



STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

**Enhanced 911 Board Meeting
Thursday, November 14, 2013
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 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 Meeting's Minutes
- V. **Committee Updates by Committee Chairs**
 - a. Finance Committee – Kiman Wong
 - i. Review of FY 2014 Cash Flow & Budget Financial Report.
 - i. Others
 - b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee Update.
 - ii. Investigative Committee on NG911 Planning update
 - iii. FCC updates – Tom Wheeler's Confirmation.
 - iv. Blue Ribbon Panel Report on 911 Funding
 - v. Others
 - c. Communications Committee-Marshall Kanehailua
 - i. 2014 Legislative Investigative Committee update.
 - ii. Others
- VI. **PSAP Status Updates**
 - a. Kauai – Mark Begley
 - b. Oahu – Dave Kajihiro

- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii - Marshall Kanehailua

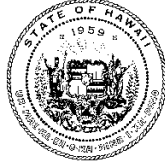
VII. Items for Discussion, Consideration and Action

- a. Request for Funding approval:
 - i. Honolulu County's Oahu Cutover observance reimbursement. 2 representatives each from Hawaii, Maui, and Kauai PSAPs. \$1,800.
 - ii. Hawaii PSAP-PWC personnel standby to test and provide technical support for both Hawaii's police and fire departments for Viper 911 cutover in August - \$3,229.15.
 - iii. Kauai PSAP – Movement of 5 Intrado answering positions temporarily by Hawaiian Telcom to facilitate the placement of new furniture. \$5,100.
- b. Request for approval for the presentation at the NENA 2014 conference by Sonny Bhagowalia of *The Synergy between E9-1-1/Next Generation 9-1-1 and FirstNet*.
- c. Wireless E911 Timeline update.
- d. Approval of the FY 2013 Annual Report to the State Legislature.
- e. Others

VIII. Announcements

- a. **Next Meeting Date:** Thursday, December 12, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.
 - i. **Future meeting dates (10am-12noon)**
 1. January 16, 2014, Kalanimoku Bui9lding, 322B.
 2. February 13, 2014, Kalanimoku Building, 322B.
 3. March 13, 2014, Kalanimoku Building, 322B.
 4. April 17, 2014, Kalanimoku Building, 322B.
 5. May 15, 2014, Kalanimoku, Building, 322B.
 6. June 19, 2014, Kalanimoku, Building, 322B.
- b. **Others.**

- IX. Open Forum: Public comment on issues not on the agenda, for consideration for Board agenda at the next meeting.**
- X. Adjournment**



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10 am to 12 noon

Meeting Minutes

Board members present: Clayton Tom (Chair), Victor Ramos, Sonny Bhagowalia, Mark Wong, Ryan Freitas, Roy Irei, Kiman Wong, and Steven Schutte.

Board members absent: Mark Begley, Lisa Hiraoka, Dave Kajihiro and Marshall Kanehailua.

Staff members present: Thera Bradshaw, Courtney Tagupa and Stella Kam.

Observers: Davlynn Racadio (MPD), Paul Ferreira (HawPD), Tony Ramirez (Akimeka), Mary Boyd (Intrado), Kim Crosser (Motorola), Aaron Correia (HPD), Thalia Burns (HPD), Sean Naito (HPD), Nicole Paddish (HPD), Jim Howe (ESD), Edmund Plestana (ESD), Clement Chan (DIT), Kaleo Perez (KPD), Jeff Riewer (AT&T), and Clayton Kau (HPD).

- I. Call to Order, Public Notice, Quorum
 - a. The meeting was brought to order at 10:10 am.
- II. Public testimony on all agenda items.
 - a. The Board Chair requested of those present who wish to give public testimony on any agenda item to please come forward. There was no one who came forward.
- III. Introductions
 - a. Introductions were made of all those in attendance.
- IV. Review and Approval of Last Meeting's Minutes
 - a. Kiman Wong motioned to approve the minutes of the October Board meeting. The motion was seconded and approved unanimously by voice vote without discussion.
- V. **Committee Updates by Committee Chairs**
 - a. Finance Committee – Kiman Wong

- i. Review of FY 2014 Cash Flow & Budget Financial Report.
 - 1. Receipts for October - \$987,016.
 - 2. Disbursements for October - \$633,435
 - 3. Bank Balance - \$10,486,605.
 - 4. Unencumbered Cash Balance - \$ 8,875,279.
 - 5. Interest income - \$0 due to lower interest rates attributable to the federal shutdown.
- i. Others - None
- b. Technical Committee – Victor Ramos
 - i. Victor Ramos acknowledged that the PSAP updates were discussed at the Committee meeting and will be discussed in the PSAP Status Updates to follow.
- c. Communications Committee-Steven Schutte
 - i. 2014 Legislative Investigative Committee update.
 - 1. No updates at this time.
 - ii. Others

