction	82 Corrected	Majority were located in Hilo
	Range/Parity	22 Corrected	Majority were located in Mountain View and Captain Cook
	Split	22 Corrected	Throughout County in 8 communities
	Name	53 Corrected	Throughout County in 10 communities
	Merged	4 Corrected	Streets were located in Kailua Kona and Keauhou
	Flipped	3 Corrected	Streets were located in Hilo, Mountain View and Pahoa
	Police	629 Corrected	Throughout County in 26 communities
	MSAG Community	4 Corrected	Streets were located in Ookala

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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 December 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.

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.

There were no further discrepancies in the “Location” field on the ALI Screen in the month of December, 2015.

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MAPFLEX DEPLOYMENT

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
 - a. **Hawaii County** – December 8th and December 22nd
 - b. **Maui County** – December 9th and December 23rd
 - c. **Kauai County** – December 10th and December 23rd
 - d. **Honolulu** – December 11th and December 23rd

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.

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- a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
 - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
 - i. Akimeka subsequently followed escalation with Intrado to test their system.
 - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
 - iii. On December 9, 2015, Molokai PD tested the list again with the same results
 - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
 - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
 - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
 - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
 - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.
 - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
 - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
 - f. To date, EMS and Ocean Safety are pending verification.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – DECEMBER 2015

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#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
2	11/02/15	820	Updated Address	MSAG	Normal	Submitted to TWCBL for Correction. RMS
3	11/02/15	821	Updated Address	MSAG	Normal	Submitted to HTI via Intrado for Correction. RMS

Note* There are three (3) opened service requests pending for December 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	0	0	1	0	0	0	0
September	3	3	1	0	0	3	3
October	7	5	3	0	0	7	5
November	4	2	5	0	0	4	2
December	1	3	3	0	0	1	3
TOTAL	58	61	3	0	0	58	61

NOTE:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Hawaii County E9-1-1 Status Report

December 1, 2015 – December 31, 2015

Next Scheduled Database Synchronization Report – February 2016

AUDIT SUMMARY RESULTS – FEBRUARY 2016 -- TBA

AUDIT SUMMARY RESULTS – CONTINUED

AUDIT SUMMARY RESULTS COMPARISION – FEBRUARY 1, 2016 VS NOVEMBER 1, 2015 -- TBA

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

Maui County E9-1-1 Status Report

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – DECEMBER 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
DEC	11,441	2,248	19.65%	7,567	66.14%	60.66%	39.34%	305	2.67%	19	0.17%	0	0.00%	1,302	11.38%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

❗ Calls with no Ali 0.17% - Statewide average = 0.18% Year 2015

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	12,306	2,377	19.32%	8,148	66.21%	58.36%	41.64%	298	2.42%	16	0.13%	0	0.00%	1,467	11.92%	0	0.00%
SEPT	10,908	2,096	19.22%	7,306	66.98%	58.34%	41.66%	276	2.53%	9	0.08%	0	0.00%	1,221	11.19%	0	0.00%
OCT	11,361	2,157	18.99%	7,480	65.84%	57.13%	42.87%	309	2.72%	31	0.27%	0	0.00%	1,384	12.18%	0	0.00%
NOV	10,981	2,085	18.99%	7,257	66.09%	58.30%	41.70%	261	2.38%	21	0.19%	0	0.00%	1,357	12.36%	0	0.00%
DEC	11,441	2,248	19.65%	7,567	66.14%	60.66%	39.34%	305	2.67%	19	0.17%	0	0.00%	1,302	11.38%	0	0.00%
YTD	137,833	27,376		90,202				3,429		239		0		16,587		0	
MON AVG	11,486	2,281	19.93%	7,517	65.44%	60.22%	39.78%	286	2.49%	20	0.17%	0	0.00%	1,382	12.03%	0.00	0.00%

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9-1-1 CALL VOLUME MOLOKAI PSAP – DECEMBER 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
DEC	405	131	32.35%	223	55.06%	50.67%	49.33%	2	0.49%	0	0.00%	0	0.00%	49	12.10%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.00% - Statewide average = 0.18% Year 2015

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	455	144	31.65%	259	56.92%	55.98%	44.02%	1	0.22%	2	0.44%	0	0.00%	49	10.77%	0	0.00%
SEPT	440	140	31.82%	250	56.82%	44.00%	56.00%	0	0.00%	6	1.36%	0	0.00%	44	10.00%	0	0.00%
OCT	389	128	32.90%	214	55.01%	47.20%	52.80%	0	0.00%	5	1.29%	0	0.00%	42	10.80%	0	0.00%
NOV	289	105	36.33%	143	49.48%	58.74%	41.26%	2	0.69%	1	0.35%	0	0.00%	38	13.15%	0	0.00%
DEC	405	131	32.35%	223	55.06%	50.67%	49.33%	2	0.49%	0	0.00%	0	0.00%	49	12.10%	0	0.00%
YTD	4,504	1,578		2,358				11		58		0		499		0	
MON AVG	375	132	35.03%	197	52.18%	52.07%	47.93%	0.92	0.27%	5	1.42%	0	0.00%	41.583	11.10%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – DECEMBER 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
DEC	11,846	2,379	20.08%	7,790	65.76%	60.37%	39.63%	307	2.59%	19	0.16%	0	0.00%	1,351	11.40%	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	12,761	2,521	19.76%	8,407	65.88%	58.28%	41.72%	299	2.34%	18	0.14%	0	0.00%	1,516	11.88%	0	0.00%
SEPT	11,348	2,236	19.70%	7,556	66.58%	57.86%	42.14%	276	2.43%	15	0.13%	0	0.00%	1,265	11.15%	0	0.00%
OCT	11,750	2,285	19.45%	7,694	65.48%	56.85%	43.15%	309	2.63%	36	0.31%	0	0.00%	1,426	12.14%	0	0.00%
NOV	11,270	2,190	19.43%	7,400	65.66%	58.31%	41.69%	263	2.33%	22	0.20%	0	0.00%	1,395	12.38%	0	0.00%
DEC	11,846	2,379	20.08%	7,790	65.76%	60.37%	39.63%	307	2.59%	19	0.16%	0	0.00%	1,351	11.40%	0	0.00%
YTD	142,952	28,954		92,560				3,440		297		0		17,086		0	
MON AVG	11,913	2,413	20.35%	7,713	65.02%	60.02%	39.98%	287	2.42%	25	0.21%	0.00	0.00%	1,424	11.95%	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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TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

NOTE:

- Maui County has not yet deployed the soft launch of Text to 911 pending contract review and approval.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational in Maui County, a chart will be provided for the amount of Text to 911 messages that are received at the PSAPs.
- Text to 911 Chart reflects only internal testing of Text to 911.

TEXT TO 911 Maui County PSAPs 2015		
Month	Received at Maui	Received at Molokai
Dec	7	2

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
PSAP Operations	
Intrado	Intrado, a subsidiary of the West Corporation has been rebranded to West Safety Services.
MSAG	Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 15
*Statewide average (year 2015) of 911 calls <i>with</i> Location Information = 99.82%	
* Statewide averages does not include the Military 911 calls or current Text to 911 testing.	

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WIRELESS PSAP TESTING – DECEMBER 2015

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

NOTES:

- There were no scheduled Wireless 911 Tests in December 2015 for the Maui and Molokai PSAPs.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

◀ November 2015		~ December 2015 ~					Jan 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25 Christmas	26	
27	28	29	30	31	Notes:		

◀ December 2016		~ January 2016 ~					Feb 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1 New Year's Day	2	
3	4	5	6	7	8	9	

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MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
DECEMBER	4	3	0	0	0	1	59

MSAG CURRENT MONTH NOTES:

A total of **255** MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Four (4) requests were processed relating to the MSAG database, and **251** requests relating to the ALI database (see ALI Transaction chart on next page). There were 59 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	11	2	0	5	4	0	217
SEPTEMBER	15	4	0	0	10	1	199
OCTOBER	8	5	0	0	3	0	119
NOVEMBER	7	3	1	1	2	0	71
DECEMBER	4	3	0	0	0	1	59
TOTAL YTD	173	83	5	38	44	3	1,872
AVG PER MONTH	14	7	0	3	4	0	156

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ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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
DEC	251	251	0	0	1,726	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:

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

OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,726 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

Sixty-nine (69) Open TN CR transactions are a direct result of the Dispatchable Location project, and 1,406 Open TN CR transactions are a result of the ESN 399/359 clean-up effort.

