

STATE OF HAWAII

**Communications, Technical and Finance Meeting
(Combined Meeting)**

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

Thursday, November 12, 2015

10:00 am – 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. Presentation of FY 2015 CPA Audit Results - Owen Fukumoto, CPA, Egami & Ichikawa, CPAs, Inc.**
- VI. Committee Updates by Committee Chairs**
 - a. Communications Committee – Steven Schutte
 - i. Legislative Investigative Committee update- Paul Ferreira
 - 1. Discussion on county briefing of their respective legislators on the proposed prepaid bill prior to the start of the 2016 legislative session.
 - b. Technical Committee – Thalia Burns
 - i. Investigative Regulatory Committee update – Marshall Kanehailua
 - ii. FCC update
 - iii. Text-2-911 update
 - iv. Request approval-
 - 1. TriCon 2016 Conference, San Diego, Feb. 28 to March 2, 2016.
 - a. HFD (2) - \$6,000.
 - b. EMS (2) - \$6,000.
 - 2. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
 - a. Board members (3) – \$9,500.
 - b. HFD (1) - \$3,000.
 - c. HiPD (2) - \$7,000.
 - d. HPD (3) - \$10,500.
 - e. Tech. Com (1) - \$3,000.
 - 3. KPD (3) - APCO Western Regional Conference, March 3-10, 2016, Portland, Oregon - \$8,700.

- v. Others
- c. Finance Committee – Kiman Wong
 - i. Review of Monthly Cash Flow & Budget Financial Reports.
 - ii. Request Funding:
 - 1. TriCon 2016 Conference, San Diego, Feb. 28 to March 2, 2016.
 - a. HFD (2) - \$6000.
 - b. EMS (2) - \$6000.
 - 2. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
 - a. Board members (3) – \$9,500.
 - b. HFD (1) - \$3,000.
 - c. HiPD (2) - \$7,000.
 - d. HPD (3) - \$10,500.
 - e. Tech. Com (1) - \$3,000.
 - 3. KPD (3) - APCO Western Regional Conference, March 3-10, 2016, Portland, Oregon - \$8,700.
 - 4. Office Supplies for executive director & staff - \$1,000 (increase from \$4,000 authorized budget)
 - iii. Approval of the FY 2015 CPA audit report.
 - iv. Others.

VII. PSAP Status Updates

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

VIII. Items for Discussion, Consideration and Action

- a. 911 Timeline update.
- b. Others.

IX. Announcements

- a. Meeting dates (10:00am – 12:00noon):
 - i. Thursday, December 10, 2015 (Combined meeting)
 - ii. Thursday, January 14, 2016 (Combined meeting)(DLNR Conf. Room)
 - iii. Thursday, February 11, 2016 (Combined meeting)
- b. Others

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

XI. Adjournment



STATE OF HAWAII

**Enhanced 911 Board Meeting
(Combined Meeting)
Thursday, November 12, 2015
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10:00 am to 12:00 noon**

Board members present: Paul Ferreira (Chair), Mark Begley, Thalia Burns, Lisa Hiraoka (Consumer Advocate designee), Roy Irei, John Jakubczak, Dean Rickard, Steven Schutte, Arnold Kishi (CIO designee), Ryan Freitas, Kiman Wong, and Mark Wong.

Board members absent: Jeff Riewer.

Staff members present: Courtney Tagupa and Stella Kam.

Guests: Victoria Garcia (DoD), Bonnie Young (MPD), Antonio Ramirez (Akimeka), Davlynn Racadio (MPD), Gary Lum (HFD), Travis Ing (HiPD), Eleni Papakiristis (HT), Clement Chan (DIT), Eric Butler (Pictometry), Ah Lan Leong (HPD), Allan Nagata (HPD), Wayne Hirasa (SIC), Bob Mohr (GDIT), John Long (GDIT), David Miyasaki (KPD), Kenison Tejada (APCO/NENA), Jane Soderborg (TriTech), Ben Morgan (HT), Bonnie Young (MPD), Eric Butler (Pictometry), Erin Ford (Pictometry), Lavina Taovao (KPD), and Rob Gausepohl (KPD).

Meeting Minutes

I. Call to Order, Public Notice, Quorum

- a. The board chair called the board meeting to order at 10:50 am.
- b. Public notice was posted.
- c. Quorum was present.

II. Public testimony on all agenda items

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

III. Introductions

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

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

- a. Mr. Mark Begley motioned to approve the minutes of the October 8, 2015 board meeting. The motion was seconded and approved by voice vote by all board members present.

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

- i. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- ii. 2015 Legislative Investigative Committee update – Paul Ferreira
 - 1. Discussion on county briefing of their respective legislators on the proposed prepaid bill prior to the start of the 2016 legislative session.

b. Technical Committee – Thalia Burns

- i. Investigative Regulatory Committee – Marshall Kanehailua
 - 1. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- ii. FCC update
 - 1. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- iii. Text-to-911 update
 - 1. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- iv. Others
 - 1. There were no other updates.

c. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow & Budget Financial report
 - 1. There were no updates to what was presented at the Joint Committee meeting, but the committee chair would like to thank the executive director for the favorable audit report. The executive director would like to thank the committee and PSAPs for providing the required information and contributing to a successful audit.
- ii. Others-None

VI. Executive Director's Report

- a. The executive director provided an update on the following ongoing tasks:
 - i. Hiring of Administrative Services Assistant –
 - 1. The Board approved the hire of administrative services assistant for an 89-day period prior to a RIF in the bargaining unit

being lifted. The executive director attended a seminar for the State of Hawaii hiring process and it was extremely informative. He would like to set up an applicant review committee of at least three Board members and would like to include at least one female member. The executive director will be in communication shortly regarding the formation of the review committee.

ii. Website timeline of human interest success stories

1. Presently in process and this task is approximately 50% complete. Thank you to those individuals and PSAPs that have submitted information and we will be following up within the next week for outstanding information.

iii. Independent CPA audit

1. We have had very successful audits for the prior and current years and we encourage the legislature to read the audit reports on our website. If the prepaid legislation does not pass, the Fund would go into a deficit in the amount of \$4.5M at the end of FY 2023. A request to raise the ceiling is currently with DAGS for approval. During the legislative committee meeting, a suggestion was made to create a quick reference sheet for the PSAPs to have while discussing the Fund and upcoming prepaid legislation with their legislative representatives. It should outline what the fund is, what it does, and highlights from the audit report in order to stress that the ultimate goal is public safety.

iv. E911 Board Bylaws update

1. The executive director sent out an email containing the bylaws and recommended changes. The executive director asked the chair to defer this to the next meeting where he can outline each of the bylaws in detail.

v. Annual Report to the Legislature –

1. The executive director sent out the annual report via email and expressed appreciation for feedback and instituted the suggested changes. The requirement for the annual report to the legislature is contained in Hawaii Revised Statute 138-6. The executive director decided to simplify the process by utilizing charts, although it is not required by the statute. The financials in the report are on a cash basis and have been reviewed by DAGS. Wireless revenue accounted for 90.4% of total receipts. VoIP revenue is small, but it is growing mainly at the expense of reduced wireline service. The statute also requires the amount and recipient of the disbursements from the Fund. Each County and their respective percentage was presented in each chart. The largest was HI County due to the CAD upgrade. These numbers presented are on a cash plus encumbrance basis. The executive director states that he believes the amount of over \$600,000 that DB&F assessments charges the Fund is

quite high for a two person department. The DB&F line item charge amounts to 5% of total revenues collected and 2% of total disbursements. These funds are provided to Central Services for services such as landscaping and janitorial services and the general fund. WSP cost recovery amounts to \$76,000 and is attributable to one carrier, Sprint. Conferences and Training amounts to approximately \$150,000. There is a negative amount of approximately \$300,000 reflected in the report from DIT as a result of an audit where that amount was returned to the Fund. Maintenance costs consist primarily of Pictometry Imaging Software and Akimeka MSAG and GIS services. FY2015 encumbrances amounted to \$7.2M million. There are significant amounts of internal controls on reimbursement requests. Two signatures are required by authorized signatories on PSAP reimbursement requests and checks. Cash at the beginning of the year amounted to \$12.5M, total receipts were \$9.3M and disbursements amounted to \$5M. The ending cash balance was \$16.8M which included encumbrances. \$9.6M is the unencumbered cash balance. The statute only requires disclosure of the ending cash balance in the bank, but the executive director thought it was appropriate to include the additional two line items to reflect both encumbered and unencumbered bank balances in order to present a more realistic view of the financials. The Board also elected to keep the current wireless monthly charge per user unchanged at \$0.66.

vi. NENA Fall Meeting – November 3-6, 2015:

1. Prepaid Legislation

The executive director provided a report on the November NENA Fall Meeting. Mr. Joe Barrow is part of NASNA group and is the resident expert on prepaid legislation and the author of the slides the Executive Director presented during the meeting. Mr. Scott Mackie is with Kimball Sherman & Ellis LLP and they provide lobbying expertise to states on issues such as prepaid legislation. The executive director contacted them to assist in estimating potential prepaid revenue. The executive director presented the following statistical information of wireless subscribers nationwide which included: 335.6M wireless subscribers in 2013 which increased to 355.4M in 2014. Prepaid subscribers are approximately 20-25% of the market or 67-84M customers. Prepaid surcharge fees for the various states who have successfully passed prepaid legislation are calculated either using the percentage method (16 states currently use) or the flat-fee method (21 states currently use). Hawaii has proposed to use the flat-fee method in the upcoming legislation. Mr. Mackie obtained wireless user information from a quarterly report from the carriers and was able to use the information to determine the estimated amount of the revenue stream from prepaid legislation in Hawaii. Mr. Mackie determined that the Hawaii wireless subscribers amounted to 1.4M and that the

market share for prepaid subscribers is approximately 22%. He used nine as the number of times a prepaid subscriber will recharge their phone (which is an industry standard) and therefore subject to the prepaid fee. In his calculations, the potential revenue would amount to approximately \$1.4M annually. The potential revenue the Board used in its calculation amounted to \$1M-\$2M annually. The FCC states that the number of times a user will recharge their phone is the unknown and presents challenges in trying to quantify potential revenue streams from prepaid surcharge fees.

2. National 911 Program Grants

\$115M in potential grants is estimated to be made available through the National Grant Program to all the states. In the Executive Director's research, he found that Hawaii has never applied for this type of grant. The odds for receiving grant money are relatively high, providing a complete grant application is submitted. In the previous year, almost all states that applied for the grants received them. Grant funds can be used for consulting expenses as well as other PSAP related expense and it is something that will be explored as soon as notification is received regarding the application process which should begin at this time next year.

3. FCC Report

The executive director identified the FCC liaisons for the PSAPs are RADM David Simpson and Mr. David Firth. They have been a constant source of information about the goings-on at the FCC. The executive director provided a snapshot of their presentation at the NENA Conference which included the nationwide status of text-to-911 deployments and the location accuracy timetable.

VII. PSAP Status Updates

a. Kauai – Mark Begley

i. No updates.

b. Oahu – Allan Nagata

i. There were no updates to what was presented at the Joint Committee meeting.

c. Molokai – Dean Rickard

i. No updates.

d. Maui – John Jakubczak

i. There were no updates to what was presented at the Joint Committee meeting.

e. Hawaii – Paul Ferreira

- i. There were no updates to what was presented at the Joint Committee meeting.

VIII. 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. Request for approval:

- i. Revised E911 Board Bylaws.
 - 1. The review of the revised Bylaws will be deferred until next month.
- ii. Annual Report to the Legislature
 - 1. Mr. Mark Begley motioned to approve the Annual Report to the Legislature with the proposed amendments. The motion was seconded and approved by voice vote by all board members present.
- iii. FY 2015 CPA Audit Report.
 - 1. Mr. Kiman Wong motioned to approve the FY 2015 CPA Audit with amendments. The motion was seconded and approved by voice vote by all board members present.
- iv. TriCon 2016 Conference – San Diego, February 28, – March 2, 2016.
 - 1. HFD (2) - \$6,000.
 - 2. EMS (2) - \$6,000.
 - a. Mr. Mark Begley motioned to approve the attendance to the TriCon 2016 Conference for \$12,000. The motion was seconded and approved by voice vote by all board members in attendance.
- v. 9-1-1 Goes to Washington D.C. Conference, February 28-March 2, 2016.
 - 1. Board members (3) - \$9,000.
 - 2. HFD (1) - \$3,000.
 - 3. HiPD (2) - \$7,000.
 - 4. HPD (3) - \$10,500.
 - 5. MPD (3) - \$10,500.
 - 6. Hawaiian Telcom (1) - \$3,000.
 - 7. Ms. Thalia Burns motioned to amend the agenda to include three MPD personnel to attend the 9-1-1 Goes to Washington D.C. Conference at a total cost of \$10,500. The motion was seconded and approved by voice vote by all board members present.
 - 8. There was a motion to approve the 911 Goes to Washington D.C. Conference attendance for all the entities listed above for a total amount of \$43,000. The motion was seconded and approved by voice vote by all board members present.
- vi. KPD (3) – APCO Western Regional Conference, March 3-10, 2016, Portland, Oregon - \$8,700.
- vii. Office Supplies for Executive Director and Staff - \$1,000 (increase from \$4,000 authorized budget).

1. There was a motion to approve the \$1,000 increase for office supplies for the Executive Director and Staff and the attendance to the APCO Western Regional Conference at \$8,700. The motion was seconded and approved by voice vote by all board members present.
- viii. Others
1. The board chair requested that if a board member has any agenda items to include in next month's meeting to please contact the executive director so it may be placed on the agenda.

IX. Announcements

- a. Meeting dates (10am – 12noon).
 - i. Thursday, December 10, 2015 (Combined Meeting)
 - ii. Tuesday, January 12, 2016 (Combined Meeting) 10:30-1:00 DLNR Rm. 132)
 - iii. Thursday, February 11, 2016 (Combined Meeting)
 - iv. Thursday, March 10, 2016 (Combined Meeting)
 - v. Thursday, April 14, 2016 (Combined Meeting)
- b. Others:
 - i. Ms. Victoria Garcia provided an update on FirstNet.
 1. Data gathering is still in process in preparation for FirstNet's RFP.
 2. Ms. Garcia will be providing FirstNet updates at the board meetings on a regular basis.

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

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

XI. Executive Session: HRS 92-5(a)(4) and HRS 92F (a)(2) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities.

- a. The board chair announced that an executive session will not be necessary at this meeting.

XII. Adjournment :

- a. The board meeting was adjourned at 11:55 am by voice vote of all board members in attendance.

Oahu Civilian E9-1-1

Status Report

November 1, 2015 – November 30, 2015

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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November 1, 2015 - November 30, 2015

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November 1, 2015 - November 30, 2015

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Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – NOVEMBER 2015

(Source: Intrado Viper)

(* Totals are based on calls to Primary PSAP.