VI. PSAP Status Updates

- a. Kauai – Mark Begley
 - i. Kaleo Perez acknowledged a successful cutover without any major issues.
 - ii. The CAD integration continues with TriTech.
- b. Oahu – Dave Kajihiro
 - i. Clayton Kau stated that HPD had a successful 911 cutover.
 - 1. HPD is working on the CADS RMS hopefully it will be up and running by summer 2014. HPD is working closely with Motorola to solve any existing issues.
- c. Molokai – Victor Ramos
 - i. The new dispatch building is completed and the move in is scheduled in January 2014.
- d. Maui – Clayton Tom
 - i. No updates at this time.

- e. Hawaii - Marshall Kanehailua
 - i. No updates at this time.

VII. Items for Discussion, Consideration and Action

- a. Request for Funding approval:
 - i. Honolulu County's Oahu Cutover observance reimbursement. 2 representatives each from Hawaii, Maui, and Kauai PSAPs. \$1,800.
 - 1. Victor Ramos motioned to approve funding in the amount of \$1,800 for representatives from the Hawaii, Kauai and Maui PSAPs to travel to the Oahu PSAP cutover observance. The motion was seconded and approved unanimously by voice vote.
 - ii. Hawaii PSAP-PWC personnel standby to test and provide technical support for both Hawaii's police and fire departments for Viper 911 cutover in August - \$3,229.15.
 - 1. Sonny Bhagowalia motioned to approve funding in the amount of \$3,229.15 for the costs of PWC personnel during the Hawaii PSAP cutover in August. The motion was approved unanimously by voice vote without discussion.
 - iii. Kauai PSAP – Movement of 5 Intrado answering positions temporarily by Hawaiian Telcom to facilitate the placement of new furniture. \$5,100.
 - 1. Roy Irei motioned to approve funding in the amount of \$5,100 for the movement of 5 Intrado answering positions temporarily by Hawaiian Telcom at the Kauai PSAP to facilitate the placement of new furniture. The motion was seconded and approved unanimously by voice vote without discussion.
- b. Request for approval for the presentation at the NENA 2014 conference by Sonny Bhagowalia of *The Synergy between E9-1-1/Next Generation 9-1-1 and FirstNet*.
 - i. This matter has been differed until the December meeting.

- ii. **ACTION ITEM:** Sonny Bhagowalia will be sending information on the presentation to the board members for comment.
- c. Wireless E911 Timeline update.
 - i. None at this time.
- d. Approval of the FY 2013 Annual Report to the State Legislature.
 - i. Sonny Bhagowalia motioned to approve the FY 2013 Annual Report to the State Legislature. The motion was seconded and approved unanimously by voice vote without discussion.
- e. Others- None at this time.

VIII. Announcements

- a. **Next Meeting Date:** Thursday, December 12, 2013, Kalanimoku Bldg., Room 322B, 10 am – 12 noon.
 - i. **Future meeting dates (10am-12noon)**
 1. January 16, 2014, Kalanimoku Building, 322B.
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 5. May 15, 2014, Kalanimoku, Building, 322B.
 6. June 19, 2014, Kalanimoku, Building, 322B.
 - b. **Others - None**

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

X. Adjournment : The meeting was adjourned at 10:19 am.

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

FIRST HAWAIIAN BANK ACCOUNT:

General Fund

Budget Analysis				
FY 2014	Actuals		Annual Budget	% of Budget Expended
	October	Fiscal YTD		
Receipts:				
Enhanced 911 Surcharge Collection	987,016	3,030,281	9,050,000	33.5%
Interest Income		557	2,000	27.9%
<i>Receipts</i>	987,016	3,030,839	9,052,000	33.5%
Disbursements:				
Conference Travel	(6,733)	(1,055)	(157,292)	0.7%
Non-Recurring Expenses	(25,642)	(27,948)	(2,057,925)	1.4%
Recurring Expenses:				
Administration	(175,388)	(271,672)	(1,244,938)	21.8%
Maintenance	(295,218)	(766,016)	(3,278,600)	23.4%
Telecommunications	(130,455)	(368,919)	(1,927,936)	19.1%
Other			(7,600)	0.0%
<i>Disbursements</i>	(633,435)	(1,435,611)	(8,674,291)	16.6%
<i>Net Receipts/(Disbursements)</i>	353,581	1,595,228	377,709	
Cash Flow Analysis				
<i>Net Receipts/Disbursements</i>	\$ 353,581	1,595,228		
Encumbrance Paydowns:				
FY 2011 (Kauai)				Encumb. Bal. 623,525
FY 2012 (HFD/EDS/HPD)		(51,105)		987,801
FY 2013		(405,266)		
Total Cash Outflow	-	(456,371)		
Net Cash Inflow/(Outflow)	353,581	1,138,857		
Bank Balance Analysis:				
ADD: July 1, 2013 Beginning Balance		9,347,748		
Net Bank Balance		10,486,605		
Outstanding Ecumb/Accruals		(1,611,326)		
Unencumbered Cash Balance		8,875,279		

