

STATE OF HAWAII

**Communications, Technical and Finance Meeting  
(Combined Meeting)  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
Thursday, October 8, 2015  
10am – 12 noon**

**Agenda**

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Review and Approval of Last Month's Meeting Minutes**
- V. Committee Updates by Committee Chairs**
  - a. Communications Committee – Steven Schutte
    - i. Legislative Investigative Committee update- Paul Ferreira
  - b. Technical Committee – Thalia Burns
    - i. Investigative Regulatory Committee update – Marshall Kanehailua
    - ii. FCC update
    - iii. Text-2-911 update
    - iv. Request approval:
      - 1. MPD – PowerPhone Emergency Medical Dispatch digital software for 10 positions on Maui and Molokai - \$3,115.
    - v. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of Monthly Cash Flow & Budget Financial Reports
    - ii. Request Funding Approval:
      - 1. MPD – PowerPhone Emergency Medical Dispatch digital software for 10 positions on Maui and Molokai - \$3,115.
    - iii. Others
- VI. PSAP Status Updates**

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

## **VII. Items for Discussion, Consideration and Action**

- a. 911 Timeline update.
- b. Others

## **VIII. Announcements**

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

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

## **X. Adjournment**



## STATE OF HAWAII

### **Communications, Technical and Finance Meeting (Combined Meeting) Kalanimoku Bldg., Room 322B 1151 Punchbowl St., Honolulu Thursday, October 8, 2015 10am – 12 noon**

**Communications Committee members present:** Thalia Burns, Lavina Taovao and Paul Ferreira.

**Communications Committee members absent:** Davlynn Racadio and Steven Schutte (Chair).

**Technical Committee members present:** Thalia Burns (Chair), Clement Chan, Rob Gausepohl, John Jakubczak, Ah Lan Leong, Gary Lum, David Miyasaki, Eleni Papakiristis, Antonio Ramirez, Kiman Wong and Kenison Tejada.

**Technical Committee members absent:** Jeff Riewer, Steven Schutte and Marshall Kanehailua.

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

**Finance Committee members absent:** None.

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

**Guests:** Victoria Garcia (DoD), Ryan Freitas (HT), Mark Wong (DIT), Bonnie Young (MPD), Travis Ing (HiPD), Diana Chun (EMS), Eric Butler (Pictometry), Dean Rickard (MPD), Mary Boyd (Intrado), Allan Nagata (HPD), and Wayne Hirasu (SIC).

### **Meeting Minutes**

#### **A. Call to Order, Public Notice, Quorum**

- a. The board chair called the meeting to order at 10:05 am.
- b. Public notice was issued.
- c. Quorum was present for all committees.

#### **B. 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.

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

### **C. Introductions**

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

### **D. Review and Approval of Last Month's Meeting Minutes**

- a. The chair requested the members of the committees to review the minutes of the September 10, 2015 Joint Committee meeting for approval.
- b. Thalia Burns motioned to approve the minutes from the September 10, 2015 meeting. The motion was seconded and approved by voice vote by all committee members present without discussion.

### **E. Committee Updates by Committee Members**

- a. Communications Committee – Steven Schutte
  - i. There were no updates at this time.
  - ii. 2015 Legislative Investigative Committee update – Paul Ferreira
    - a. There was a LIC committee meeting to discuss the proposed prepaid bill and justification sheet that will reviewed by the governor for inclusion with his administrative budget. The justification sheet will need to articulate why the board needs the additional funds that the prepaid surcharge fee will provide.
    - b. After the proposed bill is approved by the governor, we will need to strategize how the PSAP representatives will proceed to contact their respective legislators requesting their support.
    - c. An email was sent from Courtney Tagupa to the PSAP representatives requesting for additional budget changes. The request was made to provide justification for the additional funds from the proposed prepaid legislation.
- b. Technical Committee – Thalia Burns
  - i. Investigative Regulatory Committee update – Marshall Kanehailua
    - 1. There were no updates at this time.
  - ii. FCC Updates – Courtney Tagupa
    - 1. There were no updates at this time.
  - iii. Text-to-911 Update – Thalia Burns
    - 1. Technical Committee Chair Thalia Burns stated that the committee completed the flyer and copies were distributed. Ms. Burns is also awaiting approval from the governor's office to use the state's seal on the flyer and to obtain a domain name to add to the flyer to direct the public to website to obtain more information. In addition, a FAQ sheet is in preparation thanks to the efforts of Travis Ing. Once the FAQ sheet is finalized, it will be posted on the E911 website. A firm date has not been established as to when text-to-911 will be deployed. The next action item will be to discuss with HT and Intrado when the PSAPs may go live with text-to-911.
  - iv. Request for Funding Approval:
    - 1. MPD - power phone emergency medical dispatch software for 10 positions at a total of \$3,115.

- a. Kiman Wong motioned to approve this request subject to funding approval by the finance committee and final approval by the board. The motion was seconded and approved by voice vote by all technical committee members present.
  - v. Others – None.
- c. Finance Committee – Kiman Wong
  - i. Review of Monthly Cash Flow and Budget Financial Reports:
    - 1. Finance Chair Kiman Wong reviewed the results of the monthly budget and cash flow report with the committee. The following statistics were provided for the month ending September 30, 2015:
      - a. Receipts (month) \$796,143.
      - b. Interest (month) \$895.
      - c. Disbursements (month) \$244,499.
      - d. Net receipts (month) \$551,644.
      - e. Bank Balance \$17,358,231.
      - a. Unencumbered bank balance \$11,526,103.
  - ii. Request for Funding Approval:
    - 1. MPD - power phone emergency medical dispatch software for 10 positions at a total of \$3,115.
      - a. Paul Ferreira motioned to approve the funding request for MPD's power phone emergency medical dispatch software subject to final approval by the board. The motion was seconded and approved by voice vote by all the finance committee members present.
  - iii. Others: None.

#### **F. PSAP Status Updates**

- a. Kauai – Mark Begley – Nothing to report.
- b. Oahu – Allan Nagata
 

An update was provided on smart 911 by HPD Acting Major Allan Nagata which was officially launched on September 9, 2015. Prior to the official launch, there were 298 registrations. As of September 30, 2015, registrations increased to 1,691. Acting Major Nagata thanked the Board for the opportunity to provide this potentially lifesaving service to Honolulu. Acting Major Nagata attributed the success of this campaign to the efforts of his staff. He thanked the stakeholders (Disability Access Communication Board (DCAB), Hawaii State Public Library System (HSPLS), the Humane Society, the Office of the Prosecuting Attorney, etc.) for their efforts to obtain additional support from the public.
- c. Oahu – HFD Battalion Chief Gary Lum
 

B/C Gary Lum advised the committees that the problem of abandoned calls coming into the 911 center and not being listed on the Intrado workstations, has

been resolved by Hawaiian Telecom. Prior to the fix, abandon calls were not being listed on the Intrado workstations for two to three weeks.

d. Molokai – Dean Rickard – Nothing to report.

e. Maui – John Jakubczak

A/C John Jakubczak thanked the technical and finance committees and the Board for approving the funding request for the MPD (Maui and Molokai) power phone emergency medical dispatch software.

f. Hawaii – Paul Ferreira – Nothing to report.

#### **G. Items for Discussion, Consideration, and Action**

a. 911 Timeline Update – Paul Ferreira

A reminder was issued to all present to please submit PSAP success stories to Courtney Tagupa. This information will become crucial as we near the start of the legislative season to assist in justifying our request for additional revenue from prepaids. We need to show the legislature what great things we accomplished throughout the state and how it benefited the community.

b. Others: none.

#### **H. Announcements**

a. Meeting dates (10am – 12 noon).

i. Thursday, November 12, 2015 (Combined Meeting)

ii. Thursday, December 10, 2015 (Combined Meeting)

iii. Thursday, January 14, 2016 (Combined Meeting)

iv. Thursday, February 11, 2016 (Combined Meeting)

a. Paul Ferreira asked everyone to please try and make the meetings, as quorum is needed to vote on agenda issues.

b. Others- none.

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

a. Paul Ferreira asked if there was anyone who wishes to comment on issues not on the agenda for consideration for the agenda at the next meeting to please come forward. No one came forward to testify.

#### **J. Adjournment**

a. The board meeting was adjourned at 10:35 am by voice vote of all committee members in attendance.

# Oahu Civilian E9-1-1 Status Report

*October 1, 2015 – October 31, 2015*

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – OCTOBER 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
October	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%

### 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																	
DEC																	
YTD	839,418	197,683		612,704				28,515		516		20,441		121,849		8,062	
MON AVG	83,942	19,768	23.56%	61,270	72.98%	50.69%	22.28%	2,852	3.40%	52	0.06%	2,044	2.43%	12,185	14.51%	806	0.95%

#### NOTE:

- **\*Calls with no Ali 0.06% - Statewide average = 0.16% September 2015**
- **Wireline totals for February and March have been adjusted per HPD audit.**

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – OCTOBER 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
October	75,955	85.46%	20,831	41,145	1,499	12,480	2,439	2.74%	89	0

2015	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
October	8,513	9.58%	752	110	71	0.08%	69	5

## 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																		
DEC																		
YTD	723,156		203,182	386,318	11,807	121,849	26,238		965	0	81,308		7,035	1,138	654		634	71
MON AVG	72,316	86.14%	20,318	38,632	1,181	12,185	2,624	3.13%	97	0	8,131	9.70%	704	114	65	0.08%	63	7

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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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.**

# Oahu Civilian E9-1-1 Status Report

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TEXT TO 911 – CURRENT MONTH – OCTOBER 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.

FYI.....FOR YOUR INFORMATION

FYI ..... For Your Information			
911 Calls with no Location Information (N/A)			
County	Date	Percentage %	Monthly Average of 911 calls 2015
Kauai County	As of 10-31-15	0.40%	4,703
Oahu Civilian	As of 10-31-15	0.06%	83,942
Hawaii County	As of 10-31-15	0.11%	18,276
Maui County	As of 10-31-15	0.31%	11,984
Statewide Average	As of October 31, 2015	<b>0.22%</b>	
<b>*Statewide average of 911 calls <u>with</u> Location Information = 99.78%</b>			
* Statewide averages does <b><u>not</u></b> include the Military 911 calls or current Text to 911 testing.			
Ali Screen printouts for 911 calls with no location Information (N/A) can be forwarded to Akimeka for analysis.			

# Oahu Civilian E9-1-1 Status Report

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## WIRELESS PSAP TESTING – OCTOBER 2015

OAHU CIVILIAN - OCTOBER 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
10/16/2015	AT&T	1	12	Oahu PSAP	Pass	8 sectors not tested/ 2 added

### NOTES:

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

## Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – OCTOBER 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
OCT	671	640	3	3	8	17	45,488

#### MSAG CURRENT MONTH NOTES:

A total of **737** MSAG transactions were processed in 9-1-1 Net during the month of October 2015. **671** requests were processed relating to the MSAG database, and **66** requests relating to the ALI database (see ALI Transaction chart on next page). There were **45,488** 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							
DEC							
TOTAL YTD	7,905	7,598	22	59	28	198	529,751
AVG PER MONTH	791	760	2	6	3	20	52,975



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### ALI TRANSACTIONS CURRENT MONTH – OCTOBER 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
OCT	66	66	0	0	276	0	0

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

**66** Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

### OPEN DISCREPANCY RECORDS STATUS:

- There are 276 Open Telephone Number Change Requests as of October 31, 2015.
- Refer to chart in the next section "TNCR Current Status"

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

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

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

## Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### 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							
DEC							
TOTAL YTD	1,904	1,898	6	0			
AVG PER MONTH	190	190	1	0			

# Oahu Civilian E9-1-1 Status Report

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER, 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	276	11	177	88

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

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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 **October 31, 2015**:

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

# Oahu Civilian E9-1-1 Status Report

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## MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waianae	03/13/15	03/24/15	03/09/15		03/20/15	04/02/15
Mali	03/25/15	04/02/15	03/17/15			
Nanakuli	04/03/15	04/13/15	03/27/15		04/06/15	04/17/15
Makakilo	04/14/15	04/28/15	04/15/15		04/17/15	04/29/15
Kapolei	04/29/15	05/21/15	05/19/15		5/1/2015, 5/15/2015	
Kalaheo	05/22/15	06/08/15	06/08/15		06/12/15	06/25/15
Ewa Beach	06/09/15	07/27/15	07/24/15		06/26/15	07/13/15
Iroquois	07/28/15	08/03/15	07/27/15		07/10/15	07/14/15
Waipahu	08/04/15	09/07/15	08/25/15		08/7/15, 08/21/15	
Kunia	09/08/15	09/11/15	08/26/15			
Waipio	09/14/15	09/29/15	09/18/15		09/18/15	10/12/15
Mililani	09/30/15	11/19/15	IN PROGRESS		10/16/15, 10/30/15	IN PROGRESS
Pearl City	11/20/15	12/17/15				
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				