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
November	86,447	20,427	23.63%	63,054	72.94%	50.59%	22.35%	2,905	3.36%	61	0.07%	2,327	2.69%	12,523	14.49%	591	0.68%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	82,328	19,792	24.04%	59,531	72.31%	49.23%	23.08%	2,939	3.57%	66	0.08%	2,171	2.64%	11,306	13.73%	618	0.75%
FEB	77,047	18,699	24.27%	55,782	72.40%	49.78%	22.62%	2,504	3.25%	62	0.08%	1,790	2.32%	10,656	13.83%	600	0.78%
MAR	82,861	19,837	23.94%	60,232	72.69%	50.43%	22.26%	2,751	3.32%	41	0.05%	2,286	2.76%	11,822	14.27%	674	0.81%
APR	79,337	18,532	23.36%	58,075	73.20%	49.98%	23.22%	2,674	3.37%	56	0.07%	1,135	1.43%	11,885	14.98%	625	0.79%
MAY	82,466	19,339	23.45%	60,142	72.93%	52.21%	20.72%	2,936	3.56%	49	0.06%	1,895	2.30%	12,616	15.30%	597	0.72%
JUNE	82,356	19,338	23.48%	60,169	73.06%	51.41%	21.65%	2,800	3.40%	49	0.06%	1,989	2.42%	12,172	14.78%	643	0.78%
JULY	88,272	20,567	23.30%	64,880	73.50%	51.02%	22.48%	2,781	3.15%	44	0.05%	2,159	2.45%	13,150	14.90%	748	0.85%
AUG	90,430	20,708	22.90%	66,575	73.62%	51.24%	22.38%	3,102	3.43%	45	0.05%	2,405	2.66%	13,718	15.17%	754	0.83%
SEPT	85,443	20,216	23.66%	62,348	72.97%	50.83%	22.14%	2,828	3.31%	51	0.06%	2,202	2.58%	12,044	14.10%	903	1.06%
OCT	88,878	20,655	23.24%	64,970	73.10%	50.81%	22.29%	3,200	3.60%	53	0.06%	2,409	2.71%	12,480	14.04%	1,900	2.14%
NOV	86,447	20,427	23.63%	63,054	72.94%	50.59%	22.35%	2,905	3.36%	61	0.07%	2,327	2.69%	12,523	14.49%	591	0.68%
DEC																	
YTD	925,865	218,110		675,758				31,420		577		22,768		134,372		8,653	
MON AVG	84,170	19,828	23.57%	61,433	72.97%	50.68%	22.29%	2,856	3.39%	52	0.06%	2,070	2.45%	12,216	14.51%	787	0.93%

NOTE:

- **Calls with no Ali 0.07% - Statewide average = 0.17% November 2015**
- **Wireline totals for February and March have been adjusted per HPD audit.**

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 2015

2015	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
November	75,472	87.30%	20,572	41,359	1,018	12,523	2,474	2.86%	341	35

2015	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
November	7,846	9.08%	905	107	64	0.07%	63	3

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

2015	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	70,213	85.28%	19,601	38,128	1,178	11,306	2,597	3.15%	122	0	8,814	10.71%	787	110	86	0.10%	84	4
FEB	65,139	84.54%	18,691	34,812	980	10,656	2,552	3.31%	83	0	8,679	11.26%	652	89	77	0.10%	75	3
MAR	70,656	85.27%	19,470	38,194	1,170	11,822	2,954	3.57%	108	0	8,517	10.28%	949	86	60	0.07%	59	16
APR	69,768	87.94%	20,453	36,574	856	11,885	2,223	2.80%	89	0	6,686	8.43%	156	154	35	0.04%	34	6
MAY	70,935	86.02%	19,049	38,315	955	12,616	2,788	3.38%	65	0	8,077	9.79%	808	118	69	0.08%	67	14
JUNE	71,011	86.22%	19,609	38,121	1,109	12,172	2,767	3.36%	102	0	7,867	9.55%	712	82	68	0.08%	66	1
JULY	76,613	86.79%	22,000	40,219	1,244	13,150	2,918	3.31%	107	0	7,909	8.96%	728	116	84	0.10%	80	10
AUG	78,622	86.94%	21,788	41,628	1,488	13,718	2,790	3.09%	96	0	8,185	9.05%	742	90	79	0.09%	79	5
SEPT	74,244	86.89%	21,690	39,182	1,328	12,044	2,210	2.59%	104	0	8,061	9.43%	749	183	25	0.03%	21	7
OCT	75,955	85.46%	20,831	41,145	1,499	12,480	2,439	2.74%	89	0	8,513	9.58%	752	110	71	0.08%	69	5
NOV	75,472	87.30%	20,572	41,359	1,018	12,523	2,474	2.86%	341	35	7,846	9.08%	905	107	64	0.07%	63	3
DEC																		
YTD	798,628		223,754	427,677	12,825	134,372	28,712		1,306	35	89,154		7,940	1,245	718		697	74
MON AVG	72,603	86.24%	20,341	38,880	1,166	12,216	2,610	3.11%	119	3	8,105	9.65%	722	113	65	0.08%	63	7

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PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- 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 Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

FYI For Your Information		
911 Class of Service (COS) E-911		
Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen.		
PSAP CODE	Description	
RES	Residence	Landline home telephone
BUS	Business	Landline business telephone
PBXB	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Business)
PBXR	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Residence)
CNTX	Centrex	A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features.
PAYS	Payphone	Coin 1 way. Unable to call back.
COIN	Payphone	Coin 2 way. Able to call back.
VOIP	Voice over IP	both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen.
VRES	VoIP residence	
VBUS	VoIP business	
N/A	COS Not Available	No ALI or ANI information available on the PSAP ALI Screen.
WRLS/MOBL	Basic Wireless Service	No location or callback number.
WPH1	Wireless Phase 1	Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info.
WPH2	Wireless Phase 2	Phase 2 location data is being provided from a Phase 2 capable site. Device location info.
*Statewide average (November 2015) of 911 calls <i>with</i> Location Information = 99.83%		
* Statewide averages does not include the Military 911 calls or current Text to 911 testing.		
Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee.		

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WIRELESS PSAP TESTING – NOVEMBER 2015

OAHU CIVILIAN - NOVEMBER 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/19/2015	AT&T	1	9	Oahu PSAP	Pass	Cow (Cell on wheels)

NOTES:

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

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

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
NOV	25	19	1	0	0	5	998

MSAG CURRENT MONTH NOTES:

A total of **27** MSAG transactions were processed in 9-1-1 Net during the month of November 2015. **25** requests were processed relating to the MSAG database, and **2** requests relating to the ALI database (see ALI Transaction chart on next page). There were **998** customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	40	25	2	13	0	0	405
FEB	7	4	0	2	1	0	202
MAR	715	694	1	7	1	12	20,371
APR	1,014	988	7	3	5	11	25,238
MAY	869	850	1	2	2	14	16,168
JUNE	1,087	1,039	1	8	3	36	38,630
JULY	1,327	1,283	4	17	2	21	78,788
AUG	903	866	2	0	3	32	82,310
SEPT	1,272	1,209	1	4	3	55	222,151
OCT	671	640	3	3	8	17	45,488
NOV	25	19	1	0	0	5	998
DEC							
TOTAL YTD	7,930	7,617	23	59	28	203	530,749
AVG PER MONTH	721	692	2	5	3	18	48,250

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ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

OAHU CIVILIAN		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
NOV	2	0	2	0	380	0	0

Definitions
(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

Two (2) ALI DRs were submitted as the result of 9-1-1 call from a pay phone located in Maili Beach Park.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 380 Open Telephone Number Change Requests as of November 30, 2015.**
- **Refer to chart in the next section "TNCR Current Status"**

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

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

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

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

OAHU CIVILIAN		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	155	153	2	0	328	0	0
FEB	139	139	0	0	245	0	0
MAR	517	516	1	0	242	0	0
APR	670	669	1	0	285	0	0
MAY	24	23	1	0	275	0	0
JUNE	79	79	0	0	467	0	0
JULY	205	204	1	0	263	0	0
AUG	0	0	0	0	263	0	0
SEPT	49	49	0	0	304	0	0
OCT	66	66	0	0	276	0	0
NOV	2	0	2	0	380	0	0
DEC							
TOTAL YTD	1,906	1,898	8	0			
AVG PER MONTH	173	173	1	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	380	11	177	192

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

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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 **November 30, 2015**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14		11/14/14	11/21/14
Punaluu	11/10/14	11/11/14	11/05/14			
Hauula	11/12/14	11/17/14	11/06/14			
Laie	11/18/14	11/24/14	11/14/14			
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			
Kalaniana'ole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15			

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MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waianae	03/13/15	03/24/15	03/09/15		03/20/15	04/02/15
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	IN PROGRESS
Pearl City	11/20/15	12/17/15	IN PROGRESS		11/27/15	
Aiea	12/18/15	01/26/15				
PC PEN	01/27/15	02/02/15				
McGrew PT	02/03/15	02/04/15				
Halawa	02/05/15	02/08/15				
Makalapa	02/09/15	02/11/15				

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points		11/27/15		
	11/25/2015		Corrected one (1) address in Kaneohe	
	11/24/2015		Deleted thirty-two (32) bad address in Kapolei	
	11/24/2015		Added one (1) Location Name in Kapolei	
	11/24/2015		Spatially corrected one thousand eighteen (1,018) addresses in Kapolei	
	11/24/2015		Added two hundred forty-one (241) Routing IDs in Ewa Beach	
	11/20/2015		Added two (2) Location Names in Pearl City	
	11/20/2015		Deleted eight (8) bad addresses in Kapolei	
	11/20/2015		Spatially corrected five hundred one (501) addresses in Kapolei	
	11/20/2015		Spatially corrected sixteen (16) addresses in Pearl City	
	11/19/2015		Spatially corrected two hundred twenty six (226) addresses in Kapolei	
	11/18/2015		Spatially corrected forty-five (45) addresses in Ewa Beach	
	11/17/2015		Added four (4) new addresses in Kapolei	
	11/17/2015		Spatially corrected nine hundred thirty two (932) addresses in Kapolei	
	11/16/2015		Added one (1) new address in Ewa Beach	
			11/13/15	
		11/13/2015		Spatially corrected two hundred eight (208) addresses in Makakilo
		11/12/2015		Added one (1) new addresses in Downtown
		11/12/2015		Spatially corrected twenty-four (24) addresses in Downtown
		11/12/2015		Spatially corrected one hundred five (105) addresses in Manoa
		11/12/2015		Spatially corrected ten (10) addresses in Kalihi
		11/10/2015		Spatially corrected fifty-two (52) addresses in Kalihi
		11/10/2015		Added forty-five (45) Location Names in Kalihi
		11/6/2015		Deleted twenty-one (21) bad addresses in Mililani
		11/6/2015		Spatially corrected three hundred fifty-eight (358) addresses in Mililani
		11/5/2015		Added one (1) Location Name in Mililani
	11/3/2015		Deleted one (1) bad address in Mililani	
	11/3/2015		Spatially corrected one hundred (100) addresses in Mililani	
	11/2/2015		Populated ESNs 101 and 102	
Airports				
Bridges				

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MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	11/25/2015		Corrected boundaries for ESNs 125 and 126
	11/20/2015		Corrected boundaries for ESNs 131 and 132
	11/19/2015		Corrected boundaries for ESNs 166 and 133
	11/12/2015		Corrected boundaries for ESNs 125 and 126

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MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Beats			
Fire Districts			
Fire Response Areas		11/27/15	
	11/25/2015		Corrected boundaries for STA31 and STA6
	11/20/2015		Corrected boundaries for STA38 and STA20
	11/12/2015		Corrected boundaries for STA6 and STA31
		11/13/15	
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			

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MAPPING LAYERS UPDATED (PART IV)

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

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

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MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Milepost Markers				
MSAG Communities		11/27/15		
	11/24/2015		Corrected boundary for Pearl City and PC Pen	
	11/19/2015		Corrected boundary for Manana and Pearl City	
		11/13/15		
Net Junctions				
Ocean Rescue Boundaries				
Ocean Safety				
Parcels				
Parks				
Parks Polygon				
Points of Interest		11/27/15		
	11/20/2015		Spatially corrected twelve (12) locations in Pearl City	
	11/18/2015		Spatially corrected two (2) locations in Aiea	
	11/18/2015		Spatially corrected two (2) locations in Honolulu	
	11/18/2015		Spatially corrected fifty (50) locations in Ewa Beach	
	11/17/2015		Spatially corrected two (2) locations in Kapolei	
			11/13/15	
	11/12/2015		Spatially corrected six (6) locations in Downtown	
	11/6/2015		Spatially corrected two (2) locations in Mililani	
	11/5/2015		Spatially corrected two (2) locations in Mililani	
	11/3/2015		Spatially corrected ten (10) locations in Mililani	
11/2/2015		Populated ESNs 101 and 102		

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MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats		11/27/15	
	11/25/2015		Corrected Police Beat 564 according to the HPD written policies and procedures, and began correcting 565
	11/17/2015		Corrected Police Beat boundaries 370, 371, 372, and 374
		11/13/15	
	11/12/2015		Corrected Police Beat 563 according to the HPD written policies and procedures, and continued on Beat 564
	11/9/2015		Corrected Police Beat 562 according to the HPD written policies and procedures, and began on Beats 563 and 564
Police Districts			
Police Response Areas	11/6/2015		Corrected Subbeats 420H, 420I, 091J, 094M, 094L, 094E
Police Stations			
Post Offices	11/6/2015		Corrected zipcodes 96825 for Honolulu and 96795 for Waimanalo
Schools			
Street Centerlines	11/30/2015		Spatially corrected fifty-three (53) street segments in Pearl City
		11/27/15	
	11/27/2015		Corrected two (2) one way values in Kaimuki
	11/27/2015		Flipped one (1) street segment in Kaimuki
	11/27/2015		Corrected twenty-one (21) elevation values in Kaneohe
	11/27/2015		Corrected two (2) elevation values in Kailua
	11/25/2015		Corrected one (1) one way value in Waikiki
	11/25/2015		Added two (2) street segments in Kalihi
	11/25/2015		Spatially corrected thirty-four (34) street segments in Kalihi
	11/25/2015		Spatially corrected forty (40) street segments in Pearl City
	11/25/2015		Corrected one (1) street range in Kalihi
	11/24/2015		Spatially corrected eighty-two (82) street segments in Pearl City

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MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	11/24/2015		Deleted one (1) bad street segment in Pearl City	
	11/24/2015		Corrected one (1) elevation value in Makiki	
	11/20/2015		Added seven (7) street segments in Pearl City	
	11/20/2015		Deleted one (1) bad street segment in Pearl City	
	11/20/2015		Split three (3) street segments in Pearl City	
	11/20/2015		Spatially corrected seventy-one (71) street segments in Pearl City	
	11/19/2015		Corrected three (3) elevation values in Honolulu	
	11/19/2015		Corrected four (4) elevation values in Makiki	
	11/19/2015		Spatially corrected one (1) street segments in Manana	
	11/19/2015		Spatially corrected fifty-seven (57) street segments in Pearl City	
	11/19/2015		Corrected one (1) one way value in Nuuanu	
	11/18/2015		Spatially corrected one hundred three (103) street segments in Pearl City	
	11/17/2015		Spatially corrected one hundred seven (107) street segments in Pearl City	
	11/16/2015		Corrected two (2) street ranges in Kailua	
	11/16/2015		Corrected two (2) street ranges in Ewa Beach	
	11/16/2015		Corrected two (2) street names in Ewa Beach	
	11/16/2015		Spatially corrected fifty-eight (58) street segments in Pearl City	
			11/13/15	
		11/13/2015		Corrected forty-six (46) street names in Ewa Beach
		11/13/2015		Corrected twenty-eight (28) street ranges in Ewa Beach
		11/13/2015		Flipped eight (8) street segments in Ewa Beach
		11/13/2015		Corrected two (2) elevation values in Airport
		11/13/2015		Corrected seven (7) one way values in Kalihi
		11/12/2015		Corrected one (1) elevation value in Airport
		11/12/2015		Spatially corrected twenty-five (25) street segments in Kalihi
		11/12/2015		Spatially corrected forty-eight (48) street segments in Pearl City
		11/10/2015		Spatially corrected twenty (20) street segments in Aiea
		11/10/2015		Spatially corrected one hundred forty-four (144) street segments in Mililani
		11/10/2015		Corrected seven (7) one way values in Aiea
		11/9/2015		Split two (2) street segments in Kalihi
		11/9/2015		Split one (1) street segment in Mililani
		11/9/2015		Added four (4) street segments in Pearl City
	11/9/2015		Corrected one (1) one way value in Airport	
	11/9/2015		Corrected two (2) one way values in Pearl Hbr	
	11/9/2015		Corrected one (1) street range in Mililani	
	11/9/2015		Corrected one (1) street range in Kalihi	

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MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	11/9/2015		Spatially corrected forty-nine (49) street segments in Kalihi
	11/9/2015		Spatially corrected one hundred thirty-six (136) street segments in Mililani
	11/9/2015		Deleted two (2) bad street segments in Kalihi
	11/6/2015		Corrected one (1) one way value in Kalihi
	11/6/2015		Corrected one (1) street range in Mililani
	11/6/2015		Spatially corrected one (1) street segment in Kalihi
	11/6/2015		Spatially corrected one hundred fifty-one (151) street segments in Mililani
	11/5/2015		Added eighteen (18) street segments in Mililani
	11/5/2015		Split six (6) street segments in Mililani
	11/5/2015		Spatially corrected fifty-four (54) street segments in Mililani
	11/4/2015		Spatially corrected thirty-four (34) street segments in Mililani
	11/4/2015		Deleted one (1) bad street segment in Mililani
	11/4/2015		Corrected one (1) street range in Mililani
	11/3/2015		Spatially corrected one hundred fifty-two (152) street segments in Mililani
	11/3/2015		Added one (1) street segment in Mililani
11/3/2015		Corrected one (1) street range in Mililani	
11/3/2015		Split one (1) street segment in Mililani	
11/2/2015		Populated ESNs 101 and 102	
Subdivisions			
Tow Jurisdictions	11/6/2015		Corrected TZ04 and TZ07 boundaries
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

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MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors		11/30/15	
	11/30/2015		Per ATT CRS
		11/27/15	
	11/24/2015		Per ATT CRS
		11/23/15	
	11/23/2015		Per VZW CRS
	11/20/2015		Per ATT CRS
	11/17/2015		Per ATT CRS
		11/16/15	
		11/13/15	
	11/10/2015		Per VZW CRS
		11/09/15	
	11/9/2015		Per VZW CRS
11/6/2015		Per VZW CRS	
	11/02/15		
WSP Cell Towers		11/30/15	
	11/30/2015		Per ATT CRS
		11/27/15	
	11/24/2015		Per ATT CRS
		11/23/15	
	11/23/2015		Per VZW CRS
	11/20/2015		Per ATT CRS
	11/17/2015		Per ATT CRS
		11/16/15	
		11/13/15	
	11/10/2015		Per VZW CRS
		11/09/15	
	11/9/2015		Per VZW CRS
11/6/2015		Per VZW CRS	
	11/02/15		

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
11/30/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/27/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
11/27/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
11/27/2015	Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety
11/23/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/16/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/13/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
11/13/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
11/9/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/2/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

UPCOMING GIS DELIVERABLES SCHEDULE

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

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

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POLICE BEATS CORRECTIONS

Background

The Police Beats layer was previously identified as a layer requiring corrective action in preparation for the ESZ/ESN project and ensuring spatial accuracy.