Akimeka continues to monitor and track the progress of the ESN 399/359 Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

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

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

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0
FEB	45	44	1	0	340	0	0
MAR	215	212	2	1	447	1	0
APR	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	332	332	0	0	1,179	0	0
SEPT	184	180	4	0	1,194	1	0
OCT	155	149	6	0	1,303	1	0
NOV	204	203	1	0	1,475	0	0
DEC	251	251	0	0	1,726	0	0
TOTAL YTD	2,307	2,290	16	1			
AVG PER MONTH	192	191	1	0			

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 - PENDING

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. In September, the Dispatchable Location transactions have been temporarily stopped. Transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of December 2015.

Dispatchable Location				
Common Name Place	MSAG Address	2015	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
Queen Kaahumanu Center	275 Kaahumanu Ave	Aug	244	156
Queen Kaahumanu Center	275 Kaahumanu Ave	Sept	124	143
		Oct	0	0
		Nov	0	0
		Dec	0	0
		Total	368	299

Definition
Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party.
TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

Maui County E9-1-1 Status Report

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 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	1,301	93	75	1133
MOLOKAI	425	22	19	384
TOTAL	1,726	115	94	1517

STATUS
TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. This includes the 399 and 359 clean up effort, and the "Dispatchable Location" project.
PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
TOTAL UNOPENED TNCR RECORDS STATUS - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 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				
	12/30/2015		Added two (2) addresses in Haiku	
	12/30/2015		Spatially corrected two (2) address points in Haiku	
	12/29/2015		Spatially corrected three (3) address points in Kahului	
	12/29/2015		Spatially corrected three (3) address points in Kihei	
	12/29/2015		Spatially corrected three (3) address points in Kula	
	12/29/2015		Changed Location Name of one (1) address in Kula	
	12/29/2015		Spatially corrected one (1) address point in Lahaina	
	12/29/2015		Spatially corrected one (1) address point in Lanai	
	12/29/2015		Spatially corrected two (2) address points in Makawao	
	12/29/2015		Spatially corrected one (1) address point in Pukalani	
	12/29/2015		Added Location Name of one (1) address in Pukalani	
	12/29/2015		Spatially corrected one (1) address point in Wailea	
	12/29/2015		Spatially corrected four (4) address points in Wailuku	
	12/29/2015		Corrected Location Name for one (1) address in Wailuku	
		12/23/15		
	12/23/2015			Added three (3) addresses in Haiku
	12/23/2015			Spatially corrected one (1) address point in Hana
	12/23/2015			Spatially corrected one hundred ninety-two (192) address points in Kaanapali
	12/23/2015			Added three (3) addresses in Kihei
	12/23/2015			Spatially corrected two (2) address points in Lahaina
	12/23/2015			Spatially corrected one (1) address point in Wailuku
	12/23/2015			Spatially corrected one (1) address point in Waihee
	12/22/2015			Added one (1) address in Kahului
	12/17/2015			Changed one (1) address in Haiku
	12/17/2015			Spatially corrected two (2) address points in Kihei
	12/17/2015			Added Location Name on two (2) addresses in Kihei
	12/17/2015			Changed Location Name for one (1) address in Kihei
	12/17/2015			Added one (1) address in Kihei
	12/17/2015			Assigned MSAG address in Kihei
	12/17/2015			Added one (1) address in Napili
	12/17/2015			Spatially corrected nine (9) address points in Wailea
	12/17/2015			Changed Location Name of one (1) address in Paia
	12/14/2015			Spatially corrected seven (7) address points in Kaanapali
	12/11/2015			Added two (2) addresses in Napili
	12/11/2015			Added one (1) address in Kahului

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	12/11/2015		Added one (1) address in Lahaina
	12/11/2015		Added one (1) address in Haiku
	12/11/2015		Added one (1) address in Kaunakakai
	12/11/2015		Spatially corrected one (1) address point in Kahului
	12/11/2015		Added one (1) Location Name in Napili
	12/11/2015		Corrected one (1) Location Name in Lahaina
	12/11/2015		Added Neighborhood information to one hundred thirteen (113) addresses in Kihei
	12/11/2015		Added Location Name to one (1) address in Kihei
		12/09/15	
	12/7/2015		Spatially corrected one (1) address point in Haiku
	12/7/2015		Spatially corrected five (5) address points in Kaanapali
	12/7/2015		Spatially corrected five (5) address points in Lahaina
	12/4/2015		Added one (1) address in Haiku
	12/2/2015		Spatially corrected three hundred (300) address points in Lahaina
	12/2/2015		Added four (4) address in Haiku
	12/2/2015		Added one (1) address in Waihee
	12/2/2015		Spatially corrected six (6) address points in Haiku
	12/1/2015		Spatially corrected one (1) address point in Lahaina
	12/1/2015		Removed special character from Location Name in Lahaina

Maui County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	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		12/23/15	
	12/22/2015		Spatially corrected one (1) church in Kahului
	12/22/2015		Corrected one (1) church name in Lahaina
	12/11/2015		Added one (1) church in Napili
Coastal Names		12/23/15	
	12/17/2015		Spatially corrected three (3) coastal names
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
	12/30/2015		Corrected street name of one (1) shelter in Kihei
	12/29/2015		Spatially corrected one (1) shelter in Hoolehua
	12/29/2015		Spatially corrected one (1) shelter in Wailuku
ESZ/ESN			

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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)			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage	12/29/2015		Spatially corrected three (3) restaurants in Kaanapali
	12/29/2015		Spatially corrected one (1) restaurant in Kahului
	12/29/2015		Spatially corrected two (2) restaurants in Kihei
	12/29/2015		Changed one (1) business name in Kihei
	12/29/2015		Added three (3) restaurants in Kihei
	12/29/2015		Spatially corrected two (2) restaurants in Wailuku
		12/23/15	
	12/11/2015		Added one (1) restaurant in Lahaina
Gas Stations			
Gate Codes	12/30/2015	12/23/15	Changed gate codes for The Island and the Bluffs per Maui Dispatch
	12/17/2015		Changed gate code for Waterfront Apartments per Maui Dispatch
	12/14/2015		Deleted one (1) duplicate gate code
Government Buildings			
Harbors			

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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)			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			

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MAPPING LAYERS UPDATED (PART VI)

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

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)			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	12/30/2015		Corrected street name of one (1) POI in Kihei
	12/29/2015		Spatially corrected three (3) POI in Haiku
	12/29/2015		Spatially corrected one (1) POI in Hana
	12/29/2015		Spatially corrected five (5) POI in Kaanapali
	12/29/2015		Spatially corrected six (6) POI in Kahului
	12/29/2015		Added one (1) POI in Kahului

Maui County E9-1-1 Status Report

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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)				
Points of Interest	12/29/2015		Spatially corrected three (3) POI in Kaunakakai	
	12/29/2015		Corrected address of one (1) POI in Kaunakakai	
	12/29/2015		Spatially corrected six (6) POI in Kihei	
	12/29/2015		Changed business name for one (1) POI in Kihei	
	12/29/2015		Spatially corrected one (1) POI in Wailuku	
	12/29/2015		Added seven (7) POI in Kihei	
	12/29/2015		Spatially corrected six (6) POI in Kula	
	12/29/2015		Spatially corrected two (2) POI in Lahaina	
	12/29/2015		Spatially corrected two (2) POI in Lanai	
	12/29/2015		Spatially corrected four (4) POI in Makawao	
	12/29/2015		Spatially corrected one (1) POI in Maunaloa	
	12/29/2015		Spatially corrected one (1) POI in Napili	
	12/29/2015		Spatially corrected one (1) POI in Paia	
	12/29/2015		Spatially corrected fourteen (14) POI in Wailuku	
	12/29/2015		Added two (2) POI in Wailuku	
	12/29/2015		Spatially corrected four (4) POI in Wailea	
	12/29/2015		Added address to one (1) POI in Wailuku	
		12/23/15		
	12/23/2015			Spatially corrected three (3) POI in Hana
	12/23/2015			Spatially corrected three POI in Hoolehua
	12/23/2015			Corrected one (1) POI address in Hoolehua
	12/23/2015			Spatially corrected one (1) POI in Kihei
	12/23/2015			Spatially corrected thirteen (13) POI in Lahaina
	12/23/2015			Added address to one (1) POI in Lahaina
	12/23/2015			Spatially corrected two (2) POI in Pukalani
	12/23/2015			Spatially corrected two (2) POI in Waihee
	12/23/2015			Spatially corrected two (2) POI in Wailuku
	12/22/2015			Spatially corrected one (1) POI in Kahului
	12/22/2015			Corrected street spelling of one (1) POI in Kahului
	12/22/2015			Added one (1) POI in Kahului
	12/17/2015			Assigned address to one (1) POI in Kihei
	12/17/2015			Spatially corrected two (2) POI in Haiku
	12/17/2015			Added two (2) POI in Kihei
	12/17/2015			Spatially corrected one (1) POI in Kihei
	12/17/2015			Added address to one (1) POI in Kihei
	12/11/2015			Changed Name of one (1) restaurant in Kahului