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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 GISServer	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points		10/30/15		
	10/30/2015		Spatially corrected two hundred forty (240) addresses in Ewa Beach	
	10/29/2015		Spatially corrected one hundred thirty-one (131) addresses in Ewa Beach	
	10/29/2015		Added one (1) new address in Ewa Beach	
	10/28/2015		Added one (1) Location Name in Downtown	
	10/28/2015		Spatially corrected two (2) addresses in Downtown	
	10/28/2015		Added one (1) Location Name in Kaneohe	
	10/28/2015		Spatially corrected two (2) addresses in Waianae	
	10/27/2015		Added one (1) Location Name in Airport	
	10/27/2015		Added one (1) Location Name in Waikiki	
	10/20/2015		Spatially corrected thirty-four (34) addresses in Ewa Beach	
	10/20/2015		Added nine (9) new addresses in Ewa Beach	
	10/20/2015		Spatially corrected fifty-nine (59) addresses in Mililani	
	10/20/2015		Added four (4) new addresses in Nanakuli	
		10/16/15		
	10/16/2015		Spatially corrected one (1) address in Aiea	
	10/16/2015		Added one (1) Location Name in Ewa Beach	
	10/16/2015		Corrected one (1) Location Name in Kailua	
	10/16/2015		Added one (1) Location Name in Kalaeloa	
	10/16/2015		Corrected one (1) Location Name in Maili	
	10/16/2015		Added one (1) Location Name in McCully	
	10/15/2015		Spatially corrected two hundred eighty (280) addresses in Aiea	
	10/15/2015		Spatially corrected twenty-five (25) addresses in Pearl City	
	10/13/2015		Spatially corrected two (2) addresses in Kahala	
	10/13/2015		Spatially corrected one (1) address in Moanalua V	
	10/13/2015		Spatially corrected one (1) address in Makiki	
	10/8/2015		Spatially corrected twenty-five (25) addresses in Aiea	
	10/8/2015		Spatially corrected forty (40) addresses in Pearl City	
	10/7/2015		Spatially corrected forty-seven (47) addresses in Aiea	
	10/7/2015		Added fifty-nine (59) new addresses in Kapolei	
	10/7/2015		Spatially corrected one hundred twenty-seven (127) addresses in Pearl City	
	10/7/2015		Spatially corrected sixty-seven (67) addresses in Waipio	
	10/7/2015		Deleted three (3) bad addresses in Waipio	
	10/5/2015		Spatially corrected two (2) addresses in Mililani	
	10/5/2015		Deleted one (1) bad address in Makakilo	
	10/5/2015		Added ten (10) new addresses in Kapolei	

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GISServer	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/5/2015		Spatially corrected ninety-six (96) addresses in Kapolei
	10/5/2015		Spatially corrected one hundred thirty-seven (137) addresses in Makakilo
	10/5/2015		Spatially corrected forty-four (44) addresses in Nanakuli
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places		10/30/15	
	10/28/2015		Spatially corrected one (1) location in Downtown
	10/28/2015		Added one (1) new Common Place in Downtown
	10/28/2015		Added one (1) new Common Place in Honolulu
	10/28/2015		Added one (1) new Common Place in Kahala
	10/28/2015		Added one (1) new Common Place in Kalihi
	10/28/2015		Corrected one (1) Name in Kaneohe
	10/28/2015		Added one (1) new Common Place in Kaneohe
	10/28/2015		Corrected one (1) Name in Mililani
	10/28/2015		Added one (1) new Common Place in Waianae
	10/27/2015		Added one (1) new Common Place in Airport
	10/27/2015		Corrected one (1) Name in Waikiki
	10/27/2015		Spatially Corrected one (1) location in Waikiki
	10/20/2015		Spatially corrected sixty-two (62) locations in Mililani

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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 GISServer	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places		10/16/15	
	10/16/2015		Spatially corrected one (1) location in Aiea
	10/16/2015		Added one (1) new Common Place in Ewa Beach
	10/16/2015		Added one (1) new Common Place in Honolulu
	10/16/2015		Added one (1) new Common Place in Kailua
	10/16/2015		Added one (1) new Common Place in Kalaeloa
	10/16/2015		Corrected the Name of one (1) Common Place in Maili
	10/16/2015		Corrected the Name of one (1) Common Place in McCully
	10/16/2015		Corrected one (1) address in McCully
	10/16/2015		Added one (1) new Common Place in McCully
	10/13/2015		Added ten (10) new Common Places in Aiea
	10/13/2015		Added two (2) new Common Places in Downtown
	10/13/2015		Added two (2) new Common Places in Kahala
	10/13/2015		Added three (3) new Common Places in Kailua
	10/13/2015		Added one (1) new Common Place in Kaimuki
	10/13/2015		Added five (5) new Common Places in Kaneohe
	10/13/2015		Added two (2) new Common Places in Makiki
	10/13/2015		Added one (1) new Common Place in Manoa
	10/13/2015		Added six (6) new Common Places in Mililani
	10/13/2015		Spatially corrected one (1) location in Moanalua V
	10/13/2015		Added four (4) new Common Places in Moanalua V
	10/13/2015		Added one (1) new Common Place in Pearl City
	10/13/2015		Added one (1) new Common Place in Salt Lake
	10/13/2015		Added one (1) new Common Place in Wahiawa
	10/13/2015		Added one (1) new Common Place in Waialae
	10/13/2015		Added two (2) new Common Places in Waipahu
	10/13/2015		Added four (4) new Common Places in Waipio
	10/8/2015		Corrected name of two (2) locations in Aiea
	10/8/2015		Added two (2) new Common Places in Aiea
	10/8/2015		Added five (5) new Common Places in Airport
	10/8/2015		Added two (2) new Common Places in Downtown
	10/8/2015		Added two (2) new Common Places in Honolulu
	10/8/2015		Added four (4) new Common Places in Kaimuki
	10/8/2015		Added four (4) new Common Places in Kalihi
	10/8/2015		Added one (1) new Common Place in Kapolei
	10/8/2015		Added one (1) new Common Place in Kunia
	10/8/2015		Added two (2) new Common Places in Makakilo
	10/8/2015		Added one (1) new Common Place in Makalapa



# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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 GISServer	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Common Places	10/8/2015		Added one (1) new Common Place in Makiki
	10/8/2015		Added one (1) new Common Place in Manoa
	10/8/2015		Added four (4) new Common Places in McCully
	10/8/2015		Added two (2) new Common Places in Nuuanu
	10/8/2015		Added one (1) new Common Place in Pearl City
	10/8/2015		Added two (2) new Common Places in Punchbowl
	10/8/2015		Added two (2) new Common Places in Waialae
	10/8/2015		Added one (1) new Common Place in Waipahu
	10/6/2015		Spatially corrected twelve (12) locations in Kalihi
	10/6/2015		Spatially corrected five (5) locations in Mililani
	10/6/2015		Corrected eleven (11) addresses in Kalihi
	10/6/2015		Corrected three (3) addresses in Mililani
	10/5/2015		Spatially corrected two (2) locations in Mililani
	10/2/2015		Corrected one (1) address in Aina Haina
	10/2/2015		Added one (1) new Common Place in Aina Haina
	10/2/2015		Corrected two (2) addresses in Ewa Beach
	10/2/2015		Corrected one (1) address in Haleiwa
	10/2/2015		Corrected one (1) address in Hawaii Kai
	10/2/2015		Corrected one (1) name in Kaaawa
	10/2/2015		Added one (1) new Common Place in Kaaawa
	10/2/2015		Added one (1) new Common Place in Kapahulu
	10/2/2015		Corrected two (2) addresses in Kapolei
	10/2/2015		Corrected two (2) addresses in Maili
	10/2/2015		Corrected two (2) addresses in Makaha
	10/2/2015		Added one (1) new Common Place in McCully
	10/2/2015		Corrected one (1) address in Nanakuli
	10/2/2015		Corrected one (1) address in Punaluu
	10/2/2015		Corrected two (2) addresses in Waialua
	10/2/2015		Corrected one (1) address in Waimanalo
	10/2/2015		Corrected one (1) address in Waipahu
Correctional Facilities			
Emergency Callboxes			

# Oahu Civilian E9-1-1 Status Report

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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)			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	10/28/2015		Corrected ESNs 153, 154, 151, 134, 101, 152, and 184
	10/15/2015		Corrected ESN boundaries 123, 124, and 125
Fire Beats			
Fire Districts			
Fire Response Areas		10/30/15	
	10/28/2015		Corrected boundary for STA41 and STA36
	10/28/2015		Corrected boundary for STA36 and STA42
	10/28/2015		Corrected boundary for STA27 and STA34
	10/19/2015		Corrected boundary for STA36 and STA41
		10/16/15	
	10/15/2015		Corrected STA36, STA6, and STA25 boundaries
	10/15/2015		Corrected boundary for STA6 and STA32
Fire Stations	10/6/2015		Corrected boundaries STA36 and STA41
Food & Beverage			
Gas Stations			
Gate Codes			

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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

# Oahu Civilian E9-1-1 Status Report

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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)			
Medic Response Areas		10/30/15	
	10/28/2015		Corrected boundary for MED9 and MED15
	10/28/2015		Corrected boundary for MED22 and MED12
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		10/30/15	
	10/28/2015		Corrected Waimanalo and Hawaii Kai boundary along ridgeline
		10/16/15	
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest			

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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)			
Police Beats		10/30/15	
	10/28/2015		Corrected Police Beats 776, 782, 784, 450
		10/16/15	
	10/15/2015		Corrected Polce Beats 559 and 560 according to the HPD written Policies and Procedures
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		10/30/15	
	10/29/2015		Corrected one hundred four (104) elevation values in Aiea
	10/29/2015		Corrected twenty-one (21) elevation values in Kapolei
	10/28/2015		Spatially corrected one (1) street segment in Airport
	10/28/2015		Added three (3) street segments in Kapolei
	10/28/2015		Split one (1) street segment in Kapolei
	10/28/2015		Spatially corrected one (1) street segment in Kapolei
	10/28/2015		Corrected two (2) street ranges in Mililani
	10/28/2015		Spatially corrected eighty-one (81) street segments in Mililani
	10/28/2015		Spatially corrected two (2) street segments in Waipahu
	10/28/2015		Corrected forty-four (44) ESNs along Hawaii Kai/Waimanalo boundary
	10/27/2015		Added three (3) street segments in Mililani
	10/27/2015		Split one (1) street segment in Mililani
	10/27/2015		Spatially corrected thirty (30) street segments in Mililani
	10/27/2015		Populated ESNs 101, 102, 108, and 115
	10/20/2015		Spatially corrected twenty-one (21) street segments in Mililani
	10/20/2015		Added one (1) street segment in Waimanalo
	10/20/2015		Split one (1) street segment in Waimanalo

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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 GISServer	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	10/20/2015		Corrected one (1) street range in Waimanalo
	10/19/2015		Corrected one (1) street range in Kapahulu
	10/19/2015		Spatially corrected one hundred twenty (120) street segments in Mililani
	10/19/2015		Deleted one (1) bad street segment in Mililani
		10/16/15	
	10/16/2015		Corrected one (1) police beat attribute in Aiea
	10/15/2015		Spatially corrected six (6) street segments in Kalihi
	10/15/2015		Spatially corrected twenty (20) street segments in Mililani
	10/14/2015		Spatially corrected seventy-one (71) street segments in Mililani
	10/9/2015		Spatially corrected two (2) street segments in Waialua
	10/8/2015		Deleted one (1) bad street segment in Mililani
	10/8/2015		Spatially corrected one hundred twenty (120) street segments in Mililani
	10/6/2015		Spatially corrected seventy-four (74) street segments in Mililani
	10/6/2015		Added six (6) street segments in Mililani
	10/6/2015		Split twelve (12) street segments in Mililani
	10/6/2015		Deleted one (1) bad street segment in Mililani
	10/5/2015		Merged two (2) segments of Keni St in Mililani
	10/5/2015		Added sixteen (16) ingresses in Mililani
	10/5/2015		Corrected six (6) street ranges in Mililani
	10/5/2015		Spatially corrected fifty-seven (57) street segments in Mililani
	10/5/2015		Split six (6) street segments in Mililani
	10/2/2015		Corrected one (1) range on Ka Uka Blvd in Waipio
	10/2/2015		Corrected one (1) gap in Aiea
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			

# Oahu Civilian E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART X)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GISServer	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors		10/30/15	
	10/30/2015		Per ATT CRS
		10/27/15	
	10/27/2015		Per VZW CRS
	10/20/2015		Per VZW CRS
		10/19/15	
		10/16/15	
		10/13/15	
	10/13/2015		Per VZW CRS
	10/7/2015		Per VZW CRS
WSP Cell Towers		10/05/15	
		10/30/15	
	10/30/2015		Per ATT CRS
		10/27/15	
	10/27/2015		Per VZW CRS
	10/20/2015		Per VZW CRS
		10/19/15	
		10/16/15	
		10/13/15	
	10/13/2015		Per VZW CRS
10/7/2015		Per VZW CRS	
	10/05/15		

# Oahu Civilian E9-1-1 Status Report

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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
10/30/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
10/30/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
10/27/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
10/19/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
10/16/2015	Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD
10/16/2015	Street Centerlines, Address Points, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
10/13/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
10/5/2015	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



# Oahu Civilian E9-1-1 Status Report

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## INTRADO POWERMAP UPLOAD

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

During the September 4, 2015 GIS deliverable, Akimeka received a notification that the Honolulu PowerMap was no longer being used by the customer. Intrado also indicated that Hawaiian Tel was no longer going to be updating the PowerMap server.

