DAVID Y. IGE
GOVERNOR

DOUGLAS MURDOCK
Comptroller

AUDREY HIDANO
Deputy Comptroller

STATE OF HAWAII

Communications, Technical and Finance Meeting (Combined Meeting)

Tuesday, January 12, 2016

Kalanimoku Bldg., Room 132
1151 Punchbowl St., Honolulu

10:30 am to 1:00 pm

Agenda

I. Call to Order, Public Notice, Quorum

II. Public testimony on all agenda items

III. Introductions

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

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

i. 2016 Legislative Investigative Committee update- Paul Ferreira

b. Technical Committee – Thalia Burns

i. Investigative Regulatory Committee update – Marshall Kanehailua
ii. FCC update
iii. Text-to-911 update
iv. Request approval-
    1. 2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17, 2016.
        a. MPD (6) - $18,874.56.
v. Others

c. Finance Committee – Kiman Wong

i. Review of Monthly Cash Flow & Budget Financial Reports.
ii. Request Approval:
    1. Amend signatory requirements from two to one for checks under $10,000. For checks $10,000 and over shall require two signatories as before.

If you require an auxiliary aid or accommodation due to a disability, please contact 808-391-7971(voice/tty) or email at Courtney.tagupa@hawaii.gov.

iii. Request Funding Approval:
    1. 2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17, 2016.
        a. MPD (6) - $18,874.56.

iv. Others.

VI. PSAP Status Updates

a. Kauai – Mark Begley

b. Oahu – Allan Nagata

c. Molokai – Dean Rickard

d. Maui – John Jakubczak

e. Hawaii – Paul Ferreira

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update.

b. Others.

VIII. Announcements

a. Future Meeting dates (10:00 am – 12:00 noon):

i. Thursday, February 11, 2016 (Combined meeting)
ii. Thursday, March 10, 2016 (Combined meeting)
iii. Thursday, April 14, 2016 (Combined meeting)
iv. Thursday, May 12, 2016 (Combined meeting)

b. Others

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

X. Adjournment

If you require an auxiliary aid or accommodation due to a disability, please contact 808-391-7971(voice/tty) or email at Courtney.tagupa@hawaii.gov.

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STATE OF HAWAII

Communications, Technical and Finance Meeting
(Combined Meeting)
Thursday, January 14, 2016
Kalanimoku Bldg., Room 132
1151 Punchbowl St., Honolulu
10:30 am to 1:00 pm

Communications Committee members present: Steven Schutte (Chair), Thalia Burns (HPD), Davlynn Racadio (MPD), and Paul Ferreira (HiPD) and Lavina Taovao (KPD).
Communications Committee members absent: None.

Technical Committee members present: Thalia Burns (Chair), Clement Chan (DIT), Rob Gausepohl (KPD), John Jakubczak (MPD), Ah Lan Leong (HPD), Steven Schutte (Verizon), Eleni Papakiristis (Hawaiian Telcom), Antonio Ramirez (Akimeka), Kenison Tejada (APCO/NENA Pacific Chapter), Jeff Riewer (AT&T Mobility), Kiman Wong (Oceanic Time Warner Cable) and David Miyasaki (KPD).
Technical Committee members absent: Gary Lum (HFD) and Marshall Kanehailua (HiPD).

Finance Committee members present: Kiman Wong (Chair), Lisa Hiraoka (Consumer Advocate designee), Mark Begley (Kauai County), and Paul Ferreira (HiPD)
Finance Committee members absent: Randy Macadangdang (HPD) and Roy Irei (T-Mobile).

Guests: Victoria Garcia (DoD), Bonnie Young (MPD), Ryan Freitas (Hawaiian Telcom), Arnold Kishi (CIO designee), Travis Ing (HiPD), Diana Chun (ESD), Ben Morgan (Hawaiian Telcom), Allan Nagata (HPD), Wayne Hirasa (SIC), and Dean Rickard (MPD).

I. Call to Order, Public Notice, Quorum

a. The meeting was called to order at 10:03 am.
b. Public notice was issued.
c. Quorum was present for all committees**.**

II. Public testimony on all agenda items

a. None

III. Introductions

a. Introductions were made by everyone present at the request of Board Chair Paul Ferreira.

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

a. Mr. Steven Schutte motioned to approve the December 2015 meeting minutes. The motion was seconded and approved by voice vote by all Committee members present.

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte
    i. Communications Committee Chair Steven Schutte asked if the PSAPs are able to display the Text-to-911 posters at this time. Board Chair Ferreira stated he will defer this item to the technical committee.
    ii. 2016 Legislative Investigative Committee update - Paul Ferreira
        1. Board Chair Ferreira announced that the 2016 Legislative session opens next week on Wednesday, January 20, 2016. The prepaid bill is still with Governor Ige's office as part of his administration package. Governor Ige is making the State of the State address on Monday, January 25, 2016, after which time we will be notified whether the bill will move forward. Once we receive notification that the bill will move forward as part of the Governor's legislative package, we will be asking everyone to provide supporting testimony to the committee.

b. Technical Committee – Thalia Burns
    i. Investigative Regulatory Committee update – Marshall Kanehailua
        1. Technical Committee Chair Ms. Thalia Burns announced there is no update at this time.
    ii. FCC update
        1. Mr. Courtney Tagupa announced there is no update at this time.
    iii. Text-to-911 update
        1. Ms. Thalia Burns announced both Kauai and Honolulu PSAPs have initiated a soft-launch of Text-to-911. Kauai launched on December 14, 2015 and Honolulu launched on December 21, 2015. She stated that they are in the final stages of fine tuning their processes. HPD Acting Major Allan Nagata provided a presentation on what they have encountered so far with text-to-911 and shared three live cases that were texted and responded to. These cases are use cases for the PSAPs and had successful outcomes. These texts came in during the last week of 2015 and on New Year's Day 2016. During that time of the year, it is very challenging due to many calls for service. They had some challenges and successes during this time that they would like to share.

Case 1: December 29, 2015 at 2021 hours
HPD received a 911 text stating that people were locked in the bathroom with perpetrators waiting to ambush them (they were not aware of the gender of the individual from the text) and they were hiding from the assailants. The address that was reported was familiar to Acting Major Nagata, as he used to work there. HPD officers that were dispatched to the scene were already aware of the location and that it was considered a problem house and were familiar of the people that lived there. HPD researched the phone number because in dispatch, they are not familiar with the individuals that the officers interacted with. The search revealed previous cases and phone numbers. The officers on the scene made contact with the texter and were able to safely remove them from the restroom. No charges were filed by the individual. This was our first text received at the 911 communications center and was successful.
Case 2: December 30th at 0317 hours
The second case was interesting because Regional Dispatch Center (RDC) received a text from a female at KPT housing reporting that she with her husband and he assaulted her and he was on drugs and threatened to kill her. HPD communications center received a call from this text because RDC picked up all of the information on the text and made the call to HPD and relayed the information. Acting Major Nagata stressed that there is still a need to coordinate a one text message transfer from RDC to HPD, but because we are new at this, RDC had the opportunity learn how to do it and HPD had the opportunity to assist them. In the end, the case had a successful outcome because RDC was able to relay all of the information to HPD. The officer arrived on scene in seven minutes. Charges were initiated against the suspect and the suspect was arrested. This is another successful use case for the PSAPs. This is part of the reason why HPD elected to launch the service in December. They wanted to offer the service to the public and this is one of the reasons why – in domestic violence cases - where it is unsafe to call 911. In this particular case, the female texter was with the suspect, and she couldn't make that voice call to 911. But with text messaging to 911, she could be twittering, facebooking, and the assailant wouldn't be aware of it. We all thought at communication centers it is better to have service not needed than needed and not have it. Acting Major Nagata and Ms. Ah Lan Leong went back to analyze the

case and listened to the calls. It took about two or three times between HPD and RDC. When he looked at MIS, the text detail went back and forth quite a bit because they had to ask the female texter "what is your location, any weapons, and any additional assault." It took quite a few texts, but ultimately information transferred and HPD was successful. It was one of the first text to 911 use cases resulting in an arrest.

Case 3: January 1, 2016

A 911 text came in to the HPD communications center. A man identified himself as an adult corrections officer. The 911 text stated "possible gunshots in Palolo" and more importantly he put down that it occurred in "the housing." All officers are familiar with "the housing" (Beat 779 in District 7, Palolo). HPD text him back asking him if he could make a voice call. Acting Major Nagata explained whenever there is a gun case, you want to get the information expeditiously. The man texted and asked the dispatcher to call him. The supervisor on duty made the decision to call him right back because he gave permission to call him. He was able to provide a more specific location within Palolo housing and officers were dispatched. Acting Major Nagata reported an officer arrived on scene seven minutes after the text was dispatched and indicated that was a very good response time. This was a good learning experience for HPD and were very happy with the successful outcome.

Case 4: Ms. Ah Lan Leong from HPD shared that HPD communications center have been receiving texts to 911 with the words "my location" with an address and it says "accurate to x number of yards" with the Google address with the latitude and long and noticed it coming from Sprint network. Hawaiian Telcom is working with HPD and Intrado to understand why they are receiving these texts. They have narrowed down that they are coming from Galaxy 4 phones and above and there is some kind of issue with the SOS application that is sending these text message inadvertently to 911. HT and Intrado are continuing to research the cause and develop a solution. She mentioned that HPD is very happy with service they have been receiving from Hawaiian Telcom through this process. They noticed in the beginning that those latitude long coordinates were almost exactly where the texter was at the time. They called the phone number back and texter replied they were in that location a few minutes ago, so the location information seems to be accurate. A lot of the information that is received from

the texts looks like gibberish, so now the call takers are getting used to seeing it and deciphering the information. Acting Major Nagata stated that they were not sure what this text was, if someone was stranded on a mountain or had an accident, so they elected to dispatch officers to each of these text locations. They wanted to service the texts in the event it was a true emergency. Ms. Leong stated they are very happy they elected to do the soft-launch in order to fine tune everything. If they would have elected to go live and had done the media blitz, this would have overwhelmed them because they did not know what this text was and they would have had to deal with texts coming in and the normal calls they get. HT has been on scene and extremely helpful in assisting HPD in getting their staff on board and on one page. They are continuing to train with HT. Ms. Leong extended her thanks to Mr. Ben Morgan of Hawaiian Telcom and his staff because they have had a wonderful partnership. HT has been very responsive and to all of their questions.

DCAB Presentation: January 7, 2016
HPD presented text-to-911 to DCAB. The State has many disabled individuals, especially hearing impaired. The attendees were very excited to hear of the service and thanked HPD for bringing this potential life-saving service to Honolulu. The attendees stated that they feel that 911 is now more accessible for those with handicaps and disabilities.

iv. Request approval-

1. 2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17, 2016.

a. MPD (6) - $18,874.56.
A/C John Jakubczak clarified that Intergraph is MPD's CAD vendor. The reason this figure is so high at this point is due to a change in procedure in budgeting from their county accounting department. This particular request will be a one-time request for MPD. MPD has asked for two or three members to attend in previous years, but due to change in the budget process for this year, they have had to act quickly to submit this request for funding. The total number of personnel MPD is requesting to send this year is same amount from the prior year. The six personnel includes power users and technical support personnel. Mr. Tony Ramirez motioned to approve and forward to the Finance Committee for funding approval. The motion was seconded and approved by voice vote by all Technical Committee members present.

v. Others - There were no other items brought forward for discussion.

c. Finance Committee – Kiman Wong

i. Review of Monthly Cash Flow & Budget Financial Reports.
Finance Committee Chair Kiman Wong provided the following statistics for the month ending December 31, 2015:
Monthly Receipts - $774,269, which is a normal month.
Disbursements - $504,695, which is higher than normal, but still within a good range.
Net Receipts - $269,574
Net Bank Balance - $17,756,987, which is relatively high.
Unencumbered Bank Balance - $12,867,130.
Finance Chair Wong stated that one of the major disbursements was the annual state administrative access and revenue assessment which amounts to approximately $230,000. The full details of this expense are detailed in the full reports that were emailed by the Executive Director. Mr. Courtney Tagupa provided comments of note on one of the Statement of Cash Flow in the December report. Unfortunately, the particular company that went into Chapter 11 ceased operations. Mr. Tagupa was notified in early December that the company had exhausted all funds and personnel. Mr. Tagupa stated he will require the assistance of the Office of the Attorney General to determine the exact loss, but estimates the maximum loss to the Board would be approximately $600.

ii. Request Approval:

1. Amend signatory requirements from two to one for checks under $10,000. For checks $10,000 and over shall require two signatories as before.

a. This is a new request to change the signatory protocol on checks under $10,000. The Executive Director explained that the reason for this request is due to becoming state employees and with that, there are specific payroll and pCard expenditures that have payment deadlines by the State that we are required to adhere to. The current protocol on issuing checks requires two signatures from the list of three authorized signatories. In some cases, it is difficult for the Executive Director to obtain the required two signatures because only three total people are authorized signatories (two are located Downtown and one in Mililani). The Executive Director proposed that all checks under $10,000 require only one signature

instead of two from the current approved signatories. The Executive Director explained that it was difficult during the month of December and January to obtain two signatures, as people were out of the office or on holiday. During December and January, we were late on pCard and payroll deadlines due to not having two required signatures. In one instance, there was a situation involving a check for $4.00 for the pCard that needed to be signed in order to meet the pCard deadline. The Executive Director elected to write a personal check for the balance to meet the deadline. This is an extreme case, but situations like this will come up in which we need to meet the deadlines and if not, in some cases, the Board could be subject to penalties if timely payments are not made to the State. At one time, the previous Executive Director had the ability to sign checks under $10,000 but we did not use this very often, so it was ultimately phased out. The Executive Director recommends to make an amendment to the signature procedures in requiring only one authorized signature in the event that situations like these arise. He has discussed this with First Hawaiian Bank they will process checks with one authorized signature, given Board approval. MPD Acting Chief John Jakubczak inquired if the check ceiling is determined by Board or by First Hawaiian Bank. The Executive Director replied that it would be determined by the Board. He stated that an average two-week payroll check amount to $8,000 for a two-week period (payroll reimbursement checks payable to the State of Hawaii are due on the 15th of the month and the end of the month). Ms. Thalia Burns asked if this has an impact on the annual audit in any way. The Executive Director stated he has not discussed this with the auditor but he will have a discussion regarding this issue and report back. Ms. Lisa Hiraoka inquired as to the auditor's response if it would change the internal controls. The Executive Director said he had not yet spoken with the auditor, but would do so immediately and report back. It was suggested that the approval be taken for a vote, but the final decision would rest pending the auditor's response. Mr. Kerry Yoneshige of DAGS recommended to give the Executive Director approval to issue checks made payable to "State of Hawaii" for purposes of payroll and pCard payments and obtain only one board approved authorized

signature. The Executive Director clarified these amounts for pCard and payroll have already been factored into the budget. Mr. Yoneshige explained that the problem is due to the Board's funds residing outside of the State Treasury, a simple journal voucher cannot be used to transfer the Board's funds to the State's General Fund, which is normally what their office does. He stated this is why it is necessary for the Executive Director to prepare a check to pay the State for these items. Board Chair Ferreira motioned to approve in the checks issued payable to "State of Hawaii" for payroll and pCard purposes to require one authorized signature from any one of the three authorized signatories in lieu of two, pending the outcome of the discussion with the auditor in that this does not change our internal controls and subject to final approval by the Board. The motion was seconded and approved by voice vote of all Finance Committee members in attendance.