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

MONTH OF OCTOBER 2013	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
TOTAL RECEIPTS	-	-	-	-	987,016	987,016
DISBURSEMENTS:						
6200 CONFERENCES						
6204 APCO Conference	-	-	-	6,544	-	6,544
6225 VIPER CUTOver	-	-	-	189	-	189
Total 6200 CONFERENCES	-	-	-	6,733	-	6,733
6300 Non-RECURRING						
6303 Computers						
6303.06 GeoComm	-	-	-	25,642	-	25,642
Total 6303 Computers	-	-	-	25,642	-	25,642
Total 6300 Non-RECURRING	-	-	-	25,642	-	25,642
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.05 Audit Expense	-	-	-	-	2,625	2,625
6401.08 Board Member Travel	-	-	-	-	1,658	1,658
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-	-	-	-	15,562	15,562
6401.0102 DB&F Rev Assessment	-	-	-	-	102,191	102,191
6401.0104 FY2013 Assess	-	-	-	-	24,914	24,914
Total 6401.09 DB&F Assessments	-	-	-	-	142,667	142,667
Total 6401 ADMINISTRATION	-	-	-	-	175,388	175,388
6402 MAINTENANCE						
6402.02 Imagery Lic Agree	-	-	-	9,773	-	9,773
6402.07 0011 9-1-1MSAG Maint.	25,637	82,606	86,912	90,290	-	285,445
Total 6402 MAINTENANCE	25,637	82,606	86,912	100,063	-	295,218
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	28	28	27	-	-	83
6403.0103 Mileage	-	-	-	946	-	946
6403.0109 Telcom Trunk	25,529	-	23,208	78,907	-	127,643
6403.0110 Ocean Safety						
6403.0110.1 CML	-	-	-	1,663	-	1,663
6403.0110.2 Centrex	-	-	-	52	-	52
6403.0110.3 Mileage	-	-	-	68	-	68
Total 6403.0110 Ocean Safety	-	-	-	1,783	-	1,783
Total 6403.01 Telcom Charges	25,556	28	23,235	81,636	-	130,455
Total 6403 Other RECURRING	25,556	28	23,235	81,636	-	130,455
Total 6400 RECURRING EXPENSES	51,194	82,634	110,147	181,699	175,388	601,061
Total DISBURSEMENTS	51,194	82,634	110,147	214,074	175,388	633,435

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
Fiscal YTD October 2013	4 MOS.	4 MOS.	4 MOS.	4 MOS.	4 MOS.	4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
TOTAL RECEIPTS	-	-	-	-	3,030,839	3,030,839	9,052,000	(6,021,161)
DISBURSEMENTS:								
6200 CONFERENCES								
6204 APCO Conference	-	-	-	6,544	2,507	9,051	24,658	(15,607)
6212 NASNA Conference	-	-	-	-	-	-	4,500	(4,500)
6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)	-	(8,643)
6225 VIPER CUTOver	-	458	-	189	-	647	1,915	(1,268)
6200 CONFERENCES - Other	-	-	-	-	-	-	126,219	(126,219)
Total 6200 CONFERENCES	3,134	458	2,329	(3,872)	(993)	1,055	157,292	(156,237)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	-	-	-	99,000	(99,000)
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.03 Honolulu Fire Dept.								
6301.031 Licensing	-	-	-	-	-	-	6,105	(6,105)
6301.032 Consulting	-	-	-	1,625	-	1,625	2,500	(875)
6301.03 Honolulu Fire Dept. - Other	-	-	-	-	-	-	72,000	(72,000)
Total 6301.03 Honolulu Fire Dept.	-	-	-	1,625	-	1,625	80,605	(78,980)
Total 6301 CAD Replac/Upgrade	-	-	-	1,625	-	1,625	1,679,605	(1,677,980)
6303 Computers								
6303.06 GeoComm	-	-	-	26,324	-	26,324	150,000	(123,676)
6303.15 NG911 Record Syst.	-	-	-	-	-	-	110,000	(110,000)
6303.16 ViperInstall	-	-	-	-	-	-	30,320	(30,320)
6303.17 Intrado Phone	-	-	-	-	-	-	5,000	(5,000)
Total 6303 Computers	-	-	-	26,324	-	26,324	295,320	(268,996)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)
6306.12 TriTechCADSystemAdm								
6306.121 CAD Trittech HFD	-	-	-	-	-	-	20,000	(20,000)
6306.122 CAD TriTech EMS	-	-	-	-	-	-	7,000	(7,000)
Total 6306.12 TriTechCADSystemAdm	-	-	-	-	-	-	27,000	(27,000)
6306.13 OT Viper Training	-	-	-	-	-	-	48,000	(48,000)
Total 6306 Training	-	-	-	-	-	-	83,000	(83,000)
Total 6300 Non-RECURRING	-	-	-	27,948	-	27,948	2,057,925	(2,029,977)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