## 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 October 2015. Akimeka corrected boundaries for two (2) Police Beats (559, and 560) and performed routine maintenance on four (4) 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.

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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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 Telcom.
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.

# Oahu Civilian E9-1-1 Status Report

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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 ESNPROJECT														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
Mililani	07/10/15	157	100%	154	100%	153	100%	152	100%					Complete	615
Pearl City	07/22/15	134	100%	133	100%	132	100%	131	100%					Complete	241
Aiea	07/28/15	131	100%	130	100%	129	100%							Complete	384
PC Pen	08/05/15	132	100%											Complete	26
McGrew PT	08/05/15	130	100%											Complete	5
Halawa	08/05/15	130	100%											Complete	7
Aliamanu	08/05/15	128	100%	127	100%									Complete	27
Moanalua T	08/06/15	128	100%											Complete	20
Hale Moku	08/06/15	129	100%	128	100%									Complete	30

# Oahu Civilian E9-1-1 Status Report

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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 #		
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



# Oahu Civilian E9-1-1 Status Report

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## MAPFLEX DEPLOYMENT

During the month of October 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs and it appears the MapFlex is live for the Honolulu PSAPs. There have not been any discussions held with regards to receiving GIS updates for the MapFlex system yet. Akimeka is awaiting there to be an upload procedure implemented by Intrado, so that updates can proceed. As it stands, the MapFlex system that is live is using GIS data provided for the installation and is outdated from March 2015.

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 October 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to October, please see the April thru September 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 October 2015
  - a. **Hawaii County** – October 13<sup>th</sup> and October 27<sup>th</sup>
  - b. **Maui County** – October 14<sup>th</sup> and October 28<sup>th</sup>
  - c. **Kauai County** – October 15<sup>th</sup> and October 29<sup>th</sup>

## 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.

## Oahu Civilian E9-1-1 Status Report

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- 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.

For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).

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### POWER911 (VIPER) UPDATE

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

On July 23<sup>rd</sup>, 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 October, 2015.

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### SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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## STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data on August 7, 2015 and October 1, 2015.

Street Utility Check				
	First Report 06/01/13	8/7/2015	10/1/2015	Improvements/Corrections
Total Number of GIS Records	26,602	28,583	29,012	Increased by 429 records
Errors Identified				
Zero Errors	5,112	440	436	Decreased by 4 errors
Low > High Errors	3	3	1	Decreased by 2 errors
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	4	1	Decreased by 3 errors
Address Overlap Errors	423	1	1	No Change
Flipped Link Errors	1,030	581	647	Increased by 66 errors
Total Errors	9,303	1,029	1,086	Increased by 5.5% (57 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)**

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on October 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,749** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 1, 2015 for the Oahu Civilian PSAP are reported below.

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

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



# Oahu Civilian E9-1-1 Status Report

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## AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2015		As of April 1, 2015		As of July 1, 2015		As of October 1, 2015	
		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 4-01-15		9-1-1 MSAG Dated 7-01-15		9-1-1 MSAG Dated 10-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,525		7,541		7,597		7,749	
Less: 9-1-1 MSAG Exception Records	(1)	27	0.4%	42	0.6%	40	0.5%	35	0.5%
Net 9-1-1 MSAG Records Eligible for Comparison		7,498		7,499		7,557		7,714	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		7,476	99.7%	7,475	99.7%	7,547	99.9%	7,694	99.7%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	6	0.1%	21	0.3%	6	0.1%	16	0.2%
9-1-1 MSAG Record With No Matching GIS Record	(3)	16	0.2%	3	0.0%	4	0.1%	4	0.1%
Total 9-1-1 MSAG Records No Match		22	0.3%	24	0.3%	10	0.1%	20	0.3%

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

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate remained consistent from July 2015 with a 99.9% Match Rate to a 99.7% Match Rate as of October 2015

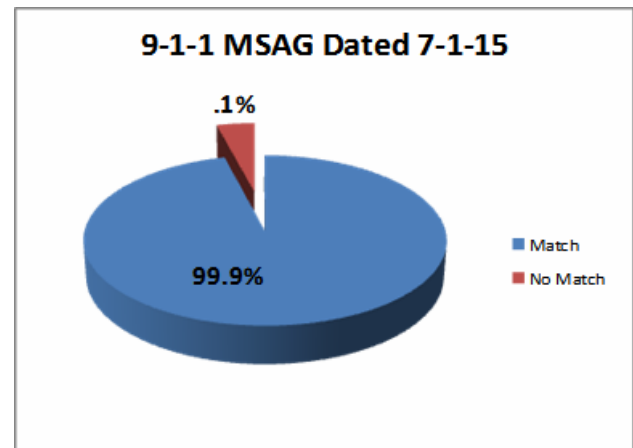
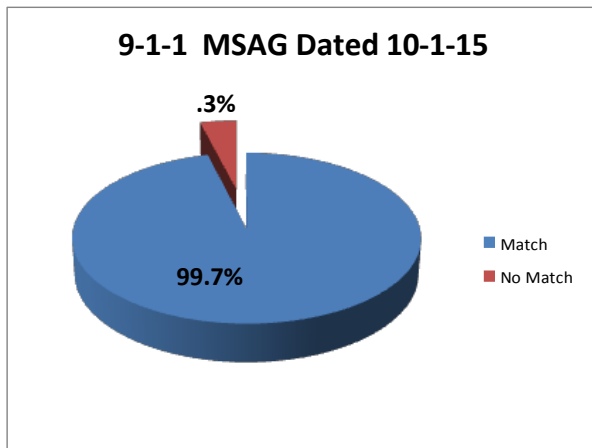
### NOTES:

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

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



**Oahu Civilian’s level of accuracy or 9-1-1 Match percentage remained consistent with a**

**99.7% as of October 1, 2015 compared to 99.9% as of July 1, 2015.**

**The majority of the remaining MSAG and GIS discrepancies are in the**

**Honolulu MSAG Community.**

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- ❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- ❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- ❖ “MSAG - GIS Minor Corrections” increased (6 to 16) from July 2015 to October 2015. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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

- ❖ “MSAG Record With No GIS Record” remained the same (4 to 4) from July 2015 to October 2015 respectively. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the January 2016 re-analysis.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” decreased (5 to 3) from July 2015 to October 2015. Records with no matching record was due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the January 2016 re-analysis.
- ❖ “GIS –Minor Corrections” increased (7 to 23) from July 2015 to October 2015. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the October 2015 re-analysis.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.

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

# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records							
	9-1-1 MSAG Dated 01-01-15		9-1-1 MSAG Dated 04-01-15		9-1-1 MSAG Dated 07-01-15		9-1-1 MSAG Dated 10-01-15	
	Number of Records	% of Total Invalid MSAG Records	Number of Records	% of Total Invalid MSAG Records	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 199	193	2.5%	154	2.0%	143	1.8%	128	1.6%

These invalid MSAG records represent **1.6%** of the Total MSAG records for the City & County of Honolulu as of the October 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

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

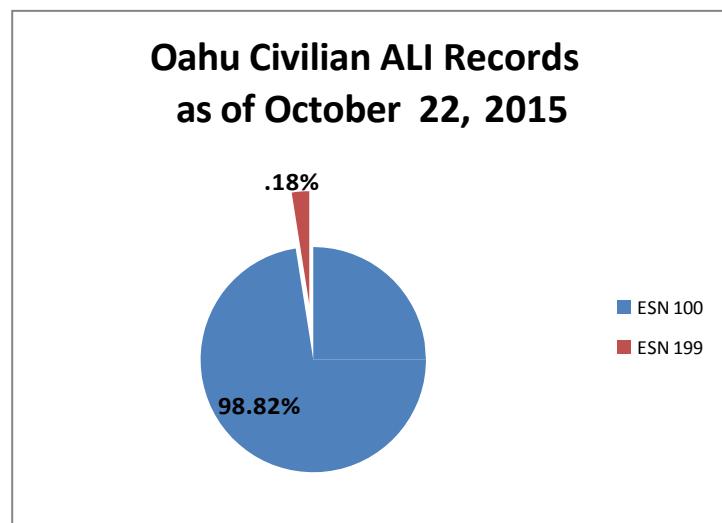
# Oahu Civilian E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of October 1, 2015, there are **872** ALI records with an assigned ESN of 199, representing **.18%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



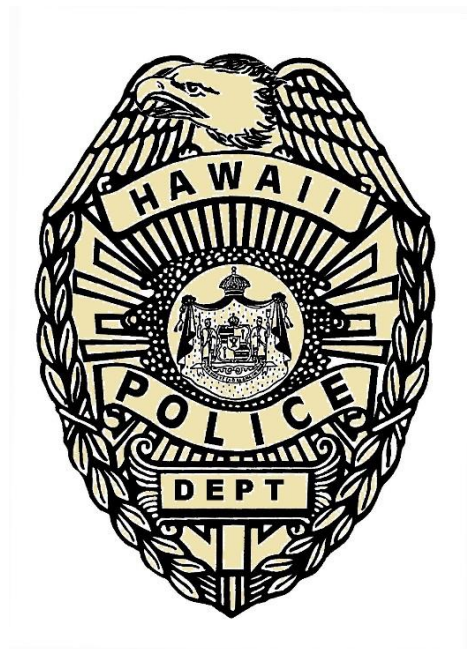
The number of Ali records with an ESN 199 records increased by **13%** (770 to 872) from July 2015 to October 2015 respectively. The increase was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

# Hawaii County E9-1-1 Status Report

*October 1, 2015 – October 31, 2015*



# Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

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# Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – OCTOBER 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
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%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (56.42%) has increased from the number of Wireless Phase 1 calls (43.58%) in October 2015.

\*Call with no Ali = 0.11% - Statewide average = 0.16% September 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																	
DEC																	
YTD	182,760	36,790		122,703				7,543		95		0		15,629		0	
MON AVG	18,276	3,679	20.13%	12,270	67.16%	46.75%	53.25%	754	4.12%	10	0.05%	0	0.00%	1,563	8.54%	0	0.00%

# Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – OCTOBER 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
October	14,402	80.29%	0	1,397	0	2,110	11.76%	0	29	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										
December										
YTD	146,628		0	15,306	0	21,968		0	323	0
MON AVG	14,663	80.26%	0	1,531	0	2,197	12.02%	0	32	0

### PSAP OPERATION NOTES:

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

## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

TEXT TO 911 – CURRENT MONTH – OCTOBER 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.

FYI.....FOR YOUR INFORMATION

FYI ..... For Your Information			
911 Calls with no Location Information (N/A)			
County	Date	Percentage %	Monthly Average of 911 calls 2015
Kauai County	As of 10-31-15	0.40%	4,703
Oahu Civilian	As of 9-30-15	0.06%	83,393
Hawaii County	As of 10-31-15	0.11%	18,276
Maui County	As of 10-31-15	0.31%	11,984
Statewide Average	As of October 31, 2015	<b>0.22%</b>	
<b>*Statewide average of 911 calls <u>with</u> Location Information = 99.78%</b>			
* Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing.			
Ali Screen printouts for 911 calls with no location Information (N/A) can be forwarded to Akimeka for analysis.			

## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

### WIRELESS PSAP TESTING – OCTOBER 2015

HAWAII COUNTY - OCTOBER 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 October 2015.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

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

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

## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – OCTOBER 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
OCTOBER	26	10	2	4	6	4	974

#### MSAG CURRENT MONTH NOTES:

A total of **399** MSAG transactions were processed in 9-1-1 Net during the month of October 2015. Twenty-six (**26**) requests were processed relating to the MSAG database, and **373** requests relating to the ALI database (see ALI Transaction chart on next page). There were **974** 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							
DECEMBER							
TOTAL YTD	453	122	10	235	74	12	3,404
AVG PER MONTH	45	12	1	24	7	1	340

# Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

## ALI TRANSACTIONS CURRENT MONTH – OCTOBER 2015

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALITRANSACTIONS 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
OCT	373	366	4	3	1,108	2	1

Definitions							
<p>(A) <b>Telephone Number Change Request</b> - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.</p> <p>(B) <b>Automatic Location Information Discrepancy Record</b> - 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) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

**373** 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. Four (4) ALI DRs were submitted as the result of 9-1-1 calls from a residence in Honokaa and two businesses; in Kailua Kona and Pahoa. Hawaii County Fire submitted a request to Akimeka to update the customer information. Akimeka submitted the ALI DRs to Intrado and two (2) ALI DRs remains open as of October 31, 2015. Three (3) VoIP DRs were submitted to Time Warner Cable for correction. There is one (1) VoIP DR open as of October 31, 2015.

## OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,108 Open TN CR Transactions as of October 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**
- **1,033** 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.
- **There are two (2) Open ALI-DRs as of October 31, 2015**

## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

- The ALI DR was the result of 9-1-1 call from a business in Hilo and a residence in Pahoa. 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 is one (1) Open VoIP DR as of October 31, 2015**

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

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2
FEB	104	96	5	3	430	3	0
MAR	170	159	10	1	474	3	0
APR	252	248	3	1	532	3	0
MAY	377	377	0	0	510	3	0
JUNE	254	245	9	0	665	2	0
JULY	314	309	3	2	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							
DEC							
TOTAL YTD	2,534	2,476	42	16			
AVG PER MONTH	253	248	4	2			



## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

### DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 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 October 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		
		Dec		
		<b>Total</b>	75	0

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

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 2015

## Hawaii County E9-1-1 Status Report

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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	1,108	153	57	898

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - 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.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - 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) – OCTOBER 2015

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/29/2015		Spatially corrected one (1) address point (362285 Old Mamalahoa Hwy) in Laupahoehoe.
	10/29/2015		Spatially corrected two (2) address points (281062 and 281066 Old Mamalahoa Hwy) in Pepeekeo.
		10/27/15	
	10/15/2015		Completed monthly update on address points.
	10/15/2015		Spatially corrected seventy-seven (77) address points in Hilo.
	10/14/2015		Corrected address to one (1) address point (750961 Iokepa Pl) in Holualoa.
	10/14/2015		Added one (1) address point (292277 Hanamalo Loop) in Hakalau.
	10/14/2015		Added eight (8) address points in Hawi.
	10/14/2015		Added two (2) address points (1255 Country Club Dr and 119 Pakele Ln) in Hilo.
	10/14/2015		Added two (2) address points (744990 and 744992 Mamalahoa Hwy) in Holualoa.
	10/14/2015		Added two (2) address points (471642 Malie Pl and 453489 Puaono Rd) in Honokaa.
	10/14/2015		Added ten (10) address points in Kailua Kona.
	10/14/2015		Added four (4) address points in Kamuela.
	10/14/2015		Added twenty-four (24) address points in Keaau.
	10/14/2015		Added three (3) address points (880139 Aoao Ave, 811109 Konawaena School Rd and 811032 Ohe Pl) in Kealahou.
	10/14/2015		Added fourteen (14) address points in Kurtistown.
	10/14/2015		Added nine (9) address points in Mountain View.
	10/14/2015		Added one (1) address point (946533 Keoki Rd) in Naalehu.
	10/14/2015		Added one (1) address point (310154 Hawaii Belt Rd) in Ninole.
	10/14/2015		Added seven (7) address points in Ocean View.
	10/14/2015		Added two (2) address points (432008 Aina Kope Rd and 442720 Kalopa Mauka Rd) in Paauilo.
	10/14/2015		Added ten (10) address points in Pahoa.
	10/14/2015		Added two (2) address points (322485 Stone Rd and 320320 Waialele Rd) in Papaaloa.
	10/14/2015		Added three (3) address points (272168 Hawaii Belt Rd, 270213 Kaapoko Homestead Rd and 270508 Kalaoa Camp Rd) in Papaikou.
	10/14/2015		Added nine (9) address points in Volcano.
		10/13/15	
	10/13/2015		Corrected address to four (4) address points in Holualoa.
	10/13/2015		Corrected address to one (1) address point (270211 Kaapoko Homestead Rd) in Papaikou.

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/8/2015		Corrected location name to thirty-four (34) address points in Captain Cook.
	10/8/2015		Corrected location name to one (1) address point (15 Hawaii Belt Rd) in Hakalau.
	10/8/2015		Corrected location name to twelve (12) address points in Hawi.
	10/8/2015		Corrected location name to fifty-four (54) address points in Hilo.
	10/8/2015		Corrected location name to nine (9) address points in Holualoa.
	10/8/2015		Corrected location name to five (5) address points in Honaunau.
	10/8/2015		Corrected location name to nineteen (19) address points in Honokaa.
	10/8/2015		Corrected location name to six (6) address points in Honomu.
	10/8/2015		Corrected location name to thirty (30) address points in HVNP.
	10/8/2015		Corrected location name to fifty-six (56) address points in Kailua Kona.
	10/8/2015		Corrected address to two (2) address points (756026 Alii Dr 1 & 756100 Alii Dr A) in Kailua Kona.
	10/8/2015		Spatially corrected two (2) address points (755919 Alii Dr & 756026 Alii Dr 1) in Kailua Kona.
	10/8/2015		Added forty-seven (47) address points in Kailua Kona.
	10/8/2015		Corrected location name to sixty-two (62) address points in Kamuela.
	10/8/2015		Corrected location name to seventeen (17) address points in Kapaa.
	10/8/2015		Corrected location name to nine (9) address points in Keaa.
	10/8/2015		Corrected location name to three (3) address points in Kealahou.
	10/8/2015		Corrected location name to thirteen (13) address points in Keauhou.
	10/8/2015		Corrected location name to five (5) address points in Kurtistown.
	10/8/2015		Corrected location name to five (5) address points in Laupahoehoe.
	10/8/2015		Corrected location name to six (6) address points in Mountain View.
	10/8/2015		Corrected location name to nineteen (19) address points in Naalehu.
	10/8/2015		Corrected location name to two (2) address points (16 and 17 Hawaii Belt Rd) in Ninole.
	10/8/2015		Corrected location name to nine (9) address points in Ocean View.
	10/8/2015		Corrected location name to four (4) address points in Ooia.
	10/8/2015		Corrected location name to two (2) address points (41 and 42 Hawaii Belt Rd) in Paauhau.
	10/8/2015		Corrected location name to thirty-one (31) address points in Paauilo.
	10/8/2015		Corrected location name to fifteen (15) address points in Pahala.
	10/8/2015		Corrected location name to thirty-six (36) address points in Pahoa.
	10/8/2015		Corrected location name to four (4) address points in Papaaloa.
	10/8/2015		Corrected location name to two (2) address points (7 and 8 Hawaii Belt Rd) in Papaikou.
	10/8/2015		Added one (1) address point (270215 H Rd) in Papaikou.
	10/8/2015		Corrected location name to four (4) address points in Pepekeo.

# Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

## MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/8/2015		Corrected location name to fifteen (15) address points in Volcano.
	10/8/2015		Corrected location name to twenty (20) address points in Waikoloa.
	10/6/2015		Spatially corrected two (2) address points (797524 Mamalahoa Hwy and 797540 Mamalahoa Hwy H) in Kealahou.
	10/5/2015		Corrected ESN to thirteen (13) address points in Hilo.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART IV)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Emergency Shelters			
ESZ/ESN		10/13/15	
	10/8/2015		Corrected boundary to one (1) ESN (ESN 204).
	10/8/2015		Deleted one (1) ESN (ESN 203).
	10/7/2015		Corrected boundary to ten (10) ESNs.
	10/6/2015		Corrected boundary to ten (10) ESNs.
	10/5/2015		Corrected boundary to six (6) ESNs.
	10/2/2015		Corrected boundary to seven (7) ESNs.
	10/1/2015		Corrected boundary to five (5) ESNs.
Fire Beats	10/30/2015		Corrected boundary to two (2) fire beats (9 and 15).
	10/29/2015		Corrected boundary to nine (9) fire beats.
	10/28/2015		Corrected boundary to nineteen (19) fire beats.
Fire Districts		10/27/15	
	10/14/2015		Corrected boundary to three (3) fire districts (11, 19 and 20).
	10/7/2015		Corrected boundary to nine (9) fire districts.
	10/6/2015		Corrected boundary to six (6) fire districts.
	10/5/2015		Corrected boundary to two (2) fire districts (3 and 4).
	10/2/2015		Corrected boundary to four (4) fire districts.
	10/1/2015		Corrected boundary to three (3) fire districts (1, 4 and 17).
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

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## MAPPING LAYERS UPDATED (PART V)

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

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

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART VI)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Response Areas		10/13/15	
	10/7/2015		Corrected boundary to six (6) medic response areas.
	10/6/2015		Corrected boundary to six (6) medic response areas.
	10/5/2015		Corrected boundary to four (4) medic response areas.
	10/2/2015		Corrected boundary to two (2) medic response areas (1 and 3).
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities		10/13/15	
	10/7/2015		Corrected boundary to six (6) MSAG Communities.
	10/6/2015		Corrected boundary to five (5) MSAG Communities.
	10/5/2015		Corrected boundary to two (2) MSAG Communities (Holualoa and Kailua Kona).
	10/2/2015		Corrected boundary to three (3) MSAG Communitites (Laupahoehoe, Ookala and Paauilo).
	10/1/2015		Corrected boundary to two (2) MSAG Communities (Ninole and Papaaloa).
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			



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## MAPPING LAYERS UPDATED (PART VII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks Polygon			
Points of Interest	10/29/2015		Added one (1) point of interest (Pinkys) in Papaikou.
		10/27/15	
	10/15/2015		Corrected address to one (1) point of interest (Kamehameha Schools Preschool Hamakua) in Paauilo.
	10/15/2015		Corrected address to two (2) points of interest (Divine Faith Ministries and Kahuku Park) in Ocean View.
	10/15/2015		Spatially corrected eighteen (18) points of interest in Naalehu.
	10/15/2015		Spatially corrected nine (9) points of interest in Ocean View.
	10/15/2015		Spatially corrected two (2) points of interest (Kamakawiwoole Church and Paauhau Jodo Mission) in Paauhau.
	10/15/2015		Spatially corrected twenty-two (22) points of interest in Paauilo.
	10/15/2015		Spatially corrected two (2) points of interest (Holy Rosary Church Pahala and Kau Gas) in Pahala.
	10/15/2015		Deleted one (1) point of interest (Shirakawa Motel) in Naalehu.
		10/13/15	
	10/8/2015		Corrected name to one (1) point of interest (Kona Outdoor Circle) in Kailua Kona.
	10/8/2015		Spatially corrected one (1) point of interest (Kona Outdoor Circle) in Kailua Kona.
Police Beats			
Police Districts		10/13/15	
	10/8/2015		Corrected boundary to two (2) police districts (3 and 4).
	10/7/2015		Corrected boundary to three (3) police districts.
	10/6/2015		Corrected boundary to three (3) police districts (3, 4 and 6).
Police Response Areas			
Police Stations			
Post Offices			

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## MAPPING LAYERS UPDATED (PART VIII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Schools			
Street Centerlines	10/30/2015		Added nine (9) street segments in Kamuela.
	10/30/2015		Spatially corrected five (5) street segments in Captain Cook.
		10/27/15	
	10/27/2015		Spatially corrected thirty-eight (38) street segments in Kailua Kona.
	10/26/2015		Spatially corrected seven (7) street segments in Kailua Kona.
	10/26/2015		Spatially corrected six (6) street segments in Kapaau.
	10/26/2015		Corrected range to three (3) street segments of Lehuula Cir in Kapaau.
	10/26/2015		Added four (4) street segment in Kapaau.
	10/26/2015		Split one (1) street segment of Lehuula Cir in Kapaau.
	10/16/2015		Added thirteen (13) street segments in Holualoa.
	10/16/2015		Split one (1) street segment of Kaluna St in Keauhou.
	10/16/2015		Split one (1) street segment of Mamalahoa Hwy in Holualoa.
	10/16/2015		Added fifteen (15) street segments in Keauhou.
	10/15/2015		Completed monthly update on street centerlines.
		10/13/15	
	10/13/2015		Added one (1) street segment (Hoopili Pl) in Hilo.
	10/13/2015		Corrected street name to one (1) street segment of Iokepa Pl in Holualoa.
	10/13/2015		Corrected range to one (1) segment of Uikawika St in Kamuela.
	10/13/2015		Split one (1) street segment (S Wilder Rd) in Hilo.
	10/9/2015		Corrected name to twenty-eight (28) street segments in Hilo.
	10/9/2015		Corrected name to five (5) street segments in Kailua Kona.
	10/9/2015		Corrected name to ten (10) street segments in Waikoloa.
	10/9/2015		Corrected one-way attributes to three (3) street segments in Keaau.
	10/9/2015		Corrected name to twenty-eight (28) street segments in Keaau.
	10/9/2015		Added six (6) street segments in Keaau.
	10/9/2015		Split six (6) street segments in Keaau.
	10/7/2015		Spatially corrected four (4) street segments in Hilo.
	10/7/2015		Split one (1) segment of Private Dr University Of Hawaii in Hilo.
	10/7/2015		Corrected range to two (2) street segments of Mamalahoa Hwy in Kealahou.
	10/6/2015		Split one (1) segment of Alii Dr in Captain Cook.
	10/6/2015		Corrected range to two (2) segments of Queen Kaahumanu Hwy in Kailua Kona.
	10/6/2015		Split one (1) segment of Alii Dr in Kealahou.
	10/6/2015		Split one (1) segment of Daniel K Inouye Hwy in Paauilo.
	10/5/2015		Split one (1) segment of Kuni St in Holualoa.
	10/5/2015		Split one (1) segment of Kuni St in Kailua Kona.

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART IX)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		10/27/15	
	10/27/2015		Per ATT CRS
		10/13/15	
	10/7/2015		Per ATT CRS
WSP Cell Towers		10/27/15	
	10/27/2015		Per ATT CRS
		10/13/15	
	10/7/2015		Per ATT CRS

# Hawaii County E9-1-1 Status Report

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## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
10/27/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines and Fire Response Areas.
10/13/2015	MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, MSAG Communities, ESN, Medic Response Areas, Police Response Areas and Fire Response Areas.