Action Item: Discuss this signatory amendment with the auditor to ensure the internal controls and annual CPA report are not adversely impacted.

iii. Request Funding Approval:

1. 2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17, 2016.
    a. MPD (6) - $18,874.56.

The Board Chair asked the Executive Director for clarification on the number of personnel that may be allowed to attend conferences from each agency. Mr. Courtney Tagupa stated it was previously agreed upon that two people from each agency may attend conferences. The Board Chair stated that he has no problem funding the entire amount since he knows it was fully funded last year. Ms. Thalia Burns asked the Executive Director if there are funds available in the budget to cover the difference. Mr. Courtney Tagupa stated that there are sufficient funds to cover the difference in the expense. The Board Chair motioned to approve funding subject to final approval by the full board. The motion was seconded and approved by voice vote by all Finance Committee members present.

iv. Others.

1. There were no other updates.

VI. PSAP Status Updates

a. Kauai – Mark Begley

   i. KPD A/Chief Rob Gausepohl announced that KPD has also soft-launched Text-to-911 on Kauai. They have not yet received any returns, but they have had samples and are fine tuning their processes. They have not encountered any problems such as those presented by HPD. Acting Chief Gausepohl stated KPD should have the contract with Hawaiian Telcom finalized in the near future. They are keen to negotiate in good faith because Hawaiian Telcom is already providing the Text-to-911 service with KPD. Acting Chief Gausepohl also shared a success story. KPD's current ADA coordinator is an attorney who fell and injured herself in her house. She had no device close to her to contact 911 other than an iPad. She was able to email KPD Dispatch One and a dispatcher under Ms. Lavina Taovao's supervision immediately noticed email and sent help immediately. The ADA coordinator was diagnosed as having a fractured hip and would not have been able to move without pain and possible further injury, so Ms. Lavina Taovao and her team are to be commended for their quick response that contributed to a successful outcome.

b. Oahu – Allan Nagata

   i. HPD Acting Major Allan Nagata provided an update on Smart911. 2015 with a total of 2,165 Smart911 accounts created from inception-to-date. He wanted to compare and contrast the enrollment numbers with a PSAP of similar size as Honolulu. There is one of a similar size on the mainland that has over 10,000 accounts, but that number reflects over two and a half years of service. It has only been four months since our launch here. Acting Major Nagata and Ms. Thalia Burns initially had Smart911 media announcements coordinated with I Heart Media, Perry & Price and Island 98.5 to capture both the young and the "young at heart" populations but they were rescheduled until February. Acting Major Nagata expressed that he hopes the Committee and Board members sign up for this potentially life-saving service. He also wanted to introduce the Board and Committee members to HPD's new police radio dispatcher trainees that stared on August 19, 2015. They initially started with three, but a former air traffic controller decided a career with air traffic was enough and elected to enjoy retirement, so they are down to two who are completing their call taking training and finishing up at end of January. Starting next week, they will be doing independent call taking on second watch. They will officially complete their training on August 16, 2016. Another class of ten new hires started on January 4, 2016.

Acting Major Nagata expressed how extremely proud he is of them. The new hires had family orientation yesterday where they brought their family and friends and toured and were introduced to the communications center. HPD Police Chief Louis Kealoha was also in attendance. He hopes to see all of the new hires on board next year when they graduate on January 3, 2017. Last year, a total of nine police radio dispatchers graduated on August 28, 2015. Four dispatchers graduated and then another five graduated from the 43rd police radio dispatcher class. HPD's communication center are very happy with the addition of the nine graduates.

c. Molokai – Dean Rickard

   i. Maui Police Department Deputy Chief Dean Rickard announced that they are waiting to deploy the soft-launch of Text-to-911, as all paperwork and the contract has been forwarded to corporate counsel.

d. Maui – John Jakubczak

   i. Maui Police Department A/C John Jakubczak announced that the box of Text-to-911 posters that was being flown back to Maui on Hawaiian Airlines broke open upon arrival in Maui and sent posters flying all over the tarmac, so there is information about Text-to-911 on the island in an "unofficial soft launch." Work is also continuing on the Kihei station dispatch center. Ms. Davlynn Racadio stated that the Kihei alternate center where they are presently working has put in a request for furniture and equipment. MPD is also waiting for the service contract to be approved by corporate counsel. It looks like it will happen this year if all goes as planned.

e. Hawaii – Paul Ferreira

   i. Hawaii Police Department Acting Lieutenant Travis Ing announced their soft launch for Text-to-911 is forthcoming. The contract is presently with their county finance department. HiPD has also hired four new police radio dispatchers who will start on February 1, 2016. These four filled positions account for a little more than half of their present vacancies. Deputy Chief Paul Ferreira also stated that their county finance department indicated they would like a sole source memorandum from Hawaiian Telcom. MPD A/C John Jakubczak stated that Maui county finance department is also asking for the same memorandum.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update.

i. The Board Chair requested that the PSAPs report any timeline updates to be posted on the 911 website to the Executive Director.

b. Others.

i. Ms. Davlynn Racadio of MPD provided an update on the upcoming 911 Goes to Washington conference. She sent out an email to all conference attendees that detail their activities. Four appointments have been set up to meet with our State Legislators. One day has been set aside to meet with both Senators and the following day the group will meet with both Representatives. She stated that there is approximately a 20 minute walk between the offices of Representatives Takai and Gabbard, but yet there is a potential for snow. The group also has an appointment set up to tour the Pentagon on February 22, 2016. If anyone is interested in that tour, they would have to leave the conference early to attend. This is the only time that was available for the entire group. Ms. Davlynn Racadio is still waiting for confirmation for the White House and Capitol tours for the group. Representative Takai will not be available to meet with the group and we are meeting with Sean Callahan of his staff who they have met with previously. She stressed that the group will require a list of at least four or five talking point for their appointments. NENA is recommending the group discuss MLTS and to continue to push for NG911. She is looking for a leader to represent the group and to facilitate the conversations. Ms. Thalia Burns stated that the highest ranking Board member has been designated as the leader in prior appointments. Senators Hirono and Schatz are on the 911 Caucus and seem supportive. We should focus our efforts in an attempt to gain support from Representatives Gabbard and Takai. Ms. Davlynn Racadio has reached out throughout the year on behalf of the Board to build a relationship prior to the group's visit and to ensure they are aware of the issues that we are facing. She inquired about prepaid legislation talking points, as Deputy Chief Paul Ferreira indicated if the bill does move forward, it will be moving through the legislature when the group attends the conference.
Action Item: Draft four to five talking points for the group and distribute to the conference attendees.

VIII. Announcements

a. Future Meeting dates (10:00 am – 12:00 noon):

i. Thursday, February 11, 2016 (Combined meeting)
ii. Thursday, March 10, 2016 (Combined meeting)
iii. **Tuesday**, April 12, 2016 (Combined meeting) (**Meeting Location/Time TBD**)
iv. Thursday, May 12, 2016 (Combined meeting)

b. Others
    i. There were no other items for discussion.

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

i. The Board Chair asked if there was anyone who wishes to comment on issues not on the agenda for consideration for the agenda at the next Board meeting to please come forward. No one responded.

X. Adjournment

i. The meeting was adjourned at 11:24 am.

Oahu Civilian E9-1-1

Status Report

January 1, 2016 – January 31, 2016

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TABLE OF CONTENTS

1. PSAP Operations 4

9-1-1 Call Volume – January 2016 4

9-1-1 Call Volume – Calendar Year 2016 4

Note: 4

9-1-1 Call Volume by Agency – January 2016 5

9-1-1 Call Volume by Agency – Calendar Year 2016 5

PSAP Operation Notes: 6

Text to 911 – current month – January 2016 7

Note: 7

Note: 7

Fyi…..for your information 8

Wireless PSAP TESTING – January 2016 8

Notes: 8

2. MSAG (master street address guide) 9

Msag transactions Current Month/year – JANUARY 2016 9

Msag current month notes: 10

Telephone record (Ali) Transactions current month notes: 10

Open telephone record (ali) discrepancy Status: 10

TNCR (Telephone Number Change Request) Current Status – January, 2016 11

NOTE: 11

MSAG Communities Project 12

MSAG Community and Street Segment Sweep – Phase VII 12

3. Geographic Information System (GIS) – January 2016 14

Mapping Layers Updated (Part I) 14

Mapping Layers Updated (Part II) 15

Mapping Layers Updated (Part III) 16

Mapping Layers Updated (Part IV) 17

Mapping Layers Updated (Part V) 18

Mapping Layers Updated (Part VI) 19

Mapping Layers Updated (Part VII) 20

Mapping Layers Updated (Part VIII) 21

Mapping Layers Updated (Part IX) 22

Geographic Information System (GIS) Narrative 23

GIS Key Activities/Updates 23

Police Beats Corrections 24

MapFlex System 24

Street Utility Check 25

4. E9-1-1 DATABASE SYNCHRONIZATION 26

Audit Summary Results – 2016 27

Notes: 27

Audit Summary Results – January 1, 2016 MSAG VS. October 1, 2015 MSAG 28

Audit Summary Results – January 1, 2016 MSAG VS. October 1, 2015 MSAG CONTIUNED 29

Invalid MSAG Streets and Address Ranges – ESN x99 Records 30

Automatic Location Identification (ALI) Discrepancy Report 31

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JANUARY 2016

(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	
2016	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
January	88,400	20,120	22.76%	64,868	73.38%	51.49%	21.89%	3,359	3.80%	53	0.06%	2,193	2.48%	12,706	14.37%	2,249	2.54%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

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	
2016	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	88,400	20,120	22.76%	64,868	73.38%	51.49%	21.89%	3,359	3.80%	53	0.06%	2,193	2.48%	12,706	14.37%	2,249	2.54%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	88,400	20,120		64,868				3,359		53		2,193		12,706		2,249	
MON AVG	88,400	20,120	22.76%	64,868	73.38%	51.49%	21.89%	3,359	3.80%	53	0.06%	2,193	2.48%	12,706	14.37%	2,249	2.54%

NOTE:

- ***Calls with no Ali 0.06% - Statewide average = 0.18% Year 2015***

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

9-1-1 CALL VOLUME BY AGENCY – JANUARY 2016

2016	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
January	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0

2016	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
January	7,648	8.65%	755	146	91	0.10%	86	6

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2016

2016	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	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0	7,648	8.65%	755	146	91	0.10%	86	6
FEB																		
MAR																		
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	76,128		19,451	42,722	1,249	12,706	2,284		103	0	7,648		755	146	91		86	6
MON AVG	76,128	86.12%	19,451	42,722	1,249	12,706	2,284	2.58%	103	0	7,648	8.65%	755	146	91	0.10%	86	6

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

PSAP OPERATION NOTES:

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

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

TEXT TO 911 – CURRENT MONTH – JANUARY 2016

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 PSAPs 2016						
Month	Total	HPD	HFD	EMS	OS	911 (handled)
January	110	96	1	0	0	13
February						
March						
April						
May						
June						
July						
August						
September						
October						
November						
December						
YTD	110	96	1	0	0	13
Monthly Avg.	110	96	1	0	0	13

NOTE:

The 9-1-1 handled texts were incidents in which the Division conducted testing or the texter texted 911 in error.

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information		
PSAP Operations		
Statewide 911 Call Volumes for 2015		
Oahu Civilian	1,019,402	70.94%
Hawaii County	217,768	15.15%
Maui County	142,952	9.95%
Kauai County	56,874	3.96%
Total	1,436,996	100.00%
***Statewide average does not include Military 911 calls.**		

WIRELESS PSAP TESTING – JANUARY 2016

OAHU CIVILIAN - JANUARY 2016						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- **There were no scheduled Wireless 911 Test for the Oahu Civilian PSAP in January 2016.**

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2016

OAHU CIVILIAN	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	24	23	0	1	0	468	0	0	515
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	24	23	0	1	0				515
AVG PER MONTH	24	23	0	1	0				515

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

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MSAG CURRENT MONTH NOTES:

A total of twenty-four (24) MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Twenty-three (23) requests were processed relating to the MSAG database, and one (1) requests relating to the ALI database (see ALI Transaction chart on next page). There were 515 customer ANI/ALI (telephone/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

There was one (1) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net, as the result of a 911 call from a residence in Nanakuli. Akimeka verified the address provided by the caller and verified the correct location. The address has been updated in the GIS and in 9-1-1 Net and is now MSAG valid.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 468 Open TN CR Transactions as of January 31, 2016**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions 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 no Open ALI-DRs as of January 31, 2016**
- **There are no Open VoIP DRs as of January 31, 2016**

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2016

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	**468**	**11**	**177**	**280**

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

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

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

Below is the latest Phase VII work effort as of **January 31, 2016**:

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

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waianae	03/13/15	03/24/15	03/09/15		03/20/15	04/02/15
Maili	03/25/15	04/02/15	03/17/15			
Nanakuli	04/03/15	04/13/15	03/27/15		04/06/15	04/17/15
Makakilo	04/14/15	04/28/15	04/15/15		04/17/15	04/29/15
Kapolei	04/29/15	05/21/15	05/19/15		5/1/2015, 5/15/2015	
Kalaeloa	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	01/19/16		12/23/16	01/14/16
PC PEN	01/27/16	02/02/16	01/19/16		01/08/16	
McGrew PT	02/03/16	02/04/16	01/20/16		01/22/16	IN PROGRESS
Halawa	02/05/16	02/08/16	01/20/16			
Aliamanu	02/12/16	02/17/16	01/21/16			
Moanalua T	02/18/16	02/23/16	01/26/16			
Hale Moku	02/24/16	02/29/16	01/26/16			
Maloelap	03/01/16	03/02/16	01/27/16			
Hokulani	03/03/16	03/07/16	IN PROGRESS			
Moanalua	03/08/16	03/10/16				