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MAPPING LAYERS UPDATED (PART VIII)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	12/11/2015		Added one (1) POI in Lahaina
	12/11/2015		Added two (2) POI in Napili
	12/11/2015		Spatially corrected one (1) POI in Lahaina
	12/11/2015		Corrected Name of one (1) POI in Lahaina
	12/11/2015		Added address to one (1) POI in Napili
		12/09/15	
	12/1/2015		Spatially corrected one (1) POI in Lahaina
	12/1/2015		Added address to one (1) POI in Lahaina
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools	12/30/2015		Corrected Street Name for one (1) school in Kihei
	12/29/2015		Spatially corrected one (1) school in Kahului
	12/29/2015		Spatially corrected two (2) schools in Kaunakakai
	12/29/2015		Spatially corrected one (1) school in Kihei
	12/29/2015		Spatially corrected one (1) school in Kualapuu
	12/29/2015		Spatially corrected one (1) school in Kula
	12/29/2015		Spatially corrected one (1) school in Makawao
	12/29/2015		Spatially corrected one (1) school in Maunaloa
	12/29/2015		Spatially corrected one (1) school in Napili
12/29/2015		Spatially corrected one (1) school in Wailuku	

Maui County E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART IX)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines		12/23/15	
	12/22/2015		Added fourteen (14) street centerline segments in Kaanapali
	12/22/2015		Spatially corrected twenty-seven (27) street centerline segments in Kaanapali
	12/22/2015		Corrected Owner, Street Class and Code of seventeen (17) street centerline segments in Kaanapali
	12/22/2015		Corrected Speed Limit and Cost of twenty (20) street centerline segments in Kaanapali
	12/22/2015		Split sixteen (16) street centerline segments in Kaanapali
	12/17/2015		Changed one (1) street name in Spreckelsville
	12/17/2015		Spatially corrected one (1) street centerline segment in Kaanapali
	12/15/2015		Spatially corrected seventeen (17) street centerline segments in Kaanapali
	12/14/2015		Spatially corrected fourteen (14) street centerline segments in Kaanapali
	12/11/2015		Added Neighborhood information to three (3) street centerline segments in Kihei
	12/11/2015		Spatially corrected twenty (20) street centerline segments in Pukalani
	12/11/2015		Removed Alias for five (5) street centerline segments in Pukalani
	12/11/2015		Extended two (2) street centerline segments in Kihei
	12/11/2015		Changed the Street Name of two (2) street centerline segments in Kihei
		12/09/15	
	12/4/2015		Spatially corrected eighteen (18) street centerline segments in Lahaina
	12/3/2015		Spatially corrected twenty (20) street centerline segments in Lahaina
	12/2/2015		Spatially corrected six (6) street centerline segments in Lahaina
	12/2/2015		Extended street centerline segment in Haiku
	12/1/2015		Spatially corrected four (4) street centerline segments in Lahaina
	12/1/2015		Added three (3) street centerline segments in Lahaina
	12/1/2015		Corrected street name on one (1) street centerline segment in Lahaina
	12/1/2015		Split centerline into three (3) segments in Lahaina
Subdivisions		12/23/15	
	12/23/2015		Corrected one (1) subdivision name in Kihei
	12/22/2015		Corrected one (1) subdivision name in Kihei
	12/11/2015		Removed Garcia Makena as requested by Maui Dispatch
Tow Jurisdictions			

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MAPPING LAYERS UPDATED (PART X)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
	12/31/2015		Per VZW CRS
		12/23/15	
WSP Cell Towers			
	12/31/2015		Per VZW CRS
		12/23/15	

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
12/23/2015	Prepared and delivered the following for a MapFlex update: Address Points, Coastal Names, Subdivisions, Food and Beverage, Churches, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
12/23/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Street Centerlines, Coastal Names, Subdivisions and WSP Cell Towers
12/9/2015	Delivered the following for a MapFlex update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
12/9/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Street Centerlines and WSP Cell Towers

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

GIS Deliverable schedule for 2015		
OCT	✓ 14	✓ 28
NOV	✓ 10	✓ 25
DEC	✓ 9	✓ 23

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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 December 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	23	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	554	Corrected location of address point, recalculated x/y
	Correction	0	Correction of address
	Change	1	DSA reassigns an address
	Neighborhood Info	113	Added Neighborhood Info
	Location Name	11	Added or Changed Location Name
<i>Response Boundaries</i>	Spatially Corrected	0	Boundary corrections to match spatially corrected street centerlines.
<i>Street Centerlines</i>	Addition	17	Added a street centerline segment
	Range Segments	0	Modification of a range
	Spatially Corrected	149	Corrected using Pictometry
	Partial Spatial Correction	0	Corrected using Pictometry
	Flipped	0	Corrected direction segment was drawn

NOTE:

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

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INTERGRAPH CAD UPGRADE

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

1. On December 9, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Street Centerlines and WSP Cell Towers.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. Akimeka delivered an updated Intergraph CAD map on December 23, 2015 which included:
 - a. Address Points, Coastal Names, Gate Codes, Street Centerlines, Subdivisions and WSP Cell Towers.
 - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.
3. Throughout December, duplicate and overlapping Street Centerline and Stream labels were removed. Highway Shields and Street labels of new streets were added. This is an ongoing effort.

During January 2016, 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 December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
 - a. **Hawaii County** – December 8th and December 22nd
 - b. **Maui County** – December 9th and December 23rd
 - c. **Kauai County** – December 10th and December 23rd
 - d. **Honolulu** – December 11th and December 23rd

MAPFLEX UPLOAD ISSUES

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During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
 - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
 - i. Akimeka subsequently followed escalation with Intrado to test their system.
 - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
 - iii. On December 9, 2015, Molokai PD tested the list again with the same results
 - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai

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- v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
 - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
 - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
 - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
- a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.
 - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
 - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
 - f. To date, EMS and Ocean Safety are pending verification.

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.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of December, 2015.

SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP DECEMBER 2015

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MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no Open Service Requests for the Maui PSAP for December 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	0	0	0	0	0	0	0
September	2	1	1	0	0	2	1
October	3	3	1	0	0	3	3
November	0	1	0	0	0	0	1
December	0	0	0	0	0	0	0
TOTAL	12	12	0	2	2	10	10

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

OPEN SERVICE REQUESTS – MOLOKAI PSAP DECEMBER 2015

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MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP for December 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	0	0	0	0	0	0	0
September	2	2	0	0	0	2	2
October	3	3	0	0	0	3	3
November	1	1	0	0	0	1	1
December	0	0	0	0	0	0	0
TOTAL	8	8	0	0	0	8	8

NOTE:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in December 2015.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **2,598** 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on December 1, 2015 for Maui County are reported below.