Subsequent to the Police Beat corrections that took place during the month of August 2013, upon loading the GIS data for Street Centerlines in the current Motorola Premier CAD, HPD PMT confirmed that there were no issues with regards to the CAD system recommendations. HPD PMT also reviewed the Police Beats corrections worksheet and confirmed that there were no issues with the document. As such, Akimeka proceeded to make corrections to the Police Beats layer utilizing HPD's written Policies and Procedures document for boundary descriptions.

Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of November 2015. Akimeka corrected boundaries for three (3) Police Beats (562, 563, and 564) and performed routine maintenance on five (5) other Police Beat boundaries.

Upload Process

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

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ESN PROJECT - COMPLETED

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

1. The new ESN layer was created based on all of the operational response areas for each agency
2. Review and discussion was held during the meeting and Akimeka was given approval to proceed with preparing documentation to provide HPD with in order for Hawaiian Telcom to program the new ESN numbers and ELTs.
3. Akimeka prepared the final documentation during the month of January 2015 and provided the ELTs, Letter, and supporting attachments to HPD.
4. On February 13, 2014, the letter requesting change to Honolulu ESN numbers and corresponding ELTs were submitted to Hawaiian Telecom.
5. On March 12, 2015, confirmation was received that Honolulu can move forward with new ESNs and under the special project, cannot exceed 50 MSAG transactions per day.
6. On March 16, 2015, Akimeka began processing the MSAG transactions beginning with the approved ESN 184 in Waimanalo
 - a. In order to validate the correct information was being displayed at HPD, a group of test phone numbers was gathered to be used to verify the information.
 - b. Also on March 16, 2015, processing in MSAG was halted because Akimeka's access to new ESNs was restricted by Intrado. Akimeka followed up and the restriction was removed by end of the day.
7. On March 17, 2015, HPD tested the telephone numbers in ESN 184 and had experienced some issues with the call routing past the call screeners, directly to the dispatcher.
 - a. HPD opened a trouble ticket with Intrado and Hawaiian Telcom on the issue
 - b. Intrado/Hawaiian Telcom corrected the issue shortly after and notified HPD
8. On March 19, 2015, Akimeka received confirmation that the test phone numbers in ESN 184 were successful at HPD and routed to the call screener
 - a. Following the successful, Akimeka was given the ability to backfill the 250 transactions that were lost in order to get caught up with the timeline.
9. Throughout the remainder of March there were no reported issues and the ESN schedule has remained on track.
10. Throughout April, 2015, Akimeka continued processing ESN transactions in the MSAG database and GIS database, coordinating changes between both in an effort to keep synchronized.
11. As of May 21, 2015, Akimeka was given an increase of seventy five (75) daily transactions for the Oahu ESN project by Intrado/Hawaiian Telcom. All other transaction limitations remain the same.
12. Target Start Dates were adjusted in July to reflect the daily transaction increase effective on June 3, 2015. Target completion date is now estimated to be by the end of October, 2015. See the below chart for an up-to-date listing.

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

MSAG COMMUNITY	MSAG COMMUNITY ESN PROJECT														TOTAL MSAG RECORDS
	TARGET START DATE	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	ESN #	Status	NOTES COMMENTS	
Waimanalo	03/16/15	184	100%	183	100%									Complete	112
Kailua	03/19/15	182	100%	181	100%	180	100%	177	100%	176	100%			Complete	386
Kaneohe	03/31/15	182	100%	180	100%	179	100%	177	100%	176	100%	175	100%	Complete	514
Kahaluu	04/15/15	175	100%	174	100%									Complete	35
Kaaawa	04/16/15	173	100%											Complete	24
Punaluu	04/16/15	172	100%											Complete	9
Hauula	04/17/15	172	100%											Complete	31
Laie	04/20/15	172	100%	171	100%									Complete	21
Kahuku	04/21/15	171	100%											Complete	42
Kahuku Range	04/22/15	165												Military	
Sunset	04/23/15	170	100%	159	100%									Complete	59
Haleiwa	04/27/15	159	100%	158	100%									Complete	58
Wahiawa	04/29/15	157	100%											Complete	199
Waialua	05/06/15	158	100%											Complete	58
Mokuleia	05/08/15	158	100%											Complete	49
Makaha	05/11/15	149	100%											Complete	49
Waianae	05/12/15	149	100%											Complete	135
Maili	05/15/15	149	100%	148	100%									Complete	98
Nanakuli	05/19/15	149	100%	148	100%	147	100%	146	100%					Complete	102
Makakilo	06/04/15	143	100%	142	100%									Complete	143
Kapolei	06/09/15	145	100%	144	100%	140	100%	139	100%					Complete	228
Kalaeloa	06/16/15	144	100%	140	100%	139	100%	138	100%					Complete	238
Ewa Beach	06/18/15	141	100%	139	100%	138	100%							Complete	527
Iroquois	06/29/15	138	100%											Complete	39
Waipahu	06/30/15	137	100%	136	100%	135	100%	134	100%	133	100%			Complete	350
Kunia	07/07/15	157	100%	156	100%	155	100%	141	100%					Complete	19
Waipio	07/08/15	151	100%	137	100%	136	100%	134	100%					Complete	149
Miilani	07/10/15	157	100%	154	100%	153	100%	152	100%					Complete	615
Pearl City	07/22/15	134	100%	133	100%	132	100%	131	100%					Complete	241
Aiea	07/28/15	131	100%	130	100%	129	100%							Complete	384
PC Pen	08/05/15	132	100%											Complete	26
McGrew PT	08/05/15	130	100%											Complete	5
Halawa	08/05/15	130	100%											Complete	7
Aliamanu	08/05/15	128	100%	127	100%									Complete	27
Moanalua T	08/06/15	128	100%											Complete	20
Hale Moku	08/06/15	129	100%	128	100%									Complete	30

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

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MAPFLEX DEPLOYMENT

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

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

MAPFLEX UPLOAD ISSUES

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

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

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7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.

POWER911 (VIPER) UPDATE

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

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

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

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SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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 October 1, 2015 and November 19, 2015.

Street Utility Check				
	First Report 06/01/13	10/1/2015	11/19/2015	Improvements/Corrections
Total Number of GIS Records	26,602	29,012	29,109	Increased by 97 records
Errors Identified				
Zero Errors	5,112	436	439	Increased by 3 errors
Low > High Errors	3	1	0	Decreased by 1 error
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	1	2	Increased by 1 error
Address Overlap Errors	423	1	2	Increased by 1 error
Flipped Link Errors	1,030	647	650	Increased by 3 errors
Total Errors	9,303	1,086	1,093	Increased by .02% (7 errors)

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

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

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

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – NOVEMBER 2015

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
NOV	17,382	3,435	19.76%	11,724	67.45%	44.98%	55.02%	716	4.12%	19	0.11%	0	0.00%	1,488	8.56%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (55.02%) has increased from the number of Wireless Phase 1 calls (44.98%) in November 2015.

*911 Calls with no Ali = 0.11% - Statewide average = 0.17% November 2015

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%
FEB	17,222	3,513	20.40%	11,581	67.25%	46.45%	53.55%	707	4.11%	7	0.04%	0	0.00%	1,414	8.21%	0	0.00%
MAR	17,858	3,765	21.08%	11,972	67.04%	49.27%	50.73%	653	3.66%	3	0.02%	0	0.00%	1,465	8.20%	0	0.00%
APR	17,756	3,483	19.62%	11,998	67.57%	48.95%	51.05%	717	4.04%	9	0.05%	0	0.00%	1,549	8.72%	0	0.00%
MAY	18,561	3,534	19.04%	12,546	67.59%	50.22%	49.78%	727	3.92%	5	0.03%	0	0.00%	1,749	9.42%	0	0.00%
JUNE	17,884	3,522	19.69%	12,135	67.85%	46.91%	53.09%	675	3.77%	6	0.03%	0	0.00%	1,546	8.64%	0	0.00%
JULY	18,849	3,787	20.09%	12,622	66.96%	46.04%	53.96%	922	4.89%	15	0.08%	0	0.00%	1,503	7.97%	0	0.00%
AUG	19,572	3,882	19.83%	13,032	66.58%	44.28%	55.72%	826	4.22%	20	0.10%	0	0.00%	1,812	9.26%	0	0.00%
SEPT	17,884	3,501	19.58%	12,157	67.98%	44.21%	55.79%	725	4.05%	6	0.03%	0	0.00%	1,495	8.36%	0	0.00%
OCT	17,938	3,645	20.32%	12,063	67.25%	43.58%	56.42%	784	4.37%	20	0.11%	0	0.00%	1,426	7.95%	0	0.00%
NOV	17,382	3,435	19.76%	11,724	67.45%	44.98%	55.02%	716	4.12%	19	0.11%	0	0.00%	1,488	8.56%	0	0.00%
DEC																	
YTD	200,142	40,225		134,427				8,259		114		0		17,117		0	
MON AVG	18,195	3,657	20.09%	12,221	67.18%	46.59%	53.41%	751	4.12%	10	0.06%	0	0.00%	1,556	8.54%	0	0.00%

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9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 2015

2015	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
November	13,854	79.70%	0	1,466	0	2,040	11.74%	0	22	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

2015	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0
February	13,678	79.42%	0	1,394	0	2,130	12.37%	0	20	0
March	15,722	88.04%	0	1,430	0	2,136	11.96%	0	35	0
April	14,131	79.58%	0	1,521	0	2,076	11.69%	0	28	0
May	14,600	78.66%	0	1,697	0	2,212	11.92%	0	52	0
June	14,363	80.31%	0	1,519	0	1,975	11.04%	0	27	0
July	15,015	79.66%	0	1,456	0	2,331	12.37%	0	47	0
August	15,491	79.15%	0	1,790	0	2,269	11.59%	0	22	0
September	14,146	79.10%	0	1,469	0	2,243	12.54%	0	26	0
October	14,402	80.29%	0	1,397	0	2,110	11.76%	0	29	0
November	13,854	79.70%	0	1,466	0	2,040	11.74%	0	22	0
December										
YTD	160,482		0	16,772	0	24,008		0	345	0
MON AVG	14,589	80.21%	0	1,525	0	2,183	11.99%	0	31	0

PSAP OPERATION NOTES:

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

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TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- 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 Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

FYI For Your Information		
911 Class of Service (COS) E-911		
Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen.		
PSAP CODE	Description	
RES	Residence	Landline home telephone
BUS	Business	Landline business telephone
PBXB	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Business)
PBXR	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Residence)
CNTX	Centrex	A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features.
PAYS	Payphone	Coin 1 way. Unable to call back.
COIN	Payphone	Coin 2 way. Able to call back.
VOIP	Voice over IP	both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen.
VRES	VoIP residence	
VBUS	VoIP business	
N/A	COS Not Available	No ALI or ANI information available on the PSAP ALI Screen.
WRLS/MOBL	Basic Wireless Service	No location or callback number.
WPH1	Wireless Phase 1	Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info.
WPH2	Wireless Phase 2	Phase 2 location data is being provided from a Phase 2 capable site. Device location info.
*Statewide average (November 2015) of 911 calls <u>with</u> Location Information = 99.83%		
* Statewide averages does not include the Military 911 calls or current Text to 911 testing.		
Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee.		

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WIRELESS PSAP TESTING – NOVEMBER 2015

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

NOTES:

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

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

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
NOVEMBER	27	8	4	10	5	0	176

MSAG CURRENT MONTH NOTES:

A total of **342** MSAG transactions were processed in 9-1-1 Net during the month of November 2015. Twenty-seven (27) requests were processed relating to the MSAG database, and **315** requests relating to the ALI database (see ALI Transaction chart on next page). There were **176** customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	86	32	0	37	17	0	149
FEBRUARY	26	5	1	9	9	2	109
MARCH	52	10	3	33	5	1	180
APRIL	74	8	0	55	11	0	276
MAY	32	5	0	24	3	0	256
JUNE	45	5	0	37	3	0	97
JULY	38	23	0	10	3	2	520
AUGUST	31	11	0	16	4	0	653
SEPTEMBER	43	13	4	10	13	3	190
OCTOBER	26	10	2	4	6	4	974
NOVEMBER	27	8	4	10	5	0	176
DECEMBER							
TOTAL YTD	480	130	14	245	79	12	3,580
AVG PER MONTH	44	12	1	22	7	1	325

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ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
NOV	315	311	2	2	1,303	1	4

Definitions
(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

315 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Two (2) ALI DRs were submitted as the result of 9-1-1 calls from residences in Keaau and Pahoia. Hawaii County Fire submitted a request to Akimeka to update the customer information. Two (2) VoIP DRs were submitted to Time Warner Cable for correction.

OPEN DISCREPANCY RECORDS STATUS:

- There are **1,303 Open TN CR Transactions** as of November 30, 2015
- Refer to chart in the next section “TNCR Current Status”

1,228 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **75** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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There is one (1) Open ALI-DR as of November 30, 2015

The ALI DR was the result of 9-1-1 call from a business in Hilo. Hawaii County Fire submitted a request to Akimeka to update the customer information and provided an MSAG valid address. Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

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

There are four (4) Open VoIP DRs as of November 30, 2015

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

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

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2
FEB	104	96	5	3	430	3	0
MAR	170	159	10	1	474	3	0
APR	252	248	3	1	532	3	0
MAY	377	377	0	0	510	3	0
JUNE	254	245	9	0	665	2	0
JULY	314	309	3	2	863	1	0
AUG	345	345	0	0	876	1	0
SEPT	263	260	3	0	1,027	1	0
OCT	373	366	4	3	1,108	2	1
NOV	315	311	2	2	1,303	1	4
DEC							
TOTAL YTD	2,849	2,787	44	18			
AVG PER MONTH	259	253	4	2			

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

NARRATIVE:

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

During the month of 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 November 2015.

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

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

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

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NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	1,303	171	57	1075

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.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

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MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points				
	11/25/2015		Added one (1) address point (553475 Kaauhuhu Rd) in Hawi.	
	11/25/2015		Spatially corrected six (6) address points in Hilo.	
	11/25/2015		Spatially corrected three (3) address points (797394, 797394A, and 816330A Mamalahoa Hwy) in Kealahou.	
	11/25/2015		Spatially corrected ten (10) address points in Pahala.	
	11/25/2015		Added two (2) address points (962994 and 963080 Koali St) in Pahala.	
		11/24/15		
	11/24/2015			Spatially corrected twenty-five (25) address points in Hilo.
	11/24/2015			Corrected address to one (1) address point (4244 Kupu Honua Ln) in Hilo.
	11/24/2015			Spatially corrected twenty (20) address points in Kealahou.
	11/24/2015			Added one (1) address point (810986 Ka Miki Pl) in Kealahou.
	11/20/2015			Corrected location name to one (1) address point (826002 Lower Napoopoo Rd) in Captain Cook.
	11/20/2015			Corrected location name to one (1) address point (553415 Akoni Pule Hwy) in Hawi.
	11/20/2015			Corrected location name to ten (10) address points in Hilo.
	11/20/2015			Spatially corrected one hundred thirty-four (134) address points in Hilo.
	11/20/2015			Corrected location name to one (1) address point (765965 Mamalahoa Hwy) in Holualoa.
	11/20/2015			Corrected location name to one (1) address point (845146 Ke Ala O Keawe Rd) in Honaunau.
	11/20/2015			Corrected location name to one (1) address point (453180 Ohia St) in Honokaa.
	11/20/2015			Corrected location name to ten (10) address points in Kailua Kona.
	11/20/2015			Corrected location name to two (2) address points (661773 Alaneo St and 645053 Kalake St) in Kamuela.
	11/20/2015			Corrected location name to two (2) address points (543695 Akoni Pule Hwy and 540374 Union Mill Rd) in Kapaau.
11/20/2015			Corrected location name to one (1) address point (160571 Keaau Pahoa Rd) in Keaau.	
11/20/2015			Corrected location name to one (1) address point (811031 Keopuka Mauka Rd) in Kealahou.	
11/20/2015			Corrected location name to one (1) address point (170331 Momona Rd) in Kurtistown.	
11/20/2015			Corrected location name to one (1) address point (187879 Leonaka Rd) in Mountain View.	