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2016

MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/29/2016		Deleted one (1) address point in Waipahu
	1/29/2016		Added seven (7) location names in Waipahu
	1/29/2016		Corrected one (1) house number in Waipahu
	1/29/2016		Corrected two (2) TMK in Waipahu
	1/29/2016		Spatially corrected seven hundred forty-five (745) address points in Waipahu
	1/28/2016		Spatially corrected one hundred thirty-eight (138) address points in Ewa Beach
	1/28/2016		Deleted two (2) address points in Ewa Beach
	1/28/2016		Deleted three (3) address points in Waipahu
	1/28/2016		Added two (2) location names in Waipahu
	1/28/2016		Spatially corrected nine hundred fourteen (914) address points in Waipahu
	1/27/2016		Added twenty-three (23) building numbers in Waipahu
	1/27/2016		Added seventy-five (75) address points in Waipahu
	1/27/2016		Corrected one (1) house number in Waipahu
	1/27/2016		Added one (1) location name in Waipahu
	1/27/2016		Deleted seven (7) address points in Ewa Beach
	1/27/2016		Added ten (10) address points in Ewa Beach
	1/27/2016		Spatially corrected three hundred fifty-three (353) address points in Ewa Beach
	1/27/2016		Spatially corrected twenty-four (24) address points in Waipahu
	1/26/2016		Added five (5) building numbers in Waipahu
	1/26/2016		Added nine (9) address points in Waipahu
	1/26/2016		Added one (1) location name in Waipahu
	1/26/2016		Deleted one (1) address point in Waipahu
	1/26/2016		Corrected one (1) location name in Waipahu
	1/26/2016		Spatially corrected five hundred ninety-five (595) address points in Waipahu
	1/25/2016		Added one (1) address point in Waipahu
	1/25/2016		Corrected two (2) TMK in Waipahu
	1/25/2016		Added three (3) location names in Waipahu
	1/25/2016		Deleted four (4) address points in Waipahu
	1/25/2016		Corrected one (1) house number in Waipahu
	1/25/2016		Spatially corrected eight hundred ten (810) address points in Waipahu

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		**01/22/16**	
	1/22/2016		Corrected two (2) TMK in Waipahu
	1/22/2016		Added two (2) location names in Waipahu
	1/22/2016		Deleted thirteen (13) address points in Waipahu
	1/22/2016		Added four (4) apartment numbers in Waipahu
	1/22/2016		Spatially corrected two hundred twenty-six (226) address points in Waipahu
	1/21/2016		Deleted twenty (20) address points in Ewa Beach
	1/21/2016		Spatially corrected two (2) address points in Kalaeloa
	1/21/2016		Corrected two (2) house numbers in Kalaeloa
	1/21/2016		Corrected one (1) house number in Ewa Beach
	1/21/2016		Spatially corrected twenty-one (21) address points in Ewa Beach
	1/21/2016		Added eleven (11) aliases 1 in Ewa Beach
	1/21/2016		Corrected one (1) street type in Kalaeloa
	1/21/2016		Added two (2) location names in Kalaeloa
	1/21/2016		Corrected one (1) TMK in Waipahu
	1/21/2016		Spatially corrected sixty-one (61) address points in Waipahu
	1/21/2016		Deleted one (1) address point in Waipahu
	1/21/2016		Added one (1) building number in Waipahu
	1/21/2016		Added one (1) address point in Waipahu
	1/20/2016		Added five (5) address points in Ewa Beach
	1/20/2016		Added one (1) location name in Ewa Beach
	1/20/2016		Spatially corrected six hundred thirty-seven (637) address points in Ewa Beach
	1/19/2016		Spatially corrected one (1) address point in Ft Shafter
	1/19/2016		Added one (1) location name in Ft Shafter
	1/19/2016		Spatially corrected one (1) address point in Aina Haina
	1/19/2016		Added one (1) location name in Aina Haina
	1/19/2016		Spatially corrected seven hundred forty-two (742) address points in Ewa Beach
	1/15/2016		Spatially corrected one thousand two hundred forty-eight (1248) address points in Ewa Beach
	1/14/2016		Spatially corrected two thousand two hundred seventy (2270) address points in Ewa Beach
	1/14/2016		Added one (1) address point in Ewa Beach
	1/14/2016		Added two (2) location names in Ewa Beach
	1/13/2016		Corrected one (1) house number in Ewa Beach
	1/13/2016		Added one (1) location type in Ewa Beach

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/13/2016		Spatially corrected one thousand two hundred twenty-six (1226) address points in Ewa Beach
	1/13/2016		Added one (1) location name in Makakilo
	1/13/2016		Added one (1) address point in Kapolei
	1/12/2016		Added ten (10) location types in Ewa Beach
	1/12/2016		Corrected five (5) TMK in Ewa Beach
	1/12/2016		Spatially corrected one thousand five hundred thirty-nine (1539) address points in Ewa Beach
	1/11/2016		Added forty-six (46) address points in Ewa Beach
	1/11/2016		Spatially corrected nine hundred ninety-six (996) address points in Ewa Beach
		01/08/16	
	1/8/2016		Added one (1) address point in Ewa Beach
	1/8/2016		Spatially corrected six hundred sixty-six (666) address points in Ewa Beach
	1/7/2016		Added one hundred five (105) Routing IDs in Kapolei
	1/7/2016		Spatially corrected one thousand seven hundred seventy-six (1776) address points in Ewa Beach
	1/6/2016		Added one (1) address point in Hauula
	1/6/2016		Spatially corrected three hundred ninety-two (392) address points in Ewa Beach
	1/6/2016		Corrected one (1) TMK in Ewa Beach
	1/5/2016		Corrected one (1) TMK in Kalaeloa
	1/5/2016		Corrected one (1) TMK in Ewa Beach
	1/5/2016		Added one (1) address point in Ewa Beach
	1/5/2016		Spatially corrected fifty-five (55) address points in Kalaeloa
	1/5/2016		Spatially corrected eighty-two (82) address points in Ewa Beach
	1/4/2016		Corrected nine (9) TMK in Makakilo
	1/4/2016		Deleted one (1) address point in Kapolei
	1/4/2016		Spatially corrected one thousand ninety-one (1091) address points in Makakilo
	1/4/2016		Spatially corrected two (2) address points in Honolulu
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places	1/29/2016		Spatially corrected ten (10) locations in Waipahu
	1/28/2016		Spatially corrected eleven (11) locations in Ewa Beach
	1/28/2016		Spatially corrected seven (7) locations in Waipahu
	1/27/2016		Spatially corrected eighty-eight (88) locations in Ewa Beach
	1/26/2016		Spatially corrected twenty-four (24) locations in Waipahu
	1/25/2016		Spatially corrected ten locations in Waipahu
		01/22/16	
	1/22/2016		Spatially corrected twenty-one (21) locations in Waipahu
	1/21/2016		Added one (1) alias in Ewa Beach
	1/21/2016		Spatially corrected twenty-six (26) locations in Kalaeloa
	1/21/2016		Spatially corrected three (3) locations in Waipahu
	1/20/2016		Spatially corrected two (2) locations in Iroquois
	1/20/2016		Spatially corrected three (3) locations in Ewa Beach
	1/19/2016		Added one (1) new Common Place in Ft Shafter
	1/19/2016		Added one (1) new Common Place in Aina Haina
	1/19/2016		Added one (1) new Common Place in Kalihi
	1/19/2016		Spatially corrected four (4) locations in Ewa Beach
	1/15/2016		Spatially corrected ten (10) locations in Ewa Beach
	1/14/2016		Spatially corrected twenty-two (22) locations in Ewa Beach
	1/13/2016		Spatially corrected sixty-five (65) locations in Makakilo
		01/08/16	
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	1/28/2016		Corrected boundaries for ESNs 122, 123, and 125
	1/27/2016		Corrected boundaries for ESNs 127 and 128
	1/25/2016		Corrected boundaries for ESNs 128 and 129
	1/25/2016		Corrected boundaries for ESNs 119 and 120
		01/22/16	
	1/21/2016		Corrected boundaries for ESNs 127, 128, and 163
	1/20/2016		Corrected boundaries for ESNs 127 and 128

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
ESZ/ESN	1/19/2016		Corrected boundaries for ESNs 129 and 130
		01/08/16	
	1/7/2016		Corrected boundaries for ESNs 130 and 166
Fire Beats			
Fire Districts			
Fire Response Areas	1/28/2016		Corrected boundaries for STA4, STA6, and STA25
	1/27/2016		Corrected boundaries for STA8 and STA30
		01/22/16	
	1/21/2016		Corrected boundaries for STA8 and STA30
	1/20/2016		Corrected boundaries for STA8 and STA30
	1/19/2016		Corrected boundaries for STA8 and STA10
		01/08/16	
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
MSAG Communities	1/28/2016		Corrected boundaries for Kalihi and Nuuanu
	1/27/2016		Corrected boundaries for Maloelap and Catlin Pk
	1/26/2016		Corrected boundaries for Hale Moku and Hokulani
	1/25/2016		Corrected boundaries for Moanalua, Moanalua T, and Aiea
	1/25/2016		Corrected boundaries for Downtown and Kalihi
		01/22/16	
	1/21/2016		Corrected boundaries for Aliamanu and Salt Lake
	1/21/2016		Corrected boundaries for Aliamanu, Catlin Pk, and Halsey T
	1/20/2016		Corrected boundaries for Moanalua T and Maloelap
	1/15/2016		Corrected boundaries for Airport and Moanalua
		01/08/16	
	1/7/2016		Corrected boundaries for Camp Smith and Aiea
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			
Police Beats	1/28/2016		Continued correcting Police Beat 569 according to the HPD written policies and procedures, and began correcting 570 and 572
	1/27/2016		Began correcting Police Beat 569 according to the HPD written policies and procedures
	1/25/2016		Corrected Police Beat 568 according to the HPD written policies and procedures
	1/25/2016		Corrected boundaries for Beats 150, 151, and 154
	1/25/2016		Corrected boundaries for Beats 384, and 555
		01/22/16	
	1/19/2016		Corrected Police Beat 567 according to the HPD written policies and procedures and continued on Beats 571, and 150
		01/08/16	
Police Districts			
Police Response Areas			
Police Stations			
Post Offices	1/7/2016		Corrected zipcode boundaries for Camp Smith and Aiea
Schools			

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	1/29/2016		Deleted two (2) bad street segments in Kalihi
	1/29/2016		Split three (3) street segments in Kalihi
	1/29/2016		Spatially corrected twenty-four (24) street segments in Kalihi
	1/29/2016		Corrected five (5) street ranges in Kalihi
	1/29/2016		Added one (1) street name in Kalihi
	1/29/2016		Added two (2) street segments in Kalihi
	1/28/2016		Deleted one (1) bad street segment in Kalihi
	1/28/2016		Corrected three (3) one ways in Moanalua V
	1/28/2016		Corrected three (3) one ways in Kalihi
	1/27/2016		Added two (2) street segments in Waikiki
	1/27/2016		Spatially corrected sixteen (16) street segments in Maloelap
	1/27/2016		Corrected one (1) street range in Maloelap
	1/27/2016		Deleted two (2) bad street segments in Maloelap
	1/27/2016		Corrected four (4) one ways in Waikiki
	1/27/2016		Spatially corrected three (3) street segments in Waikiki
	1/27/2016		Spatially corrected one (1) street segment in Catlin Pk
	1/27/2016		Spatially corrected ten (10) street segments in Kalihi
	1/26/2016		Spatially corrected twenty-five (25) street segments in Moanalua T
	1/26/2016		Spatially corrected sixty-six (66) street segments in Hale Moku
	1/25/2016		Added one (1) Street Name in Moanalua T
	1/25/2016		Spatially corrected forty-four (44) street segments in Moanalua T
	1/25/2016		Spatially corrected nine (9) street segments in Downtown
	1/25/2016		Corrected one (1) street range in Downtown
	1/25/2016		Split one (1) street segment in Downtown
		01/22/16	
	1/21/2016		Split one (1) street segment in Salt Lake
	1/21/2016		Spatially corrected forty (40) street segments in Aliamanu
	1/21/2016		Spatially corrected one (1) street segment in Catlin Pk
	1/20/2016		Spatially corrected fifteen (15) street segments in McGrew Pt
	1/20/2016		Spatially corrected nineteen (19) street segments in Halawa
	1/20/2016		Spatially corrected three (3) street segments in Maloelap
	1/20/2016		Spatially corrected thirty-one (31) street segments in Aliamanu

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	1/20/2016		Spatially corrected two (2) street segments in Salt Lake
	1/19/2016		Spatially corrected sixty-five (65) street segments in Aiea
	1/19/2016		Corrected one (1) street range in Ewa Beach
	1/19/2016		Spatially corrected one hundred two (102) street segments in PC PEN
	1/19/2016		Spatially corrected twelve (12) street segments in Kalihi
	1/19/2016		Spatially corrected four (4) street segments in McGrew Pt
	1/15/2016		Added one (1) street segment in Aiea
	1/15/2016		Deleted one (1) bad street segment in Aiea
	1/15/2016		Spatially corrected forty-nine (49) street segments in Aiea
	1/14/2016		Spatially corrected four (4) street segments in Airport
	1/14/2016		Spatially corrected seventy-seven (77) street segments in Aiea
	1/14/2016		Added two (2) street segments in Aiea
	1/14/2016		Split one (1) street segment in Aiea
	1/14/2016		Flipped one (1) street segment in Aiea
	1/14/2016		Deleted one (1) bad street segment in Aiea
	1/13/2016		Spatially corrected seventy-two (72) street segments in Aiea
	1/13/2016		Added four (4) street segments in Kapolei
	1/12/2016		Spatially corrected twenty-six (26) street segments in Aiea
	1/11/2016		Split one (1) street segment in Ewa Beach
	1/11/2016		Added nine (9) street segments in Ewa Beach
	1/11/2016		Corrected two (2) street ranges in Kunia
	1/11/2016		Corrected one (1) speed limit in Kunia
		01/08/16	
	1/7/2016		Added one (1) street segment in Aiea
	1/7/2016		Spatially corrected fifty-three (53) street segments in Aiea
	1/6/2016		Spatially corrected eighty-three (83) street segments in Aiea
	1/6/2016		Corrected two (2) street ranges in Kalaeloa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors		**01/25/16**	
		01/22/16	
	1/20/2016		Per VZW CRS
		01/18/16	
		01/11/16	
	1/11/2016		Per VZW CRS
		01/08/16	
		01/04/16	
	1/4/2016		Per VZW CRS
WSP Cell Towers		**01/25/16**	
		01/22/16	
	1/20/2016		Per VZW CRS
		01/18/16	
		01/11/16	
	1/11/2016		Per VZW CRS
		01/08/16	
		01/04/16	
	1/4/2016		Per VZW CRS

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/25/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
1/22/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
1/22/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
1/22/2016	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
1/18/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
1/11/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
1/8/2016	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
1/8/2016	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
1/8/2016	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, ESN, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
1/4/2016	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

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 January 2016 and has corrected three (3) more Police Beats (567, 568, and 569), performed routing maintenance on five (5) Police Beats (150, 151, 154, 384, and 555), and is in the process of correcting three (3) additional Police Beat boundaries (570, 571, and 572) 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.

MAPFLEX SYSTEM

During the month of January 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of January 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 January 2016
    a. **Hawaii County** – January 12th and January 19th
    b. **Maui County** – January 6th and January 20th
    c. **Kauai County** – January 7th and January 20th
    d. **Honolulu** – January 8th and January 22nd

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

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 December 24, 2015 and January 13, 2016.