### 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

## Hawaii County E9-1-1 Status Report

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### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **October 15, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	114	
Addresses Removed	0	
Address Street Name Changes	1	
Address Street Number Changes	1	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		1
Street Segment Name Changes		0

#### NOTE:

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

# Hawaii County E9-1-1 Status Report

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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 October 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	162 Added	Throughout County in 19 communities
	Spatial Correction	84 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Hilo
	Address	8 Corrected	Majority were located in Holualoa
	Location Name	509 Corrected	Throughout County in 31 communities
	ESN	13 Corrected	Addresses were located in Hilo
<i>Response Boundaries</i>	ESN	25 Corrected	Throughout County
	ESN	1 Removed	Deleted ESN 203
	Fire Beats	19 Corrected	Throughout County
	Fire Districts	18 Corrected	Throughout County
	Medic Response Areas	12 Corrected	Throughout County
	Police Districts	6 Corrected	Throughout County
<i>Street Centerlines</i>	New Streets	48 Added	Majority were located in Holualoa and Keauhou
	Spatial Correction	60 Corrected	Majority were located in Kailua Kona
	Range	8 Corrected	Streets were in four different communities
	Split	16 Corrected	Throughout County in nine communities
	Name	72 Corrected	Majority were located in Hilo and Keaau
	One-way	3 Corrected	Streets were located in Keaau

### NOTE:

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

## Hawaii County E9-1-1 Status Report

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### LAVA FLOW AND ALTERNATE ROUTES

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

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoa, Akimeka created two new layers to support the PSAP, “Lava Flows” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
  - a. Akimeka created the layer “Lava Flows”, which details the up-to-date progress of the lava flow as well as the flow forecast just prior to the GIS deliverable.
  - b. Akimeka also created the layer “Alternate Routes Lower Puna”, which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.
  - c. The two new layers were first uploaded into PowerMap on September 23<sup>rd</sup> 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 Pahoa and the Pacific Ocean, Akimeka will deliver the Lava Flows and Alternate Routes Lower Puna layers into MapFlex more frequently than the regularly scheduled MapFlex deliverables if necessary.

### POWER911 (VIPER) UPDATE

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

On July 23<sup>rd</sup>, 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 October, 2015.

# Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

## MAPFLEX DEPLOYMENT

During the month of October 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to October, please see the April thru September 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 October 2015
  - a. **Hawaii County** – October 13<sup>th</sup> and October 27<sup>th</sup>
  - b. **Maui County** – October 14<sup>th</sup> and October 28<sup>th</sup>
  - c. **Kauai County** – October 15<sup>th</sup> and October 29<sup>th</sup>

## 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).



## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

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### POWERMAP

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

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
  - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
  - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
  - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
  - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions. However the MapFlex is still not displaying the Phase I polygons correctly for wireless 9-1-1 calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.
  - d. There have been no known updates reported during the month of October 2015.

## Hawaii County E9-1-1 Status Report

October 1, 2015 – October 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – OCTOBER 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

Note\* There are three (3) opened service requests pending for October 2015.

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

HAWAII				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			6				
January	6	10	2	0	0	6	10
February	7	7	2	0	0	7	7
March	14	12	4	0	0	14	12
April	4	5	3	0	0	4	5
May	0	0	3	0	0	0	0
June	7	8	2	0	0	7	8
July	5	6	1	0	0	5	6
August	0	0	1	0	0	0	0
September	3	3	1	0	0	3	3
October	7	5	3	0	0	7	5
November							
December							
<b>TOTAL</b>	<b>53</b>	<b>56</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>53</b>	<b>56</b>

#### 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.

<b>Definitions:</b>	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

October 1, 2015 – October 31, 2015

### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

## Next Database Synchronization Report – November 2015

AUDIT SUMMARY RESULTS – NOVEMBER 2015 -- TBA

AUDIT SUMMARY RESULTS – CONTINUED

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

AUDIT SUMMARY RESULTS -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

# Maui County E9-1-1 Status Report

*November 1, 2015 – November 30, 2015*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# 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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## 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 911 calls made from the Viper System.

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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		
<b>Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen.</b>		
PSAP CODE	Description	
RESL	Residence	Landline home telephone
BUSN	Business	Landline business telephone
PBXB	Private BranchExchange	A private telephone switch that is connected to the Telephone Network (Business)
PBXR	Private BranchExchange	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.
PAY\$	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.
<b>*Statewide average (November 2015) of 911 calls <u>with</u> Location Information = 99.83%</b>		
* Statewide averages does <b>not</b> 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.		

## Maui County E9-1-1 Status Report

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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 ~						
◀ November 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:	

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

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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

# Maui County E9-1-1 Status Report

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## ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALITRANSACTIONS 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
(A) <b>Telephone Number Change Request</b> - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation.
(B) <b>Automatic Location Information Discrepancy Record</b> - 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) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

**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 TNCR 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

November 1, 2015 - November 30, 2015

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

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0
FEB	45	44	1	0	340	0	0
MAR	215	212	2	1	447	1	0
APR	130	129	1	0	446	0	0
MAY	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			

## Maui County E9-1-1 Status Report

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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		
		<b>Total</b>	<b>368</b>	<b>299</b>

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



## Maui County E9-1-1 Status Report

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
MAUI	1,050	93	75	882
MOLOKAI	425	22	19	384
TOTAL	1,475	115	94	1266

STATUS
<b>TOTAL TNCRs SUBMITTED</b> - 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.
<b>PENDING STATUS</b> - 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.
<b>REFERRED STATUS</b> - 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.
<b>TOTAL UNOPENED TNCR RECORDS STATUS</b> - 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

November 1, 2015 - November 30, 2015

## 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 GISServer	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

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GISServer	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		11/10/15	
	11/4/2015		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			

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## MAPPING LAYERS UPDATED (PART III)

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

MAUICOUNTY			
Type of Layer	Akimeka GISServer	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			

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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			
Hyrdology Layers: Dams Ponds Streams Waterfalls		11/10/15	
	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			

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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 GISServer	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		11/10/15	
	11/9/2015		Relocated Medic 10 to Kahului
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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.*

MAUICOUNTY				
Type of Layer	Akimeka GISServer	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

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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	
Street Centerlines	11/3/2015		Relocated one (1) school to Kualapuu
		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



# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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.*

MAUICOUNTY			
Type of Layer	Akimeka GISServer	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
TowJurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		11/25/15	
	11/23/2015		Per VZW CRS
		11/10/15	
WSP Cell Towers		11/25/15	
	11/23/2015		Per VZW CRS
		11/10/15	

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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.

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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 10<sup>th</sup> and November 24<sup>th</sup>
  - b. **Maui County** – November 10<sup>th</sup> and November 25<sup>th</sup>
  - c. **Kauai County** – November 12<sup>th</sup> and November 25<sup>th</sup>
  - d. **Honolulu** – November 27<sup>th</sup>

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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.

## Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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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.

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### POWER911 (VIPER) UPDATE

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

On July 23<sup>rd</sup>, 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.

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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

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

#### 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

# Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

## 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							
<b>TOTAL</b>	<b>8</b>	<b>8</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>8</b>	<b>8</b>

### 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



## Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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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

# Kauai County E9-1-1 Status Report

*October 1, 2015 – October 31, 2015*



**AKIMEKA** | HIGH PRIORITY, HIGH IMPACT.

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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# Kauai County E9-1-1 Status Report

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – OCTOBER 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
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%

### 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																	
DEC																	
YTD	47,932	7,001		31,554				1439		202		239		7,736		107	
MON AVG	4,793	700	14.73%	3,155	65.82%	48.96%	51.04%	144	3.01%	20	0.42%	24	0.80%	774	16.03%	11	0.23%

### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- \*Calls with no Ali 0.40% - Statewide average = 0.16% September 2015

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

TEXT TO 911 – CURRENT MONTH – OCTOBER 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.

FYI.....FOR YOUR INFORMATION

FYI ..... For Your Information			
911 Calls with no Location Information (N/A)			
County	Date	Percentage %	Monthly Average of 911 calls 2015
Kauai County	As of 10-31-15	0.40%	4,703
Oahu Civilian	As of 9-30-15	0.06%	83,393
Hawaii County	As of 10-31-15	0.11%	18,276
Maui County	As of 10-31-15	0.31%	11,984
Statewide Average	As of October 31, 2015	<b>0.22%</b>	
<b>*Statewide average of 911 calls <u>with</u> Location Information = 99.78%</b>			
* Statewide averages does <b>not</b> include the Military 911 calls or current Text to 911 testing.			
Ali Screen printouts for 911 calls with no location Information (N/A) can be forwarded to Akimeka for analysis.			

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### WIRELESS PSAP TESTING – OCTOBER 2015

KAUAI COUNTY - OCTOBER 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 October 2105.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

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

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

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – OCTOBER 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
OCTOBER	4	2	0	1	1	0	129

#### MSAG CURRENT MONTH NOTES:

A total of five (5) MSAG transactions were processed in 9-1-1 Net during the month of October 2015. Four (4) requests were processed relating to the MSAG database, and one (1) request relating to the ALI database (see ALI Transaction chart on nextpage).

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							
DEC							
TOTAL YTD	184	123	7	16	17	21	2,905
AVG PER MONTH	18	12	1	2	2	2	291



## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – OCTOBER 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
OCT	1	0	1	0	249	0	0

Definitions
(A) <b>Telephone Number Change Request</b> - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
(B) <b>Automatic Location Information Discrepancy Record</b> - 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) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

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 **October 31, 2015**
- Refer to chart in the next section “TNCR Current Status”

**249** 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 the Dispatchable Location Project.

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

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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

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

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB	2	2	0	0	211	211	0
MAR	35	35	0	0	227	0	0
APR	28	28	0	0	220	0	0
MAY	60	60	0	0	277	0	0
JUNE	108	108	0	0	283	0	0
JULY	2	2	0	0	226	0	0
AUG	0	0	0	0	216	0	0
SEPT	62	62	0	0	278	0	0
OCT	1	0	1	0	249	0	0
NOV							
DEC							
TOTAL YTD	367	366	1	0			
AVG PER MONTH	37	37	0	0			

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### DISPATCHABLE LOCATION – STATUS AS OF – OCTOBER 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 October 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		
		Dec		
		<b>Total</b>	62	0

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

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER, 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	249	45	53	151

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

October 1, 2015 - October 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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 GISServer	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	10/29/2015		Added nine (9) addresses in Eleele
	10/29/2015		Added one (1) address in Kipu
	10/19/2015		Spatially corrected two hundred twenty-one (221) address points in Kekaha
	10/16/2015		Spatially corrected one (1) address point in Kapaa
		10/15/15	
	10/15/2015		Spatially corrected one (1) address point in Lihue
	10/15/2015		Spatially corrected one (1) address point in Omao
	10/15/2015		Added one (1) address in Omao
	10/15/2015		Added two (2) addresses in Pakala
	10/15/2015		Spatially corrected one (1) address in Pakala
	10/9/2015		Added forty (40) addresses in Nawiliwili
	10/9/2015		Added fifty-three (53) addresses in Wailua
10/9/2015		Spatially corrected one (1) address point in Wailua	
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## MAPPING LAYERS UPDATED (PART II)

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

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

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## MAPPING LAYERS UPDATED (PART III)

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

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			

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			



# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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 GISServer	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		10/29/15	
	10/29/2015		Added street name to two (2) POI in Anahola
	10/29/2015		Corrected subdivision name in Eleele
	10/29/2015		Added street name to one (1) POI in Hanamaulu
	10/29/2015		Added street name to three (3) POI in Hanapepe
	10/29/2015		Added two (2) POI in Kalaheo
	10/29/2015		Added street name to five (5) POI in Kokee
	10/29/2015		Added street name to one (1) POI in Kukuiula
	10/29/2015		Spatially corrected one (1) POI in Kukuiula
	10/29/2015		Added street name to one (1) POI in Mana
	10/29/2015		Added street name to two (2) POI in Poipu
	10/29/2015		Spatially corrected two (2) POI in Poipu
	10/29/2015		Added street name to one (1) POI in Waimea
	10/29/2015		Spatially corrected one (1) POI in Waimea
	10/16/2015		Added two (2) POI in Kapaa
	10/16/2015		Added one (1) POI in Lihue
	10/16/2015		Added seven (7) POI in Waipouli
	10/16/2015		Spatially corrected five (5) POI in Waipouli
		10/15/15	
	10/15/2015		Added fourteen (14) POI in Lihue
	10/15/2015		Spatially corrected one (1) POI in Lihue
	10/15/2015		Spatially corrected five (5) POI in Wailua
	10/15/2015		Added eight (8) POI in Wailua
	10/9/2015		Added twenty-four (24) POI in Nawiliwili
	10/9/2015		Spatially corrected three (3) POI in Nawiliwili
	10/9/2015		Corrected Location Name of one (1) POI in Wailua
	10/9/2015		Added twenty-four (24) POI in Wailua
Police Beats			
Police Districts			