MAPPING LAYERS UPDATED (PART II)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/20/2015		Corrected location name to one (1) address point (421027 Hawaii Belt Rd) in Paauilo.
	11/20/2015		Corrected location name to two (2) address points (151870 Akeakamai Loop and 151397 Post Office Rd) in Pahoa.
	11/20/2015		Corrected location name to three (3) address points (113920 6th St, 990128 Old Volcano Rd and 991621 Piimauna Dr) in Volcano.
	11/19/2015		Added one (1) address point (350173 Koi Loop) in Laupahoehoe.
	11/16/2015		Added six (6) address points in Captain Cook.
	11/16/2015		Added three (3) address points (1598 Kinoole St, 64 Kulaloe Rd and 107 Pakele Ln) in Hilo.
	11/16/2015		Added one (1) address point (761248 Waiono Ranch Rd) in Holualoa.
	11/16/2015		Added one (1) address point (284065 Kahi Nani Rd) in Honomu.
	11/16/2015		Added twelve (12) address points in Kailua Kona.
	11/16/2015		Added two (2) address points (621224 Ohina St and 645119 Pukuniahia Pl) in Kamuela.
	11/16/2015		Added two (2) address points (543686 Akoni Pule Hwy and 530266 Kapanai Rd) in Kapaau.
	11/16/2015		Added nine (9) address points in Keaa.
	11/16/2015		Added one (1) address point (784260 Makuakane Estates Rd) in Keauhou.
	11/16/2015		Added six (6) address points in Kurtistown.
	11/16/2015		Added one (1) address point (350362 Kihalani Homestead Rd) in Laupahoehoe.
	11/16/2015		Added fifteen (15) address points in Mountain View.
	11/16/2015		Added three (3) address points (946618 Mamalahoa Hwy, 946734 Mamalahoa Hwy and 946437 Puukani Rd) in Naalehu.
	11/16/2015		Added seventeen (17) address points in Ocean View.
	11/16/2015		Added one (1) address point (411528 Niupea Homestead Rd) in Paauilo.
	11/16/2015		Added nine (9) address points in Pahoa.
	11/16/2015		Added one (1) address point (280400 Sugar Mill Rd) in Pepeekeo.
	11/16/2015		Added seventeen (17) address points in Volcano.
	11/16/2015		Added four (4) address points in Waikoloa.
11/16/2015		Completed monthly update on address points.	
11/12/2015		Corrected address to one (1) address point (435229 Kamalii Ohana Dr) in Paauilo.	
11/12/2015		Corrected address to two (2) address points (341170 and 341174 Hawaii Belt Rd) in Papaaloa.	

MAPPING LAYERS UPDATED (PART III)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		11/10/15	
	11/10/2015		Corrected location name to three (3) address points (854585 Mamalahoa Hwy, 881750 Mamalahoa Hwy and 835775 Napoopoo Rd) in Captain Cook.
	11/10/2015		Corrected location name to twelve (12) address points in Hilo.
	11/10/2015		Corrected location name to three (3) address points (463895 Kapuna Rd, 453474 Kawila St and 463977 Old Mamalahoa Hwy) in Honokaa.
	11/10/2015		Corrected location name to ten (10) address points in Kailua Kona.
	11/10/2015		Corrected location name to five (5) address points in Kamuela.
	11/10/2015		Corrected location name to two (2) address points (463977 Old Mamalahoa Hwy and 520277 Keokea Park Rd) in Kapaau.
	11/10/2015		Corrected location name to two (2) address points (810970 Halekii St and 816363 Mamalahoa Hwy) in Kealahou.
	11/10/2015		Corrected location name to one (1) address point (787000 Alii Dr) in Keauhou.
	11/10/2015		Corrected location name to one (1) address point (113489 Pikake St) in Mountain View.
	11/10/2015		Corrected location name to one (1) address point (431497 Hauola Rd) in Paauilo.
	11/10/2015		Corrected location name to one (1) address point (152874 Pahoia Village Rd) in Pahoia.
	11/10/2015		Corrected location name to one (1) address point (270999 Old Mamalahoa Hwy) in Pepeekeo.
	11/10/2015		Corrected location name to three (3) address points (193996 Kilauea Rd, 193896 Old Volcano Rd and 193972 Old Volcano Rd) in Volcano.
	11/10/2015		Corrected location name to two (2) address points (691022 Keana Pl and 690275 Waikoloa Beach Dr) in Waikoloa.
	11/9/2015		Added thirty-six (36) address points in Kailua Kona.
	11/9/2015		Spatially corrected nine (9) address points in Pahala.
	11/9/2015		Added eighteen (18) address points in Waikoloa.
	11/6/2015		Added three (3) address points (961307 Ilima St, 961150 Kamani St and 962310 North Rd) in Pahala.
	11/5/2015		Added thirty-six (36) address points in Waikoloa.
	11/5/2015		Corrected address to two (2) address points (690180 A and 690250 B Waikoloa Beach Dr) in Waikoloa.
	11/5/2015		Corrected location name to two (2) address points (690180 A and 690250 B Waikoloa Beach Dr) in Waikoloa.
	11/5/2015		Spatially corrected one (1) address point (690180 Waikoloa Beach Dr A) in Waikoloa.

MAPPING LAYERS UPDATED (PART IV)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	11/4/2015		Corrected location name to two (2) address points (683868 Paniolo Ave A and 690555 Waikoloa Beach Dr) in Waikoloa.
	11/4/2015		Spatially corrected one (1) address point (683868 Paniolo Ave A) in Waikoloa.
	11/4/2015		Corrected address to one (1) address point (683868 Paniolo Ave A) in Waikoloa.
	11/4/2015		Added twenty-eight (28) address points in Keauhou.
	11/4/2015		Added fifty-five (55) address points in Waikoloa.
	11/3/2015		Corrected location name to one (1) address point (765924 Mamalahoa Hwy) in Holualoa.
	11/3/2015		Added two (2) address points (786804 and 786804 B Mamalahoa Hwy) in Holualoa.
	11/3/2015		Spatially corrected five (5) address points in Kurtistown.
	11/3/2015		Corrected location name to one (1) address point (170856 Olaa Rd A) in Kurtistown.
	11/3/2015		Corrected location name to two (2) address points (161325 Moho Rd and 181345 Volcano Rd A) in Mountain View.
	11/3/2015		Spatially corrected one hundred twenty-seven (127) address points in Mountain View.
	11/3/2015		Corrected location name to one (1) address point (341230 Hawaii Belt Rd) in Papaaloa.
	11/2/2015		Spatially corrected fifteen (15) address points in Captain Cook.
	11/2/2015		Corrected location name to two (2) address points (816251 and 835315 Mamalahoa Hwy) in Captain Cook.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			

MAPPING LAYERS UPDATED (PART V)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			

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 E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

MAPPING LAYERS UPDATED (PART VII)

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
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			

MAPPING LAYERS UPDATED (PART VIII)

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parcels			
Parks			
Parks Polygon			
Points of Interest	11/27/2015		Spatially corrected four (4) points of interest in Hilo.
	11/27/2015		Added three (3) points of interest (Davelynns of Kona, Kimuras Store, Oshima Store) in Kealakekua.
	11/25/2015		Added two (2) points of interest (Aloha Theater and Standard Bakery) in Kealakekua.
		11/24/15	
		11/10/15	
	11/9/2015		Added two (2) points of interest (Bank of Hawaii and Pahala Town Center) in Pahala.
	11/6/2015		Added one (1) point of interest (Kilauea Visitor Center) in HVNP.
	11/3/2015		Added one (1) point of interest (Pauls Place) in Holualoa.
	11/3/2015		Corrected address to two (2) points of interest (Fuku Bonsai and Wiki Wiki Mart) in Kurtistown.
	11/3/2015		Spatially corrected ten (10) points of interest in Kurtistown.
	11/3/2015		Corrected address to two (2) points of interest (AJ Watt Gym and Hawaiian Acres Volunteer Fire Station) in Mountain View.
	11/3/2015		Spatially corrected eight (8) points of interest in Mountain View.
	11/3/2015		Added one (1) point of interest (Pohakupuka Church) in Papaalooa.
	11/2/2015		Spatially corrected eleven (11) points of interest in Captain Cook.
	11/2/2015		Corrected address to one (1) point of interest (Kealakekua Bay State Historical Park) in Captain Cook.
11/2/2015		Corrected name to two (2) points of interest (Aloha Gasoline; Jama Coffee and Bakery) in Captain Cook.	
Police Beats			
Police Districts			

MAPPING LAYERS UPDATED (PART IX)

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	11/30/2015		Spatially corrected forty-six (46) street segments in Kamuela.
	11/27/2015		Added eight (8) streets in Hilo.
	11/27/2015		Split three (3) street segments (Kapiolani St, W Kawaiiani St, W Kawili St) in Hilo.
		11/24/15	
	11/24/2015		Spatially corrected one (1) street segment of University Of Hawaii At Hilo Dr in Hilo.
	11/24/2015		Spatially corrected five (5) street segments in Pahoa.
	11/24/2015		Added two (2) street segments of Old Kalapana Rd in Pahoa.
	11/23/2015		Added six (6) streets in Kamuela.
	11/23/2015		Spatially corrected eleven (11) street segments in Kamuela.
	11/23/2015		Split two (2) street segments (Church Rd and Hiiaka St) in Kamuela.
	11/19/2015		Split two (2) street segments (Hawaii Community College Dr and Kaiwiki Rd) in Hilo.
	11/19/2015		Spatially corrected one (1) segment of Kona Coffee Villas Dr in Holualoa.
	11/19/2015		Spatially corrected twenty-nine (29) street segments in Kamuela.
	11/19/2015		Spatially corrected one (1) street segment of Kukane Rd in Keaau.
	11/19/2015		Spatially corrected five (5) street segments in Naalehu.
	11/19/2015		Split one (1) segment of Wailele Rd in Papaaloa.
	11/18/2015		Spatially corrected thirteen (13) street segments in Kamuela.
	11/18/2015		Merged four (4) street segments of Alaneo St in Kamuela.
11/17/2015		Corrected name to forty (40) street segments in Hilo.	
11/17/2015		Spatially corrected four (4) street segments in Hilo.	

MAPPING LAYERS UPDATED (PART X)

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	11/17/2015		Split one (1) street segment of Kupulau Rd in Hilo.	
	11/16/2015		Corrected range to one (1) street segment of Makuakane Estates Rd in Keauhou.	
	11/16/2015		Completed monthly update on street centerlines.	
	11/12/2015		Added one (1) street segment of Keahi Kai Pl in Captain Cook.	
	11/12/2015		Split one (1) segment of Mamalahoa Hwy in Captain Cook.	
	11/12/2015		Added one (1) segment of Kamalii Ohana Dr in Paauilo.	
	11/12/2015		Spatially corrected twelve (12) street segments in Kailua Kona.	
	11/12/2015		Corrected range to two (2) segments of Maheu Cir in Kailua Kona.	
		11/10/15		
	11/9/2015		Added one (1) street (Makuakane Estates Rd) in Keauhou.	
	11/9/2015		Split one (1) segment of Mamalahoa Hwy in Keauhou.	
11/9/2015		Split one (1) segment of Mamalahoa Hwy in Holualoa.		
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors		11/24/15		
	11/23/2015		Per VZW CRS	
WSP Cell Towers		11/10/15		
		11/24/15		
	11/23/2015		Per VZW CRS	
		11/10/15		

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
11/24/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.
11/10/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines.

UPCOMING GIS DELIVERABLES SCHEDULE

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

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

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	111	
Addresses Removed	0	
Address Street Name Changes	1	
Address Street Number Changes	1	
New Street Segments Added		2
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

November 1, 2015 – November 30, 2015

The transition of E9-1-1 to NG9-1-1 has caused a shift in the focus of the 9-1-1 GIS work. This new focus has centralized the GIS data model with more of an emphasis toward a higher degree of precision, while continuing its foundation on current, accurate, and standardized GIS data, only now to a higher level of exactness.

The NG9-1-1 GIS requirements have repositioned the focal point from generalizations and interpolation on Street Centerlines and civic addressing, to new and more focused requirements of point specific locations utilizing lat/longs, combined with civic addresses to determine a 9-1-1 caller’s location from any communications device and from any location.

Akimeka has adapted the NG9-1-1 requirements into their correction processes and has continued working to improve accuracy, completeness, and quality of the GIS data. The redesigned correction process will also promote a higher level of detail, which helps facilitate data consistency and is an important element for interoperability and information sharing across the PSAPs.

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	New Address Points	294 Added	Throughout County in 22 communities
	Spatial Correction	356 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Hilo and Mountain View
	Address	7 Corrected	Majority were located in Waikoloa and Papaaloa
	Location Name	97 Corrected	Throughout County in 20 communities
<i>Response Boundaries</i>			
<i>Street Centerlines</i>	New Streets	19 Added	Majority were located in Hilo and Kamuela
	Spatial Correction	128 Corrected	Majority were located in Kamuela
	Range	3 Corrected	Streets were in Kailua Kona and Keauhou
	Split	12 Corrected	Throughout County in six communities
	Name	40 Corrected	Majority were located in Hilo
	Merged	4 Corrected	Streets were in Kamuela

NOTE:

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

LAVA FLOW AND ALTERNATE ROUTES

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

In September 2014, Akimeka had created two (2) new layers detailing the lava flow nearing Pahoia, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoia, Akimeka created two new layers to support the PSAP, “Lava Flows” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
 - a. Akimeka created the layer “Lava Flows”, which details the up-to-date progress of the lava flow as well as the flow forecast just prior to the GIS deliverable.
 - b. Akimeka also created the layer “Alternate Routes Lower Puna”, which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.
 - c. The two new layers were first uploaded into PowerMap on September 23rd 2014 and have been available to the dispatchers since that time.
 - d. During October 2015, Akimeka continued to monitor the activity of the lava flow and there was no reported activity to include into the GIS layers during that time.
 - e. Akimeka will continue to monitor the activity of the lava flow and will update the Lava Flows layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
 - f. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoia and the Pacific Ocean, Akimeka will deliver the Lava Flows and Alternate Routes Lower Puna layers into MapFlex more frequently than the regularly scheduled MapFlex deliverables if necessary.

POWER911 (VIPER) UPDATE

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

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

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

MAPFLEX DEPLOYMENT

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

MAPFLEX UPLOAD ISSUES

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

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

- a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
- a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
- a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.

4. SERVICE REQUESTS TRANSACTIONS

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

OPEN SERVICE REQUESTS – NOVEMBER 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
2	10/01/15	809	Updated Address	MSAG	Normal	Submitted to HTI via Intrado for Correction. RN
3	10/27/15	813	Updated Address	MSAG	Normal	Submitted to TWCBL for Correction. RN
4	11/02/15	820	Updated Address	MSAG	Normal	Submitted to TWCBL for Correction. RMS
5	11/02/15	821	Updated Address	MSAG	Normal	Submitted to HTI via Intrado for Correction. RMS

Note* There are five (5) opened service requests pending for November 2015.

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

2015	HAWAII			SERVICE REQUEST CATEGORIES			
	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			6				
January	6	10	2	0	0	6	10
February	7	7	2	0	0	7	7
March	14	12	4	0	0	14	12
April	4	5	3	0	0	4	5
May	0	0	3	0	0	0	0
June	7	8	2	0	0	7	8
July	5	6	1	0	0	5	6
August	0	0	1	0	0	0	0
September	3	3	1	0	0	3	3
October	7	5	3	0	0	7	5
November	4	2	5	0	0	4	2
December							
TOTAL	57	58	5	0	0	57	58

NOTE:

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

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka’s value added services, Akimeka conducted a quarterly database synchronization audit for Hawaii County in November 2015.