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

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

AUDIT SUMMARY RESULTS – 2015

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9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 1, 2015		As of June 1, 2015		As of September 1, 2015		As of December 1, 2015	
		9-1-1 MSAG Dated 3-01-15		9-1-1 MSAG Dated 6-01-15		9-1-1 MSAG Dated 9-01-15		9-1-1 MSAG Dated 12-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,658		2,661		2,662		2,672	
Less: 9-1-1 MSAG Exception Records	(1)	74	2.78%	74	2.78%	74	2.7%	74	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,584		2,587		2,588		2,598	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,584	100.00%	2,587	100.00%	2,588	100.00%	2,588	100.00%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.00%	0	0.00%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.00%	0	0.00%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.00%	0	0.00%	0	0.0%	0	0.0%

AUDIT SUMMARY NOTES:

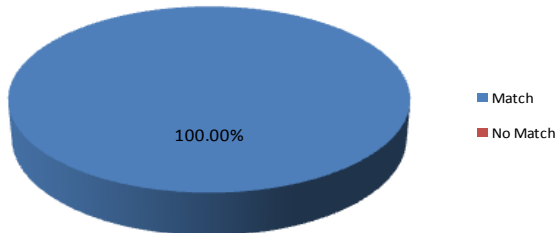
- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2015- SEPTEMBER 1, 2015

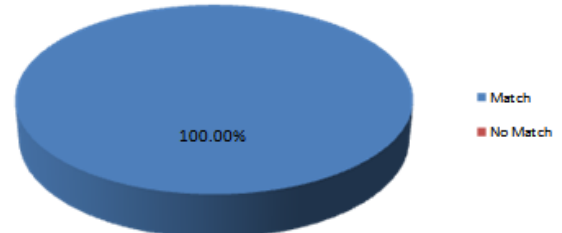
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9-1-1 MSAG Dated 12-01-15



9-1-1 MSAG Dated 09-01-15



NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained constant
at 100% as of December 1, 2015 to 100% on September 1, 2015

NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

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

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

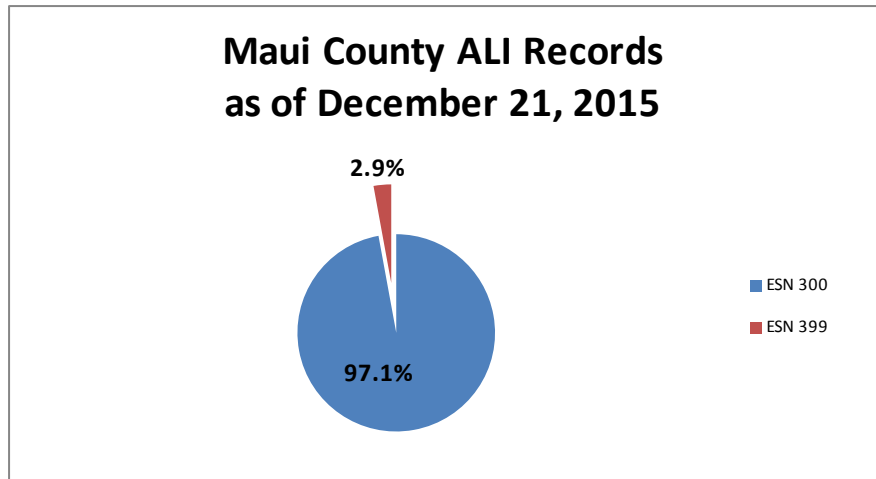
PSAP	ESN	Invalid MSAG Records							
		9-1-1 MSAG Dated 03-01-15		9-1-1 MSAG Dated 06-01-15		9-1-1 MSAG Dated 09-01-15		9-1-1 MSAG Dated 12-01-15	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	120	4.7%	104	4.1%	100	3.9%	98	3.9%
MOLOKAI	359	42	16.2%	32	12.5%	28	11.1%	28	11.1%
TOTAL MAUI		162	5.7%	136	4.9%	128	4.6%	126	4.5%

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

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As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of December 21, 2015, **1,956** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **2.9%** of Maui County's total ALI records, require research and corrective action, if needed.



THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 2,062 to 1,956 from September 2015 to December 2015 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in September 2015. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

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AKIMEKA | HIGH PRIORITY, HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – DECEMBER 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
Dec	4,503	708	15.72%	2,959	65.71%	46.06%	53.94%	159	3.53%	6	0.13%	0	0.00%	671	14.90%	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	4,692	617	13.15%	3,199	68.18%	46.33%	53.67%	148	3.15%	31	0.66%	0	0.00%	697	14.86%	0	0.00%
SEPT	4,665	761	16.31%	2,963	63.52%	47.86%	52.14%	153	3.28%	19	0.41%	0	0.00%	769	16.48%	0	0.00%
OCT	4,970	679	13.66%	3,392	68.25%	50.03%	49.97%	131	2.64%	20	0.40%	0	0.00%	748	15.05%	0	0.00%
NOV	4,439	687	15.48%	3,006	67.72%	49.73%	50.27%	104	2.34%	13	0.29%	0	0.00%	629	14.17%	0	0.00%
DEC	4,503	708	15.72%	2,959	65.71%	46.06%	53.94%	159	3.53%	6	0.13%	0	0.00%	671	14.90%	0	0.00%
YTD	56,874	8,396		37,519				1702		221		0		9,036		0	
MON AVG	4,740	700	14.87%	3,127	65.97%	48.79%	51.21%	142	3.00%	18	0.38%	0	0.00%	753	15.78%	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- *911 Calls with no Ali 0.13% - Statewide average = 0.18% Year 2015

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TEXT TO 911 – CURRENT MONTH – DECEMBER 2015

NOTE:

- Kauai County has deployed a soft launch for Text to 911 on December 21, 2015.
- During this soft launch period, internal testing and training will be conducted.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.

TEXT TO 911 Kauai County	
Month	Total received
Dec	24

FYI.....FOR YOUR INFORMATION

FYI For Your Information	
PSAP Operations	
Intrado	Intrado, a subsidiary of the West Corporation has been rebranded to West Safety Services.
MSAG	Intrado is currently in the process of training new 911 Net Data Analysts assigned to process the MSAG and TNCR record transactions that are submitted daily by Akimeka on behalf of the County PSAPs. There has been a delay of processing TNCR requests as reflected in the "PSAP 9-1-1 Telephone Number Locations Change Request" chart due to this transitional period. refer to page 12
*Statewide average (year 2015) of 911 calls <u>with</u> Location Information = 99.82%	
* Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing.	

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WIRELESS PSAP TESTING – DECEMBER 2015

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

NOTES:

- There were no scheduled Wireless 911 tests for the month of December 2105.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

◀ November 2015		~ December 2015 ~					Jan 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
		1	2	3	4	5	
6	7	8	9	10	11	12	
13	14	15	16	17	18	19	
20	21	22	23	24	25 Christmas	26	
27	28	29	30	31	Notes:		

◀ December 2016		~ January 2016 ~					Feb 2016 ▶
Sun	Mon	Tue	Wed	Thu	Fri	Sat	
					1 New Year's Day	2	
3	4	5	6	7	8	9	

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
DECEMBER	7	3	0	3	1	0	64

MSAG CURRENT MONTH NOTES:

A total of eleven (11) MSAG transactions were processed in 9-1-1 Net during the month of December 2015. Seven (7) requests relating to the MSAG database and four (4) requests relating to the ALI database (see ALI Transaction chart on next page).

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	8	3	0	1	1	3	44
SEPT	2	1	0	0	1	0	0
OCT	4	2	0	1	1	0	129
NOV	2	0	0	0	2	0	0
DEC	7	3	0	3	1	0	64
TOTAL YTD	193	126	7	19	20	21	2,969
AVG PER MONTH	16	11	1	2	2	2	247

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ALI TRANSACTIONS CURRENT MONTH – DECEMBER 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
DEC	4	4	0	0	235	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:

Four (4) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 235 Open TN CR Transactions as of December 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**
- **173** 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.
- **Sixty-two (62)** Open TN CR transactions are a result of Dispatchable Location Project transactions that were submitted in September, and are awaiting approval from Intrado and Hawaiian Telcom before completion.
- **There are no Open ALI-DRs as of December 31, 2015**
- **There are no Open VoIP DRs as of December 31, 2015**

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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	0	0	0	0	216	0	0
SEPT	62	62	0	0	278	0	0
OCT	1	0	1	0	249	0	0
NOV	0	0	0	0	249	0	0
DEC	4	4	0	0	235	0	0
TOTAL YTD	371	370	1	0			
AVG PER MONTH	31	31	0	0			

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DISPATCHABLE LOCATION – STATUS AS OF – DECEMBER 2015 - PENDING

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Sixty two (62) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. During the months of November and December, as Akimeka awaits for the notice to proceed, Akimeka has continued to research and prepare “Driving Instructions” for other shopping malls that will assist the Kauai Dispatchers with their 911 calls for service. A total of 286 telephone records are complete and ready for submittal, however there were no further developments as of December 2015 to proceed.