	Hawaii	Kauai	Maui	Oahu	ADMIN	TOTAL		
	PSAP	PSAP	PSAP	PSAP		4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
Fiscal YTD October 2013	4 MOS.	4 MOS.	4 MOS.	4 MOS.	4 MOS.	4 MOS.		
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	113,950	113,950	341,250	(227,300)
6401.02 ElectronSignatur	-	-	-	-	-	-	189	(189)
6401.05 Audit Expense	-	-	-	-	10,000	10,000	11,500	(1,500)
6401.06 Bank Charge	-	-	-	-	-	-	108	(108)
6401.08 Board Member Travel	-	-	-	-	7,061	7,061	28,988	(21,927)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	15,590	15,590	238,000	(222,410)
6401.0102 DB&F Rev Assessment	-	-	-	-	102,191	102,191	454,444	(352,253)
6401.0104 FY2013 Assess	-	-	-	-	24,914	24,914	-	24,914
Total 6401.09 DB&F Assessments	-	-	-	-	142,695	142,695	692,444	(549,749)
6401.10 E911 Logo Contest	-	-	-	-	-	-	4,034	(4,034)
6401.11 Miscellaneous Expense	(0)	-	-	-	(1)	(1)	500	(501)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	-	-	210	(210)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	(2,033)	(2,033)	-	(2,033)
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	(2,033)	(2,033)	140,000	(142,033)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	25,000	(25,000)
Total 6401 ADMINISTRATION	(0)	-	-	-	271,672	271,672	1,244,938	(973,266)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	217,176	-	217,176	874,698	(657,522)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	78,033	82,606	85,791	135,436	-	381,865	1,654,959	(1,273,094)
6402.08 CAD Maintenance	-	-	-	-	-	-	633,862	(633,862)
6402.09 CAD System Maint								
6402.1003 Honolulu Police Dept	-	-	-	130,609	-	130,609	-	130,609
Total 6402.09 CAD System Maint	-	-	-	130,609	-	130,609	-	130,609
6402.11 GeoComm Maint	-	-	-	36,366	-	36,366	50,000	(13,634)
6402.13 Software Maintenance								
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,306	(4,306)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	4,306	(4,306)
Total 6402 MAINTENANCE	78,033	82,606	85,791	519,587	-	766,016	3,278,600	(2,512,584)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
6403.0102 Long Distance	147	57	81	-	-	284	1,440	(1,156)
6403.0103 Mileage	-	-	-	2,838	-	2,838	-	2,838
6403.0109 Telcom Trunk	76,586	-	46,416	236,720	-	359,722	1,657,050	(1,297,328)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	4,988	-	4,988	24,858	(19,870)
6403.0110.2 Centrex	-	-	-	884	-	884	-	884
6403.0110.3 Mileage	-	-	-	203	-	203	11,353	(11,150)
Total 6403.0110 Ocean Safety	-	-	-	6,075	-	6,075	36,211	(30,136)
6403.0112 HPD CML Viper	-	-	-	-	-	-	132,285	(132,285)
Total 6403.01 Telcom Charges	76,733	57	46,496	245,633	-	368,919	1,927,936	(1,559,017)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	76,733	57	46,496	245,633	-	368,919	1,935,536	(1,566,617)
Total 6400 RECURRING EXPENSES	154,766	82,662	132,287	765,220	271,672	1,406,607	6,459,074	(5,052,467)
TOTAL Disbursements	157,900	83,120	134,616	789,297	270,679	1,435,611	8,674,291	(7,238,680)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