The database synchronization effort included comparing Hawaii County’s 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,448** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 1, 2015 for Hawaii County are reported below.

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

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

AUDIT SUMMARY RESULTS – NOVEMBER 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2015		As of May 1, 2015		As of August 1, 2015		As of November 1, 2014	
		9-1-1 MSAG Dated 02-01-15		9-1-1 MSAG Dated 05-01-15		9-1-1 MSAG Dated 08-01-15		9-1-1 MSAG Dated 11-01-14	
		# Of Records	%	# Of Records	%	# Of Records	%	# Of Records	%
Total 9-1-1 MSAG Records Reviewed		4,424		4,434		4,436		4,448	
Less: 9-1-1 MSAG Exception Records	(1)	41	0.9%	46	1.0%	44	1.0%	50	1.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,383		4,288		4,392		4,398	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,380	99.9%	4,286	100.0%	4,390	100.0%	4,382	99.6%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	3	0.1%	2	0.0%	2	0.0%	13	0.3%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	3	0.1%
Total 9-1-1 MSAG Records No Match		3	0.1%	2	0.0%	2	0.0%	16	0.4%

Hawaii County E9-1-1 Status Report

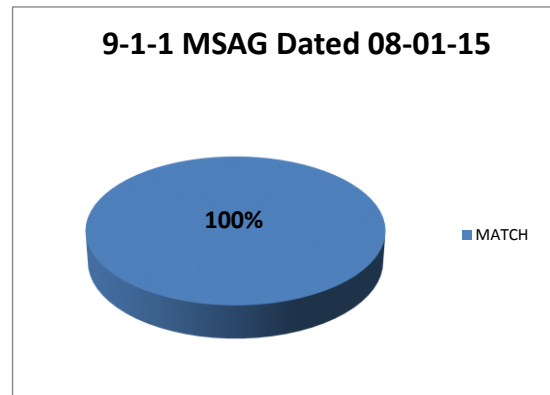
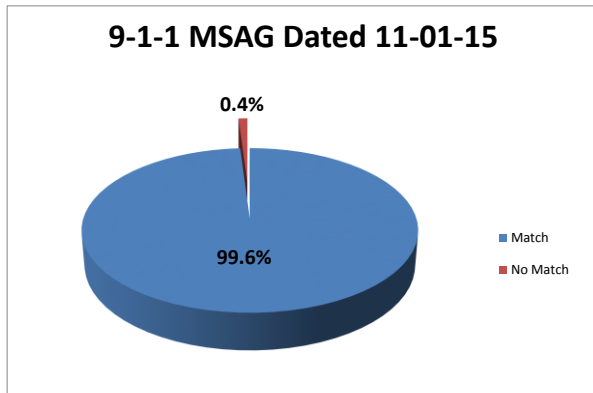
November 1, 2015 – November 30, 2015

AUDIT SUMMARY RESULTS – CONTINUED

Notes:

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

AUDIT SUMMARY RESULTS COMPARISION – NOVEMBER 1, 2015 VS. AUGUST 1, 2015



NOTE:

Hawaii County’s level of accuracy or 9-1-1 Match percentage remained constant from 100% as of August 1, 2015 to 99.6% as of November 1, 2015
NENA Recommended Match Rate = 98%

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

AUDIT SUMMARY RESULTS

COMPARISON NOTES:

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ "MSAG - MSAG with Missing GIS Records" increased (0 to 3) from August 2015 to October 2015 respectively.
- ❖ "MSAG - GIS Minor Corrections" increased (2 to 8) from August 2015 to October 2015. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Akimeka will research and correct the records to ensure they are processed in 9-1-1Net prior to the December 2015 re-analysis.
- ❖ "GIS Record with No Matching MSAG Record" was increased (2 to 11) from August 2015 to October 2015. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the eleven records may also be a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the December 2015 re-analysis.
- ❖ "GIS Record with No MSAG Record" increased (0 to 3) from August 2015 to October 2015.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "touched".

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

At the request of the County of Hawai‘i Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Hawai‘i 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. Results of the data provided are as follows:

HAWAII	Invalid MSAG Records							
	9-1-1 MSAG Dated 02-01-15		9-1-1 MSAG Dated 05-01-15		9-1-1 MSAG Dated 08-01-15		9-1-1 MSAG Dated 11-01-15	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records
ESN 299	940	17.7%	841	16.1%	773	15.0%	738	14.4%

These invalid MSAG records represent **14.4%** of the Total MSAG records for Hawai‘i County. The individual ALI records associated with these records are provided below.

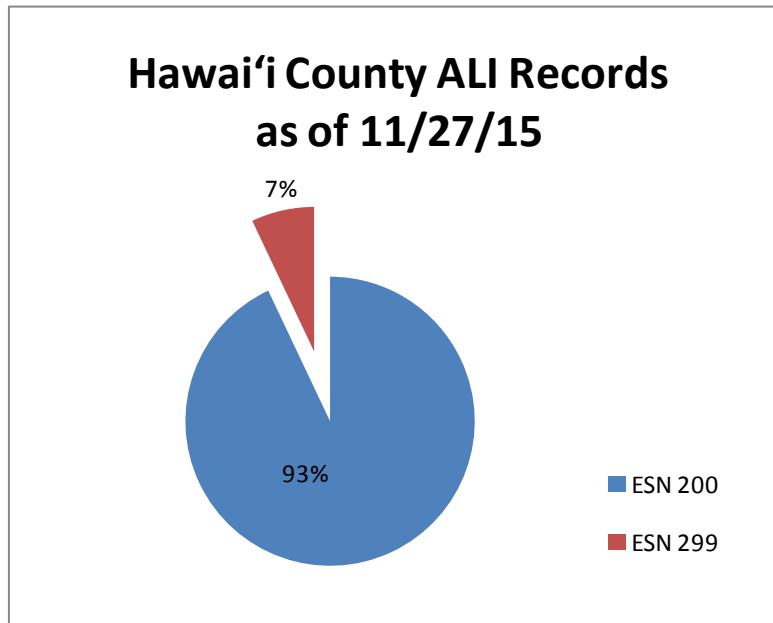
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai’i County. As of November 27, 2015, **5,115** ESN 299 records, representing **7%** of Hawai’i County’s total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.



Maui County E9-1-1 Status Report

November 1, 2015 – November 30, 2015



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Maui County E9-1-1 Status Report

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Maui County E9-1-1 Status Report

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PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – NOVEMBER 2015

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
NOV	10,981	2,085	18.99%	7,257	66.09%	58.30%	41.70%	261	2.38%	21	0.19%	0	0.00%	1,357	12.36%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.19% - Statewide average = 0.17% November 2015

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2015

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,904	2,411	20.25%	7,697	64.66%	61.96%	38.04%	277	2.33%	13	0.11%	0	0.00%	1,506	12.65%	0	0.00%
FEB	10,934	2,340	21.40%	6,977	63.81%	63.15%	36.85%	255	2.33%	20	0.18%	0	0.00%	1,342	12.27%	0	0.00%
MAR	11,628	2,451	21.84%	7,479	64.32%	63.14%	36.86%	307	2.64%	13	0.11%	0	0.00%	1,378	11.85%	0	0.00%
APR	11,486	2,204	19.19%	7,507	65.36%	61.78%	38.22%	262	2.28%	20	0.17%	0	0.00%	1,493	13.00%	0	0.00%
MAY	11,182	2,368	21.18%	7,181	64.22%	60.66%	39.34%	266	2.38%	18	0.16%	0	0.00%	1,349	12.06%	0	0.00%
JUNE	11,573	2,261	19.54%	7,599	65.66%	59.36%	40.64%	287	2.48%	47	0.41%	0	0.00%	1,379	11.92%	0	0.00%
JULY	12,129	2,378	19.61%	8,004	65.99%	59.86%	40.14%	326	2.69%	12	0.10%	0	0.00%	1,409	11.62%	0	0.00%
AUG	12,306	2,377	19.32%	8,148	66.21%	58.36%	41.64%	298	2.42%	16	0.13%	0	0.00%	1,467	11.92%	0	0.00%
SEPT	10,908	2,096	19.22%	7,306	66.98%	58.34%	41.66%	276	2.53%	9	0.08%	0	0.00%	1,221	11.19%	0	0.00%
OCT	11,361	2,157	18.99%	7,480	65.84%	57.13%	42.87%	309	2.72%	31	0.27%	0	0.00%	1,384	12.18%	0	0.00%
NOV	10,981	2,085	18.99%	7,257	66.09%	58.30%	41.70%	261	2.38%	21	0.19%	0	0.00%	1,357	12.36%	0	0.00%
DEC																	
YTD	126,392	25,128		82,635				3,124		220		0		15,285		0	
MON AVG	11,490	2,284	19.95%	7,512	65.38%	60.18%	39.82%	284	2.47%	20	0.17%	0	0.00%	1,390	12.09%	0.00	0.00%

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – NOVEMBER 2015

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
NOV	289	105	36.33%	143	49.48%	58.74%	41.26%	2	0.69%	1	0.35%	0	0.00%	38	13.15%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.35% - Statewide average = 0.17% November 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2015

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	152	40.97%	176	47.44%	51.70%	48.30%	0	0.00%	2	0.54%	0	0.00%	41	11.05%	0	0.00%
FEB	355	159	44.79%	141	39.72%	55.32%	44.68%	0	0.00%	2	0.56%	0	0.00%	53	14.93%	0	0.00%
MAR	470	191	40.64%	224	47.66%	60.27%	39.73%	0	0.00%	2	0.43%	0	0.00%	53	11.28%	0	0.00%
APR	295	93	31.53%	156	52.88%	45.51%	54.49%	1	0.34%	13	4.41%	0	0.00%	32	10.85%	0	0.00%
MAY	317	109	34.38%	157	49.53%	50.96%	49.04%	3	0.95%	20	6.31%	0	0.00%	28	8.83%	0	0.00%
JUNE	359	99	27.58%	225	62.67%	55.56%	44.44%	1	0.28%	2	0.56%	0	0.00%	32	8.91%	0	0.00%
JULY	359	127	35.38%	190	52.92%	48.95%	51.05%	1	0.28%	3	0.84%	0	0.00%	38	10.58%	0	0.00%
AUG	455	144	31.65%	259	56.92%	55.98%	44.02%	1	0.22%	2	0.44%	0	0.00%	49	10.77%	0	0.00%
SEPT	440	140	31.82%	250	56.82%	44.00%	56.00%	0	0.00%	6	1.36%	0	0.00%	44	10.00%	0	0.00%
OCT	389	128	32.90%	214	55.01%	47.20%	52.80%	0	0.00%	5	1.29%	0	0.00%	42	10.80%	0	0.00%
NOV	289	105	36.33%	143	49.48%	58.74%	41.26%	2	0.69%	1	0.35%	0	0.00%	38	13.15%	0	0.00%
DEC																	
YTD	4,099	1,447		2,135				9		58		0		450		0	
MON AVG	373	132	35.27%	194	51.91%	52.20%	47.80%	0.82	0.25%	5	1.55%	0	0.00%	40.909	11.01%	0	0.00%

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – NOVEMBER 2015

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
NOV	11,270	2,190	19.43%	7,400	65.66%	58.31%	41.69%	263	2.33%	22	0.20%	0	0.00%	1,395	12.38%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2015

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	12,275	2,563	20.88%	7,873	64.14%	61.73%	38.27%	277	2.26%	15	0.12%	0	0.00%	1,547	12.60%	0	0.00%
FEB	11,904	2,499	22.14%	7,118	63.05%	63.00%	37.00%	255	2.26%	22	0.19%	0	0.00%	1,395	12.36%	0	0.00%
MAR	12,098	2,642	21.84%	7,703	63.67%	63.05%	36.95%	307	2.54%	15	0.12%	0	0.00%	1,431	11.83%	0	0.00%
APR	11,781	2,297	19.50%	7,663	65.05%	61.45%	38.55%	263	2.23%	33	0.28%	0	0.00%	1,525	12.94%	0	0.00%
MAY	11,499	2,477	21.54%	7,338	63.81%	60.45%	39.55%	269	2.34%	38	0.33%	0	0.00%	1,377	11.97%	0	0.00%
JUNE	11,932	2,360	19.78%	7,824	65.57%	59.25%	40.75%	288	2.41%	49	0.41%	0	0.00%	1,411	11.83%	0	0.00%
JULY	12,488	2,505	20.06%	8,194	65.61%	59.60%	40.40%	327	2.62%	15	0.12%	0	0.00%	1,447	11.59%	0	0.00%
AUG	12,761	2,521	19.76%	8,407	65.88%	58.28%	41.72%	299	2.34%	18	0.14%	0	0.00%	1,516	11.88%	0	0.00%
SEPT	11,348	2,236	19.70%	7,556	66.58%	57.86%	42.14%	276	2.43%	15	0.13%	0	0.00%	1,265	11.15%	0	0.00%
OCT	11,750	2,285	19.45%	7,694	65.48%	56.85%	43.15%	309	2.63%	36	0.31%	0	0.00%	1,426	12.14%	0	0.00%
NOV	11,270	2,190	19.43%	7,400	65.66%	58.31%	41.69%	263	2.33%	22	0.20%	0	0.00%	1,395	12.38%	0	0.00%
DEC																	
YTD	131,106	26,575		84,770				3,133		278		0		15,735		0	
MON AVG	11,919	2,416	20.37%	7,706	64.96%	59.99%	40.01%	285	2.40%	25	0.21%	0.00	0.00%	1,430	12.01%	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.

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TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- 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 Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

FYI For Your Information		
911 Class of Service (COS) E-911		
Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen.		
PSAP CODE	Description	
RESID	Residence	Landline home telephone
BUSN	Business	Landline business telephone
PBXB	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Business)
PBXR	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Residence)
CNTX	Centrex	A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features.
PAYS	Payphone	Coin 1 way. Unable to call back.
COIN	Payphone	Coin 2 way. Able to call back.
VOIP	Voice over IP	both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen.
VRES	VoIP residence	
VBUS	VoIP business	
N/A	COS Not Available	No ALI or ANI information available on the PSAP ALI Screen.
WRLS/MOBL	Basic Wireless Service	No location or callback number.
WPH1	Wireless Phase 1	Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info.
WPH2	Wireless Phase 2	Phase 2 location data is being provided from a Phase 2 capable site. Device location info.
*Statewide average (November 2015) of 911 calls <i>with</i> Location Information = 99.83%		
* Statewide averages does not include the Military 911 calls or current Text to 911 testing.		
Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee.		

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WIRELESS PSAP TESTING – NOVEMBER 2015

MAUI COUNTY - NOVEMBER 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
11/24/2015	Verizon	1	4	Maui PSAP	Pass	LTE
11/30/2015	Verizon	1	2	Maui PSAP	Pass	Lanai LTE

NOTES:

- There were two (2) scheduled Wireless 911 Tests in November 2015 for the Maui and Molokai PSAPs.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

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

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

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MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
NOVEMBER	7	3	1	1	2	0	71

MSAG CURRENT MONTH NOTES:

A total of **211** MSAG transactions were processed in 9-1-1 Net during the month of November 2015. Seven (7) requests were processed relating to the MSAG database, and **204** requests relating to the ALI database (see ALI Transaction chart on next page). There were 71 customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	25	6	1	4	14	0	102
FEBRUARY	26	18	0	5	3	0	93
MARCH	12	4	1	6	1	0	237
APRIL	21	7	1	11	2	0	157
MAY	25	19	1	3	2	0	257
JUNE	4	0	0	2	1	1	71
JULY	15	12	0	1	2	0	290
AUGUST	11	2	0	5	4	0	217
SEPTEMBER	15	4	0	0	10	1	199
OCTOBER	8	5	0	0	3	0	119
NOVEMBER	7	3	1	1	2	0	71
DECEMBER							
TOTAL YTD	169	80	5	38	44	2	1,813
AVG PER MONTH	15	7	0	3	4	0	165

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ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
NOV	204	203	1	0	1,475	0	0

Definitions
<p>(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation.</p> <p>(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</p>

ALI TRANSACTIONS CURRENT MONTH NOTES:

203 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net as a result of the ESN 399 clean-up effort. There was one (1) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,475 Open TN CR Transactions as of November 30, 2015**
- **Refer to chart in the next section “TNCR Current Status”**
- Sixty-nine (69) Open TN CR transactions are a direct result of the Dispatchable Location project, and 1,406 Open TN CR transactions are a result of the ESN 399 clean-up effort.