Dispatchable Location					
Common Name Place	MSAG Address	2015	Number of TNCR* Transactions Prepared	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
		Aug			
Kukui Grove Center	302600 Kaumualii Hwy, Lihue	Sept		62	0
		Oct		0	0
Coconut Grove Marketplace	40484 Kuhio Hwy, Wailua	Nov	83	0	0
Poipu Shopping Village	2360 Kiahuna Plantation Dr, Poipu	Nov	72	0	0
Waipouli Town Village	40771 Kuhio Hwy, Waipouli	Dec	35	0	0
Kauai Village	40831 Kuhio Hwy, Waipouli	Dec	96	0	0
		Total	286	62	0

Definition
Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party.
TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.
Processed** may include inactive telephone numbers that were removed from the ALI Database.

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – DECEMBER, 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	235	40	53	142

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) – DECEMBER 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		12/23/15	
	12/17/2015		Spatially corrected two (2) address points in Kapaa
	12/15/2015		Spatially corrected two (2) address points in Poipu
	12/15/2015		Added Location Name to one (1) address in Poipu
	12/15/2015		Spatially corrected two (2) address points in Wailua
	12/15/2015		Spatially corrected eighteen (18) address points in Waimea
	12/15/2015		Added Location Name to three (3) addresses in Waimea
	12/15/2015		Removed Location Name for one (1) address in Waimea
		12/10/15	
	12/10/2015		Spatially corrected one (1) address point in Haena
	12/10/2015		Spatially corrected one (1) address point in Kalaheo
	12/10/2015		Spatially corrected one (1) address point in Anahola
	12/9/2015		Added ten (10) addresses in Kalaheo
	12/8/2015		Spatially corrected four (4) address points in Nawiliwili
	12/8/2015		Spatially corrected thirty-three (33) address points in Waimea
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			

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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)			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	12/10/2015	12/10/15	Modified boundaries of with spatially corrected Street Centerlines
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			

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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)			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging		12/23/15	
	12/15/2015		Added four (4) lodges in Poipu
	12/15/2015		Corrected name of one (1) lodge in Poipu
	12/15/2015		Changed business name for one (1) lodge in Poipu
	12/15/2015		Spatially corrected one (1) lodge in Poipu

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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)			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		12/10/15	
	12/10/2015		Modified boundaries of with spatially corrected Street Centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			

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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)			
Parks			
Parks Polygon			
Points of Interest	12/31/2015		Added one (1) POI in Princeville
		12/23/15	
	12/15/2015		Added six (6) POI in Waimea
	12/15/2015		Added four (4) POI in Poipu
	12/15/2015		Added one (1) POI in Kokee
	12/15/2015		Spatially corrected two (2) POI in Kokee
	12/15/2015		Spatially corrected six (6) POI in Poipu
	12/15/2015		Spatially corrected two (2) POI in Wailua
	12/15/2015		Spatially corrected five (5) POI in Waimea
	12/15/2015		Spatially corrected two (2) POI in Waipouli
	12/15/2015		Corrected business name for three (3) POI in Poipu
		12/10/15	
	12/10/2015		Spatially corrected one (1) POI in Anahola
	12/10/2015		Spatially corrected two (2) POI in Haena
	12/10/2015		Spatially corrected one (1) POI in Hanalei
	12/10/2015		Spatially corrected two (2) POI in Kalaheo
	12/10/2015		Spatially corrected one (1) POI in Kukuiula
	12/10/2015		Spatially corrected one (1) POI in Poipu
	12/10/2015		Spatially corrected one (1) POI in Waipouli
Police Beats			
Police Districts			
Police Response Areas			
Police Stations		12/23/15	
	12/17/2015		Spatially corrected Kapaa substation in Kapaa

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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)			
Post Offices			
Schools			
	12/8/2015		Spatially corrected two (2) schools in Nawiliwili
	12/8/2015		Corrected school name in Nawiliwili
Street Centerlines	12/31/2015		Added one (1) street centerline segment in Kokee
	12/31/2015		Added one (1) street centerline segment in Mana
	12/31/2015		Corrected one (1) street centerline name in Kokee
	12/31/2015		Split two (2) street centerline segments in Kokee
	12/31/2015		Split two (2) street centerline segments in Mana
		12/23/15	
	12/16/2015		Spatially corrected four (4) street centerline segments in Pakala
	12/16/2015		Added twelve (12) street centerline segments in Kokee
	12/16/2015		Split eight (8) street centerline segments in Kokee
	12/16/2015		Modified range for eight (8) street centerline segments in Kokee
	12/16/2015		Spatially corrected one (1) street centerline segment in Kokee
	12/16/2015		Changed one (1) street centerline name
	12/15/2015		Added three (3) street centerline segments in Kokee
	12/15/2015		Split two (2) street centerline segments in Kokee
		12/10/15	
	12/9/2015		Added one (1) street centerline in Kalaheo
	12/8/2015		Added eight (8) street centerline segments in Nawiliwili
	12/8/2015		Spatially corrected four (4) street centerline segments in Nawiliwili
	12/8/2015		Spatially corrected eleven (11) street centerline segments in Waimea
	12/7/2015		Added one (1) street centerline in Waimea
	12/7/2015		Spatially corrected two (2) street centerline segments in Numila
	12/7/2015		Spatially corrected two (2) street centerline segments which boarder Eleele and Numila
	12/7/2015		Split two (2) street centerlines in Waimea
	12/7/2015		Spatially corrected twenty-three (23) street centerline segments in Waimea
Subdivisions			
Tow Jurisdictions			

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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)			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

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

December 1, 2015 - December 31, 2015

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
12/23/2015	Delivered the following for a GeoComm update: Address Points, Street Centerlines, Lodging, Points of Interest, Police Stations, WSP Cell Sectors, WSP Cell Towers, GEO.xml and Landmark.xml
12/23/2015	Delivered the following for a MapFlex update: Address Points, Street Centerlines, Lodging, Points of Interest, Police Stations, WSP Cell Sectors and WSP Cell Towers
12/10/2015	Delivered the following for a GeoComm update: Address Points, Street Centerlines, Points of Interest, Schools, ESN, WSP Cell Sectors, WSP Cell Towers, MSAG Communities, GEO.xml and Landmark.xml
12/10/2015	Delivered the following for a MapFlex update: Address Points, Street Centerlines, Points of Interest, Schools, ESN, WSP Cell Sectors, WSP Cell Towers and MSAG Communities

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

GIS Deliverable schedule for 2015		
OCT	✓ 15	✓ 29
NOV	✓ 12	✓ 25
DEC	✓ 10	✓ 23

Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

GPS DATA COLLECTION AND SITE VERIFICATION

During the month of December 2015, there were no scheduled GPS data collection and site verifications required. Data capture will continue to be coordinated on an as needed basis.

MAPFLEX DEPLOYMENT:

During the month of December 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru November 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 December 2015
 - a. **Hawaii County** – December 8th and December 22nd
 - b. **Maui County** – December 9th and December 23rd
 - c. **Kauai County** – December 10th and December 23rd
 - d. **Honolulu** – December 11th and December 23rd

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.

Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
 - c. On December 4, 2015, Molokai PD notified Akimeka that the updates were still not available in the MapFlex system.
 - i. Akimeka subsequently followed escalation with Intrado to test their system.
 - ii. On December 9, 2015, Intrado replied that they were checking on some items and asked if it could be re-verified once again.
 - iii. On December 9, 2015, Molokai PD tested the list again with the same results
 - iv. Later on December 9, 2015, Intrado reported that they would reach out to Molokai
 - v. There were no further actions reported throughout the remainder of December 2015. It is unclear whether this has been resolved to date.
 - d. On December 1, 2015, Akimeka was notified of a possible enhancement that could be made with the responder information. The currently displayed information was not as useful as utilizing the beat information, so Akimeka made some modifications to the Response Areas information that is delivered into the MapFlex system and delivered an update into the system to help provide more useful info.
 - e. On December 16, 2015, some of the information was showing correctly on three positions, while another three were blank, and two were being temperamental. Akimeka helped coordinate with Intrado so that they could review the server and MapFlex positions. Ideally since all of the workstations pull data from the same server, if there was an issue with data, it should be widespread to all positions.
 - i. Shortly after escalation, Intrado was able to resolve the issue and the responder bar was correctly displaying information again on all positions.

Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.
 - e. On December 9, 2015, HPD was able to verify that the list provided with the deliverable from November 30, 2015 was available in their MapFlex.
 - i. Later on December 9, 2015, HFD also verified their MapFlex was receiving updates.
 - f. To date, EMS and Ocean Safety are pending verification.