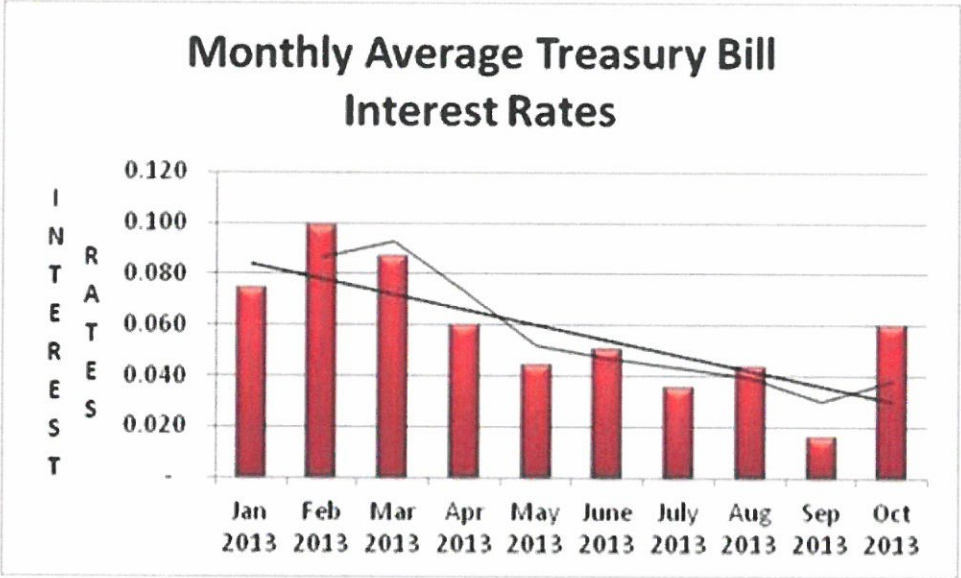
FY 2014 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
<i>BOARD APPROVED ORIGINAL FY2014 STP</i>	2,410,833.00	2,879,497.00	1,207,745.00	730,061.00	1,253,469.00	157,332.00	8,638,937.00	6/6/2013
<i>Viper Installation Cutover</i>		600.00	600.00	600.00		(1,800.00)	-	6/6/2013
<i>APCO Conference (Aug 2013)</i>		4,830.00			2,415.00	(7,245.00)		5/14/2013
<i>APCO Conference (Aug 2013)</i>		1,250.00			425.00	(1,675.00)		6/6/2013
<i>APCO Conference (Aug 2013)</i>					1,000.00	(1,000.00)	-	6/6/2013
<i>APCO Conference (Aug 2013)</i>		5,300.00				(5,300.00)		6/6/2013
<i>HFD/EDS CAD Upgrade-CAD Licensing</i>		6,105.00					6,105.00	7/11/2013
<i>HFD/EDS CAD Upgrade-CAD Consulting</i>		2,500.00					2,500.00	7/11/2013
<i>APCO Conference (Aug 2013)</i>		2,500.00		6,978.00		(9,478.00)	-	7/11/2013
<i>Intrado Viper System-HFD (TBD)</i>		30,320.00					30,320.00	8/15/2013
<i>Viper Installation Cutover</i>				115.20		(115.20)	-	8/15/2013
<i>Executive Director 2nd Opt Year</i>					(8,531.00)		(8,531.00)	9/12/2013
<i>NASNA Conference (Nov2013)</i>					4,500.00	(4,500.00)	-	9/12/2013
<i>Intrado Phone for Command Console</i>		5,000.00					5,000.00	10/10/2013
							-	
							-	
Totals	2,410,833.00	2,937,902.00	1,208,345.00	737,754.20	1,253,278.00	126,218.80	8,674,331.00	

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

Summary of Encumbrances/Accruals:

							Q1	10/31/2013
	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
<i>FY 2011 Encumbrances:</i>								
CAD Upgrade:			623,524.70			623,524.70		623,524.70
<i>FY 2012 Encumbrances:</i>						-		
CAD Upgrades:								
EMS/FIRE	253,156.46					253,156.46	51,105.01	202,051.45
HPD	785,750.00					785,750.00		785,750.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	51,105.01	987,801.45
<i>FY 2013 Accruals</i>								
DB&F Rev. Assessment					38,407.23	38,407.23	38,407.23	-
DB&F Admin. Assessment					65,482.45	65,482.45	65,482.45	-
NENA Conference	24,500.00	7,000.00		3,500.00	3,500.00	38,500.00	38,500.00	-
WSP Recovery-Sprint					72,911.00	72,911.00	72,911.00	-
MSAG & GIS		38,758.07	27,158.91	37,636.89		103,553.87	103,553.87	-
Ocean Safety-Telecom	1,662.66					1,662.66	1,662.66	-
HawTelcom CML Positions		23,207.88	9,283.15	51,057.32		83,548.35	83,548.35	-
Board & Committee Travel					1,200.00	1,200.00	1,200.00	-
Total FY 2013 Accruals	26,162.66	68,965.95	36,442.06	92,194.21	181,500.68	405,265.56	405,265.56	-
Total Encumbrances/Accruals	1,065,069.12	68,965.95	659,966.76	92,194.21	181,500.68	2,067,696.72	456,370.57	1,611,326.15

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**



**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

Fiscal YTD October 2013	Hawaii PSAP		
	4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
TOTAL RECEIPTS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	-		
6212 NASNA Conference	-		
6214 Nena Conference	3,134		3,134
6225 VIPER CUTOver	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	3,134	-	3,134
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-		
6301.02 Hawal'i Police Dept	-	1,500,000	(1,500,000)
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-		
6301.032 Consulting	-		
6301.03 Honolulu Fire Dept. - Other	-		
Total 6301.03 Honolulu Fire Dept.	-		
Total 6301 CAD Replac/Upgrade	-	1,500,000	(1,500,000)
6303 Computers			
6303.06 GeoComm	-		
6303.15 NG911 Record Syst.	-	55,000	(55,000)
6303.16 ViperInstall	-		
6303.17 Intrade Phone	-		
Total 6303 Computers	-	55,000	(55,000)
6306 Training			
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-		
6306.122 CAD TriTech EMS	-		
Total 6306.12 TriTechCADSystAdm	-		
6306.13 OT Viper Training	-		
Total 6306 Training	-		
Total 6300 Non-RECURRING	-	1,555,000	(1,555,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-		
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	78,033	480,444	(402,411)
6402.08 CAD Maintenance	-	64,255	(64,255)
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	-		
Total 6402.09 CAD System Maint	-		
6402.11 GeoComm Maint	-		
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	4,306	(4,306)
Total 6402.13 Software Maintenance	-	4,306	(4,306)
Total 6402 MAINTENANCE	78,033	549,005	(470,972)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	147	480	(333)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	76,586	306,348	(229,762)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
Total 6403.0110 Ocean Safety	-		
6403.0112 HPD CML Viper	-		
Total 6403.01 Telcom Charges	76,733	306,828	(230,095)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	76,733	306,828	(230,095)
Total 6400 RECURRING EXPENSES	154,766	855,833	(701,067)
TOTAL Disbursements	157,900	2,410,833	(2,252,933)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

Fiscal YTD October 2013	Kauai PSAP		
	4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
TOTAL RECEIPTS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	-	6,978	(6,978)
6212 NASNA Conference	-		
6214 Nena Conference	-		
6225 VIPER CUTOver	458	715	(257)
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	458	7,693	(7,235)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	186,810	(186,810)
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	82,606	330,423	(247,817)
6402.08 CAD Maintenance	-		
6402.09 CAD System Maint	-		
6402.1003 Honolulu Police Dept	-		
Total 6402.09 CAD System Maint	-		
6402.11 GeoComm Maint	-		
6402.13 Software Maintenance	-		
6402.131 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	82,606	517,233	(434,627)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	100,950	(100,950)
6403.0102 Long Distance	57	480	(423)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	-	111,398	(111,398)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
Total 6403.0110 Ocean Safety	-		
6403.0112 HPD CML Viper	-		
Total 6403.01 Telcom Charges	57	212,828	(212,771)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	57	212,828	(212,771)
Total 6400 RECURRING EXPENSES	82,662	730,061	(647,399)
TOTAL Disbursements	83,120	737,754	(654,634)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