Street Utility Check				
	First Report 06/01/13	**12/24/2016**	**1/13/2016**	**Improvements/Corrections**
Total Number of GIS Records	26,602	29,139	29,308	Increased by 169 records
Errors Identified				
Zero Errors	5,112	373	374	Increased by 1 error
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	1	0	Decreased by 1 error
Address Overlap Errors	423	1	0	Decreased by 1 error
Flipped Link Errors	1,030	630	635	Increased by 5 errors
Total Errors	**9,303**	**1,005**	**1,009**	Increased by 0.39% (4 errors)

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

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

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

4. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 1, 2016.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on January 1, 2016, against the PSAP's 911 GIS Street Centerline data. A total number of **7,752** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January1, 2016 for the Oahu Civilian PSAP are reported below.

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

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

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUDIT SUMMARY RESULTS – 2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1, 2015		As of July 1, 2015		As of October 1, 2015		As of January 1, 2016	
		9-1-1 MSAG Dated 4-01-15		9-1-1 MSAG Dated 7-01-15		9-1-1 MSAG Dated 10-01-15		9-1-1 MSAG Dated 1-01-16	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,541		7,597		7,749		7,752	
Less: 9-1-1 MSAG Exception Records	(1)	42	0.6%	40	0.5%	35	0.5%	30	0.4%
Net 9-1-1 MSAG Records Eligible for Comparison		**7,499**		**7,557**		**7,714**		**7,722**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**7,475**	**99.7%**	**7,547**	**99.9%**	**7,694**	**99.7%**	**7,710**	**99.8%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	21	0.3%	6	0.1%	16	0.2%	11	0.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	3	0.0%	4	0.1%	4	0.1%	1	0.0%
Total 9-1-1 MSAG Records No Match		**24**	**0.3%**	**10**	**0.1%**	**20**	**0.3%**	**12**	**0.2%**

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

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate remained consistent from October 2015 with a 99.7% Match Rate to a 99.8% Match Rate as of January 2016

NOTES:

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

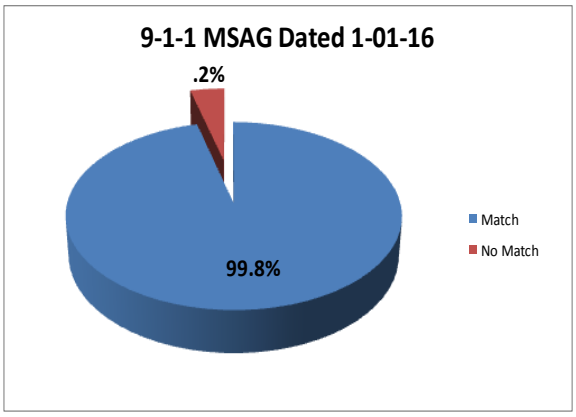
- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

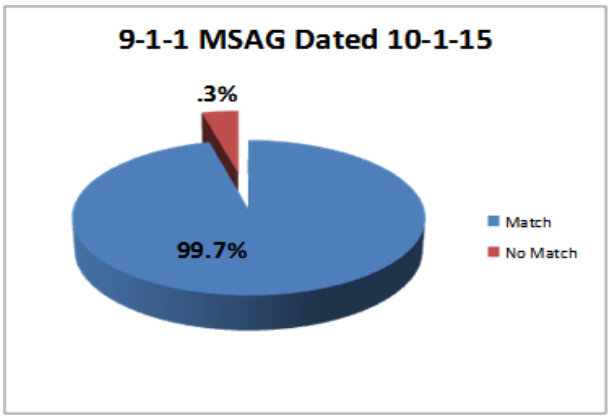
- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUDIT SUMMARY RESULTS – JANUARY 1, 2016 MSAG VS. OCTOBER 1, 2015 MSAG





Oahu Civilian's level of accuracy or 9-1-1 Match percentage remained consistent with a 99.8% as of January 1, 2016 compared to 99.7% as of October 1, 2015. The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community.

- As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- "MSAG - GIS Minor Corrections" decreased (16 to 11) from October 2015 to January 2016. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUDIT SUMMARY RESULTS – JANUARY 1, 2016 MSAG VS. OCTOBER 1, 2015 MSAG CONTIUNED

- "MSAG Record with No GIS Record" decreased (4 to 1) from October 2015 to January 2016 respectively. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2016 re-analysis.

- "GIS MSAG Records with No Matching E9-1-1 MSAG Record" decreased (3 to 1) from October 2015 to January 2016. Records with no matching record was due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2016 re-analysis.

- "GIS –Minor Corrections" decreased (23 to 14) from October 2015 to January 2016. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2016 re-analysis.

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

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

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

Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records	
	9-1-1 MSAG Dated 01-01-16	
	Number of Records	% of Total Invalid MSAG Records
ESN 199	122	1.5%

These invalid MSAG records represent **1.5%** of the Total MSAG records for the City & County of Honolulu as of the January 1, 2016 MSAG. The individual ALI records associated with these records are provided below.

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

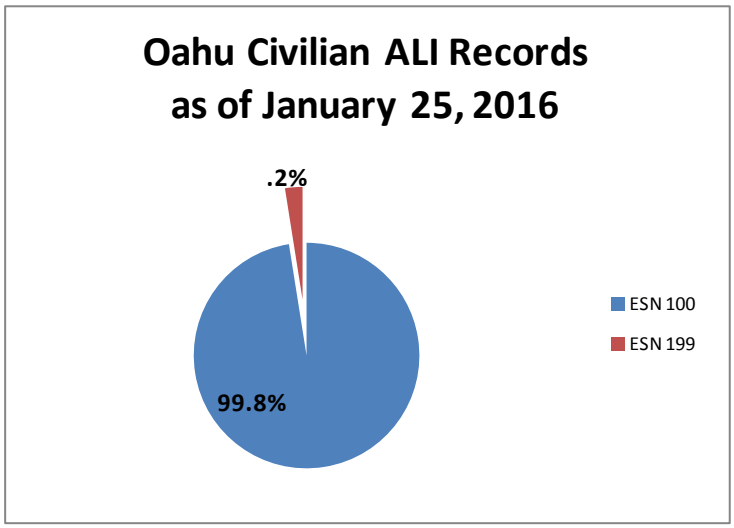
Oahu Civilian E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of January 1, 2016, there are **794** ALI records with an assigned ESN of 199, representing **.2%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



The number of Ali records with an ESN 199 records decreased by **8.9%** (872 to 794) from October 2015 to January 2016 respectively. The increase was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

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Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

TABLE CONTENTS

1. PSAP Operations 4

9-1-1 Call Volume Hawaii County PSAPS – January 2016 4

Call Volume Hawaii County PSAP Notes: 4

9-1-1 Call Volume – Calendar Year 2016 4

9-1-1 Call Volume by Agency – January 2016 5

9-1-1 Call Volume by Agency – Calendar Year 2016 5

PSAP Operation Notes: 5

Text to 911 – current month – January 2016 6

Note: 6

Note: 6

Fyi…..for your information 7

Wireless PSAP TESTING – January 2016 7

Notes: 7

2. MSAG (Master street address guide) 8

MSAG TRANSACTIONS Current Month/year – JANUARY 2016 8

MSAG Current Month Notes: 9

Telephone Record (Ali) Transactions current month notes: 9

Open TELEPHONE RECORD (ALI) discrepancy Status: 9

TNCR (Telephone Number Change Request) Current Status – January 2016 10

Note: 10

DISPATCHABLE LOCATION – Status as of – January 2016 – "pending" 11

Narrative: 11

3. Geographic Information System (GIS) – January 2016 12

Mapping Layers Updated (Part I) 12

Mapping Layers Updated (Part II) 13

Mapping Layers Updated (Part III) 14

Mapping Layers Updated (Part IV) 15

Mapping Layers Updated (Part V) 16

Mapping Layers Updated (Part VI) 17

Geographic Information System (GIS) Narratives 18

GIS Key Activities/Updates 18

Address Points and Street Centerlines Update Comparison 18

Note: 18

POLICE BEAT REVIEW 19

CAD SYSTEM DEPLOYMENT 19

MapFlex Deployment: 20

4. Service requests Transactions 21

Open Service Requests – January 2016 21

Note* 21

Service Request Year-to-Date (YTD) Summary – 2016 21

5. E9-1-1 DATABASE SYNCHRONIZATION 22

Audit Summary Results – February 2016 -- TBA 22

Audit Summary Results – continued 22

Audit Summary Results Comparision – February 1, 2016 VS November 1, 2015 -- TBA 22

Audit Summary Results -- TBA 22

Invalid MSAG Streets and Address Ranges – ESN x99 Records -- TBA 22

Automatic Location Identification (ALI) Discrepancy Report -- TBA 22

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JANUARY 2016

(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	
2016	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	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

The percentage of Wireless Phase 2 calls (52.39%) has increased from the number of Wireless Phase 1 calls (47.61%) in January 2016.

911 Calls with no Ali = 0.15% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	17,958	3,445		12,221				812		27		0		1,453		0	
MON AVG	17,958	3,445	19.18%	12,221	68.05%	47.61%	52.39%	812	4.52%	27	0.15%	0	0.00%	1,453	8.09%	0	0.00%

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

9-1-1 CALL VOLUME BY AGENCY – JANUARY 2016

2016	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	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2016

2016	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	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	14,138		0	1,427	0	2,367		0	26	0
MON AVG	14,138	78.73%	0	1,427	0	2,367	13.18%	0	26	0

PSAP OPERATION NOTES:

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

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

TEXT TO 911 – CURRENT MONTH – JANUARY 2016

NOTE:

- Hawaii County is scheduled to deploy a soft launch of Text to 911 on February 1, 2016.
- 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, the chart will indicate the amount of Text to 911 messages that are received at the respective PSAPs.
- The January Text to 911 counts reflects only internal testing of Text to 911.

TEXT TO 911 Hawaii County PSAPs 2016		
Month	Received at Police	Received at Fire
January	39	20
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	39	20
Monthly Avg.	39	20

NOTE:

911 Text messages received at the Fire Department are transfers from the Police Department.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information		
PSAP Operations		
Statewide 911 Call Volumes for 2015		
Oahu Civilian	1,019,402	70.94%
Hawaii County	217,768	15.15%
Maui County	142,952	9.95%
Kauai County	56,874	3.96%
Total	1,436,996	100.00%
***Statewide average does not include Military 911 calls.**		

WIRELESS PSAP TESTING – JANUARY 2016

HAWAII COUNTY - JANUARY 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
01/21/16	AT&T	1	9	Hawaii PSAP	Pass	LTE
01/28/16	Verizon	1	6	Hawaii PSAP	Pass	delayed due to technical issues

NOTES:

- There were two (2) scheduled Wireless 911 Tests for the month of January 2016.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2016

HAWAII COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	293	22	262	8	1	1,924	1	1	282
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	293	22	262	8	1				282
AVG PER MONTH	293	22	262	8	1				282

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

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

MSAG CURRENT MONTH NOTES:

A total of **293** MSAG transactions were processed in 9-1-1 Net during the month of January 2016. Twenty-two (**22**) requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **282** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

262 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG 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. Eight (**8**) ALI DRs were submitted as the result of 9-1-1 calls, including residences in Ocean View and a business in Kamuela. One **(1)** VoIP DR was submitted for a 911 caller in Captain Cook. Hawaii County Fire submitted these requests to Akimeka to update the customer information.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 1,924 Open TN CR Transactions as of January 29, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

1,849 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. (Refer to the "Dispatchable Location" chart below) 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 is one (1) Open ALI-DR as of January 29, 2016**
- **There is one (1) Open VoIP DR as of January 29, 2016**

The VoIP DR was the result of 9-1-1 call from a residence in Captain Cook. 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.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY 2016

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	1,924	171	57	1696

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

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2016 – "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 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 January 2016.

Dispatchable Location				
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
KINGS SHOPS	CARRY OVER	2015	75	0
		Jan	0	0
		Feb		
		Mar		
		Apr		
		Total	75	0

*project currently on hold by Intrado/Hawaiian Telcom.

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.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2016