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.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of December, 2015.

Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – DECEMBER 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for December 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	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0
October	1	1	0	0	0	1	1
November	0	0	0	0	0	0	0
December	0	0	0	0	0	0	0
TOTAL	1	1	0	0	0	1	1

NOTE:

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

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

Kauai County E9-1-1 Status Report

December 1, 2015 - December 31, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 MSAG VS. JULY 1, 2015 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending December 31, 2015

Budget Analysis				
FY 2015-16	Actuals		Annual Budget	% of Budget Expended
	December	FY-T-D		
Receipts:				
Enhanced 911 Surcharge Collection	772,835	4,742,235	9,252,500	51%
Interest Income	1,434	2,979	2,500	119%
<i>Receipts</i>	774,269	4,745,214	9,255,000	51%
Disbursements:				
New & Emerging Tech. Training		(27,651)	(264,350)	10%
Non-Recurring Expenses		(3,374)	(2,722,515)	0%
Recurring Expenses:				
Administration	(254,605)	(315,008)	(1,104,700)	29%
Maintenance	(197,946)	(347,508)	(2,474,524)	14%
Telecommunications	(52,144)	(746,866)	(2,146,289)	35%
Other		(7,200)	(7,600)	95%
			-	
<i>Disbursements</i>	(504,695)	(1,447,606)	(8,719,978)	17%
<i>Net Receipts/(Disbursements)</i>	269,574	3,297,608	535,022	
Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	269,574	3,297,608		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)		(104,166)		314,834
FY 2012 (HFD/EDS/HPD)		(56,040)		695,392
FY 2014		(2,173)		1,519,432
FY 2015		(2,170,409)		2,360,200
Accounts Receivable (Offset)		2,952		
Net Encumbrance Adds/(Paydown)	-	(2,329,837)		
Net Cash Inflow/(Outflow)	269,574	967,771		
Bank Balance Analysis:				
ADD: July 1, 2015 Beginning Balance		16,789,216		
Net Bank Balance		17,756,987		
Outstanding Ecumb/Accruals		(4,889,857)		
Unencumbered Cash Balance		12,867,130		
Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing.				

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

MONTH OF DECEMBER 2015		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:		-		-	-	774,269	774,269
DISBURSEMENTS:							
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
	6401.01 Exec Dir. Services	-		-	-	14,121	14,121
	6401.08 Board Member Travel	-		-	-	1,176	1,176
	6401.09 DB&F Assessments						
	6401.0101 DB&F Admin. Assess	-		-	-	20,181	20,181
	6401.0102 DB&F Rev Assessment	-		-	-	218,728	218,728
	Total 6401.09 DB&F Assessments	-		-	-	238,909	238,909
	6401.13 Parking Permits	-		-	-	400	400
	6401.14 Voided Check	-		-	-	-	-
	Total 6401 ADMINISTRATION	-		-	-	254,605	254,605
6402 MAINTENANCE							
	6402.07 0011 9-1-1MSAG Maint.	20,674		19,459	157,814	-	197,946
	Total 6402 MAINTENANCE	20,674		19,459	157,814	-	197,946
6403 Other RECURRING							
	6403.01 Telcom Charges						
	6403.0102 Long Distance	29		29	-	-	57
	6403.0109 Telcom Trunk	25,529		23,208	-	-	48,737
	6403.0114 SD Viper (OSL) (3)	-		-	3,350	-	3,350
	Total 6403.01 Telcom Charges	25,557		23,236	3,350	-	52,144
	Total 6403 Other RECURRING	25,557		23,236	3,350	-	52,144
	Total 6400 RECURRING EXPENSES	46,231		42,696	161,164	254,605	504,695
Total DISBURSEMENTS		46,231		42,696	161,164	254,605	504,695

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending December 31, 2015

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE DECEMBER 2015	6 MOS.	6 MOS.	6 MOS.	6 MOS.	6 MOS.	6 MOS.	6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:	-	-	-	-	-	4,745,214	4,745,214	-	4,745,214
DISBURSEMENTS									
6200 New & Emerg. Tech Train.									
6201 911 Goes to WashDC	-	-	(494)	-	-	-	(494)	36,000	(36,494)
6203 APCO New Tech Conference	-	-	-	-	-	2,207	2,207	11,200	(8,993)
6204 APCO Conference	-	-	-	-	13,123	4,193	17,315	36,500	(19,185)
6210 IWCE	-	-	-	-	-	-	-	2,500	(2,500)
6212 NASNA Conference	-	-	-	-	-	2,148	2,148	2,650	(502)
6214 Nena Conference	(2,588)	2,090	18	-	(1,070)	132	(1,417)	-	(1,417)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	-	3,500	(3,500)
6222 TriTech CAD Users									
6222.01 EMS Users	-	-	-	-	-	-	-	6,000	(6,000)
6222.02 HFD Users	-	-	-	-	-	-	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	-	12,000	(12,000)
6228 HxGN Live Hexagon Conf	-	-	(1,005)	-	-	-	(1,005)	-	(1,005)
6230 Other Training									
6230.01 HPD (O/T)	-	-	-	-	8,897	-	8,897	8,900	(3)
Total 6230 Other Training	-	-	-	-	8,897	-	8,897	8,900	(3)
6200 New & Emerg. Tech Train. - Other	-	-	-	-	-	-	-	151,100	(151,100)
Total 6200 New & Emerg. Tech Train.	(2,588)	2,090	(1,481)	-	20,950	8,679	27,651	264,350	(236,699)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.05 Kauai Police Dept	-	-	-	-	-	-	-	2,300,000	(2,300,000)
6301.06 Maui PD	-	-	-	-	-	-	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	-	-	-	-	-	-	200,000	(200,000)
CAD Related Expenses					3,374		3,374		3,374
Total 6301 CAD Replac/Upgrade	-	-	-	-	3,374	-	3,374	2,582,000	(2,578,626)
6303 Computers									
6303.13 UPS Battery-HPD	-	-	-	-	-	-	-	3,115	(3,115)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	-	62,400	(62,400)
6303.24 PRI Install	-	-	-	-	-	-	-	10,000	(10,000)
6303.25 Workstation	-	-	-	-	-	-	-	65,000	(65,000)
Total 6303 Computers	-	-	-	-	-	-	-	140,515	(140,515)
Total 6300 Non-RECURRING	-	-	-	-	3,374	-	3,374	2,722,515	(2,719,141)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending December 31, 2015