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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)			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		10/29/15	
	10/29/2015		Changed street name of two (2) street centerline segments in Port Allen
	10/29/2015		Modified three (3) street centerline range segments in Eleele
	10/29/2015		Split one (1) street centerline segment in Eleele
	10/29/2015		Added four (4) street centerline segments in Eleele
	10/19/2015		Spatially corrected sixty-three (63) street centerline segments in Waimea
	10/16/2015		Modified one (1) street centerline segment range in Kilauea
	10/16/2015		Modified two (2) street centerline segment ranges in Pakala
		10/15/15	
Subdivisions	10/9/2015		Spatially corrected twelve (12) street centerline segments in Nawiliwili
	10/29/2015		Corrected one (1) subdivision name in Eleele
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## 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)			
Waste Water Plants			
		10/29/15	
WSP Cell Sectors	10/27/2015		Per ATT CRS
	10/27/2015		Per SPPCS CRS
		10/15/15	
	10/15/2015		Per ATT CRS
	10/14/2015		Per ATT CRS
WSP Cell Towers	10/27/2015		Per ATT CRS
	10/27/2015		Per SPPCS CRS
	10/15/2015		Per ATT CRS
	10/14/2015		Per ATT CRS

### NOTE:

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

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

#### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
10/29/2015	Delivered the following data for a GeoComm update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
10/29/2015	Delivered the following data for a MapFlex update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
10/15/2015	Delivered the following data for a GeoComm update: Address Points, Points of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
10/15/2015	Delivered the following data for a MapFlex update: Address Points, Points of Interest, 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	27
DEC	10	23

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### GPS DATA COLLECTION AND SITE VERIFICATION

During the month of October 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 October 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to October, please see the April thru September 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 October 2015
  - a. **Hawaii County** – October 13<sup>th</sup> and October 27<sup>th</sup>
  - b. **Maui County** – October 14<sup>th</sup> and October 28<sup>th</sup>
  - c. **Kauai County** – October 15<sup>th</sup> and October 29<sup>th</sup>

### 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.

For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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### POWER911 (VIPER) UPDATE

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

On July 23<sup>rd</sup>, 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 October, 2015.

### POWERMAP

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

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
  - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
  - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
  - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
  - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions. However the MapFlex is still not displaying the Phase I polygons correctly for wireless 9-1-1 calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.
  - d. There have been no known updates reported during the month of October 2015.

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – OCTOBER 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

#### NOTE:

There are no open service requests for October 2015.

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

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

#### 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

October 1, 2015 - October 31, 2015

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on October 1, 2015, against its 9-1-1 GIS Street Centerline data. A total number of **1,297** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 1, 2015 for Kauai County are reported below.

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

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



# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

## AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1 , 2015		As of April 1 , 2015		As of July 1 , 2015		As of October 1 , 2015	
		9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 4-01-15		9-1-1 MSAG Dated 7-01-15		9-1-1 MSAG Dated 10-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,275		1,280		1,290		1,297	
Less: 9-1-1 MSAG Exception Records	(1)	64	5.0%	64	5.0%	67	5.2%	66	5.1%
Net 9-1-1 MSAG Records Eligible for Comparison		1,211		1,216		1,223		1,231	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,211	100.0%	1,214	99.8%	1,223	100.0%	1,231	100.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	0	0.0%	2	0.2%	0	0.0%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		0	0.0%	2	0.2%	0	0.0%	0	0.0%

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

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

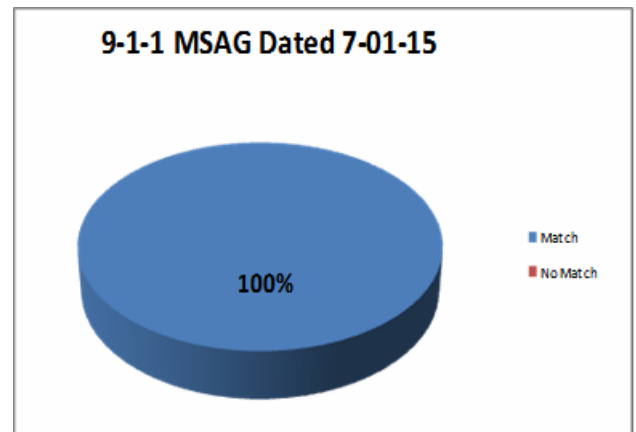
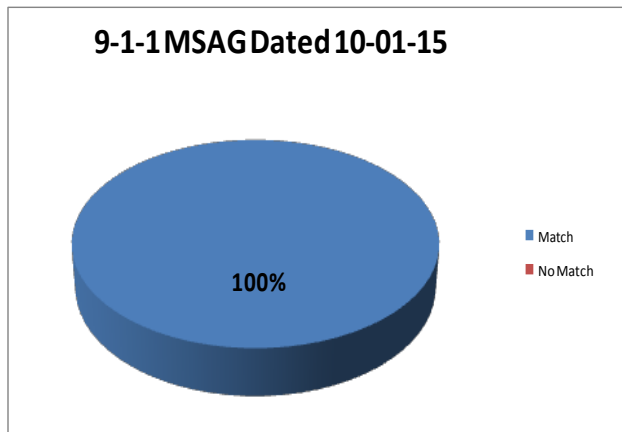
### NOTES:

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

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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



**Kauai County level of accuracy or 9-1-1 Match percentage remained consistent with a 100% as of October 1, 2015 compared to 100% as of July 1, 2015**

*The NENA recommended minimum match rate of 98% has been met consistently in 2013 and continues in 2015.*

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

# Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

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

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records							
	9-1-1 MSAG Dated 1-01-15		9-1-1 MSAG Dated 04-01-15		9-1-1 MSAG Dated 07-01-15		9-1-1 MSAG Dated 10-01-15	
	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	61	4.6%	56	4.2%	50	3.7%	46	3.4%

These invalid MSAG records represent **3.4%** of the Total MSAG records for Kauai County as of the October 1, 2015 MSAG as compared to **3.7%** as of the July 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

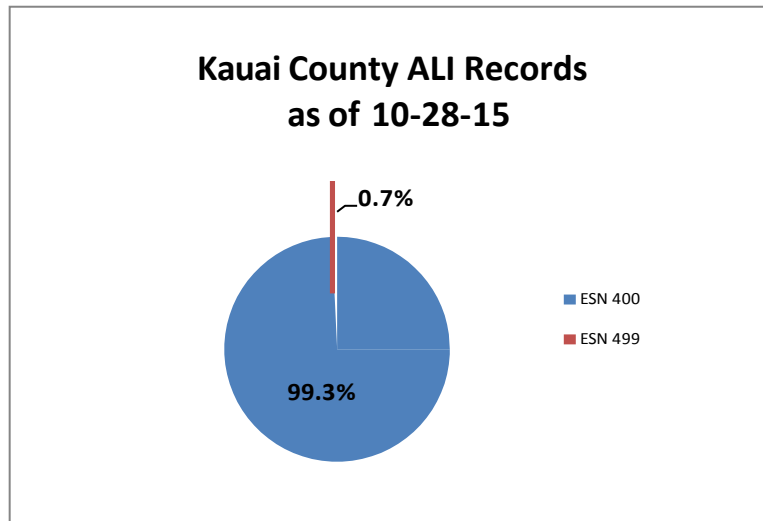
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

## Kauai County E9-1-1 Status Report

October 1, 2015 - October 31, 2015

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of October 28, 2015, there are **181** ESN 499 ALI records, representing **0.7%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **14%** (212 to 181) from July 27, 2015 to October 28, 2015 respectively.



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

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

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending October 31, 2015

<b>Budget Analysis</b>				
FY 2015-16	Actuals		Annual Budget	% of Budget Expended
	October	FY-T-D		
<b>Receipts:</b>				
Enhanced 911 Surcharge Collection	762,550	3,124,449	9,252,500	34%
Interest Income	509	1,544	2,500	62%
<i>Receipts</i>	763,059	3,125,994	9,255,000	34%
<b>Disbursements:</b>				
New & Emerging Tech. Training		(21,368)	(252,650)	8%
Non-Recurring Expenses	-	-	(2,722,515)	0%
Recurring Expenses:				
Administration	(1,368)	(28,314)	(1,103,700)	3%
Maintenance	(141,077)	(258,024)	(2,474,524)	10%
Telecommunications	(256,315)	(487,256)	(2,146,289)	23%
Other		(7,200)	(7,600)	95%
			-	
<i>Disbursements</i>	(398,760)	(802,161)	(8,707,278)	9%
<i>Net Receipts/(Disbursements)</i>	364,299	2,323,832	547,722	
<b>Cash Flow Analysis</b>				
<i>Net Receipts/(Disbursements)</i>	364,299	2,323,832		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)		(104,166)		314,834
FY 2012 (HFD/EDS/HPD)		(59,415)		692,018
FY 2014		(1,383)		1,520,222
FY 2015		(1,246,929)		3,283,680
Accounts Receivable (Offset)	2,952	2,952		
Net Encumbrance Adds/(Paydown)	2,952	(1,408,941)		
Net Cash Inflow/(Outflow)	367,251	914,892		
Bank Balance Analysis:				
ADD: July 1, 2015 Beginning Balance		16,789,216		
Net Bank Balance		17,704,108		
Outstanding Ecumb/Accruals		(5,810,753)		
Unencumbered Cash Balance		11,893,355		

Note 1- Balance owing e911 fund for non payment due to Chapter 11 filing.

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending October 31, 2015

MONTH OF OCTOBER 2015		Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS		-	-	-	-	763,059	763,059
DISBURSEMENTS							
6300 Non-RECURRING							
6303 Computers							
6303.23 HPD SMART911 S/W		-	-	-		-	-
Total 6303 Computers		-	-	-	-	-	-
Total 6300 Non-RECURRING		-	-	-	-	-	-
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
6401.01 Exec Dir. Services		-	-	-	-	10,514	10,514
6401.08 Board Member Travel		-	-	-	-	725	725
6401.20 RCUH Contract		-	-	-	-	(9,871)	(9,871)
Total 6401 ADMINISTRATION		-	-	-	-	1,368	1,368
6402 MAINTENANCE							
6402.07 0011 9-1-1MSAG Maint.		20,674	33,349	38,918	48,137	-	141,077
Total 6402 MAINTENANCE		20,674	33,349	38,918	48,137	-	141,077
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0102 Long Distance		29	57	-	-	-	86
6403.0109 Telcom Trunk		25,529	27,849	19,459	157,814	-	230,651
6403.0111 WiringAltDispatch		-	673	-	-	-	673
6403.0112 HPD CML Viper-Kapolei		-	-	-	20,388	-	20,388
6403.0113 HPDCMLViper-Alapai		-	-	-	1,167	-	1,167
6403.0114 SD Viper (OSL) (3)		-	-	-	3,350	-	3,350
Total 6403.01 Telcom Charges		25,557	28,580	19,459	182,719	-	256,315
Total 6403 Other RECURRING		25,557	28,580	19,459	182,719	-	256,315
Total 6400 RECURRING EXPENSES		46,231	61,928	58,377	230,855	1,368	398,760
Total DISBURSEMENTS		46,231	61,928	58,377	230,855	1,368	398,760

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending October 31, 2015

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-to-DATE OCTOBER 2015	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-	-	-	3,125,994	3,125,994	-	3,125,994
<b>DISBURSEMENTS</b>									
<b>6200 New &amp;Emerg. Tech Train.</b>									
6201 911 Goes toWashDC	-	-	(494)	-	-	-	(494)	33,500	(33,994)
6203 APCO New Tech Conference	-	-	-	-	-	-	-	2,500	(2,500)
6204 APCOConference	-	-	-	-	9,884	5,471	15,354	36,500	(21,146)
6205 E-911 PSAP Forum	-	-	-	-	-	-	-	35,000	(35,000)
6212 NASNA Conference	-	-	-	-	-	33	33	2,650	(2,617)
6213 Navigator									
6213.01 EMS user train	-	-	-	-	-	-	-	8,000	(8,000)
<b>Total 6213 Navigator</b>	-	-	-	-	-	-	-	8,000	(8,000)
6214 Nena Conference	(2,588)	2,090	18	-	(1,070)	132	(1,417)	45,000	(46,417)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	-	3,500	(3,500)
6222 TriTech CADUsers									
6222.01 EMS Users	-	-	-	-	-	-	-	10,000	(10,000)
6222.02 HFD Users	-	-	-	-	-	-	-	22,000	(22,000)
<b>Total 6222 TriTech CADUsers</b>	-	-	-	-	-	-	-	32,000	(32,000)
6228HxGN Live Hexagon Conf	-	-	(1,005)	-	-	-	(1,005)	-	(1,005)
6229 NG911 Text2911 Refresh									
6229.01 Haw PD	-	-	-	-	-	-	-	6,000	(6,000)
<b>Total 6229 NG911 Text2911 Refresh</b>	-	-	-	-	-	-	-	6,000	(6,000)
6230 Other Training									
6230.01 HPD (O/T)	-	-	-	-	8,897	-	8,897	32,000	(23,103)
6230.02 HFD/ESD (O/T)	-	-	-	-	-	-	-	16,000	(16,000)
<b>Total 6230 Other Training</b>	-	-	-	-	8,897	-	8,897	48,000	(39,103)
<b>Total 6200 New &amp;Emerg. Tech Train.</b>	(2,588)	2,090	(1,481)	-	17,711	5,635	21,368	252,650	(231,282)
<b>6300 Non-RECURRING</b>									
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)
<b>Total 6301 CAD Replac/Upgrade</b>	-	-	-	-	-	-	-	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 PRIInstall	-	-	-	-	-	-	-	10,000	(10,000)
6303.25 Workstation	-	-	-	-	-	-	-	65,000	(65,000)
<b>Total 6303 Computers</b>	-	-	-	-	-	-	-	140,515	(140,515)
<b>Total 6300 Non-RECURRING</b>	-	-	-	-	-	-	-	2,722,515	(2,722,515)