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/29/2016		Corrected routing id to one hundred four (104) address points in Holualoa.
	1/28/2016		Spatially corrected ten (10) address points in Kailua Kona.
	1/28/2016		Spatially corrected thirty-two (32) address points in Naalehu.
	1/28/2016		Corrected routing id to sixteen (16) address points in Pahoa.
	1/27/2016		Added eighty (80) address points in Kailua Kona.
	1/27/2016		Spatially corrected six (6) address points in Kailua Kona.
	1/26/2016		Corrected routing id to seven (7) address points in Hilo.
	1/26/2016		Corrected address to one (1) address point (292 E Palai St) in Hilo.
	1/26/2016		Spatially corrected six (6) address points in Kamuela.
	1/26/2016		Corrected address to one (1) address point (921877 Palm Pkwy) in Ocean View.
	1/25/2016		Corrected routing id to forty-three (43) address points in Hilo.
	1/25/2016		Spatially corrected five (5) address points in Kamuela.
	1/25/2016		Added one (1) address point (645172 Kamamalu St) in Kamuela.
	1/22/2016		Added one (1) address point (644992 N Mana Pl) in Kamuela.
	1/22/2016		Corrected address to eighteen (18) address points in Kamuela.
	1/21/2016		Corrected routing id to sixteen (16) address points in Waikoloa.
	1/21/2016		Corrected routing id to eight (8) address points in Kamuela.
	1/21/2016		Spatially corrected seven (7) address points in Kamuela.
	1/20/2016		Spatially corrected seven (7) address points in Kamuela.
		01/19/16	
	1/19/2016		Spatially corrected five (5) address points in Pepeekeo.
	1/19/2016		Added three (3) address points (873194 Fern Rd, 890789 Lani Kona Rd and 870501 Ohia Aina Pl) in Captain Cook.
	1/19/2016		Added one (1) address point (294643 Opihi Point Pl) in Hakalau.
	1/19/2016		Added one (1) address point (550462 Hoea Rd) in Hawi.
	1/19/2016		Added eight (8) address points in Hilo.
	1/19/2016		Added three (3) address points (464167 Honokaa Waipio Rd, 463623 Kahana Dr and 450499 Makalae Rd) in Honokaa.
	1/19/2016		Added eight (8) address points in Kailua Kona.
	1/19/2016		Added three (3) address points (671315 Ala Ohia, 640399 Mamalahoa Hwy and 671120 Wainoenoe Rd) in Kamuela.
	1/19/2016		Added two (2) address points (571356 Kohala Mountain Rd and 541167 Mahiai Pl) in Kapaau.
	1/19/2016		Added ten (10) address points in Keaau.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/19/2016		Added one (1) address point (797700 Nahuina Pl) in Kealakekua.
	1/19/2016		Added six (6) address points in Kurtistown.
	1/19/2016		Added eight (8) address points in Mountain View.
	1/19/2016		Added nine (9) address points in Naalehu.
	1/19/2016		Added eleven (11) address points in Ocean View.
	1/19/2016		Added six (6) address points in Pahoa.
	1/19/2016		Added one (1) address point (270211 H Rd) in Papaikou.
	1/19/2016		Added one (1) address point (280354 Higa Rd) in Pepeekeo.
	1/19/2016		Added seven (7) address points in Volcano.
	1/19/2016		Completed monthly update on address points.
	1/15/2016		Spatially corrected one (1) address point (671197 Mamalahoa Hwy) in Kamuela.
	1/14/2016		Corrected the address to one (1) address point (651191 Puu Opelu Rd B) in Kamuela.
	1/14/2016		Spatially corrected one (1) address point (683477 Kupunakane Pl) in Waikoloa.
	1/14/2016		Deleted one (1) address point (683479 Kupunakane Pl) in Waikoloa.
	1/13/2016		Spatially corrected sixteen (16) address points in Hilo.
	1/13/2016		Added one (1) address point (291 Liko Lehua St) in Hilo.
	1/13/2016		Spatially corrected five (5) address points in Kamuela.
	1/13/2016		Added one (1) address point (640125 Old Mamalahoa Hwy) in Kamuela.
	1/13/2016		Deleted five (5) address points in Captain Cook.
	1/13/2016		Deleted eight (8) address points in Hilo.
		01/12/16	
	1/12/2016		Corrected address to four (4) address points in Hakalau.
	1/12/2016		Added two (2) address points (622106 Kawaihae Rd and 640185 Puu Pulehu Loop) in Kamuela.
	1/11/2016		Added one (1) address (681458 Mamalahoa Hwy) in Kamuela.
	1/11/2016		Spatially corrected one hundred forty-three (143) address points in Ocean View.
	1/8/2016		Spatially corrected one hundred thirty-two (132) address points in Ocean View.
	1/6/2016		Spatially corrected forty-nine (49) address points in Captain Cook.
	1/6/2016		Spatially corrected ninety (90) address points in Ocean View.
	1/5/2016		Corrected location name to seven (7) address points in Hilo.
	1/5/2016		Spatially corrected sixteen (16) address points in Hilo.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN		**01/19/16**	
	1/13/2016		Corrected boundaries to two (2) ESNs (201 and 204).
Fire Beats			
Fire Districts		**01/19/16**	
	1/13/2016		Corrected boundaries to two (2) fire districts (8 and 15).
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas		**01/19/16**	
	1/13/2016		Corrected boundaries to two (2) medic response areas (8 and 15).
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		**01/19/16**	
	1/13/2016		Corrected boundaries to two (2) MSAG communities (Honokaa and Kapaau).
		01/12/16	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		**01/19/16**	
	1/15/2016		Spatially corrected one (1) point of interest (Kamuela Post Office) in Kamuela.
		01/12/16	
	1/11/2016		Added one (1) point of interest (Hanano Nursery Inc) in Kamuela.
	1/11/2016		Spatially corrected one (1) point of interest (First Baptist Church Of Waimea) in Kamuela.
	1/5/2016		Spatially corrected thirty-nine (39) points of interest in Hilo.
	1/5/2016		Corrected address to three (3) points in interest (Glad Tidings Church, Hawaii Community Correctional Center, and Tinas Garden Gourmet Cafe) in Hilo.
	1/5/2016		Corrected name to one (1) point of interet (Tinas Garden Gourmet Café) in Hilo.
	1/4/2016		Spatially corrected ten (10) points of interest in Hilo.
Police Beats	1/28/2016		Corrected boundaries to three (3) police beats (beats 833, 834 and 835).
	1/27/2016		Corrected boundaries to six (6) police beats.
	1/22/2016		Corrected boundaries to two (2) police beats (beats 630 and 631).
	1/21/2016		Corrected boundary to two (2) police beats (beats 430 and 435).
	1/20/2016		Corrected boundary to four (4) police beats (beats 531, 532, 533 and 534).
	1/14/2016		Corrected boundary to three (3) police beats (beats 431, 432 and 434).
	1/13/2016		Corrected boundaries to eight (8) police beats.
	1/12/2016		Corrected boundaries to five (5) police beats.
	1/8/2016		Corrected boundary to one (1) police beat (beat 140).

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

MAPPING LAYERS UPDATED (PART V)

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

HAWAII COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats	1/8/2016		Added one (1) police beat (beat 139).
	1/7/2016		Corrected boundary to fifteen (15) police beats.
Police Districts		**01/19/16**	
	1/13/2016		Corrected boundaries to two (2) police districts (3 and 5).
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/29/2016		Added one (1) street (Duarte Rd) in Holualoa.
	1/29/2016		Split one (1) segment of Mamalahoa Hwy in Holualoa.
	1/29/2016		Spatially corrected twenty-five (25) street segments in Kamuela.
	1/28/2016		Corrected police to twelve (12) streets in Kurtistown.
	1/28/2016		Split one (1) street segment of Government Beach Rd in Pahoa.
	1/27/2016		Corrected police to six (6) streets in Captain Cook.
	1/27/2016		Corrected police to fifteen (15) streets in Kurtistown.
	1/27/2016		Corrected police to thirty-four (34) streets in Mountain View.
	1/26/2016		Spatially corrected thirty-three (33) street centerlines in Kamuela.
	1/26/2016		Added four (4) street centerlines in Hilo.
	1/26/2016		Spatially corrected five (5) street centerlines in Hilo.
	1/26/2016		Flipped two (2) street segments of Home Depot Dr in Hilo.
	1/26/2016		Split five (5) street segments in Hilo.
	1/25/2016		Added thirteen (13) street centerlines in Hilo.
	1/25/2016		Corrected one-way to eight (8) street centerlines in Hilo.
	1/25/2016		Spatially corrected ten (10) street centerlines in Hilo.
	1/25/2016		Flipped four (4) street centerlines in Hilo.
	1/25/2016		Split eleven (11) street centerlines in Hilo.
	1/22/2016		Added seven (7) streets in Kamuela.
	1/22/2016		Added three (3) street segments of Paniolo Greens Dr in Waikoloa.
	1/21/2016		Spatially corrected five (5) streets in Waikoloa.
	1/21/2016		Added three (3) street segments of Waikoloa Beach Villas Dr in Waikoloa.
	1/21/2016		Split two (2) segments of Waikoloa Beach Dr in Waikoloa.
	1/21/2016		Added three (3) street segments (2 segments of Mauna Kea Beach Dr and 1 segment of Kamamalu St) in Kamuela.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	1/21/2016		Corrected elevation to two (2) segments of Queen Kaahumanu Hwy in Kamuela.
	1/21/2016		Corrected range to two (2) segments of Mana Pl in Kamuela.
	1/21/2016		Spatially corrected twenty-two (22) street segments in Kamuela.
	1/21/2016		Split two (2) street segments (Mana Pl and Mauna Kea Beach Dr) in Kamuela.
	1/20/2016		Corrected police to ten (10) streets in Hawi.
	1/20/2016		Corrected range to two (2) street segments of Ala Mauka in Kamuela.
	1/20/2016		Spatially corrected two (2) street segments of Ala Mauka in Kamuela.
		01/19/16	
	1/19/2016		Corrected range to three (3) street segments of Kulaimano Rd in Pepeekeo.
	1/19/2016		Completed monthly update on street centerlines.
	1/15/2016		Corrected range to two (2) street segments of Kahana Dr in Honokaa.
	1/14/2016		Corrected range to two (2) street segments of Pukaua St in Kamuela.
	1/13/2016		Corrected range to one (1) street segment of Opihi Point Pl in Hakalau.
	1/13/2016		Flipped one (1) segment of Puulala Pl in Kamuela.
	1/13/2016		Corrected parity to one (1) segment of Hokuula Pl in Kamuela.
		01/12/16	
	1/12/2016		Corrected police to forty-one (41) street segments in Hilo.
	1/11/2016		Corrected range to twenty-three (23) streets in Kamuela.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**01/19/16**	
	1/14/2016		Per VZW CRS
		01/12/16	
WSP Cell Towers		**01/19/16**	
	1/14/2016		Per VZW CRS
		01/12/16	

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/19/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, MSAG Communities, ESN, Fire Districts, Medical Response Areas and Police Districts.
1/12/2016	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines and MSAG Communities.

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 **January 19, 2016**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	88	
Addresses Removed	0	
Address Street Name Changes	0	
Address Street Number Changes	0	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		0
Street Segment Name Changes		0

NOTE:

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

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

POLICE BEAT REVIEW

Beginning in late 2015 and continuing in January 2016, Akimeka has been conducting a Police Beats review process as part of an annual update and in addition, preparation for Hawaii County's CAD system deployment. During this time, the Police Beats are also reviewed with the written descriptions of the Hawaii Police Beat Boundaries, whereby corrections are made to the Police Beat GIS layer where applicable in an effort to synchronize the GIS layer with the written descriptions and provide the 911 centers in Hawaii with a more accurately defined boundary layer which align with operational jurisdictions.

1. To better service the public safety needs of Hawaii County, Akimeka compared the written descriptions of the Hawaii Police Beats as recorded in Document Number GO 204 with an effective date of June 27, 2011, and made corrections to the Police Beats GIS layer where needed. In addition, Akimeka has been documenting any recommendations for document description updates.

    a. Akimeka reviewed the written descriptions for the Hawaii Police Beats and cross referenced it to the Police Beats GIS layer. The boundaries to all seventy-six police beats as well as the area falling within the jurisdiction of the Hawaii Volcanoes National Park were edited for greater accuracy.

    b. Akimeka has documented all potential discrepancies between the written descriptions and GIS layer for a thorough review upon completion. Akimeka has also produced several maps to better illustrate some of the larger discrepancies.

    c. Upon completion of the GIS editing procedures, Akimeka will participate in a Police Beat review process with the Hawaii Police Department to further refine the boundaries to the Police Beats GIS layer and the written descriptions for those boundaries. This process will finalize the synchronization between the GIS layer and the written descriptions; provide additional precision and accuracy to both the GIS layer and written descriptions; and eliminate all discrepancies so that confusion and/or misinterpretation of those boundaries do not hinder public safety needs.

CAD SYSTEM DEPLOYMENT

During the 2015 year, the Hawaii County Police Department has conducted thorough research and has decided to implement a new CAD (Computer Aided Dispatch) system. Through their selection process, they have chosen the Spillman Technologies CAD system to best fit their operational needs. Throughout the coming months there will be much coordination between the Hawaii Police Department, Hawaii IT Department, Akimeka, and Spillman Technologies to deploy the Spillman Technologies CAD system with absolute success.

1. The Hawaii Police Department, Akimeka, and Spillman Technologies have begun introductory coordination and information sharing to ensure a successful deployment of the new CAD system, which will improve dispatch efficiency.

    a. On January 15, 2016, Spillman Technologies held a webinar and discussion on their Geobase process which HPD, Spillman Technologies, and Akimeka were in attendance. The discussion was high-level and pertaining to the GIS database and how it is integrated within the Spillman Technologies CAD architecture.

    b. In February 2016, Spillman Technologies will be on-site at the Hawaii Police Department and hosting an official kick-off meeting and technical discussion which Akimeka will be in attendance as well. The meeting is expected to cover additional details of the CAD system, including documentation, requirements, timelines, deliverables, next steps, etc.

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

MAPFLEX DEPLOYMENT:

During the month of January 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of January 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 January 2016
    a. **Hawaii County** – January 12th and January 19th
    b. **Maui County** – January 6th and January 20th
    c. **Kauai County** – January 7th and January 20th
    d. **Honolulu** – January 8th and January 22nd

Hawaii County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JANUARY 2016

#	Date	Ticket #	Description	PSAP	Urgency	Comments
1	08/19/14	716	Updated Address	FIRE	Normal	TN has been referred to telco via email by Intrado. RMS
2	11/02/15	820	Updated Address	FIRE	Normal	TN has been submitted to TWCBL for correction. RMS

Note* There are two (2) opened service requests pending for January 2016.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2016

HAWAII COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			3						
January	9	10	2	8	8	0	1*	1	1
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**9**	**9**	**2**	**8**	**8**	**0**	**1**	**1**	**1**

Note:	* The 2015 Carryover row indicated the number of Service Requests that were opened in 2015 and brought forward into 2016 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

	Category	Description
Definitions:	**Wireline**	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – 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

January 1, 2016 – January 31, 2016

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

TABLE OF CONTENTS

1. PSAP Operations 4

9-1-1 Call Volume Maui Psap – January 2016 4

Call Volume Maui Psap notes: 4

9-1-1 Call Volume Maui Psap – Calendar Year 2016 4

9-1-1 Call Volume Molokai Psap – January 2016 5

Call Volume Molokai Psap notes: 5

9-1-1 Call Volume Molokai psap – Calendar Year 2016 5

9-1-1 Call Volume (Combined Maui & Molokai Psaps) – January 2016 6

9-1-1 Call Volume (Combined Maui & Molokai Psaps) – Calendar Year 2016 6

PSAP Operation Notes: 6

Text to 911 – current month – January 2016 7

Note: 7

Fyi…..for your information 8

Wireless PSAP TESTING – January 2016 8

Notes: 8

2. MSAG (master street address guide) 9

Msag transactions Current Month/year – January 2016 9

Msag current month notes: 10

Telephone record (Ali) Transactions current month notes: 10

Open telephone record (Ali) discrepancy Status: 10

TNCR (Telephone Number Change Request) Current Status – January, 2016 11

NOTE: 11

DISPATCHABLE LOCATION – Status as of – January 2016 - pending 12

Narrative: 12

3. Geographic Information System (GIS) – January 2016 13

Mapping Layers Updated (Part I) 13

Mapping Layers Updated (Part II) 14

Mapping Layers Updated (Part III) 15

Mapping Layers Updated (Part IV) 16

Note: 16

Geographic Information System (GIS) Narratives 17

GIS Key Activities/Updates 17

Intergraph CAD Upgrade 18

MapFlex Deployment 18

4. SERVICE Requests Transactions 19

Open Service Requests – Maui County Psaps - January 2016 19

Note: 19

Maui PSAP Service Request Year-to-Date (YTD) Summary – 2016 19

5. E9-1-1 DATABASE SYNCHRONIZATION 20

Audit Summary Results – 2016 -- TBA 20

msag audit summary results – March 1, 2016 - December 1, 2015 -- TBA 20

Invalid MSAG Streets and Address Ranges – ESN x99 Records -- TBA 20

Automatic Location Identification (ALI) Discrepancy Report -- TBA 20

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – JANUARY 2016

(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	
2016	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	11,627	2,130	18.32%	7,796	67.05%	60.31%	39.69%	334	2.87%	19	0.16%	0	0.00%	1,348	11.59%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