Akimeka continues to monitor and track the progress of the ESN 399 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 November 30, 2015**
- **There are no Open VoIP DRs as of November 30, 2015**

Maui County E9-1-1 Status Report

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

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0
FEB	45	44	1	0	340	0	0
MAR	215	212	2	1	447	1	0
APR	130	129	1	0	446	0	0
MAY	265	265	0	0	577	0	0
JUNE	226	226	0	0	735	0	0
JULY	208	208	0	0	943	0	0
AUG	332	332	0	0	1,179	0	0
SEPT	184	180	4	0	1,194	1	0
OCT	155	149	6	0	1,303	1	0
NOV	204	203	1	0	1,475	0	0
DEC							
TOTAL YTD	2,056	2,039	16	1			
AVG PER MONTH	187	185	1	0			

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DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2015 - PENDING

NARRATIVE:

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

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

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

Definition
<p>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.</p>
<p>TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.</p>
<p>Processed** may include inactive telephone numbers that were removed from the ALI Database.</p>

Maui County E9-1-1 Status Report

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	1,050	93	75	882
MOLOKAI	425	22	19	384
TOTAL	1,475	115	94	1266

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

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GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	11/30/2015		Added one (1) address in Haiku	
	11/30/2015		Added two (2) addresses in Kula	
	11/30/2015		Added one (1) address in Paia	
	11/30/2015		Spatially corrected sixty-eight (68) address points in Kaanapali	
	11/30/2015		Added one (1) address in Kaanapali	
	11/30/2015		Spatially corrected one hundred seventeen (117) address points in Kihei	
	11/30/2015		Added one (1) address in Lahaina	
	11/30/2015		Spatially corrected fifteen (15) address points in Lahaina	
		11/25/15		
	11/25/2015			Added one (1) address in Lahaina
	11/23/2015			Spatially corrected one hundred seventy (170) address points in Lahaina
	11/23/2015			Added one (1) address in Haiku
	11/23/2015			Added one (1) address in Waihee
	11/23/2015			Spatially corrected one (1) address point in Wailuku
	11/20/2015			Added one (1) address in Waihee
	11/20/2015			Spatially corrected one hundred twenty-one (121) address points in Lahaina
	11/18/2015			Added four (4) addresses in Kaunakakai
	11/18/2015			Added one (1) address in Kualapuu
	11/18/2015			Added one (1) address in Kula
	11/17/2015			Spatially corrected one (1) address point in Kahului
	11/17/2015			Added one (1) address in Kahului
	11/17/2015			Changed one (1) address in Kahului
	11/17/2015			Added two (2) addresses in Kula
	11/17/2015			One (1) address was reassigned by DSA to a different property in Kula. Moved address point to correct property.
	11/17/2015			Added one (1) address in Lahaina
	11/17/2015			Added one (1) address in Waihee
		11/10/15		
	11/9/2015			Added two (2) addresses in Lahaina
	11/5/2015			Spatially corrected five (5) address points in Lahaina
	11/5/2015			Added eight (8) addresses in Lahaina
	11/3/2015			Removed special character from one (1) Location Name in Kaunakakai
	11/3/2015			Removed special character from one (1) Location Name in Lahaina
11/2/2015			Spatially corrected one (1) address point in Kahului	
11/2/2015			Added three (3) addresses in Kahului	
11/2/2015			Added one (1) address in Wailuku	
11/2/2015			Changed address for Medic 10	

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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches	11/4/2015	11/10/15	Spatially corrected one (1) church in Kualapuu
Coastal Names	11/18/2015		Spatially corrected three (3) Coastal Names in Pukoo
	11/18/2015		Added one (1) coastal name in Pukoo
	11/18/2015		Added one (1) coastal name in Kula
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Shelters			
	11/23/2015		Spatially corrected one (1) shelter in Hana
	11/23/2015		Spatially corrected one (1) shelter in Lahaina
	11/23/2015		Spatially corrected three (3) shelters in Kahului
	11/23/2015		Corrected Shelter Name in Kahului
	11/23/2015		Corrected address of two (2) shelters in Kaunakakai
	11/23/2015		Spatially corrected one (2) shelter in Kaunakakai
	11/23/2015		Spatially corrected one (1) shelter in Kihei
	11/23/2015		Spatially corrected one (1) shelter in Kualapuu
	11/23/2015		Corrected one (1) shelter address in Kualapuu
	11/23/2015		Spatially corrected one (1) shelter in Lahaina
11/23/2015		Spatially corrected one (1) shelter in Lanai	
11/23/2015		Spatially corrected one (1) shelter in Makawao	
ESZ/ESN			
Fire Beats		11/10/15	
	11/6/2015		Modified Beat 6 and 14 to match spatially corrected street centerlines
Fire Districts			
Fire Response Areas		11/10/15	
	11/6/2015		Modified RA 601 and 1400 to match spatially corrected street centerlines
Fire Stations			
Food & Beverage		11/10/15	
	11/4/2015		Changed one (1) business name in Waihee
	11/4/2015		Spatially corrected one (1) restaurant in Waihee
	11/3/2015		Spatially corrected one (1) restaurant in Kaunakakai
Gas Stations			
Gate Codes			

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
		11/10/15	
Hyrdology Layers: Dams Ponds Streams Waterfalls	11/3/2015		Added nine (9) reservoirs and added name and owner to twenty-nine (29) reservoirs
	11/2/2015		Added twelve (12) reservoirs and added name and owner to eleven (11) reservoirs
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Districts			
Medic Response Areas			
Medic Stations	11/9/2015	11/10/15	Relocated Medic 10 to Kahului
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest		11/25/15	
	11/23/2015		Added one (1) POI in Hana
	11/23/2015		Added three (3) POI in Kahului
	11/23/2015		Added one (1) POI in Kaunakakai
	11/23/2015		Added three (3) POI in Kihei
	11/23/2015		Added two (2) POI in Kula
	11/23/2015		Added one (1) POI in Lahaina
	11/23/2015		Added one (1) POI in Lanai
	11/23/2015		Added two (2) POI in Makawao
	11/23/2015		Added one (1) POI in Wailea
	11/23/2015		Added two (2) POI in Wailuku
	11/23/2015		Corrected Subclass for thirty-eight (38) POI
	11/23/2015		Spatially corrected six (6) POI in Hana
	11/23/2015		Spatially corrected one (1) POI in Kaanapali
	11/23/2015		Spatially corrected two (2) POI in Kahului
	11/23/2015		Corrected one (1) address in Kaunakakai
	11/23/2015		Spatially corrected one (1) POI in Kihei
	11/23/2015		Spatially corrected one (1) POI in Kualapuu
	11/23/2015		Added one (1) address in Kualapuu
	11/23/2015		Spatially corrected three (3) POI in Kula
	11/23/2015		Spatially corrected two (2) POI in Lahaina
	11/23/2015		Spatially corrected one (1) POI in Lanai
	11/23/2015		Spatially corrected six (6) POI in Wailea
	11/23/2015		Corrected place name in Wailea
	11/20/2015		Spatially corrected one (1) POI in Lahaina
	11/18/2015		Spatially corrected one (1) POI in Kaunakakai
	11/18/2015		Spatially corrected one (1) POI in Kaunakakai
	11/18/2015		Added one (1) POI in Kaunakakai
	11/18/2015		Added two (2) POI in Kula
	11/18/2015		Spatially corrected three (3) POI in Pukoo
	11/18/2015		Corrected Subclass for three (3) POI in Pukoo
	11/18/2015		Added one (1) POI in Pukoo
			11/10/15
11/4/2015			Spatially corrected one (1) POI in Waihee
11/4/2015			Changed one (1) business name in Waihee
11/4/2015			Added one (1) POI in Kualapuu
11/4/2015			Changed address and relocated one (1) POI to Kualapuu
11/3/2015			Spatially corrected two (2) POI in Kaunakakai

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MAPPING LAYERS UPDATED (PART VII)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats	11/18/2015		Modified boundary of Police Beats 4-10 & 4-20
Police Districts			
Police Response Areas	11/18/2015		Modified boundary between RA 58 & 60
Police Stations			
Post Offices			
Schools		11/25/15	
	11/23/2015		Spatially corrected two (2) schools in Kahului
	11/23/2015		Spatially corrected one (1) school in Kihei
	11/23/2015		Spatially corrected one (1) school in Lahaina
	11/23/2015		Spatially corrected one (1) school in Makawao
	11/20/2015		Spatially corrected one (1) school in Lahaina
	11/20/2015		Spatially corrected one (1) school in Kihei
	11/19/2015		Spatially corrected three (3) schools in Kula
		11/10/15	
	11/3/2015		Relocated one (1) school to Kualapuu
Street Centerlines		11/25/15	
	11/25/2015		Modified range for one (1) street centerline segment in Kaunakakai
	11/23/2015		Split one (1) street centerline in Kaunakakai
	11/20/2015		Added one (1) street centerline segment in Kula
	11/20/2015		Added one (1) street centerline segment in Kaunakakai
	11/20/2015		Added five (5) street centerlines in Kihei
	11/19/2015		Added twenty-five (25) street centerline segments in Kula
	11/19/2015		Split fourteen (14) street centerline segments in Kula
	11/18/2015		Spatially corrected sixteen (16) street centerline segments in Lahaina
	11/18/2015		Added one (1) street centerline segment in Kihei
			11/10/15
	11/9/2015		Spatially corrected one (1) street centerline segment in Kihei

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MAPPING LAYERS UPDATED (PART VIII)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	11/9/2015		Spatially corrected five (5) street centerline segments in Haiku
	11/6/2015		Added eleven (11) street centerline segments in Haiku
	11/6/2015		Split four (4) street centerlines in Haiku
	11/6/2015		Added three (3) street centerline segments in Hana
	11/6/2015		Partial spatial correction of two (2) street centerline segments in Hana
	11/6/2015		Added two (2) street centerline segments in Kahului
	11/6/2015		Added one (1) street centerline segment in Wailuku
	11/6/2015		Split two (2) street centerline segments in Wailuku
	11/6/2015		Split three (3) street centerline segments in Kihei
	11/6/2015		Added three (3) street centerline segments in Kihei
	11/6/2015		Spatially corrected one (1) street centerline in Kula
	11/5/2015		Split three (3) street centerline segments in Kula
	11/5/2015		Added four (4) street centerlines in Kula
	11/5/2015		Added nineteen (19) street centerline segments in Makawao
	11/5/2015		Split two (2) street centerline segments in Makawao
	11/5/2015		Added four (4) street centerlines in Pukalani
11/5/2015		Added twenty-one (21) street centerlines in Kihei	
11/4/2015		Split ten (10) street centerline segments in Kihei	
Subdivisions	11/18/2015		Added one (1) subdivision in Kaunakakai
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		11/25/15	
	11/23/2015		Per VZW CRS
WSP Cell Towers		11/10/15	
	11/23/2015		Per VZW CRS
		11/10/15	

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NOTE:

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

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
11/25/2015	Delivered the following for a MapFlex update: Address Points, Emergency Shelters, Points of Interest, Schools, Street Centerlines, WSP Cell Towers, WSP Cell Sectors, Coastal Names, Police Response Areas and Subdivisions
11/25/2015	Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Common Place Lookup Table, Street Centerlines, Points of Interest, WSP Cell Towers, Coastal Names, Police Beats, Police Response Areas and Subdivisions
11/10/2015	Prepared and delivered the following for a MapFlex update: Address Points, HCS Monsanto Fields, Points of Interest, Street Centerlines, Fire Response Areas, Food and Beverage, Churches, Ponds, Schools, Medic Stations, WSP Cell Towers and WSP Cell Sectors.
11/10/2015	Prepared and delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, HCS Monsanto Fields, Street Centerlines, Fire Beats, Fire Response Areas, Ponds, Medic Stations, WSP Cell Towers and Common name place look up table.

UPCOMING GIS DELIVERABLES SCHEDULE

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

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

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NEXT GENERATION 911 (NG9-1-1) GIS REQUIREMENTS

The transition of E9-1-1 to NG9-1-1 has caused a shift in the focus of the 9-1-1 GIS work. This new focus has centralized the GIS data model with more of an emphasis toward a higher degree of precision, while continuing its foundation on current, accurate, and standardized GIS data, only now to a higher level of exactness.

The NG9-1-1 GIS requirements have repositioned the focal point from generalizations and interpolation on Street Centerlines and civic addressing, to new and more focused requirements of point specific locations utilizing lat/longs, combined with civic addresses to determine a 9-1-1 caller's location from any communications device and from any location.

Akimeka has adapted the NG9-1-1 requirements into their correction processes and has continued working to improve accuracy, completeness, and quality of the GIS data. The redesigned correction process will also promote a higher level of detail, which helps facilitate data consistency and is an important element for interoperability and information sharing across the PSAPs.

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

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	Addition	35	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	499	Corrected location of address point, recalculated x/y
	Correction	2	Correction of address
	Change	2	DSA reassigns an address
	Neighborhood Info	0	Added Neighborhood Info
	Location Name	3	Added or Changed Location Name
<i>Response Boundaries</i>	Spatially Corrected	8	Boundary corrections to match spatially corrected street centerlines. Layers include Fire Beats, Fire Response Areas, Police Beats and Police Response Areas.
<i>Street Centerlines</i>	Addition	101	Added a street centerline segment
	Range Segments	1	Modification of a range
	Spatially Corrected	62	Corrected using Pictometry
	Partial Spatial Correction	2	Corrected using Pictometry

NOTE:

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

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INTERGRAPH CAD UPGRADE

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

1. Akimeka successfully delivered an updated Intergraph CAD map on November 10, 2015 which included:
 - a. Address Points, HCS Monsanto Fields, Fire Beats, Fire Response Areas, Ponds, Medic Stations, Street Centerlines, WSP Cell Towers and Common Name Place Lookup Table.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. On November 25, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Coastal Names, Points of Interest, Police Beats, Police Response Areas, Street Centerlines, Subdivisions, WSP Cell Towers and Common Name Place Lookup Table.
 - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.
3. Akimeka added the HCS Monsanto Fields layer to the Intergraph CAD Map for display purposes as requested by Maui Dispatch. This required extra setup within the published map.

During December 2015, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

MAPFLEX DEPLOYMENT

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

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MAPFLEX UPLOAD ISSUES

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

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.

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- a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
- b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
- c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
- d. Intrado began troubleshooting the issues immediately.

POWER911 (VIPER) UPDATE

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

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

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

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SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP NOVEMBER 2015

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no Open Service Requests for the Maui PSAP for November 2015.

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

2015	MAUI PSAP			SERVICE REQUEST CATEGORIES			
	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	2	2	0	1	1	1	1
February	0	0	0	0	0	0	0
March	4	3	1	0	0	4	3
April	1	1	1	1	1	0	0
May	0	1	0	0	0	0	1
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	2	1	1	0	0	2	1
October	3	3	1	0	0	3	3
November	0	1	0	0	0	0	1
December							
TOTAL	12	12	0	2	2	10	10

NOTE:

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

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

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OPEN SERVICE REQUESTS – MOLOKAI PSAP NOVEMBER 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP for November 2015.