Fiscal YTD October 2013	Maui PSAP		
	4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
TOTAL RECEPITS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	-		
6212 NASNA Conference	-		
6214 Nena Conference	2,329		2,329
6225 VIPER CUTOver	-	600	(600)
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	2,329	600	1,729
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-		
6301.02 Hawai'i Police Dept	-		
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-		
6301.032 Consulting	-		
6301.03 Honolulu Fire Dept. - Other	-		
Total 6301.03 Honolulu Fire Dept.	-		
Total 6301 CAD Replac/Upgrade	-		
6303 Computers			
6303.06 GeoComm	-		
6303.15 NG911 Record Syst.	-	55,000	(55,000)
6303.16 ViperInstall	-		
6303.17 Intrado Phone	-		
Total 6303 Computers	-	55,000	(55,000)
6306 Training			
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm			
6306.121 CAD TriTech HFD	-		
6306.122 CAD TriTech EMS	-		
Total 6306.12 TriTechCADSystAdm	-		
6306.13 OT Viper Training	-		
Total 6306 Training	-		
Total 6300 Non-RECURRING	-	55,000	(55,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	387,888	(387,888)
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	85,791	302,350	(216,559)
6402.08 CAD Maintenance	-	169,607	(169,607)
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	-		
Total 6402.09 CAD System Maint	-		
6402.11 GeoComm Maint	-		
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	85,791	859,845	(774,054)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	81	480	(399)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	46,416	292,420	(246,004)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
Total 6403.0110 Ocean Safety	-		
6403.0112 HPD CML Viper	-		
Total 6403.01 Telcom Charges	46,496	292,900	(246,404)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	46,496	292,900	(246,404)
Total 6400 RECURRING EXPENSES	132,287	1,152,745	(1,020,458)
TOTAL Disbursements	134,616	1,208,345	(1,073,729)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

Fiscal YTD October 2013	Oahu PSAP		
	4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
TOTAL RECEIPTS	-		
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	6,544	13,880	(7,336)
6212 NASNA Conference	-		
6214 Nena Conference	(10,605)		
6225 VIPER CUTOver	189	600	(411)
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	(3,872)	14,480	(18,352)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	99,000	(99,000)
6301.02 Hawai'i Police Dept	-		
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-	6,105	(6,105)
6301.032 Consulting	1,625	2,500	(875)
6301.03 Honolulu Fire Dept. - Other	-	72,000	(72,000)
Total 6301.03 Honolulu Fire Dept.	1,625	80,605	(78,980)
Total 6301 CAD Replac/Upgrade	1,625	179,605	(177,980)
6303 Computers			
6303.06 GeoComm	26,324	150,000	(123,676)
6303.15 NG911 Record Syst.	-		
6303.16 ViperInstall	-	30,320	(30,320)
6303.17 Intrado Phone	-	5,000	(5,000)
Total 6303 Computers	26,324	185,320	(158,996)
6306 Training			
6306.11 Training (CAD) HPD	-	8,000	(8,000)
6306.12 TriTechCADSystAdm			
6306.121 CAD Trittech HFD	-	20,000	(20,000)
6306.122 CAD TriTech EMS	-	7,000	(7,000)
Total 6306.12 TriTechCADSystAdm	-	27,000	(27,000)
6306.13 OT Viper Training	-	48,000	(48,000)
Total 6306 Training	-	83,000	(83,000)
Total 6300 Non-RECURRING	27,948	447,925	(419,977)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	217,176	300,000	(82,824)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	135,436	541,742	(406,306)
6402.08 CAD Maintenance	-	400,000	(400,000)
6402.09 CAD System Maint			
6402.1003 Honolulu Police Dept	130,609		130,609
Total 6402.09 CAD System Maint	130,609	-	130,609
6402.11 GeoComm Maint	36,366	50,000	(13,634)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	519,587	1,352,517	(832,930)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	2,838		2,838
6403.0109 Telcom Trunk	236,720	946,884	(710,164)
6403.0110 Ocean Safety			
6403.0110.1 CML	4,988	24,858	(19,870)
6403.0110.2 Centrex	884		884
6403.0110.3 Mileage	203	11,353	(11,150)
Total 6403.0110 Ocean Safety	6,075	36,211	(30,136)
6403.0112 HPD CML Viper	-	132,285	(132,285)
Total 6403.01 Telcom Charges	245,633	1,115,380	(869,747)
6403.02 EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING	245,633	1,122,980	(877,347)
Total 6400 RECURRING EXPENSES	765,220	2,475,497	(1,710,277)
TOTAL Disbursements	789,297	2,937,902	(2,148,606)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 2013**