Calls with no Ali 0.16% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2016

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	11,627	2,130	18.32%	7,796	67.05%	60.31%	39.69%	334	2.87%	19	0.16%	0	0.00%	1,348	11.59%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	11,627	2,130		7,796				334		19		0		1,348		0	
MON AVG	11,627	2,130	18.32%	7,796	67.05%	60.31%	39.69%	334	2.87%	19	0.16%	0	0.00%	1,348	11.59%	0.00	0.00%

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

9-1-1 CALL VOLUME MOLOKAI PSAP – JANUARY 2016

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	109	29.38%	210	56.60%	58.57%	41.43%	6	1.62%	2	0.54%	0	0.00%	44	11.86%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

Calls with no Ali 0.54% - Statewide average = 0.18% Year 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2016

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	109	29.38%	210	56.60%	58.57%	41.43%	6	1.62%	2	0.54%	0	0.00%	44	11.86%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	371	109		210				6		2		0		44		0	
MON AVG	371	109	29.38%	210	56.60%	58.57%	41.43%	6.00	1.62%	2	0.54%	0	0.00%	44	11.86%	0	0.00%

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JANUARY 2016

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	11,998	2,239	18.66%	8,006	66.73%	60.27%	39.73%	340	2.83%	21	0.18%	0	0.00%	1,392	11.60%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2016

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	11,998	2,239	18.66%	8,006	66.73%	60.27%	39.73%	340	2.83%	21	0.18%	0	0.00%	1,392	11.60%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	11,998	2,239		8,006				340		21		0		1,392		0	
MON AVG	11,998	2,239	18.66%	8,006	66.73%	60.27%	39.73%	340	2.83%	21	0.18%	0.00	0.00%	1,392	11.60%	0	0.00%

PSAP OPERATION NOTES:

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

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

TEXT TO 911 – CURRENT MONTH – JANUARY 2016

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 2016		
Month	Received at Maui	Received at Molokai
January	1	0
February		
March		
April		
May		
June		
July		
August		
September		
October		
November		
December		
YTD	1	0
Monthly Avg.	1	0

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information		
PSAP Operations		
Statewide 911 Call Volumes for 2015		
Oahu Civilian	1,019,402	70.94%
Hawaii County	217,768	15.15%
Maui County	142,952	9.95%
Kauai County	56,874	3.96%
Total	1,436,996	100.00%
***Statewide average does not include Military 911 calls.**		

WIRELESS PSAP TESTING – JANUARY 2016

MAUI COUNTY - JANUARY 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
1/19/2016	Verizon	1	6	Maui PSAP	Pass	

NOTES:

- There was one (1) scheduled Wireless 911 Test in January 2016 for the Maui and Molokai PSAPs.

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2016

MAUI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	176	8	167	0	1	1,893	0	0	173
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	176	8	167	0	1				173
AVG PER MONTH	176	8	167	0	1				173

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

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MSAG CURRENT MONTH NOTES:

A total of **176** MSAG transactions were processed in 9-1-1 Net during the month of January 2016. Eight (**8**) requests were processed relating to the MSAG database changes which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS, and Military response areas, and inserting new MSAG records.

There were **173** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

167 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 399 clean-up effort. ESN 399 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. One **(1)** VoIP DR was submitted for a 911 call that came in from Ace Hardware in Wailuku. There were no ALI DRs submitted.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 1,893 Open TN CR Transactions as of January 29, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

1,824 Open TN CR transactions are a direct result of the ESN 399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **69** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. (Refer to the "Dispatchable Location" chart below) Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no ALI DRs Open as of January 29, 2016**
- **There are no VoIP DRs Open as of January 29, 2016**

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2016

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)				
County	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	1,468	93	75	1300
MOLOKAI	425	22	19	384
TOTAL	1,893	115	94	1684

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

January 1, 2016 - January 31, 2016

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2016 - 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 January 2016.

Dispatchable Location				
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
Queen Kaahumanu Center	Carryover from 2015	2015	368	299
		Jan	0	0
		Feb		
		Mar		
		Apr		
		Total	368	299

*project currently on hold by Intrado/Hawaiian Telcom.

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

January 1, 2016 - January 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2016

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/27/2016		Spatially corrected twenty-seven (27) address points in Kahului
	1/26/2016		Added three (3) addresses in Lahaina
	1/26/2016		Spatially corrected two hundred thirty-eight (238) address points in Lahaina
	1/26/2016		Added Location Name to two (2) addresses in Lahaina
	1/25/2016		Spatially corrected nine (9) address points in Kahului
	1/25/2016		Added two (2) address points in Kahului
	1/25/2016		Added Location Name for one (1) address in Kahului
	1/25/2016		Changed Location Name of one (1) address in Kahului
	1/25/2016		Added four (4) addresses in Lahaina
	1/25/2016		Spatially corrected one hundred twenty (120) address points in Lahaina
		01/20/16	
	1/19/2016		Changed Location Name in Kaanapali
	1/19/2016		Added one (1) address in Kihei
	1/15/2016		Added two (2) addresses in Lahaina
	1/13/2016		Spatially corrected one (1) address point in Kapalua
	1/13/2016		Added one (1) address point in Kapalua
	1/13/2016		Added two (2) addresses in Kihei
		01/06/16	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches		**01/20/16**	
	1/13/2016		Added one (1) church in Kapalua
Coastal Names		**01/20/16**	
	1/19/2016		Spatially corrected two Coastal points in Hana
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes		01/20/16	
	1/15/2016		Removed hyphen in (3) gate codes to simplify data
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	1/26/2016		Added one (1) POI in Lahaina
	1/25/2016		Spatially corrected six (6) POI in Kahului
	1/25/2016		Changed business name for two (2) POI in Kahului
	1/25/2016		Corrected address for one (1) POI in Kahului

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	1/25/2016		Added eighteen (18) POI in Kahului
	1/25/2016		Included "Bus Stop" in the name for all bus stops to clarify these POI
		01/20/16	
	1/19/2016		Spatially corrected two (2) POI in Hana
	1/19/2016		Spatially corrected one (1) street centerline in Napili
	1/13/2016		Added two (2) POI in Kapalua
	1/13/2016		Added one (1) POI in Kihei
		01/06/16	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/27/2016		Added seven (7) street centerline segments in Kahului
	1/27/2016		Modified four (4) street centerline segments in Kahului
	1/27/2016		Split four (4) street centerline segments in Kahului
		01/20/16	
	1/20/2016		Modified the range for sixteen (16) street centerline segments in Kaanapali
	1/19/2016		Spatially corrected seven (7) street centerline segments in Kaanapali
	1/19/2016		Modified five (5) street centerline segments in Kahului
	1/19/2016		Flipped nine (9) street centerline segments in Kahului
	1/15/2016		Spatially corrected nine (9) street centerline segments in Kaanapali
	1/15/2016		Modified two (2) street centerline segments in Lahaina
	1/14/2016		Added twenty-eight (28) street centerline segments in Kaanapali
	1/14/2016		Spatially corrected twenty-six (26) street centerline segments in Kaanapali
	1/14/2016		Split fourteen (14) street centerline segments in Kaanapali
	1/13/2016		Spatially corrected one (1) street centerline segment in Kihei
	1/13/2016		Spatially corrected one (1) street centerline segment in Kapalua
	1/13/2016		Spatially corrected twenty (20) street centerline segments in Kaanapali
	1/13/2016		Modified one (1) street centerline segment in Kihei
		01/06/16	
Subdivisions			
Tow Jurisdictions			

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		01/20/16	
	1/14/2016		Per VZW CRS
WSP Cell Towers		01/20/16	
	1/14/2016		Per VZW CRS

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.**

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/20/2016	Prepared and delivered the following data for MapFlex: Address Points, Coastal Names, Gate Codes, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/20/2016	Prepared and delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Coastal Names, Street Centerlines and WSP Cell Towers
1/19/2016	Added street centerline labels in the Intergraph CAD map
1/6/2016	Delivered the following for a MapFlex update: Address Points, Points of Interest, Emergency Shelters, Schools, Subdivisions, Food and Beverage, WSP Cell Sectors and WSP Cell Towers
1/6/2016	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Gate Codes, Subdivisions and WSP Cell Towers

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

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 January 6, 2016, the following data was prepared and delivered for an Intergraph CAD Map update:
    a. Address Points, Gate Codes, Subdivisions 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 January 20, 2016 which included:
    a. Address Points, Coastal Names, Gate Codes, Street Centerlines and WSP Cell Towers.
    b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.
3. Throughout January, duplicate and overlapping Street Centerline and Stream labels were removed. Street Centerline labels of new streets were added. This is an ongoing effort.

During February 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 January 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of January 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 January 2016
    a. **Hawaii County** – January 12th and January 19th
    b. **Maui County** – January 6th and January 20th
    c. **Kauai County** – January 7th and January 20th
    d. **Honolulu** – January 8th and January 22nd

Maui County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI COUNTY PSAPS - JANUARY 2016

MAUI COUNTY						
#	Date	Ticket #	Description	PSAP	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Maui County PSAPs for January 2016.

MAUI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2016

MAUI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			0						
January	1	1	0	0	0	0	0	1	1
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**1**	**1**	**0**	**0**	**0**	**0**	**0**	**1**	**1**

Note:	* The 2015 Carryover row indicated the number of Service Requests that were opened in 2015 and brought forward into 2016 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

	Category	Description
Definitions:	**Wireline**	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Data Synchronization Report – March 2016

AUDIT SUMMARY RESULTS – 2016 -- TBA

MSAG AUDIT SUMMARY RESULTS – MARCH 1, 2016 - DECEMBER 1, 2015 -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

.

Kauai County E9-1-1 Status Report

January 1, 2016 – January 31, 2016

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

TABLE OF CONTENTS

1. PSAP Operations 4

9-1-1 Call Volume – January 2016 4

9-1-1 Call Volume – Calendar Year 2016 4

Psap operation notes: 4

Text to 911 – current month – January 2016 5

Note: 5

Fyi…..for your information 6

Wireless PSAP TESTING – January 2016 6

Notes: 6

2. MSAG (master street address guide) 7

msag transactions Current Month/year – January 2016 7

Msag current month notes: 8

Telephone record (Ali) Transactions current month notes: 8

Open telephone record (ali) discrepancy Status: 8

TNCR (Telephone Number Change Request) Current Status – January, 2016 9

NOTE: 9

DISPATCHABLE LOCATION – Status as of – January 2016 - Pending 10

Narrative: 10

3. Geographic Information System (GIS) – January 2016 11

Mapping Layers Updated (Part I) 11

Mapping Layers Updated (Part II) 12

Mapping Layers Updated (Part III) 13

Mapping Layers Updated (Part IV) 14

Mapping Layers Updated (Part V) 15

Note: 15

Geographic Information System (GIS) Narratives 16

GIS Key Activities/Updates 16

GPS Data Collection and Site Verification 16

MapFlex Deployment: 16

4. Service requests Transactions 17

Open Service Requests – January 2016 17

Note: 17

Service Request Year-to-Date (YTD) Summary – 2016 17

5. E9-1-1 DATABASE SYNCHRONIZATION 18

Audit Summary Results – 2016 19

Notes: 19

Audit Summary Results – January 1, 2016 msag VS. October 1, 2015 msag 20

Invalid MSAG Streets and Address Ranges – ESN x99 Records 21

Automatic Location Identification (ALI) Discrepancy Report 22

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JANUARY 2016

(Source: Intrado Viper)

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2016

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2016	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	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	4,281	637		2,816				153		10		0		665		0	
MON AVG	4,281	637	14.88%	2,816	65.78%	46.27%	53.73%	153	3.57%	10	0.23%	0	0.00%	665	15.53%	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 0.23% - Statewide average = 0.18% Year 2015***

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

TEXT TO 911 – CURRENT MONTH – JANUARY 2016

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
January	23
February	
March	
April	
May	
June	
July	
August	
September	
October	
November	
December	
YTD	23
Monthly Avg.	23

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

FYI…..FOR YOUR INFORMATION

FYI …….. For Your Information		
PSAP Operations		
Statewide 911 Call Volumes for 2015		
Oahu Civilian	1,019,402	70.94%
Hawaii County	217,768	15.15%
Maui County	142,952	9.95%
Kauai County	56,874	3.96%
Total	1,436,996	100.00%
***Statewide average does not include Military 911 calls.**		

WIRELESS PSAP TESTING – JANUARY 2016

KAUAI COUNTY - JANUARY 2016						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
1/26/2016	Verizon	1	6	Kauai PSAP	Failed	will re-schedule LTE testing

NOTES:

- There was one (1) scheduled Wireless 911 test for the month of January 2106.

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH/YEAR – JANUARY 2016

KAUAI COUNTY	9-1-1 TRANSACTIONS								
	Total	MSAG	ALI Submitted			Open ALI Discrepancy Records			Customer Addresses Affected
2016		MSAG (A)	TN CR (B)	ALI DR (C)	VoIP (D)	TNCR	ALI DR	VoIP DR	
JANUARY	14	14	0	0	0	198	0	0	70
FEBRUARY									
MARCH									
APRIL									
MAY									
JUNE									
JULY									
AUGUST									
SEPTEMBER									
OCTOBER									
NOVEMBER									
DECEMBER									
TOTAL YTD	14	14	0	0	0				70
AVG PER MONTH	14	14	0	0	0				70

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

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MSAG CURRENT MONTH NOTES:

A total of Fourteen **(14)** MSAG transactions were processed in 9-1-1 Net during the month of January 2016. The fourteen (**14**) requests were processed relating to the MSAG database, which include: changes to high – low street ranges, combining street records, deletion of invalid records, splitting street records to align with Police, Fire, EMS and Military response areas, and inserting new MSAG records.

There were **70** customer ANI/ALI (telephone number/address) records updated as a direct result.

TELEPHONE RECORD (ALI) TRANSACTIONS CURRENT MONTH NOTES:

All Kauai Telephone Number Change Requests (TN CR) transactions have been processed in 9-1-1 Net with valid MSAG addresses, as a result of the ESN 499 clean-up effort. ESN 499 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Akimeka is awaiting feedback from Intrado on the TN CRs that have been submitted for correction. In January 2016, there were 37 TN CRs completed and as a result, five (5) ESN 499 street records were deleted from the MSAG database.

OPEN TELEPHONE RECORD (ALI) DISCREPANCY STATUS:

- **There are 198 Open TN CR Transactions as of January 29, 2016.**
- **Refer to chart in the next section "TNCR Current Status"**

  136 Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **62** Open TN CR transactions are a result of the Dispatchable Location project submitted in September (refer to the "Dispatchable Location" chart below). Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

- **There are no Open ALI-DRs as of January 29, 2016**
- **There are no Open VoIP DRs as of January 29, 2016**

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JANUARY, 2016

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	198	33	53	112

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

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

DISPATCHABLE LOCATION – STATUS AS OF – JANUARY 2016 - 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, December, and January 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 493 telephone records are complete and ready for submittal, however there were no further developments as of January 2016 to proceed.