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE DECEMBER 2015	6 MOS.	6 MOS.	6 MOS.	6 MOS.	6 MOS.	6 MOS.	6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	48,624	48,624	198,000	(149,376)
6401.02 ElectronSignatur	-	-	-	-	-	-	-	250	(250)
6401.05 Audit Expense	-	-	-	-	-	13,000	13,000	13,025	(25)
6401.06 Bank Charge	-	-	-	-	-	-	-	50	(50)
6401.08 Board Member Travel	-	-	-	-	-	12,623.90	12,624	25,000	(12,376)
6401.09 DB&F Assessments									
6401.0101 DB&F Admin. Assess	-	-	-	-	-	20,181	20,181	155,000	(134,819)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	218,728	218,728	462,625	(243,897)
Total 6401.09 DB&F Assessments	-	-	-	-	-	238,909	238,909	617,625	(378,716)
6401.11 Miscellaneous Expense	-	-	-	-	-	(0)	(0)	-	(0)
6401.12 NASNA Dues	-	-	-	-	-	150	150	150	-
6401.13 Parking Permits	-	-	-	-	-	400	400	400	-
6401.15 WSP Cost Recovery									
6401.0101 Sprint/Nextel	-	-	-	-	-	4,253	4,253	-	4,253
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	4,253	4,253	70,000	(65,747)
6401.17 ADA Compliance	-	-	-	-	-	-	-	200	(200)
6401.19 Public Education	-	-	-	-	-	-	-	30,000	(30,000)
6401.20 RCUH Contract	-	-	-	-	-	(5,881)	(5,881)	-	(5,881)
6402.21 Cell Phone Charges	-	-	-	-	-	503	503	-	503
6402.22 Office Supplies	-	-	-	-	-	2,427	2,427	5,000	(2,573)
6402.23 NG911 Transition Plan	-	-	-	-	-	-	-	145,000	(145,000)
Total 6401 ADMINISTRATION	-	-	-	-	-	315,008	315,008	1,104,700	(789,692)
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	0	-	-	-	0	447,015	(447,015)
6402.05 Logging Record Maint	-	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	82,695	33,349	38,918	-	192,546	-	347,508	1,323,378	(975,870)
6402.08 CAD Maintenance	(0)	-	-	-	-	-	(0)	638,752	(638,752)
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	82,695	33,349	38,919	-	192,546	-	347,508	2,474,524	(2,127,016)
6403 Other RECURRING									
6403.01 Telecom Charges									
6403.0102 Long Distance	112	(2)	(24)	(35)	-	-	51	2,103	(2,052)
6403.0109 Telecom Trunk	102,115	27,850	92,860	-	473,441	-	696,266	1,687,134	(990,868)
6403.0111 WiringAltDispatch	-	673	-	-	-	-	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	34,889	-	34,889	140,916	(106,027)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	1,038	-	1,038	-	1,038
6403.0114 SD Viper (OSL) (3)	-	-	-	-	13,778	-	13,778	54,000	(40,222)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	-	300	(300)
6403.0117 Telecom Chgs-Other	-	171	-	-	-	-	171	-	171
Total 6403.01 Telecom Charges	102,227	28,692	92,836	(35)	523,146	-	746,866	2,146,289	(1,399,423)
6403.02 EMS Tower Lease	-	-	-	-	7,200	-	7,200	7,600	(400)
Total 6403 Other RECURRING	102,227	28,692	92,836	(35)	530,346	-	754,066	2,153,889	(1,399,823)
Total 6400 RECURRING EXPENSES	184,922	62,041	131,754	(35)	722,891	315,008	1,416,581	5,733,113	(4,316,532)
Total DISBURSEMENTS	182,334	64,131	130,274	(35)	747,215	323,687	1,447,606	8,719,978	(7,272,372)

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

ENCUMBRANCES							FY 2015	Sep.30.2015	PAYDOWN	Dec.31.2015
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Molokai	Kauai	Hawaii	Admin	Total	Balance		
CAD Upgrade:				419,000			419,000	314,834		314,834
<i>FY 2012 Encumbrances:</i>							-	-		
CAD Upgrades:								-		
EMS/FIRE	56,040						56,040			-
HPD	695,392						695,392	695,392	-	695,392
Total FY 2012 Encumbrances	751,432	-	-	-	-	-	751,432	695,392	-	695,392
<i>FY 2014 Accruals</i>										
CAD Upgrade					1,500,000		1,500,000	1,500,000	-	1,500,000
AG Legal Expenses for IRC						21,605	21,605	20,913	(1,481)	19,432
Total FY 2014 Encumbrances	-	-	-	-	1,500,000	21,605	1,521,605	1,520,913	(1,481)	1,519,432
FY 2015 Encumbrances										
CAD Upgrade					2,300,000		2,300,000	2,300,000		2,300,000
HPD Smart911 S/W	76,400						76,400	76,400	(20,683)	55,717
Imagery License					926,400		926,400	926,400	(922,017)	4,383
Kauai ADC				307,000			307,000	1,564	(1,464)	100
							-	-		
Board Travel						6,000	6,000	-		
NENA	9,999	10,500		9,900	10,500	4,086	44,985	-		
NASNA						650	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	46,614	37,590		73,291	39,885		197,380	-		
CAD Maint					66,307		66,307	-		
HT Telecom Trunk		23,207		27,849	51,057		102,113	-		
HPD CML Viper-Kapolei/Alapai	41,650						41,650	-		
CML Viper (OSL)	2,973						2,973	-		
Imagery Lic Agree		387,892					387,892	-		
Office Supplies						110	110	-		
RCUH Contract						14,570	14,570	-		
HT Long Distance		139	35	145	60		379	-		
Microwave Antennat Lease	7,200						7,200	-		
							-	-		
Total Encumbrances/Accruals	184,836	472,928	35	418,185	3,394,209	60,416	4,530,609	3,304,364	(944,164)	2,360,200
Total	936,268	472,928	35	837,185	4,894,209	82,021	7,222,646	5,835,502	(945,645)	4,889,857

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending December 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
NASNA						2,650	(2,650)		
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
MPD (1) - NENA Development Conf -Oct4-8			3,500				(3,500)		8/13/2015
Budget Increase							3,500	3,500	
Board member (1) - APCO New Emerging Tech						2,500	(2,500)		9/10/2015
Budget Increase							2,500	2,500	
MPD - PowerPhone EMD digital S/W			3,115					3,115	10/8/2015
HFD (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
EMS (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
Boardmembers (3) 911 GTW Conf., Feb 21-24, 2016						9,500	(9,500)		11/12/2015
HFD (1) 911 GTW Conf., Feb 21-24, 2016		3,000					(3,000)		11/12/2015
HiPD(2) 911 GTW Conf., Feb 21-24, 2016	7,000						(7,000)		11/12/2015
HPD (3) 911 GTW Conf., Feb 21-24, 2016		10,500					(10,500)		11/12/2015
TechCom (1) 911 GTW Conf., Feb 21-24, 2016						3,000	(3,000)		11/12/2015
Budget Increase							3,000	3,000	
KPD (3) - APCO Western Regional Conf., March 3-10-2016					8,700		(8,700)		11/12/2015
Budget Increase							8,700	8,700	
Admin- Office Supplies						1,000		1,000	11/12/2015
									11/12/2015
								-	
Totals	699,547	2,619,329	960,488	65,335	3,081,429	1,128,350	165,500	8,719,978	

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

FY-TO-DATE DECEMBER 2015	Hawaii PSAP		
	6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:	-	-	-
DISBURSEMENTS			
6200 New & Emerg. Tech Train.			
6201 911 Goes to WashDC	-	7,000	(7,000)
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	-	-	-
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	(2,588)	-	(2,588)
6215 NENA Tech Dev. Conf	-	-	-
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	-	-	-
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New & Emerg. Tech Train. - Other	-	-	-
Total 6200 New & Emerg. Tech Train.	(2,588)	7,000	(9,588)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
CAD Related Expenses			
Total 6301 CAD Replac/Upgrade	-	-	-
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
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.	82,695	307,647	(224,952)
6402.08 CAD Maintenance	(0)	68,752	(68,752)
6402.13 Software Maintenance			
6402.131 Integrgraph DB S/W Maint	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	4,604	(4,604)
Total 6402 MAINTENANCE	82,695	381,003	(298,308)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	112	1,200	(1,088)
6403.0109 Telcom Trunk	102,115	306,344	(204,229)
6403.0111 Wiring Alt Dispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPD CML Viper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	102,227	311,544	(209,317)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	102,227	311,544	(209,317)
Total 6400 RECURRING EXPENSES	184,922	692,547	(507,625)
Total DISBURSEMENTS	182,334	699,547	(517,213)

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

FY-TO-DATE DECEMBER 2015					Kauai PSAP		
					6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:					-	-	-
DISBURSEMENTS							
6200 New&Emerg. Tech Train.							
	6201	911	Goes to WashDC	-	-	-	
	6203	APCO	New Tech Conference	-	8,700	(8,700)	
	6204	APCO	Conference	-	7,000	(7,000)	
	6210	IWCE		-	-	-	
	6212	NASNA	Conference	-	-	-	
	6214	Nena	Conference	2,090	-	2,090	
	6215	NENA	Tech Dev. Conf	-	-	-	
	6222	TriTech	CAD Users				
		6222.01	EMS Users	-	-	-	
		6222.02	HFD Users	-	-	-	
	Total 6222 TriTech CAD Users				-	-	-
	6228	HxGN	Live Hexagon Conf	-	-	-	
	6230	Other	Training				
		6230.01	HPD (O/T)	-	-	-	
	Total 6230 Other Training				-	-	-
	6200	New&Emerg.	Tech Train. - Other	-	-	-	
	Total 6200 New&Emerg. Tech Train.				2,090	15,700	(13,610)
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	-	-	-	
		CAD	Related Expenses				
	Total 6301 CAD Replac/Upgrade				-	2,300,000	(2,300,000)
6303 Computers							
	6303.13	UPS	Battery-HPD	-	-	-	
	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	RecordMaint	-	-	-	
	6402.07	0011 9-1-1	MSAG Maint.	33,349	204,700	(171,351)	
	6402.08	CAD	Maintenance	-	-	-	
	6402.13	Software	Maintenance				
		6402.131	Integrgraph DB S/W Maint	-	-	-	
	Total 6402.13 Software Maintenance				-	-	-
	Total 6402 MAINTENANCE				33,349	401,715	(368,366)
6403 Other RECURRING							
6403.01 Telcom Charges							
	6403.0102	Long	Distance	(2)	480	(482)	
	6403.0109	Telcom	Trunk	27,850	111,398	(83,548)	
	6403.0111	WiringAlt	Dispatch	673	237,736	(237,063)	
	6403.0112	HPD CML	Viper-Kapolei	-	-	-	
	6403.0113	HPDCML	Viper-Alapai	-	-	-	
	6403.0114	SD Viper	(OSL) (3)	-	-	-	
	6403.0115	Text-to-911	Service	-	4,100	(4,100)	
	6403.0116	Alt PSAP	Call Route	-	300	(300)	
	6403.0117	Telecom	Chgs-Other	171	-	171	
	Total 6403.01 Telcom Charges				28,692	354,014	(325,322)
	6403.02	EMS	Tower Lease	-	-	-	
	Total 6403 Other RECURRING				28,692	354,014	(325,322)
Total 6400 RECURRING EXPENSES					62,041	755,729	(693,688)
Total DISBURSEMENTS					64,131	3,081,429	(3,017,298)