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending October 31, 2015

	Hawaii PSAP	Kauai PSAP	Mauai PSAP	Molokai PSAP	Oahu PSAP	ADMIN	TOTAL		
FY-to-DATE OCTOBER 2015	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-	-	-	3,125,994	3,125,994	-	3,125,994
<b>DISBURSEMENTS</b>									
6200 New & Emerg. Tech Train.									
6201 911 Go e s to Was hDC	-	-	(494)	-	-	-	(494)	33,500	(33,994)
6203 APCO New Tech Conference	-	-	-	-	-	-	-	2,500	(2,500)
6204 APCO Conference	-	-	-	-	9,884	5,47	15,354	36,500	(21,146)
6205 E-911 PSAP For um	-	-	-	-	-	1	-	35,000	(35,000)
6212 NASNA Conference	-	-	-	-	-	-	33	2,650	(2,617)
6213 Navigator	-	-	-	-	-	33	-	-	-
6213.01 EMS user train	-	-	-	-	-	-	-	8,000	(8,000)
Total 6213 Navigator	-	-	-	-	-	-	-	8,000	(8,000)
6214 Nena Conference	(2,588)	2,090	18	-	(1,070)	132	(1,417)	45,000	(46,417)
6215 NENA Tech Dev. Conf	-	-	-	-	-	-	-	3,500	(3,500)
6222 TriTech CAD Users	-	-	-	-	-	-	-	10,000	(10,000)
6222.01 EMS Users	-	-	-	-	-	-	-	22,000	(22,000)
6222.02 HFD Users	-	-	-	-	-	-	-	32,000	(32,000)
Total 6222 TriTech CAD Users	-	-	-	-	-	-	-	-	-
6228 HxGN Live Hexagon Conf	-	-	(1,005)	-	-	-	(1,005)	-	(1,005)
6229 NG911 Text2911 Refresh	-	-	-	-	-	-	-	6,000	(6,000)
6229.01 Haw PD	-	-	-	-	-	-	-	6,000	(6,000)
Total 6229 NG911 Text2911 Refresh	-	-	-	-	-	-	-	-	-
6230 Other Training	-	-	-	-	-	-	-	-	-
6230.01 HPD (O/T)	-	-	-	-	8,897	-	8,897	32,000	(23,103)
6230.02 HFD/ESD (O/T)	-	-	-	-	-	-	-	16,000	(16,000)
Total 6230 Other Training	-	-	-	-	8,897	-	8,897	48,000	(39,103)
Total 6200 New & Emerg. Tech Train.	(2,588)	2,090	(1,481)	-	17,711	5,635	21,368	252,650	(231,282)
6300 Non-RECURRING									
6400 RECURRINGEXPENSES									
6401 ADMINISTRATION									
6401.01 Exec Dir. Services	-	-	-	-	-	21,030	21,030	198,000	(176,970)
6401.02 Electron Signatur	-	-	-	-	-	-	-	250	(250)
6401.05 Audit Expe nse	-	-	-	-	-	-	-	13,025	(13,025)
6401.06 Bank Char ge	-	-	-	-	-	-	-	50	(50)
6401.08 Board Member Travel	-	-	-	-	-	8,277	8,277	25,000	(16,723)
6401.09 DB&F Assessments	-	-	-	-	-	-	-	155,000	(155,000)
6401.0101 DB&F Admin. Assess	-	-	-	-	-	-	-	462,625	(462,625)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	-	-	617,625	(617,625)
Total 6401.09 DB&F Assessments	-	-	-	-	-	-	-	-	-
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	-	-	-	-	-	306	306	-	306
6402.22 Office Supplie s	-	-	-	-	-	179	179	4,000	(3,821)
6402.23 NG911 Transition Plan	-	-	-	-	-	-	-	145,000	(145,000)
Total 6401 ADMINISTRATION	-	-	-	-	-	28,314	28,314	1,103,700	(1,075,386)
6402 MAINTENANCE									
6402.02 Imagery Lic Agree	-	-	0	-	-	-	0	447,015	(447,015)
6402.05 Logging Record Maint	-	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	41,348	33,349	38,918	-	144,409	-	258,024	1,323,378	(1,065,354)
6402.08 CAD Maintenance	(0)	-	-	-	-	-	(0)	638,752	(638,752)
6402.13 Software Maintenance	-	-	-	-	-	-	-	4,604	(4,604)
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	4,604	(4,604)
Total 6402 MAINTENANCE	41,347	33,349	38,919	-	144,409	-	258,024	2,474,524	(2,216,500)
6403 Other RECURRING									
6403.01 Telcom Charges									
6403.0102 Long Distance	55	(2)	(82)	(35)	-	-	(63)	2,103	(2,166)
6403.0109 Te lcom Trunk	51,058	18,567	65,903	-	315,627	-	451,155	1,687,134	(1,235,979)
6403.0111 Wiring Alt Dispatch	-	673	-	-	-	-	673	237,736	(237,063)
6403.0112 HPD CML Viper-Kapolei	-	-	-	-	29,709	-	29,709	140,916	(111,207)
6403.0113 HPDCML Viper-Alapai	-	-	-	-	(1,295)	-	(1,295)	-	(1,295)
6403.0114 SD Viper (OSL) (3)	-	-	-	-	7,078	-	7,078	54,000	(46,922)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	-	300	(300)
Total 6403.01 Telcom Charges	51,112	19,238	65,822	(35)	351,118	-	487,256	2,146,289	(1,659,033)
6403.02 EMS Tower Lease	-	-	-	-	7,200	-	7,200	7,600	(400)
Total 6403 Other RECURRING	51,112	19,238	65,822	(35)	358,318	-	494,456	2,153,889	(1,659,433)
Total 6400 RECURRINGEXPENSES	92,460	52,587	104,740	(35)	502,727	28,314	780,793	5,732,113	(4,951,320)
Total DISBURSEMENTS	89,872	54,677	103,260	(35)	520,438	33,949	802,161	8,707,278	(7,905,117)



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

FY 2016 STRATEGIC BUDGET PLAN	HAWAII PSAP	OAHU PSAP	MAUIPSAP	Molokai PSAP	KAUAI PSAP	ADMIN	New & Emerging Technology Training	TOTAL	Board Approval Date
Approved FY 2016 Strategic Budget Plan	992,547	2,577,329	946,873	65,335	3,065,729	1,103,700	246,650	8,998,163	6/9/2015
Board Approved Changes:									
Executive Director (1) - APCO						3,000	(3,000)		6/9/2015
Board member (1) - APCO						3,000	(3,000)		6/9/2015
Oahu DIT (1) - APCO		3,000					(3,000)		6/9/2015
HPD(2+1 Board member) - APCO		10,500					(10,500)		7/15/2015
MPD(2) - APCO			7,000				(7,000)		7/15/2015
KPD(2) - APCO					7,000		(7,000)		7/15/2015
HawPD (2) - APCO	7,000						(7,000)		7/15/2015
HawPD (2) - APCO (retracted)	(7,000)						7,000		7/15/2015
HFD(1) - APCO		3,000					(3,000)		7/15/2015
HawPD Imagery Adjustment	(300,000)							(300,000)	7/15/2015
MPD (1) - NENA Development Conf -Oct4-8			3,500					3,500	8/13/2015
Board member (1) - APCO New Emerging Tech						2,500		2,500	9/10/2015
MPD - PowerPhone EMD digitalS/W			3,115					3,115	10/8/2015
								-	
Totals	692,547	2,593,829	960,488	65,335	3,072,729	1,112,200	210,150	8,707,278	

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

ENCUMBRANCES							FY 2015		Oct.31.2015
<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
<b>Total FY 2012 Encumbrances</b>	<b>751,432.27</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>751,432.27</b>	<b>(59,414.61)</b>	<b>692,017.66</b>
<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	(1,383.48)	20,221.52
<b>Total FY 2014 Encumbrances</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>1,500,000.00</b>	<b>21,605.00</b>	<b>1,521,605.00</b>	<b>(1,383.48)</b>	<b>1,520,221.52</b>
<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		926,400.00
Kauai ADC				307,000.00			307,000.00	(305,436.44)	1,563.56
							-		-
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 Telcom 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)	-
							-		-
<b>Total Encumbrances/Accruals</b>	<b>184,836.00</b>	<b>472,928.29</b>	<b>34.80</b>	<b>418,185.00</b>	<b>3,394,209.00</b>	<b>60,415.91</b>	<b>4,530,609.00</b>	<b>(1,246,928.70)</b>	<b>3,283,680.30</b>
<b>Total</b>	<b>936,268.27</b>	<b>472,928.29</b>	<b>34.80</b>	<b>837,184.59</b>	<b>4,894,209.00</b>	<b>82,020.91</b>	<b>7,222,645.86</b>	<b>(1,411,892.79)</b>	<b>5,810,753.07</b>

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

				Hawaii PSAP		
FY-to-DATE OCTOBER 2015				4 m os.	ANNUAL Budget	\$ Over/(Under) Budget
Total RECEIPTS:				-	-	-
DISBURSEMENTS						
6200 New &Em erg. Tech Train.						
6201 911 Goes to WashDC				-	-	-
6203 APCO New Tech Conference				-	-	-
6204 APCO Conference				-	-	-
6205 E-911 PSAP Forum				-	-	-
6212 NASNA Conference				-	-	-
6213 Navigator						
6213.01 EM S user train				-	-	-
Total 6213 Navigator				-	-	-
6214 Nena Conference				(2,588)	-	(2,588)
6215 NENA Tech Dev. Conf				-	-	-
6222 TriTech CAD Users						
6222.01 EM S Users				-	-	-
6222.02 HFD Users				-	-	-
Total 6222 TriTech CAD Users				-	-	-
6228 HxGN Live Hexagon Conf				-	-	-
6229 NG911 Text2911 Refresh						
6229.01 Haw PD				-	-	-
Total 6229 NG911 Text2911 Refresh				-	-	-
6230 Other Training						
6230.01 HPD (O/T)				-	-	-
6230.02 HFD/ESD (O/T)				-	-	-
Total 6230 Other Training				-	-	-
Total 6200 New &Em erg. Tech Train.				(2,588)	-	(2,588)
6300 Non-RECURRING						
6400 RECURRING EXPENSES						
6402 MAINTENANCE						
6402.02 Im agery Lic Agree				-	-	-
6402.05 Logging RecordMaint				-	-	-
6402.07 0011 9-1-1MSAG Maint.				41,348	307,647	(266,299)
6402.08 CAD Maintenance				(0)	68,752	(68,752)
6402.13 Softw are Maintenance						
6402.131 Integraph DB S/W Maint				-	4,604	(4,604)
Total 6402.13 Softw are Maintenance				-	4,604	(4,604)
Total 6402 MAINTENANCE				41,347	381,003	(339,656)
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance				55	1,200	(1,145)
6403.0109 Telcom Trunk				51,058	306,344	(255,286)
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				-	-	-
Total 6403.01 Telcom Charges				51,112	311,544	(260,432)
6403.02 EM S Tow er Lease				-	-	-
Total 6403 Other RECURRING				51,112	311,544	(260,432)
Total 6400RECURRINGEXPENSES				92,460	692,547	(600,087)
Total DISBURSEMENTS				89,872	692,547	(602,675)

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

				Kauai PSAP		
FY-to-DATE OCTOBER 2015				4 mos.	ANNUAL Budget	\$ Over/(Under) Budget
Total RECEIPTS:				-	-	-
DISBURSEMENTS						
6200 New &Em erg. Tech Train.						
6201 911 Goes to WashDC				-	-	-
6203 APCO New Tech Conference				-	-	-
6204 APCO Conference				-	7,000	(7,000)
6205 E-911 PSAP Forum				-	-	-
6212 NASNA Conference				-	-	-
6213 Navigator						
6213.01 EM S user train				-	-	-
Total 6213 Navigator				-	-	-
6214 Nena Conference				2,090	-	2,090
6215 NENA Tech Dev. Conf				-	-	-
6222 TriTech CAD Users						
6222.01 EM S Users				-	-	-
6222.02 HFDUsers				-	-	-
Total 6222 TriTech CAD Users				-	-	-
6228 HxGN Live Hexagon Conf				-	-	-
6229 NG911 Text2911 Refresh						
6229.01 Haw PD				-	-	-
Total 6229 NG911 Text2911 Refresh				-	-	-
6230 Other Training						
6230.01 HPD (O/T)				-	-	-
6230.02 HFD/ESD (O/T)				-	-	-
Total 6230 Other Training				-	-	-
Total 6200 New &Em erg. Tech Train.				2,090	7,000	(4,910)
6300 Non-RECURRING						
6400 RECURRING EXPENSES						
6402 MAINTENANCE						
6402.02 Im agery 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 Softw are Maintenance						
6402.131 Integraph DB S/W Maint				-	-	-
Total 6402.13 Softw are Maintenance				-	-	-
Total 6402 MAINTENANCE				33,349	401,715	(368,366)
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance				(2)	480	(482)
6403.0109 Telcom Trunk				18,567	111,398	(92,831)
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)
Total 6403.01 Telcom Charges				19,238	354,014	(334,776)
6403.02 EM S Tow er Lease				-	-	-
Total 6403 Other RECURRING				19,238	354,014	(334,776)
Total 6400 RECURRINGEXPENSES				52,587	755,729	(703,142)
Total DISBURSEMENTS				54,677	3,072,729	(3,018,052)