Dispatchable Location					
Common Name Place	**MSAG Address**	**2016**	**Number of TNCR* Transactions Prepared**	**Number of TNCR* Transactions Submitted**	**Number of Transactions Processed****
	2015 Carryover	**2015**	**286**	**62**	0
Ching Young Shopping Center	505190 Kuhio Hwy, Hanalei	Jan	**84**		
Eleele Shopping Center	4469 Waialo Rd, Port Allen		**77**		
Hanalei Center	505161 Kuhio Hwy, Hanalei		**46**		
		Feb			
		Mar			
		Apr			
		Total	**493**	**0**	**0**

*project currently on hold by Intrado/Hawaiian Telcom.

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.

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2016

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/29/2016		Spatially corrected six (6) address points in Kilauea
	1/29/2016		Spatially corrected two (2) address points in Koloa
	1/29/2016		Spatially corrected nine (9) address points in Lihue
	1/29/2016		Added Location Name to one (1) address point in Kilauea
	1/29/2016		Spatially corrected two (2) address points in Hanapepe
	1/29/2016		Added Location Name to one (1) address in Hanapepe
	1/29/2016		Spatially corrected one (1) address point in Kapaa
	1/29/2016		Added Location Name to one (1) address in Kapaa
	1/28/2016		Added one (1) address in Lihue
	1/28/2016		Spatially corrected one (1) address in Hanalei
	1/28/2016		Added Location Name to one (1) address in Hanalei
	1/28/2016		Spatially corrected two (2) address points in Kalaheo
	1/28/2016		Added Location Name to one (1) address in Kalaheo
	1/28/2016		Spatially corrected two (2) address points in Kapaa
	1/28/2016		Added a Location Name to one (1) address in Kapaa
	1/28/2016		Spatially corrected (2) address points in Kapaia
	1/28/2016		Added Location Name for two (2) addresses in Kapaia
	1/28/2016		Spatially corrected one (1) address point in Kaumakani
	1/28/2016		Spatially corrected one (1) address point in Kilauea
	1/28/2016		Spatially corrected four (4) address points in Lihue
	1/28/2016		Added Location Name to one (1) address in Lihue
	1/28/2016		Spatially corrected two (2) address points in Puhi
	1/28/2016		Spatially corrected four (4) address points in Wailua
	1/27/2016		Spatially corrected one (1) address in Kapaa
	1/27/2016		Corrected ESN for one (1) address point in Kapaa
	1/27/2016		Spatially corrected one hundred twenty-four (124) address points in Kekaha
	1/27/2016		Spatially corrected five (5) address points in Koloa
	1/27/2016		Spatially corrected eighty one (81) address points in Waimea
	1/27/2016		Added Location Names to two (2) address points in Waimea
		01/20/16	
	1/13/2016		Added one (1) address in Poipu
		01/07/16	

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	1/27/2016		Modified the boundary of ESN 413, 415, 421, 424
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers	1/27/2016		Added milepost markers 550-16 and 550-17 in Kokee
MSAG Communities	1/27/2016		Modified boundary of Kapaa, Poipu, Koloa and Waipouli
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	1/29/2016		Added one (1) POI in Kilauea
	1/29/2016		Added two (2) POI in Koloa
	1/29/2016		Added one (1) POI in Hanapepe
	1/29/2016		Added one (1) POI in Kapaa
	1/29/2016		Spatially corrected three (3) POI in Lihue
	1/29/2016		Added two (2) POI in Lihue
	1/29/2016		Added one (1) POI in Port Allen
	1/29/2016		Added one (1) POI in Puhi
	1/29/2016		Added one (1) POI in Waimea
	1/28/2016		Added one (1) POI in Anahola
	1/28/2016		Added one (1) POI in Hanalei
	1/28/2016		Added two (2) POI in Hanamaulu
	1/28/2016		Added two (2) POI in Kalaheo
	1/28/2016		Added seven (7) POI in Kapaa
	1/28/2016		Added one (1) POI in Kaumakani
	1/28/2016		Added two (2) POI in Kekaha
	1/28/2016		Added three (3) POI in Lihue
	1/28/2016		Added one (1) POI in Puhi
	1/28/2016		Added two (2) POI in Wailua
	1/28/2016		Spatially corrected one (1) POI in Anahola
	1/28/2016		Corrected address for one (1) POI in Anahola

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	1/28/2016		Spatially corrected two (2) POI in Hanalei
	1/28/2016		Spatially corrected one (1) POI in Kapaa
	1/28/2016		Corrected business name for one (1) POI in Kekaha
	1/28/2016		Spatially corrected one (1) POI in Kilauea
	1/28/2016		Spatially corrected one (1) POI in Lihue
	1/27/2016		Relocated one (1) POI in Waimea
	1/27/2016		Added one (1) POI in Koloa
		01/20/16	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations	1/27/2016		Added Koloa Police Substation in Koloa
	1/27/2016		Relocated Waimea Police Substation in Waimea
Post Offices			
Schools			
Street Centerlines	1/28/2016		Spatially corrected one (1) street centerline segment in Lihue
		01/20/16	
	1/13/2016		Added one (1) street centerline segment in Koloa
	1/12/2016		Spatially corrected eighteen (18) street centerline segments in Mana
	1/12/2016		Added one (1) street centerline segment in Mana
	1/12/2016		Modified the range for twenty-two (22) street centerline segments in Mana
	1/12/2016		Split six (6) street centerline segments in Mana
	1/12/2016		Changed street name for one (1) street centerline segment in Mana
	1/11/2016		Spatially corrected ten (10) street centerline segments in Mana
	1/11/2016		Modified range for thirteen (13) street centerline segments in Mana
	1/11/2016		Added three (3) street centerline segments in Mana
	1/11/2016		Split three (3) street centerline segments in Mana
	1/8/2016		Spatially corrected nine (9) street centerline segments in Mana
	1/8/2016		Modified the range of twenty-seven (27) street centerline segments in Mana
	1/8/2016		Added three (3) street centerline segments in Mana
	1/8/2016		Added official PMRF street name to twenty-three (23) street centerline segments in Mana
	1/8/2016		Modified the range of one (1) street centerline segment in Kokee

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines		**01/07/16**	
	1/7/2016		Added thirty-nine (39) street centerline segments in Mana
	1/7/2016		Spatially corrected twenty-four (24) street centerline segments in Mana
	1/7/2016		Split twenty-three (23) street centerline segments in Mana
	1/7/2016		Modified the range for fifteen (15) street centerline segments in Mana
	1/7/2016		Added official PMRF street name to nine (9) street centerline segments in Mana
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		**01/20/16**	
	1/14/2016		Per VZW CRS
	1/11/2016		Per VZW CRS
	1/8/2016		Per VZW CRS
		01/07/16	
WSP Cell Towers		**01/20/16**	
	1/14/2016		Per VZW CRS
	1/11/2016		Per VZW CRS
	1/8/2016		Per VZW CRS
		01/07/16	

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

January 1, 2016 - January 31, 2016

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/20/2016	Prepared Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for a MapFlex delivery
1/20/2016	Prepared Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for a GeoComm delivery
1/7/2016	Prepared and delivered the following for a GeoComm update: Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, GEO.xml and Landmark.xml
1/7/2016	Prepared and delivered the following for a MapFlex update: Address Points, Street Centerlines, Points of Interest, WSP Cell Sectors and WSP Cell Towers

GPS DATA COLLECTION AND SITE VERIFICATION

During the month of January 2016, 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 January 2016, the MapFlex system performed without any issues and deliverables continued on schedule.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, was implemented across the State of Hawaii, in the below narrative there is some information pertaining to all of the Hawaiian Islands. For a record of historical information regarding the MapFlex system, please see MSRs during the 2015 year.

During the month of January 2016, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, Kauai County, and Honolulu Civilian PSAPs. The MapFlex deployment has been 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 January 2016
    a. **Hawaii County** – January 12th and January 19th
    b. **Maui County** – January 6th and January 20th
    c. **Kauai County** – January 7th and January 20th
    d. **Honolulu** – January 8th and January 22nd

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JANUARY 2016

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for January 2016.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2016

KAUAI COUNTY				MSAG SERVICE REQUEST CATEGORIES					
2016	TOTAL		Open	WIRELINE		WIRELESS		VoIP	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed
2015 Carryover*			0						
January	0	0	0	0	0	0	0	0	0
February									
March									
April									
May									
June									
July									
August									
September									
October									
November									
December									
TOTAL	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**

Note:	* The 2015 Carryover row indicated the number of Service Requests that were opened in 2015 and brought forward into 2016 in an effort to track the service request until completion. Detailed information on service tickets are available upon request.

	Category	Description
Definitions:	**Wireline**	Telephone Number (ALI) Discrepancies from land line phones that have been submitted to Intrado via 9-1-1 Net for correction.
	Wireless	Telephone Number (ALI) Discrepancies from phones that were land lines at one time, and were ported out to a wireless carrier. However, the phone number was never removed from the MSAG database.
	VoIP	Telephone Number (ALI) Discrepancies from VoIP phones that have been submitted to Time Warner Cable (TWCBL) for correction

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for Kauai County in January 2016.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on January 1, 2016, against its 9-1-1 GIS Street Centerline data. A total number of **1,300** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2016 for Kauai County are reported below.

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

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

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUDIT SUMMARY RESULTS – 2016

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1 , 2015		As of July 1 , 2015		As of October 1 , 2015		As of January 1 , 2016	
		9-1-1 MSAG Dated 4-01-15		9-1-1 MSAG Dated 7-01-15		9-1-1 MSAG Dated 10-01-15		9-1-1 MSAG Dated 1-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,280		1,290		1,297		1,300	
Less: 9-1-1 MSAG Exception Records	(1)	64	5.0%	67	5.2%	66	5.1%	72	5.5%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,216**		**1,223**		**1,231**		**1,228**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,214**	**99.8%**	**1,223**	**100.0%**	**1,231**	**100.0%**	**1,223**	**99.6%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	2	0.2%	0	0.0%	0	0.0%	5	0.4%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		**2**	**0.2%**	**0**	**0.0%**	**0**	**0.0%**	**5**	**0.4%**

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

The two-way (MSAG – GIS) database synchronization audit for the Kauai County was completed as scheduled. The match rate remained consistent from October 2015 with a 100% Match Rate to a 99.6% Match Rate as of January 2016.

NOTES:

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

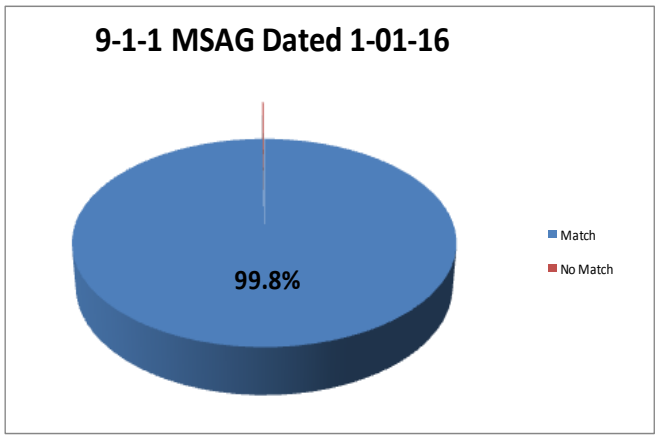
- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

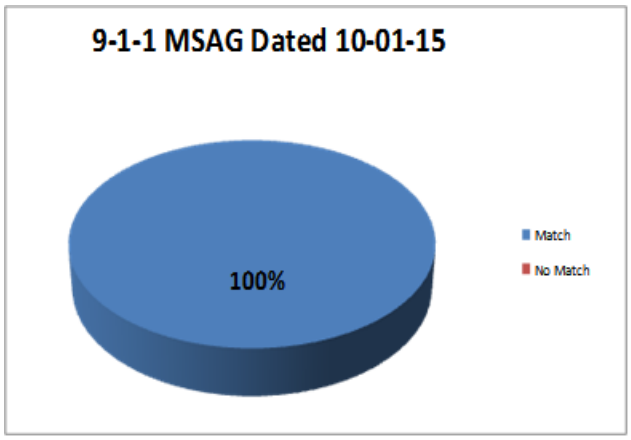
- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUDIT SUMMARY RESULTS – JANUARY 1, 2016 MSAG VS. OCTOBER 1, 2015 MSAG





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

99.8% as of January 1, 2016 compared to 100% as of October 1, 2015

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

consistently in 2013 and continues in 2016.

- Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
- "MSAG record that doesn't match the GIS" remained consistent at **100%** (0 to 0) records that don't match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of the month.
- "MSAG record with missing GIS record" reminded consistent with zero (0) records falling under section.
- "MSAG Records Corrections Required" There is five (5) minor MSAG corrections identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines, and will be reflected in the April 2016 re-analysis.
- Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records	
	9-1-1 MSAG Dated 1-01-16	
	Number of Records	% of Total Invalid MSAG Records
ESN 499	43	3.2%

These invalid MSAG records represent **3.2%** of the Total MSAG records for Kauai County as of the January 1, 2016 MSAG as compared to **3.4%** as of the October 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

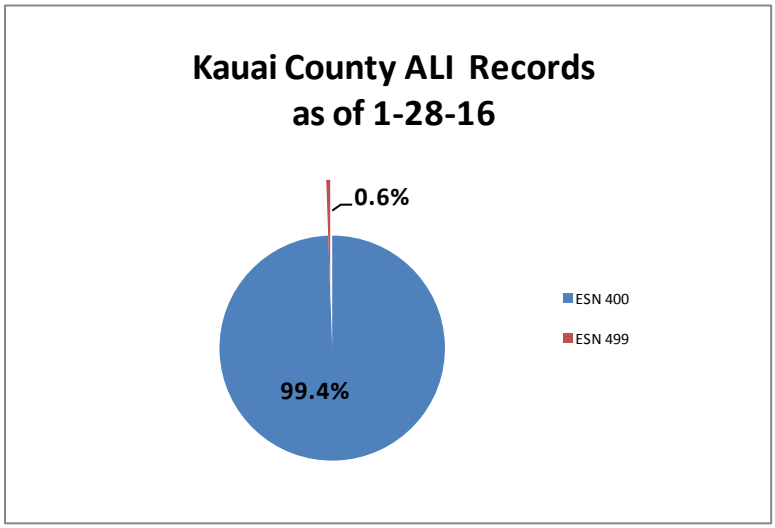
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County E9-1-1 Status Report

January 1, 2016 - January 31, 2016

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of January 28, 2016, there are **141** ESN 499 ALI records, representing **0.6%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **22%** (181 to 141) from October 28, 2015 to January 28, 2016 respectively.