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

				Maui PSAP		
FY-TO-DATE DECEMBER 2015				6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
6400 RECURRING EXPENSES						
6402 MAINTENANCE						
6402.02 Imagery Lic Agree				0	-	0
6402.05 Logging RecordMaint				-	-	-
6402.07 0011 9-1-1MSAG Maint.				38,918	233,393	(194,475)
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				38,919	403,393	(364,474)
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance				(24)	366	(390)
6403.0109 Telcom Trunk				92,860	257,914	(165,054)
6403.0111 WiringAltDispatch				-	-	-
6403.0112 HPD CML Viper-Kapolei				-	-	-
6403.0113 HPDCMLViper-Alapai				-	-	-
6403.0114 SD Viper (OSL) (3)				-	-	-
6403.0115 Text-to-911 Service				-	3,200	(3,200)
6403.0116 Alt PSAP Call Route				-	-	-
6403.0117 Telecom Chgs-Other				-	-	-
Total 6403.01 Telcom Charges				92,836	261,480	(168,644)
6403.02 EMS Tower Lease				-	-	-
Total 6403 Other RECURRING				92,836	261,480	(168,644)
Total 6400 RECURRING EXPENSES				131,754	664,873	(533,119)
Total DISBURSEMENTS				130,274	960,488	(830,214)

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

				Molokai PSAP		
FY-TO-DATE DECEMBER 2015				6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:				-	-	-
DISBURSEMENTS						
6200 New&Emerg. Tech Train.						
	6201	911 Goes to WashDC		-	-	-
	6203	APCO New Tech Conference		-	-	-
	6204	APCO Conference		-	-	-
	6210	IWCE		-	-	-
	6212	NASNA Conference		-	-	-
	6214	Nena Conference		-	-	-
	6215	NENA Tech Dev. Conf		-	-	-
	6222	TriTech CAD Users				
	6222.01	EMS Users		-	-	-
	6222.02	HFD Users		-	-	-
	Total 6222 TriTech CAD Users			-	-	-
	6228	HxGN Live Hexagon Conf		-	-	-
	6230	Other Training				
	6230.01	HPD (O/T)		-	-	-
	Total 6230 Other Training			-	-	-
	6200	New&Emerg. Tech Train. - Other		-	-	-
	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		-	-	-
		CAD Related Expenses				
	Total 6301 CAD Replac/Upgrade			-	-	-
6303 Computers						
	6303.13	UPS Battery-HPD		-	-	-
	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 RecordMaint		-	-	-
	6402.07	0011 9-1-1MSAG Maint.		-	-	-
	6402.08	CAD Maintenance		-	-	-
	6402.13	Software Maintenance				
	6402.131	Integrgraph 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	WiringAltDispatch		-	-	-
	6403.0112	HPD CML Viper-Kapolei		-	-	-
	6403.0113	HPDCMLViper-Alapai		-	-	-
	6403.0114	SD Viper (OSL) (3)		-	-	-
	6403.0115	Text-to-911 Service		-	800	(800)
	6403.0116	Alt PSAP Call Route		-	-	-
	6403.0117	Telecom Chgs-Other		-	-	-
	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 December 31, 2015

					Oahu PSAP		
FY-TO-DATE DECEMBER 2015					6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
				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.	192,546	577,638	(385,093)
				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	192,546	1,288,413	(1,095,868)
				6403 Other RECURRING			
				6403.01 Telcom Charges			
				6403.0102 Long Distance	-	-	-
				6403.0109 Telcom Trunk	473,441	947,000	(473,559)
				6403.0111 WiringAltDispatch	-	-	-
				6403.0112 HPD CML Viper-Kapolei	34,889	140,916	(106,027)
				6403.0113 HPDCMLViper-Alapai	1,038	-	1,038
				6403.0114 SD Viper (OSL) (3)	13,778	54,000	(40,222)
				6403.0115 Text-to-911 Service	-	12,000	(12,000)
				6403.0116 Alt PSAP Call Route	-	-	-
				6403.0117 Telecom Chgs-Other	-	-	-
				Total 6403.01 Telcom Charges	523,146	1,153,916	(630,770)
				6403.02 EMS Tower Lease	7,200	7,600	(400)
				Total 6403 Other RECURRING	530,346	1,161,516	(631,170)
				Total 6400 RECURRING EXPENSES	722,891	2,449,929	(1,727,038)
				Total DISBURSEMENTS	747,215	2,628,229	(1,881,014)

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

					ADMIN		
FY-TO-DATE DECEMBER 2015					6 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:					4,745,214	-	4,745,214
DISBURSEMENTS							
6200 New &Emerg. Tech Train.							
6201 911 Goes to WashDC					-	15,500	(15,500)
6203 APCO New Tech Conference					2,207	2,500	(293)
6204 APCO Conference					4,193	6,000	(1,807)
6210 IWCE					-	2,500	(2,500)
6212 NASNA Conference					2,148	2,650	(502)
6214 Nena Conference					132	-	132
6215 NENA Tech Dev. Conf					-	-	-
6222 TriTech CAD Users							
6222.01 EMS Users					-	-	-
6222.02 HFD Users					-	-	-
Total 6222 TriTech CAD Users					-	-	-
6228 HxGN Live Hexagon Conf					-	-	-
6230 Other Training							
6230.01 HPD (O/T)					-	-	-
Total 6230 Other Training					-	-	-
6200 New &Emerg. Tech Train. - Other						151,100	(151,100)
Total 6200 New &Emerg. Tech Train.					8,679	180,250	(171,571)
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services					48,624	198,000	(149,376)
6401.02 ElectronSignatur					-	250	(250)
6401.05 Audit Expense					13,000	13,025	(25)
6401.06 Bank Charge					-	50	(50)
6401.08 Board Member Travel					12,623.90	25,000	(12,376)
6401.09 DB&F Assessments							
6401.0101 DB&F Admin. Assess					20,181	155,000	(134,819)
6401.0102 DB&F Rev Assessment					218,728	462,625	(243,897)
Total 6401.09 DB&F Assessments					238,909	617,625	(378,716)
6401.11 Miscellaneous Expense					(0)	-	(0)
6401.12 NASNA Dues					150	150	-
6401.13 Parking Permits					400	400	-
6401.15 WSP Cost Recovery							
6401.0101 Sprint/Nextel					4,253	-	4,253
6401.15 WSP Cost Recovery - Other					-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery					4,253	70,000	(65,747)
6401.17 ADA Compliance					-	200	(200)
6401.19 Public Education					-	30,000	(30,000)
6401.20 RCUH Contract					(5,881)	-	(5,881)
6402.21 Cell Phone Charges					503	-	503
6402.22 Office Supplies					2,427	5,000	(2,573)
6402.23 NG911 Transition Plan					-	145,000	(145,000)
Total 6401 ADMINISTRATION					315,008	1,104,700	(789,692)
Total 6400 RECURRING EXPENSES					315,008	1,104,700	(789,692)
Total DISBURSEMENTS					323,687	1,284,950	(961,263)