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

				Maui PSAP		
FY-to-DATE OCTOBER 2015				4 m os.	ANNUAL Budget	\$ Over/(Under) Budget
Total RECEIPTS:				-	-	-
DISBURSEMENTS						
6200 New &Em erg. Tech Train.						
6201 911 Goes to WashDC				(494)	-	(494)
6203 APCO New Tech Conference				-	-	-
6204 APCO Conference				-	7,000	(7,000)
6205 E-911 PSAP Forum				-	-	-
6212 NASNA Conference				-	-	-
6213 Navigator						
6213.01 EM S user train				-	-	-
Total 6213 Navigator				-	-	-
6214 Nena Conference				18	-	18
6215 NENA Tech Dev. Conf				-	3,500	(3,500)
6222 TriTech CAD Users						
6222.01 EM S Users				-	-	-
6222.02 HFD Users				-	-	-
Total 6222 TriTech CAD Users				-	-	-
6228 HxGN Live Hexagon Conf				(1,005)	-	(1,005)
6229 NG911 Text2911 Refresh						
6229.01 HawPD				-	-	-
Total 6229 NG911 Text2911 Refresh				-	-	-
6230 Other Training						
6230.01 HPD(O/T)				-	-	-
6230.02 HFD/ESD(O/T)				-	-	-
Total 6230 Other Training				-	-	-
Total 6200 New &Em erg. Tech Train.				(1,481)	10,500	(11,981)
6300 Non-RECURRING						
6400 RECURRING EXPENSES						
6402 MAINTENANCE						
6402.02 Imagery Lic Agree				0	-	0
6402.05 Logging RecordMaint				-	-	-
6402.07 0011 9-1-1MSAG Maint.				38,918	233,393	(194,475)
6402.08 CAD Maintenance				-	170,000	(170,000)
6402.13 Software Maintenance						
6402.131 Integrgraph 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				(82)	366	(448)
6403.0109 Telcom Trunk				65,903	257,914	(192,011)
6403.0111 WiringAltDispatch				-	-	-
6403.0112 HPD CML Viper-Kapolei				-	-	-
6403.0113 HPDCMLViper-Alapai				-	-	-
6403.0114 SD Viper (OSL) (3)				-	-	-
6403.0115 Text-to-911 Service				-	3,200	(3,200)
6403.0116 Alt PSAP Call Route				-	-	-
Total 6403.01 Telcom Charges				65,822	261,480	(195,658)
6403.02 EMS Tower Lease				-	-	-
Total 6403 Other RECURRING				65,822	261,480	(195,658)
Total 6400 RECURRING EXPENSES				104,740	664,873	(560,133)
Total DISBURSEMENTS				103,260	960,488	(857,228)

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

					Molokai PSAP		
FY-to-DATE OCTOBER 2015					4 m os.	ANNUAL Budget	\$ Over/(Under) Budget
Total RECEIPTS:					-	-	-
DISBURSEMENTS							
6200 New &Em erg. Tech Train.							
	6201	911 Goes to WashDC			-	-	-
	6203	APCO New Tech Conference			-	-	-
	6204	APCO Conference			-	-	-
	6205	E-911 PSAP Forum			-	-	-
	6212	NASNA Conference			-	-	-
	6213	Navigator					
	6213.01	EM S user train			-	-	-
	Total 6213 Navigator				-	-	-
	6214	Nena Conference			-	-	-
	6215	NENA Tech Dev. Conf			-	-	-
	6222	TriTech CAD Users					
	6222.01	EM S Users			-	-	-
	6222.02	HFD Users			-	-	-
	Total 6222 TriTech CAD Users				-	-	-
	6228	HxGN Live Hexagon Conf			-	-	-
	6229	NG911 Text2911 Refresh					
	6229.01	HawPD			-	-	-
	Total 6229 NG911 Text2911 Refresh				-	-	-
	6230	Other Training					
	6230.01	HPD(O/T)			-	-	-
	6230.02	HFD/ESD(O/T)			-	-	-
	Total 6230 Other Training				-	-	-
	Total 6200 New &Em erg. Tech Train.				-	-	-
6300 Non-RECURRING							
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
	6402.02	Im agery Lic Agree			-	-	-
	6402.05	Logging RecordMaint			-	-	-
	6402.07	0011 9-1-1MSAG Maint.			-	-	-
	6402.08	CAD Maintenance			-	-	-
	6402.13	Softw are Maintenance					
	6402.131	Integraph DB S/W Maint			-	-	-
	Total 6402.13 Softw are Maintenance				-	-	-
	Total 6402 MAINTENANCE				-	-	-
6403 Other RECURRING							
6403.01 Telcom Charges							
	6403.0102	Long Distance			(35)	57	(92)
	6403.0109	Telcom Trunk			-	64,478	(64,478)
	6403.0111	WiringAltDispatch			-	-	-
	6403.0112	HPD CML Viper-Kapolei			-	-	-
	6403.0113	HPDCMLViper-Alapai			-	-	-
	6403.0114	SD Viper (OSL) (3)			-	-	-
	6403.0115	Text-to-911 Service			-	800	(800)
	6403.0116	Alt PSAP Call Route			-	-	-
	Total 6403.01 Telcom Charges				(35)	65,335	(65,370)
	6403.02	EM S Tow er 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 October 31, 2015**

					Oahu PSAP		
FY-to-DATE OCTOBER 2015					4 mos.	ANNUAL Budget	\$ Over/(Under) Budget
Total RECEIPTS:					-	-	-
DISBURSEMENTS							
6200 New & Emergency Tech Train.							
	6201	911	Goes to WashDC		-	-	-
	6203	APCO	New Tech Conference		-	-	-
	6204	APCO	Conference		9,884	16,500	(6,616)
	6205	E-911	PSAP Forum		-	-	-
	6212	NASNA	Conference		-	-	-
	6213	Navigator					
		6213.01	EMS user train		-	-	-
	Total 6213 Navigator				-	-	-
	6214	Nena	Conference		(1,070)	-	(1,070)
	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		-	-	-
	6229	NG911	Text2911 Refresh				
		6229.01	Haw PD		-	-	-
	Total 6229 NG911 Text2911 Refresh				-	-	-
	6230	Other	Training				
		6230.01	HPD (O/T)		8,897	-	8,897
		6230.02	HFD/ESD (O/T)		-	-	-
	Total 6230 Other Training				8,897	-	8,897
	Total 6200 New & Emergency Tech Train.				17,711	16,500	1,211
6300 Non-RECURRING							
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
		6402.02	Imagery Lic Agree		-	250,000	(250,000)
		6402.05	Logging Record Maint		-	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	Telcom Charges				
			6403.0102 Long Distance		-	-	-
		6403.0109	Telcom Trunk		315,627	947,000	(631,373)
		6403.0111	WiringAltDispatch		-	-	-
		6403.0112	HPD CML Viper-Kapolei		29,709	140,916	(111,207)
		6403.0113	HPDCMLViper-Alapai		(1,295)	-	(1,295)
		6403.0114	SD Viper (OSL) (3)		7,078	54,000	(46,922)
		6403.0115	Text-to-911 Service		-	12,000	(12,000)
		6403.0116	Alt PSAP Call Route		-	-	-
	Total 6403.01 Telcom Charges				351,118	1,153,916	(802,798)
		6403.02	EMS Tower Lease		7,200	7,600	(400)
	Total 6403 Other RECURRING				358,318	1,161,516	(803,198)
	Total 6400 RECURRING EXPENSES				502,727	2,449,929	(1,947,202)
Total DISBURSEMENTS					520,438	2,593,829	(2,073,391)

# HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending October 31, 2015

FY-to-DATE OCTOBER 2015	ADMIN			TOTAL		
	4 mos.	ANNUAL Budget	\$ Over/(Under) Budget	4 mos.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	3,125,994	-	3,125,994	3,125,994	-	3,125,994
<b>DISBURSEMENTS</b>						
6200 New &Emerg. Tech Train.						
6201 911 Goes to WashDC	-	33,500	(33,500)	(494)	33,500	(33,994)
6203 APCO New Tech Conference	-	2,500	(2,500)	-	2,500	(2,500)
6204 APCO Conference	5,471	6,000	(529)	15,354	36,500	(21,146)
6205 E-911 PSAP Forum	-	35,000	(35,000)	-	35,000	(35,000)
6212 NASNA Conference	33	2,650	(2,617)	33	2,650	(2,617)
6213 Navigator						
6213.01 EMS user train	-	8,000	(8,000)	-	8,000	(8,000)
<b>Total 6213 Navigator</b>	-	8,000	(8,000)	-	8,000	(8,000)
6214 Nena Conference	132	45,000	(44,868)	(1,417)	45,000	(46,417)
6215 NENA Tech Dev. Conf	-	-	-	-	3,500	(3,500)
6222 TriTech CAD Users						
6222.01 EMS Users	-	10,000	(10,000)	-	10,000	(10,000)
6222.02 HFD Users	-	22,000	(22,000)	-	22,000	(22,000)
<b>Total 6222 TriTech CAD Users</b>	-	32,000	(32,000)	-	32,000	(32,000)
6228 HxGN Live Hexagon Conf	-	-	-	(1,005)	-	(1,005)
6229 NG911 Text2911 Refresh						
6229.01 HawPD	-	6,000	(6,000)	-	6,000	(6,000)
<b>Total 6229 NG911 Text2911 Refresh</b>	-	6,000	(6,000)	-	6,000	(6,000)
6230 Other Training						
6230.01 HPD(O/T)	-	32,000	(32,000)	8,897	32,000	(23,103)
6230.02 HFD/ESD(O/T)	-	16,000	(16,000)	-	16,000	(16,000)
<b>Total 6230 Other Training</b>	-	48,000	(48,000)	8,897	48,000	(39,103)
<b>Total 6200 New &amp;Emerg. Tech Train.</b>	5,635	218,650	(213,015)	21,368	252,650	(231,282)
6300 Non-RECURRING						
6400 RECURRINGEXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	21,030	198,000	(176,970)	21,030	198,000	(176,970)
6401.02 ElectronSignatur	-	250	(250)	-	250	(250)
6401.05 Audit Expense	-	13,025	(13,025)	-	13,025	(13,025)
6401.06 Bank Charge	-	50	(50)	-	50	(50)
6401.08 Board Member Travel	8,277	25,000	(16,723)	8,277	25,000	(16,723)
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-	155,000	(155,000)	-	155,000	(155,000)
6401.0102 DB&F Rev Assessment	-	462,625	(462,625)	-	462,625	(462,625)
<b>Total 6401.09 DB&amp;F Assessments</b>	-	617,625	(617,625)	-	617,625	(617,625)
6401.11 Miscellaneous Expense	(0)	-	(0)	(0)	-	(0)
6401.12 NASNA Dues	150	150	-	150	150	-
6401.13 Parking Permits	-	400	(400)	-	400	(400)
6401.15 WSP Cost Recovery						
6401.0101 Sprint/Nextel	4,253	-	4,253	4,253	-	4,253
6401.15 WSP Cost Recovery - Other	-	70,000	(70,000)	-	70,000	(70,000)
<b>Total 6401.15 WSP Cost Recovery</b>	4,253	70,000	(65,747)	4,253	70,000	(65,747)
6401.17 ADA Compliance	-	200	(200)	-	200	(200)
6401.19 Public Education	-	30,000	(30,000)	-	30,000	(30,000)
6401.20 RCUH Contract	(5,881)	-	(5,881)	(5,881)	-	(5,881)
6402.21 Cell Phone Charges	306	-	306	306	-	306
6402.22 Office Supplies	179	4,000	(3,821)	179	4,000	(3,821)
6402.23 NG911 Transition Plan	-	145,000	(145,000)	-	145,000	(145,000)
<b>Total 6401 ADMINISTRATION</b>	28,314	1,103,700	(1,075,386)	28,314	1,103,700	(1,075,386)
<b>Total 6403 Other RECURRING</b>	-	-	-	494,456	2,153,889	(1,659,433)
<b>Total 6400 RECURRING EXPENSES</b>	28,314	1,103,700	(1,075,386)	780,793	5,732,113	(4,951,320)
<b>Total DISBURSEMENTS</b>	33,949	1,322,350	(1,288,401)	802,161	8,707,278	(7,905,117)



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