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	1	1	0	0	0	1	1
April	1	1	0	0	0	1	1
May	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	2	2	0	0	0	2	2
October	3	3	0	0	0	3	3
November	1	1	0	0	0	1	1
December							
TOTAL	8	8	0	0	0	8	8

NOTE:

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

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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization – December 2015

AUDIT SUMMARY RESULTS – 2015 - TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – NOVEMBER 2015

(Source: Intrado Viper)

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
Nov	4,439	687	15.48%	3,006	67.72%	49.73%	50.27%	104	2.34%	13	0.29%	0	0.00%	629	14.17%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%
FEB	4,738	706	14.90%	3,102	65.47%	50.06%	49.94%	129	2.72%	27	0.57%	0	0.00%	774	16.34%	0	0.00%
MAR	4,365	715	16.38%	2,823	64.67%	46.33%	53.67%	154	3.53%	15	0.34%	0	0.00%	658	15.07%	0	0.00%
APR	4,471	767	17.15%	2,846	63.65%	50.14%	49.86%	134	3.00%	16	0.36%	0	0.00%	708	15.84%	0	0.00%
MAY	4,024	599	14.89%	2,685	66.72%	50.73%	49.27%	107	2.66%	9	0.22%	0	0.00%	624	15.51%	0	0.00%
JUNE	5,830	626	10.74%	3,813	65.40%	52.37%	47.63%	149	2.56%	26	0.45%	0	0.00%	1,216	20.86%	0	0.00%
JULY	5,022	741	14.76%	3,382	67.34%	47.40%	52.60%	158	3.15%	18	0.36%	0	2.95%	723	14.40%	0	0.00%
AUG	4,692	617	13.15%	3,199	68.18%	46.33%	53.67%	148	3.15%	31	0.66%	239	5.09%	697	14.86%	107	2.28%
SEPT	4,665	761	16.31%	2,963	63.52%	47.86%	52.14%	153	3.28%	19	0.41%	0	0.00%	769	16.48%	0	0.00%
OCT	4,970	679	13.66%	3,392	68.25%	50.03%	49.97%	131	2.64%	20	0.40%	0	0.00%	748	15.05%	0	0.00%
NOV	4,439	687	15.48%	3,006	67.72%	49.73%	50.27%	104	2.34%	13	0.29%	0	0.00%	629	14.17%	0	0.00%
DEC																	
YTD	52,371	7,688		34,560				1,543		215		239		8,365		107	
MON AVG	4,761	699	14.79%	3,142	65.99%	49.03%	50.97%	140	2.95%	20	0.41%	22	0.73%	760	15.86%	10	0.21%

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 0.29% - Statewide average = 0.17% November 2015

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TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- 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 Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

FYI For Your Information		
911 Class of Service (COS) E-911		
Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen.		
PSAP CODE	Description	
RESL	Residence	Landline home telephone
BUSN	Business	Landline business telephone
PBXB	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Business)
PBXR	Private Branch Exchange	A private telephone switch that is connected to the Telephone Network (Residence)
CNTX	Centrex	A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features.
PAYS	Payphone	Coin 1 way. Unable to call back.
COIN	Payphone	Coin 2 way. Able to call back.
VOIP	Voice over IP	both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen.
VRES	VoIP residence	
VBUS	VoIP business	
N/A	COS Not Available	No ALI or ANI information available on the PSAP ALI Screen.
WRLS/MOBL	Basic Wireless Service	No location or callback number.
WPH1	Wireless Phase 1	Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info.
WPH2	Wireless Phase 2	Phase 2 location data is being provided from a Phase 2 capable site. Device location info.
*Statewide average (November 2015) of 911 calls <i>with</i> Location Information = 99.83%		
* Statewide averages does not include the Military 911 calls or current Text to 911 testing.		
Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee.		

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WIRELESS PSAP TESTING – NOVEMBER 2015

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

NOTES:

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

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

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

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 2015

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

MSAG CURRENT MONTH NOTES:

A total of two (2) MSAG transactions were processed in 9-1-1 Net during the month of November 2015. Both requests were processed relating to the MSAG database.

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	9	7	0	1	1	0	116
FEB	88	77	2	1	2	6	1,064
MAR	3	0	0	3	0	0	35
APR	11	2	0	2	6	1	58
MAY	7	3	0	2	2	0	117
JUNE	4	2	0	1	1	0	130
JULY	48	26	5	4	2	11	1,212
AUG	8	3	0	1	1	3	44
SEPT	2	1	0	0	1	0	0
OCT	4	2	0	1	1	0	129
NOV	2	0	0	0	2	0	0
DEC							
TOTAL YTD	186	123	7	16	19	21	2,905
AVG PER MONTH	17	11	1	1	2	2	264

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ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
NOV	0	0	0	0	249	0	0

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

ALI TRANSACTIONS CURRENT MONTH NOTES:

There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 249 Open TN CR Transactions as of November, 2015**
- **Refer to chart in the next section “TNCR Current Status”**
- **187** Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.
- **Sixty-two (62)** Open TN CR transactions are a result of Dispatchable Location Project transactions that were submitted in September, and are awaiting approval from Intrado and Hawaiian Telcom before completion.
- **There are no Open ALI-DRs as of November 30, 2015**
- **There are no Open VoIP DRs as of November 30, 2015**

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

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB	2	2	0	0	211	211	0
MAR	35	35	0	0	227	0	0
APR	28	28	0	0	220	0	0
MAY	60	60	0	0	277	0	0
JUNE	108	108	0	0	283	0	0
JULY	2	2	0	0	226	0	0
AUG	0	0	0	0	216	0	0
SEPT	62	62	0	0	278	0	0
OCT	1	0	1	0	249	0	0
NOV	0	0	0	0	249	0	0
DEC							
TOTAL YTD	367	366	1	0			
AVG PER MONTH	33	33	0	0			

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DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2015 - PENDING

NARRATIVE:

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

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Sixty two (62) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of November 2015.

Dispatchable Location				
Common Name Place	MSAG Address	2015	Number of TNCR* Transactions Submitted	Number of Transactions Processed**
KUKUI GROVE CENTER	302600 KAUMUALII HWY, LIHUE	Aug		
		Sept	62	0
		Oct	0	0
		Nov	0	0
		Dec		
		Total	62	0

Definition
<p>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.</p>
<p>TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen.</p>
<p>Processed** may include inactive telephone numbers that were removed from the ALI Database.</p>

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November 1, 2015 - November 30, 2015

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	240	45	53	142

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

Kauai County E9-1-1 Status Report

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points		11/25/15	
	11/17/2015		Spatially corrected one (1) address point in Anahola
	11/17/2015		Spatially corrected four (4) address points in Kalaheo
	11/17/2015		Spatially corrected one (1) address point in Kapaa
	11/17/2015		Spatially corrected one (1) address point in Lihue
	11/16/2015		Spatially corrected one (1) address point in Kilauea
	11/16/2015		Changed Location Name for one (1) address in Kilauea
		11/12/15	
	11/12/2015		Spatially corrected four (4) address points in Waimea
	11/12/2015		Spatially corrected one (1) address point in Eleele
	11/12/2015		Spatially corrected three (3) address points in Puhi
	11/12/2015		Added two (2) Location Names in Puhi
	11/10/2015		Added Location Name to one (1) address in Waimea
	11/10/2015		Spatially corrected three hundred thirty-eight (338) address points in Wailua
11/10/2015		Changed one (1) address in Wailua	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters	11/12/2015	11/12/15	Corrected shelter name Waimea Canyon Middle School Shelter
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			

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MAPPING LAYERS UPDATED (PART III)

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

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

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MAPPING LAYERS UPDATED (PART IV)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		11/25/15	
	11/16/2015		Modified boundary between Lihue and Puhi around new street centerlines
Net Junctions		11/12/15	
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks Polygon			
Points of Interest	11/30/2015		Added one (1) POI in Numila
	11/27/2015		Corrected the Subclass for fifty-two (52) POI
	11/27/2015		Corrected the Class of one (1) POI
	11/27/2015		Spatially corrected three (3) POI in Puhi
	11/27/2015		Corrected one (1) POI Name in Port Allen
	11/27/2015		Corrected one (1) POI Name in Niumalu
	11/27/2015		Spatially corrected four (4) POI in Nawiliwili
	11/27/2015		Corrected one (1) POI Name in Nawiliwili
	11/27/2015		Spatially corrected five (5) POI in Lihue
	11/27/2015		Added two (2) POI in Kilauea
	11/27/2015		Spatially corrected eleven (11) POI in Kilauea
	11/27/2015		Spatially corrected four (4) POI in Kapaa
	11/27/2015		Spatially corrected three (3) POI in Kalaheo
	11/27/2015		Spatially corrected two (2) POI in Hanamaulu
	11/27/2015		Corrected two (2) POI addresses in Eleele
	11/27/2015		Spatially corrected two (2) POI in Eleele
			11/25/15
		11/12/15	
	11/10/2015		Spatially corrected two (2) POI in Waimea
	11/10/2015		Corrected name of two (2) POI in Waimea
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			

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MAPPING LAYERS UPDATED (PART VI)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Post Offices			
Schools	11/27/2015		Spatially corrected one (2) school in Hanamaulu
	11/27/2015		Spatially corrected one (1) school in Kalaheo
		11/25/15	
	11/17/2015		Spatially corrected one (1) school in Kapaa
	11/17/2015		Spatially corrected one (1) school in Lihue
	11/17/2015		Spatially corrected one (1) school in Anahola
	11/16/2015		Spatially corrected one (1) school in Kilauea
	11/16/2015		Changed one (1) school name in Kilauea
	11/16/2015		Corrected one (1) school name in Kapaa
		11/12/15	
	11/12/2015		Corrected Waimea Canyon Middle School name
	11/12/2015		Spatially corrected one (1) school point in Eleee
	11/12/2015		Spatially corrected one (1) school point in Puhi
Street Centerlines	11/27/2015		Spatially corrected two (2) street centerline segments in Kalaheo
	11/27/2015		Modified range for two (2) street centerline segments in Kalaheo
		11/25/15	
	11/17/2015		Added five (5) street centerline segments in Hanalei
	11/17/2015		Spatially corrected two (2) street centerline segments in Hanalei
	11/17/2015		Split one (1) street centerline segment in Hanalei
	11/17/2015		Added three (3) street centerline segments in Kalaheo
	11/17/2015		Partial spatial correction of two (2) street centerline segments in Kalaheo
	11/17/2015		Split one (1) street centerline segment in Kalaheo
	11/17/2015		Added two (2) street centerline segments in Kapaa
	11/17/2015		Added one (1) street centerline segment in Puhi
	11/17/2015		Spatially corrected three (3) street centerline segments in Puhi
	11/17/2015		Partial spatial correction of one (1) street centerline segment in Puhi
	11/17/2015		Spatially corrected four (4) street centerline segments in Kapaa
	11/17/2015		Split one (1) street centerline in Kapaa
	11/17/2015		Partial spatial correction of two (2) street centerlines in Kapaa
	11/16/2015		Spatially corrected two (2) street centerline segments in Kapaa
11/16/2015		Partial spatial correction of five (5) street centerline segments in Kapaa	

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MAPPING LAYERS UPDATED (PART VII)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	11/16/2015		Spatially corrected twenty-four (24) street centerline segments in Waimea
	11/13/2015		Added six (6) street centerline segments in Puhi
		11/12/15	
	11/12/2015		Spatially corrected two (2) street centerlines in Eleele
	11/12/2015		Added five (5) street centerlines in Puhi
	11/12/2015		Spatially corrected two (2) street centerline segments in Puhi
	11/12/2015		Partial spatial correction of three (3) street centerline segments in Puhi
	11/12/2015		Split two (2) street centerline segments in Puhi
	11/10/2015		Added six (6) street centerline segments in Waimea
	11/10/2015		Split one (1) street centerline segment in Waimea
11/10/2015		Spatially corrected four (4) street centerline segments in Waimea	
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		11/25/15	
	11/23/2015		Per VZW CRS
		11/12/15	
	11/5/2015		Per ATT CRS
WSP Cell Towers		11/25/15	
	11/23/2015		Per VZW CRS
		11/12/15	
	11/5/2015		Per ATT CRS

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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.**

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
11/25/2015	Prepared and Delivered the following for a GeoComm update: Address Points, Emergency Shelters, Street Centerlines, Schools, MSAG Communities, WSP Cell Sectors and WSP Cell Towers
11/25/2015	Prepared and Delivered the following for a MapFlex update: Address Points, Street Centerlines, Schools, MSAG Communities, Emergency Shelters, WSP Cell Towers and WSP Cell Sectors
11/12/2015	Prepared and delivered the following data for a GeoComm update: Address Points, Emergency Shelters, ESN, MSAG Communities, Points of Interest, Schools, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
11/12/2015	Prepared and delivered the following data for a MapFlex update: Address Points, Emergency Shelters, Points of Interest, Schools, Street Centerlines, WSP Cell Sectors and WSP Cell Towers

UPCOMING GIS DELIVERABLES SCHEDULE

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

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

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GPS DATA COLLECTION AND SITE VERIFICATION

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

MAPFLEX DEPLOYMENT:

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

MAPFLEX UPLOAD ISSUES

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

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

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- a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.

POWER911 (VIPER) UPDATE

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

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

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

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – NOVEMBER 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for November 2015.

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

2015	KAUAI			SERVICE REQUEST CATEGORIES			
	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0
October	1	1	0	0	0	1	1
November	0	0	0	0	0	0	0
December							
TOTAL	1	1	0	0	0	1	1

NOTE:

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

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

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

Budget Analysis				
FY 2015-16	Actuals		Annual Budget	% of Budget Expended
	November	FY-T-D		
Receipts:				
Enhanced 911 Surcharge Collection	843,784	3,968,233	9,252,500	43%
Interest Income		1,544	2,500	62%
<i>Receipts</i>	843,784	3,969,778	9,255,000	43%
Disbursements:				
New & Emerging Tech. Training	(6,283)	(27,651)	(264,350)	10%
Non-Recurring Expenses		-	(2,722,515)	0%
Recurring Expenses:				
Administration	(32,089)	(60,403)	(1,104,700)	5%
Maintenance	(20,674)	(278,698)	(2,474,524)	11%
Telecommunications	(116,081)	(603,337)	(2,146,289)	28%
Other		(7,200)	(7,600)	95%
			-	
<i>Disbursements</i>	(175,127)	(977,288)	(8,719,978)	11%
<i>Net Receipts/(Disbursements)</i>	668,658	2,992,490	535,022	
Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	668,658	2,992,490		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)		(104,166)		314,834
FY 2012 (HFD/EDS/HPD)		(59,415)		692,018
FY 2014	(593)	(1,976)		1,519,629
FY 2015	(923,480)	(2,170,409)		2,360,200
Accounts Receivable (Offset)		2,952		
Net Encumbrance Adds/(Paydown)	(924,073)	(2,333,014)		
Net Cash Inflow/(Outflow)	(255,415)	659,476		
Bank Balance Analysis:				
ADD: July 1, 2015 Beginning Balance		16,789,216		
Net Bank Balance		17,448,692		
Outstanding Ecumb/Accruals		(4,886,680)		
Unencumbered Cash Balance		12,562,012		

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 November 30, 2015

MONTH OF NOVEMBER 2015 (5 MOS.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts	-	-	-	-	843,784	843,784
Disbursements:						
6200 New&Emerg. Tech Train.						
6203 APCO New Tech Conference	-	-	-	-	2,207	2,207
6204 APCO Conference	-	-	-	3,239	(1,278)	1,961
6212 NASNA Conference	-	-	-	-	2,115	2,115
Total 6200 New&Emerg. Tech Train.	-	-	-	3,239	3,044	6,283
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	13,473	13,473
6401.05 Audit Expense	-	-	-	-	13,000	13,000
6401.08 Board Member Travel	-	-	-	-	3,172	3,172
6402.21 Cell Phone Charges	-	-	-	-	197	197
6402.22 Office Supplies	-	-	-	-	2,247	2,247
Total 6401 ADMINISTRATION	-	-	-	-	32,089	32,089
6402 MAINTENANCE						
6402.07 0011 9-1-1MSAG Maint.	20,674	-	-	-	-	20,674
Total 6402 MAINTENANCE	20,674	-	-	-	-	20,674
6403 Other RECURRING						
6403.01 Telecom Charges						
6403.0102 Long Distance	29	-	29	-	-	57
6403.0109 Telecom Trunk	25,529	9,283	-	71,344	-	106,156
6403.0112 HPD CML Viper-Kapolei	-	-	-	5,180	-	5,180
6403.0113 HPDCMLViper-Alapai	-	-	-	1,167	-	1,167
6403.0114 SD Viper (OSL) (3)	-	-	-	3,350	-	3,350
6403.0117 Telecom Chgs-Other	-	171	-	-	-	171
Total 6403.01 Telecom Charges	25,557	9,454	29	81,041	-	116,081
Total 6403 Other RECURRING	25,557	9,454	29	81,041	-	116,081
Total 6400 RECURRING EXPENSES	46,231	9,454	29	81,041	32,089	168,844
Total Disbursements	46,231	9,454	29	84,280	35,133	175,127

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-TO-DATE NOVEMBER 2015	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:	-	-	-	-	-	3,969,778	3,969,778	-	3,969,778
DISBURSEMENTS									
6200 New&Emerg. Tech Train.									
6201 911 Goes to WashDC	-	-	(494)	-	-	-	(494)	33,000	(33,494)
6203 APCO New Tech Conference	-	-	-	-	-	2,207	2,207	11,200	(8,993)
6204 APCO Conference	-	-	-	-	13,123	4,193	17,315	36,500	(19,185)
6212 NASNA Conference	-	-	-	-	-	2,148	2,148	2,650	(502)
6214 Nena Conference	(2,588)	2,090	18	-	(1,070)	132	(1,417)	-	(1,417)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	-	3,500	(3,500)
6222 TriTech CAD Users									
6222.01 EMS Users	-	-	-	-	-	-	-	6,000	(6,000)
6222.02 HFD Users	-	-	-	-	-	-	-	6,000	(6,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	-	12,000	(12,000)
6228 HxGN Live Hexagon Conf	-	-	(1,005)	-	-	-	(1,005)	-	(1,005)
6230 Other Training									
6230.01 HPD (O/T)	-	-	-	-	8,897	-	8,897	-	8,897
Total 6230 Other Training	-	-	-	-	8,897	-	8,897	-	8,897
6200 New&Emerg. Tech Train. - Other	-	-	-	-	-	-	-	165,500	(165,500)
Total 6200 New&Emerg. Tech Train.	(2,588)	2,090	(1,481)	-	20,950	8,679	27,651	264,350	(236,699)
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.05 Kauai Police Dept	-	-	-	-	-	-	-	2,300,000	(2,300,000)
6301.06 Maui PD	-	-	-	-	-	-	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	-	-	-	-	-	-	200,000	(200,000)
Total 6301 CAD Replac/Upgrade	-	-	-	-	-	-	-	2,582,000	(2,582,000)
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	-	-	-	-	-	-	-	2,722,515	(2,722,515)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