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

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

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

Budget Analysis					
FY 2015-16	Actuals		Annual	% of Budget	
	January	FY-T-D	Budget	Expended	
Receipts:					
Enhanced 911 Surcharge Collection	406,313	5,150,467	9,252,500	56%	
Interest Income	2,956	5,935	2,500	237%	
Receipts	409,269	5,156,402	9,255,000	56%	
Disbursements:					
New & Emerging Tech. Training	(13,131)	(40,782)	(285,725)	14%	
Non-Recurring Expenses		(3,374)	(2,722,515)	0%	
Recurring Expenses:					
Administration	(59,104)	(374,111)	(1,104,700)	34%	
Maintenance	(316,647)	(664,154)	(2,474,524)	27%	
Telecommunications	(96,936)	(838,622)	(2,146,289)	39%	
Other		(7,200)	(7,600)	95%	
			-		
Disbursements	(485,817)	(1,928,244)	(8,741,353)	22%	
Net Receipts/(Disbursements)	(76,548)	3,228,158	513,647		
Cash Flow Analysis					
Net Receipts/(Disbursements)	(76,548)	3,228,158			
Encumbrance Paydowns:				Encumb. Bal.	
FY 2011 (Kauai)		(104,166)		314,834	
FY 2012 (HFD/EDS/HPD)		(56,040)		695,392	
FY 2014	(134,396)	(136,569)		1,385,036	
FY 2015	(5,180)	(2,175,589)		2,355,020	
Accounts Receivable (Offset)	(100)	2,852			1
Net Encumbrance Adds/(Paydown)	(139,676)	(2,469,512)			
Net Cash Inflow/(Outflow)	(216,223)	758,646			
Bank Balance Analysis:					
ADD: July 1, 2015 Beginning Balance		16,789,216			
Net Bank Balance		17,547,862			
Outstanding Ecumb/Accruals		(4,750,281)			
Unencumbered Cash Balance		12,797,580			

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 January 31, 2016

MONTH OF JANUARY 2016	Hawaii PSAP	Maui PSAP	Kauai PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-	-		-	-	409,269	409,269
DISBURSEMENTS:							
6200 New&Emerg. Tech Train.							
6201 911 Goes to WashDC	-	-		-	-	3,072	3,072
6204 APCO Conference	-	-		-	-	7,238	7,238
6215 NENA Tech Dev. Conf	-	2,821		-	-	-	2,821
Total 6200 New&Emerg. Tech Train.	-	2,821		-	-	10,310	13,131
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services	-	-		-	-	14,398	14,398
6401.08 Board Member Travel	-	-		-	-	4,463	4,463
6401.15 WSP Cost Recovery	-	-		-	-	39,120	39,120
6402.21 Cell Phone Charges	-	-		-	-	197	197
6402.22 Office Supplies	-	-		-	-	926	926
Total 6401 ADMINISTRATION	-	-		-	-	59,104	59,104
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.	20,674	58,377		19,459	48,137	-	146,647
6402.08 CAD Maintenance	-	170,000		-	-	-	170,000
Total 6402 MAINTENANCE	20,674	228,377		19,459	48,137	-	316,647
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance	29	57		-	-	-	86
6403.0109 Telcom Trunk	25,529	46,416		-	-	-	71,944
6403.0112 HPD CML Viper-Kapolei	-	-		-	20,388	-	20,388
6403.0113 HPDCMLViper-Alapai	-	-		-	1,167	-	1,167
6403.0114 SD Viper (OSL) (3)	-	-		-	3,350	-	3,350
Total 6403.01 Telcom Charges	25,557	46,473		-	24,905	-	96,936
Total 6403 Other RECURRING	25,557	46,473		-	24,905	-	96,936
Total 6400 RECURRING EXPENSES	46,231	274,850		19,459	73,042	59,104	472,686
Total DISBURSEMENTS	46,231	277,671		19,459	73,042	69,414	485,817

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

ENCUMBRANCES							FY 2015	Sep.30.2015	PAYDOWN	Dec.31.2015	PAYDOWN	Jan.31.2016
FY 2011 Encumbrances:	Oahu	Maui	Molokai	Kauai	Hawaii	Admin	Total	Balance				
CAD Upgrade:				419,000			419,000	314,834		314,834		314,834
FY 2012 Encumbrances:							-	-				
CAD Upgrades:								-				
EMS/FIRE	56,040						56,040			-		
HPD	695,392						695,392	695,392	-	695,392		695,392
Total FY 2012 Encumbrances	751,432	-		-	-	-	751,432	695,392	-	695,392	-	695,392
FY 2014 Accruals												
CAD Upgrade					1,500,000		1,500,000	1,500,000	-	1,500,000	(133,685)	1,366,315
AG Legal Expenses for IRC						21,605	21,605	20,913	(1,481)	19,432	(711.00)	18,721
Total FY 2014 Encumbrances	-	-	-	-	1,500,000	21,605	1,521,605	1,520,913	(1,481)	1,519,432	(134,396)	1,385,036
FY 2015 Encumbrances												
CAD Upgrade					2,300,000		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	(5,180)	50,537
Imagery License					926,400		926,400	926,400	(922,017)	4,383		4,383
Kauai ADC				307,000			307,000	1,564	(1,464)	100		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 Telcom 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	(5,180)	2,355,020
Total	936,268	472,928	35	837,185	4,894,209	82,021	7,222,646	5,835,502	(945,645)	4,889,857	(139,576)	4,750,281

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

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	11/12/2015
KPD (3) - APCO Western Regional Conf., March 3-10-2016					8,700		(8,700)		11/12/2015
Budget Increase							8,700	8,700	11/12/2015
Admin- Office Supplies						1,000		1,000	11/12/2015
Budget Increase							2,500	2,500	12/10/2015
Board member - IWCE Conference, Las Vegas, NV; March 21-25,2016.						2,500	(2,500)		12/10/2015
Budget Increase							18,875	18,875	1/12/2016
MPD (6)2016 HeXagon (Intergraph) Conference, Anaheim, June 13-17. 2016			18,875				(18,875)		1/12/2016
								-	
Totals	699,547	2,619,329	979,363	65,335	3,081,429	1,130,850	165,500	8,741,353	

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-T-D JANUARY 2016 (7 mos.)	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	ANNUAL Budget	$ Over/(UNDER)/ Budget
Total RECEIPTS	-	-	-	-	-	5,156,402	5,156,402	-	5,156,402
DISBURSEMENTS:									
6200 New&Emerg. Tech Train.									
6201 911 Goes to WashDC	-	-	(494)	-	-	3,072	2,578	36,000	(33,422)
6203 APCO New Tech Conference	-	-	-	-	-	2,207	2,207	11,200	(8,993)
6204 APCO Conference	-	-	-	-	13,123	11,431	24,554	36,500	(11,946)
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	-	-	2,821	-	-	-	2,821	3,500	(679)
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	-	-	-	-	-	-	-	172,475	(172,475)
Total 6200 New&Emerg. Tech Train.	(2,588)	2,090	1,340	-	20,950	18,989	40,782	285,725	(244,943)
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 January 31, 2016

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-T-D JANUARY 2016 (7 mos.)	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	7 mos.	ANNUAL Budget	$ Over/(UNDER)/ Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	63,022	63,022	198,000	(134,978)
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	-	-	-	-	-	17,087	17,087	25,000	(7,913)
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	-	-	-	-	-	39,120	39,120	70,000	(30,880)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	43,372	43,372	70,000	(26,628)
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	-	-	-	-	-	700	700	-	700
6402.22 Office Supplies	-	-	-	-	-	3,352	3,352	5,000	(1,648)
6402.23 NG911 Transition Plan	-	-	-	-	-	-	-	145,000	(145,000)
Total 6401 ADMINISTRATION	-	-	-	-	-	374,111	374,111	1,104,700	(730,589)
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	0	-	-	-	0	447,015	(447,015)
6402.05 Logging RecordMaint	-	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	103,369	33,349	97,296	19,459	240,682	-	494,155	1,323,378	(829,223)
6402.08 CAD Maintenance	(0)	-	170,000	-	-	-	170,000	638,752	(468,752)
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	103,369	33,349	267,296	19,459	240,682	-	664,154	2,474,524	(1,810,370)
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0102 Long Distance	141	(2)	33	(35)	-	-	137	2,103	(1,966)
6403.0109 Telcom Trunk	127,644	27,850	139,276	-	473,441	-	768,210	1,687,134	(918,924)
6403.0111 WiringAltDispatch	-	673	-	-	-	-	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	50,097	-	50,097	140,916	(90,819)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	2,205	-	2,205	-	2,205
6403.0114 SD Viper (OSL) (3)	-	-	-	-	17,128	-	17,128	54,000	(36,872)
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 Telcom Charges	127,784	28,692	139,309	(35)	542,872	-	838,622	2,146,289	(1,307,667)
6403.02 EMS Tower Lease	-	-	-	-	7,200	-	7,200	7,600	(400)
Total 6403 Other RECURRING	127,784	28,692	139,309	(35)	550,072	-	845,822	2,153,889	(1,308,067)
Total 6400 RECURRING EXPENSES	231,153	62,041	406,605	19,424	790,754	374,111	1,884,087	5,733,113	(3,849,026)
Total DISBURSEMENTS	228,565	64,131	407,945	19,424	815,078	393,100	1,928,244	8,741,353	(6,813,109)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

FY-T-D JANUARY 2016 (7 mos.)	Hawaii PSAP 7 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 RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	103,369	307,647	(204,278)
6402.08 CAD Maintenance	(0)	68,752	(68,752)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	4,604	(4,604)
Total 6402 MAINTENANCE	103,369	381,003	(277,634)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	141	1,200	(1,059)
6403.0109 Telcom Trunk	127,644	306,344	(178,700)
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	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	127,784	311,544	(183,760)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	127,784	311,544	(183,760)
Total 6400 RECURRING EXPENSES	231,153	692,547	(461,394)
Total DISBURSEMENTS	228,565	699,547	(470,982)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

	Kauai PSAP		
FY-T-D JANUARY 2016 (7 mos.)	7 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 9-1-1MSAG Maint.	33,349	204,700	(171,351)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph 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 WiringAltDispatch	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	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 January 31, 2016

FY-T-D JANUARY 2016 (7 mos.)	Maui PSAP 7 mos.	ANNUAL Budget	$ Over/(UNDER)/ Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	(494)	-	(494)
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	-	7,000	(7,000)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	18	-	18
6215 NENA Tech Dev. Conf	2,821	3,500	(679)
6222 TriTech CAD Users			
6222.01 EMS Users	-	-	-
6222.02 HFD Users	-	-	-
Total 6222 TriTech CAD Users	-	-	-
6228 HxGN Live Hexagon Conf	(1,005)	-	(1,005)
6230 Other Training			
6230.01 HPD (O/T)	-	-	-
Total 6230 Other Training	-	-	-
6200 New&Emerg. Tech Train. - Other	-	-	-
Total 6200 New&Emerg. Tech Train.	1,340	10,500	(9,160)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	200,000	(200,000)
CAD Related Expenses	-	-	-
Total 6301 CAD Replac/Upgrade	-	282,000	(282,000)
6303 Computers			
6303.13 UPS Battery-HPD	-	3,115	(3,115)
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	-	-
Total 6303 Computers	-	3,115	(3,115)
Total 6300 Non-RECURRING	-	285,115	(285,115)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	0	-	0
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	97,296	233,393	(136,097)
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	267,296	403,393	(136,097)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	33	366	(333)
6403.0109 Telcom Trunk	139,276	257,914	(118,638)
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	139,309	261,480	(122,171)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	139,309	261,480	(122,171)
Total 6400 RECURRING EXPENSES	406,605	664,873	(258,268)
Total DISBURSEMENTS	407,945	960,488	(552,543)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

	Molokai PSAP		
FY-T-D JANUARY 2016 (7 mos.)	7 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.	19,459	-	19,459
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	19,459	-	19,459
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	19,424	65,335	(45,911)
Total DISBURSEMENTS	19,424	65,335	(45,911)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

	Oahu PSAP		
FY-T-D JANUARY 2016 (7 mos.)	7 mos.	ANNUAL Budget	$ Over/(UNDER)/ Budget
Total RECEIPTS	-	-	-
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	-	13,500	(13,500)
6203 APCO New Tech Conference	-	-	-
6204 APCO Conference	13,123	16,500	(3,377)
6210 IWCE	-	-	-
6212 NASNA Conference	-	-	-
6214 Nena Conference	(1,070)	-	(1,070)
6215 NENA Tech Dev. Conf	-	-	-
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	-	-	-
6230 Other Training			
6230.01 HPD (O/T)	8,897	8,900	(3)
Total 6230 Other Training	8,897	8,900	(3)
6200 New&Emerg. Tech Train. - Other	-	-	-
Total 6200 New&Emerg. Tech Train.	20,950	50,900	(29,950)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
CAD Related Expenses	3,374	-	3,374
Total 6301 CAD Replac/Upgrade	3,374	-	3,374
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
6303.23 HPD SMART911 S/W		62,400	(62,400)
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	65,000	(65,000)
Total 6303 Computers	-	127,400	(127,400)
Total 6300 Non-RECURRING	3,374	127,400	(124,026)
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.	240,682	577,638	(336,956)
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	240,682	1,288,413	(1,047,731)
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	50,097	140,916	(90,819)
6403.0113 HPDCMLViper-Alapai	2,205	-	2,205
6403.0114 SD Viper (OSL) (3)	17,128	54,000	(36,872)
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	542,872	1,153,916	(611,044)
6403.02 EMS Tower Lease	7,200	7,600	(400)
Total 6403 Other RECURRING	550,072	1,161,516	(611,444)
Total 6400 RECURRING EXPENSES	790,754	2,449,929	(1,659,175)
Total DISBURSEMENTS	815,078	2,628,229	(1,813,151)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

	ADMIN		
FY-T-D JANUARY 2016 (7 mos.)	7 mos.	ANNUAL Budget	$ Over/(UNDER)/ Budget
Total RECEIPTS	5,156,402	-	5,156,402
DISBURSEMENTS:			
6200 New&Emerg. Tech Train.			
6201 911 Goes to WashDC	3,072	15,500	(12,428)
6203 APCO New Tech Conference	2,207	2,500	(293)
6204 APCO Conference	11,431	6,000	5,431
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	-	172,475	(172,475)
Total 6200 New&Emerg. Tech Train.	18,989	201,625	(182,636)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	63,022	198,000	(134,978)
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	17,087	25,000	(7,913)
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	39,120	70,000	(30,880)
Total 6401.15 WSP Cost Recovery	43,372	70,000	(26,628)
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	700	-	700
6402.22 Office Supplies	3,352	5,000	(1,648)
6402.23 NG911 Transition Plan	-	145,000	(145,000)
Total 6401 ADMINISTRATION	374,111	1,104,700	(730,589)
Total 6400 RECURRING EXPENSES	374,111	1,104,700	(730,589)
Total DISBURSEMENTS	393,100	1,306,325	(913,225)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending January 31, 2016

Checks that were paid with only one signatory

Month	Check #	PAYEE	Amount	Reason
Jan-16	2203	Director of Finance, State of Hawaii	$ 925.55	pCard expenditure for office supplies
Jan-16	2215	Director of Finance, State of Hawaii	$ 7,291.52	Payroll
Total			$ 8,217.07	