FY-TO-DATE NOVEMBER 2015	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	ANNUAL Budget	\$ Over/(under) Budget
6400 RECURRING EXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	34,503	34,503	198,000	(163,497)
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	-	-	-	-	-	11,448	11,448	25,000	(13,552)
6401.09 DB&F Assessments									
6401.0101 DB&F Admin. Assess	-	-	-	-	-	-	-	155,000	(155,000)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	-	-	462,625	(462,625)
Total 6401.09 DB&F Assessments	-	-	-	-	-	-	-	617,625	(617,625)
6401.11 Miscellaneous Expense	-	-	-	-	-	(0)	(0)	-	(0)
6401.12 NASNA Dues	-	-	-	-	-	150	150	150	-
6401.13 Parking Permits	-	-	-	-	-	-	-	400	(400)
6401.15 WSP Cost Recovery									
6401.0101 Sprint/Nextel	-	-	-	-	-	4,253	4,253	-	4,253
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	4,253	4,253	70,000	(65,747)
6401.17 ADA Compliance	-	-	-	-	-	-	-	200	(200)
6401.19 Public Education	-	-	-	-	-	-	-	30,000	(30,000)
6401.20 RCUH Contract	-	-	-	-	-	(5,881)	(5,881)	-	(5,881)
6402.21 Cell Phone Charges	-	-	-	-	-	503	503	-	503
6402.22 Office Supplies	-	-	-	-	-	2,427	2,427	5,000	(2,573)
6402.23 NG911 Transition Plan	-	-	-	-	-	-	-	145,000	(145,000)
Total 6401 ADMINISTRATION	-	-	-	-	-	60,403	60,403	1,104,700	(1,044,297)
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.	62,022	33,349	38,918	-	144,409	-	278,698	1,323,378	(1,044,680)
6402.08 CAD Maintenance	(0)	-	-	-	-	-	(0)	638,752	(638,752)
6402.13 Software Maintenance									
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402 MAINTENANCE	62,021	33,349	38,919	-	144,409	-	278,698	2,474,524	(2,195,826)
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0102 Long Distance	83	(2)	(53)	(35)	-	-	(6)	2,103	(2,109)
6403.0109 Telcom Trunk	76,586	27,850	65,903	-	386,972	-	557,311	1,687,134	(1,129,823)
6403.0111 WiringAltDispatch	-	673	-	-	-	-	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	34,889	-	34,889	140,916	(106,027)
6403.0113 HPDCMLViper-Alapai	-	-	-	-	(128)	-	(128)	-	(128)
6403.0114 SD Viper (OSL) (3)	-	-	-	-	10,428	-	10,428	54,000	(43,572)
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	76,670	28,692	65,851	(35)	432,159	-	603,337	2,146,289	(1,542,952)
6403.02 EMS Tower Lease	-	-	-	-	7,200	-	7,200	7,600	(400)
Total 6403 Other RECURRING	76,670	28,692	65,851	(35)	439,359	-	610,537	2,153,889	(1,543,352)
Total 6400 RECURRING EXPENSES	138,691	62,041	104,769	(35)	583,768	60,403	949,637	5,733,113	(4,783,476)
Total DISBURSEMENTS	136,103	64,131	103,288	(35)	604,718	69,082	977,288	8,719,978	(7,742,690)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

ENCUMBRANCES							FY 2015		Nov.30.2015
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Molokai	Kauai	Hawaii	Admin	Total	Paydown	Balance
CAD Upgrade:				418,999.59			418,999.59	(104,166.00)	314,833.59
<i>FY 2012 Encumbrances:</i>							-		-
CAD Upgrades:									-
EMS/FIRE	56,040.27						56,040.27	(59,414.61)	(3,374.34)
HPD	695,392.00						695,392.00	-	695,392.00
Total FY 2012 Encumbrances	751,432.27	-	-	-	-	-	751,432.27	(59,414.61)	692,017.66
<i>FY 2014 Accruals</i>									
CAD Upgrade					1,500,000.00		1,500,000.00		1,500,000.00
AG Legal Expenses for IRC						21,605.00	21,605.00	(1,778.48)	19,826.52
Total FY 2014 Encumbrances	-	-	-	-	1,500,000.00	21,605.00	1,521,605.00	(1,778.48)	1,519,826.52
<i>FY 2015 Encumbrances</i>									
CAD Upgrade					2,300,000.00		2,300,000.00		2,300,000.00
HPD Smart911 S/W	76,400.00						76,400.00	(20,683.26)	55,716.74
Imagery License					926,400.00		926,400.00	(922,016.68)	4,383.32
Kauai ADC				307,000.00			307,000.00	(306,900.44)	99.56
							-		-
Board Travel						6,000.00	6,000.00	(6,000.00)	-
NENA	9,999.00	10,500.00		9,900.00	10,500.00	4,086.00	44,985.00	(44,985.00)	-
NASNA						650.00	650.00	(650.00)	-
911 Goes to WA		7,000.00					7,000.00	(7,000.00)	-
HxGN Live Hexagon Conf		6,600.00					6,600.00	(6,600.00)	-
WSP Cost Recovery -SprintNextel						35,000.00	35,000.00	(35,000.00)	-
MSAG	46,614.00	37,590.00		73,291.00	39,885.00		197,380.00	(197,380.00)	-
CAD Maint					66,307.00		66,307.00	(66,307.00)	-
HT Telecom Trunk		23,207.00		27,849.00	51,057.00		102,113.00	(102,113.00)	-
HPD CML Viper-Kapolei/Alapai	41,650.00						41,650.00	(41,650.00)	-
CML Viper (OSL)	2,973.00						2,973.00	(2,973.00)	-
Imagery Lic Agree		387,892.29					387,892.29	(387,892.29)	-
Office Supplies						109.91	109.91	(109.91)	-
RCUH Contract						14,570.00	14,570.00	(14,570.00)	-
HT Long Distance		139.00	34.80	145.00	60.00		378.80	(378.80)	-
Microwave Antennat Lease	7,200.00						7,200.00	(7,200.00)	-
							-		-
Total Encumbrances/Accruals	184,836.00	472,928.29	34.80	418,185.00	3,394,209.00	60,415.91	4,530,609.00	(2,170,409.38)	2,360,199.62
Total	936,268.27	472,928.29	34.80	837,184.59	4,894,209.00	82,020.91	7,222,645.86	(2,335,768.47)	4,886,877.39

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUI PSAP	Molokai PSAP	KAUAI PSAP	ADMIN	New & Emerging Technology Training	TOTAL	Board Approval Date
Approved FY 2016 Strategic Budget Plan	992,547	2,577,329	946,873	65,335	3,065,729	1,103,700	246,650	8,998,163	6/9/2015
NASNA						2,650	(2,650)		
Board Approved Changes:									
Executive Director (1) - APCO						3,000	(3,000)		6/9/2015
Board member (1) - APCO						3,000	(3,000)		6/9/2015
Oahu DIT (1) - APCO		3,000					(3,000)		6/9/2015
HPD (2+1 Board member) - APCO		10,500					(10,500)		7/15/2015
MPD (2) - APCO			7,000				(7,000)		7/15/2015
KPD (2) - APCO					7,000		(7,000)		7/15/2015
HawPD (2) - APCO	7,000						(7,000)		7/15/2015
HawPD (2) - APCO (retracted)	(7,000)						7,000		7/15/2015
HFD (1) - APCO		3,000					(3,000)		7/15/2015
HawPD Imagery Adjustment	(300,000)							(300,000)	7/15/2015
MPD (1) - NENA Development Conf -Oct4-8			3,500				(3,500)		8/13/2015
Budget Increase							3,500	3,500	
Board member (1) - APCO New Emerging Tech						2,500	(2,500)		9/10/2015
Budget Increase							2,500	2,500	
MPD - PowerPhone EMD digital S/W			3,115					3,115	10/8/2015
HFD (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
EMS (2)TriCon2016 Conference, San Diego, Feb28 to March 2, 2016		6,000					(6,000)		11/12/2015
Boardmembers (3) 911 GTW Conf., Feb 21-24, 2016						9,500	(9,500)		11/12/2015
HFD (1) 911 GTW Conf., Feb 21-24, 2016		3,000					(3,000)		11/12/2015
HiPD(2) 911 GTW Conf., Feb 21-24, 2016	7,000						(7,000)		11/12/2015
HPD (3) 911 GTW Conf., Feb 21-24, 2016		10,500					(10,500)		11/12/2015
TechCom (1) 911 GTW Conf., Feb 21-24, 2016						3,000	(3,000)		11/12/2015
Budget Increase							3,000	3,000	
KPD (3) - APCO Western Regional Conf., March 3-10-2016					8,700		(8,700)		11/12/2015
Budget Increase							8,700	8,700	
Admin- Office Supplies						1,000		1,000	11/12/2015
									11/12/2015
Totals	699,547	2,619,329	960,488	65,335	3,081,429	1,128,350	165,500	8,719,978	

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

FY-TO-DATE NOVEMBER 2015	Hawaii PSAP		
	5 MOS.	ADMIN 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	-	-	-
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	-	-	-
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.	62,022	307,647	(245,625)
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	62,021	381,003	(318,982)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	83	1,200	(1,117)
6403.0109 Telcom Trunk	76,586	306,344	(229,758)
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	76,670	311,544	(234,874)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	76,670	311,544	(234,874)
Total 6400 RECURRING EXPENSES	138,691	692,547	(553,856)
Total DISBURSEMENTS	136,103	699,547	(563,444)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

FY-TO-DATE NOVEMBER 2015	Kauai PSAP		
	5 MOS.	ADMIN 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)
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	-	-	-
Total 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	-	-	-
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 Telecom Charges			
6403.0102 Long Distance	(2)	480	(482)
6403.0109 Telecom 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 Telecom 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 November 30, 2015

FY-TO-DATE NOVEMBER 2015	Maui PSAP		
	5 MOS.	ADMIN 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)
6212 NASNA Conference	-	-	-
6214 Nena Conference	18	-	18
6215 NENA Tech Dev. Conf	-	3,500	(3,500)
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.	(1,481)	10,500	(11,981)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	82,000	(82,000)
6301.07 So. Maui Buildout	-	200,000	(200,000)
Total 6301 CAD Replac/Upgrade	-	282,000	(282,000)
6303 Computers			
6303.13 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 Record Maint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	38,918	233,393	(194,475)
6402.08 CAD Maintenance	-	170,000	(170,000)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	38,919	403,393	(364,474)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	(53)	366	(419)
6403.0109 Telcom Trunk	65,903	257,914	(192,011)
6403.0111 Wiring Alt Dispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCML Viper-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	65,851	261,480	(195,629)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	65,851	261,480	(195,629)
Total 6400 RECURRING EXPENSES	104,769	664,873	(560,104)
Total DISBURSEMENTS	103,288	960,488	(857,200)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

FY-TO-DATE NOVEMBER 2015	Molokai PSAP		
	5 MOS.	ADMIN 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	-	-	-
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	-	-	-
Total 6301 CAD Replac/Upgrade	-	-	-
6303 Computers			
6303.13 UPS Battery-HPD	-	-	-
6303.23 HPD SMART911 S/W	-	-	-
6303.24 PRI Install	-	-	-
6303.25 Workstation	-	-	-
Total 6303 Computers	-	-	-
Total 6300 Non-RECURRING	-	-	-
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	-	-
6402.05 Logging Record Maint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	-	-
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	-	-	-
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0102 Long Distance	(35)	57	(92)
6403.0109 Telcom Trunk	-	64,478	(64,478)
6403.0111 Wiring Alt Dispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCML Viper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	800	(800)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telcom Charges	(35)	65,335	(65,370)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	(35)	65,335	(65,370)
Total 6400 RECURRING EXPENSES	(35)	65,335	(65,370)
Total DISBURSEMENTS	(35)	65,335	(65,370)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

FY-TO-DATE NOVEMBER 2015	Oahu PSAP		
	5 MOS.	ADMIN 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)
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	-	8,897
Total 6230 Other Training	8,897	-	8,897
6200 New & Emerg. Tech Train. - Other	-	-	-
Total 6200 New & Emerg. Tech Train.	20,950	42,000	(21,050)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.05 Kauai Police Dept	-	-	-
6301.06 Maui PD	-	-	-
6301.07 So. Maui Buildout	-	-	-
Total 6301 CAD Replac/Upgrade	-	-	-
6303 Computers			
6303.13 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	-	127,400	(127,400)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	250,000	(250,000)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	144,409	577,638	(433,229)
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	144,409	1,288,413	(1,144,004)
6403 Other RECURRING			
6403.01 Telecom Charges			
6403.0102 Long Distance	-	-	-
6403.0109 Telecom Trunk	386,972	947,000	(560,029)
6403.0111 WiringAltDispatch	-	-	-
6403.0112 HPD CML Viper-Kapolei	34,889	140,916	(106,027)
6403.0113 HPDCMLViper-Alapai	(128)	-	(128)
6403.0114 SD Viper (OSL) (3)	10,428	54,000	(43,572)
6403.0115 Text-to-911 Service	-	12,000	(12,000)
6403.0116 Alt PSAP Call Route	-	-	-
6403.0117 Telecom Chgs-Other	-	-	-
Total 6403.01 Telecom Charges	432,159	1,153,916	(721,757)
6403.02 EMS Tower Lease	7,200	7,600	(400)
Total 6403 Other RECURRING	439,359	1,161,516	(722,157)
Total 6400 RECURRING EXPENSES	583,768	2,449,929	(1,866,161)
Total DISBURSEMENTS	604,718	2,619,329	(2,014,611)

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

		ADMIN		
FY-TO-DATE NOVEMBER 2015		5 MOS.	ANNUAL Budget	\$ Over/(under) Budget
Total RECEIPTS:		3,969,778	-	3,969,778
DISBURSEMENTS				
6200 New &Emerg. Tech Train.				
	6201 911 Goes to WashDC	-	12,500	(12,500)
	6203 APCO New Tech Conference	2,207	2,500	(293)
	6204 APCO Conference	4,193	6,000	(1,807)
	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	-	165,500	(165,500)
	Total 6200 New &Emerg. Tech Train.	8,679	189,150	(180,471)
6400 RECURRING EXPENSES				
6401 ADMINISTRATION				
	6401.01 Exec Dir. Services	34,503	198,000	(163,497)
	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	11,448	25,000	(13,552)
	6401.09 DB&F Assessments			
	6401.0101 DB&F Admin. Assess	-	155,000	(155,000)
	6401.0102 DB&F Rev Assessment	-	462,625	(462,625)
	Total 6401.09 DB&F Assessments	-	617,625	(617,625)
	6401.11 Miscellaneous Expense	(0)	-	(0)
	6401.12 NASNA Dues	150	150	-
	6401.13 Parking Permits	-	400	(400)
	6401.15 WSP Cost Recovery			
	6401.0101 Sprint/Nextel	4,253	-	4,253
	6401.15 WSP Cost Recovery - Other	-	70,000	(70,000)
	Total 6401.15 WSP Cost Recovery	4,253	70,000	(65,747)
	6401.17 ADA Compliance	-	200	(200)
	6401.19 Public Education	-	30,000	(30,000)
	6401.20 RCUH Contract	(5,881)	-	(5,881)
	6402.21 Cell Phone Charges	503	-	503
	6402.22 Office Supplies	2,427	5,000	(2,573)
	6402.23 NG911 Transition Plan	-	145,000	(145,000)
	Total 6401 ADMINISTRATION	60,403	1,104,700	(1,044,297)
	Total 6400 RECURRING EXPENSES	60,403	1,104,700	(1,044,297)
Total DISBURSEMENTS		69,082	1,293,850	(1,224,768)