Fiscal YTD October 2013	ADMIN		
	4 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
TOTAL RECEIPTS	3,030,839	9,052,000	(6,021,161)
DISBURSEMENTS:			
6200 CONFERENCES			
6204 APCO Conference	2,507	3,800	(1,293)
6212 NASNA Conference	-	4,500	(4,500)
6214 Nena Conference	(3,500)		
6225 VIPER CUTOver	-		
6200 CONFERENCES - Other	-	126,219	(126,219)
Total 6200 CONFERENCES	(993)	134,519	(135,512)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	113,950	341,250	(227,300)
6401.02 ElectronSignatur	-	189	(189)
6401.05 Audit Expense	10,000	11,500	(1,500)
6401.06 Bank Charge	-	108	(108)
6401.08 Board Member Travel	7,061	28,988	(21,927)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	15,590	238,000	(222,410)
6401.0102 DB&F Rev Assessment	102,191	454,444	(352,253)
6401.0104 FY2013 Assess	24,914		24,914
Total 6401.09 DB&F Assessments	142,695	692,444	(549,749)
6401.10 E911 Logo Contest	-	4,034	(4,034)
6401.11 Miscellaneous Expense	(1)	500	(501)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	-	210	(210)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	(2,033)		(2,033)
6401.15 WSP Cost Recovery - Other	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery	(2,033)	140,000	(142,033)
6401.17 ADA Compliance	-	500	(500)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	271,672	1,244,938	(973,266)
TOTAL Disbursements	270,679	1,379,457	(1,108,778)

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• PSAP Operations

9-1-1 Call Volume – October 2013

(Source: Plant/CML Call Volumes Provided by Hawaiian Telcom, Inc.)

PSAP	Total	Wireline	%	Wireless	%
OAHU CIVILIAN (*)	57,129	16,887	29.6%	40,240	70.4%

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

Calls volumes for the month of October 2013 as reported via the Plant/CML system covers the period October 1, 2013 to October 22, 2013 as of 10:00 p.m. (HST) when the 9-1 trunks and connectivity were routed to the Hawaiian Telcom, Inc. (HTI) 9-1-1 back-up system (white phones).

Call volume statistics available are not available while the PSAPs were on the 9-1-1 back-up system and during the Intrado Viper conversion.

9-1-1 Call Volume – Calendar Year 2013

OAHU CIVILIAN		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October (2)	57,129	16,887	29.6%	40,240	70.4%	2	0.0%	4,076	7.1%
September	81,643	23,547	28.8%	58,086	71.2%	10	0.0%	5,996	7.3%
August	84,313	24,525	29.1%	59,778	70.9%	10	0.0%	5,978	7.1%
July	82,126	24,169	29.4%	57,953	70.6%	4	0.0%	6,109	7.4%
June (1)	78,280	22,713	29.0%	55,559	71.0%	8	0.0%	5,877	7.5%
May	88,083	24,533	27.9%	63,544	72.1%	6	0.0%	6,362	7.2%
April	82,580	23,276	28.2%	59,300	71.8%	4	0.0%	6,531	7.9%
March	83,530	24,031	28.8%	59,488	71.2%	11	0.0%	6,663	8.0%
February	77,226	21,968	28.4%	55,255	71.6%	3	0.0%	5,998	7.8%
January	82,205	24,638	30.0%	57,557	70.0%	10	0.0%	6,603	8.0%
TOTAL YTD	797,115	230,287	28.9%	566,760	71.1%	68	0.0%	60,193	7.6%
AVG PER MO	79,712	23,029		56,676		7		6,019	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

- (1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
- (2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO CALL TAKERS (HPDCT)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October (5)	28,544	7,474	26.3%	44.3%	20,957	73.7%	52.1%	113	0.4%	703	2.5%
September	40,597	10,701	26.4%	45.4%	29,824	73.6%	51.3%	72	0.2%	1,355	3.3%
August (4)	37,794	9,974	26.5%	40.7%	27,687	73.5%	46.3%	133	0.4%	1,207	3.2%
July (4)	8,797	2,343	26.8%	9.7%	6,415	73.2%	11.1%	39	0.4%	298	3.4%
June (3)	39,073	10,087	25.9%	44.4%	28,857	74.1%	51.9%	129	0.3%	1,038	2.7%
May	45,673	11,234	24.7%	45.8%	34,306	75.3%	54.0%	133	0.3%	1,663	3.6%
April (2)	32,275	8,371	26.0%	36.0%	23,825	74.0%	40.2%	79	0.2%	1,173	3.6%
March (1)	30,899	8,101	26.3%	33.7%	22,713	73.7%	38.2%	85	0.3%	1,021	3.3%
February	37,587	9,829	26.2%	44.7%	27,632	73.8%	50.0%	126	0.3%	1,282	3.4%
January	40,357	11,013	27.4%	44.7%	29,171	72.6%	50.7%	173	0.4%	1,001	2.5%
TOTAL YTD	341,596	89,127	26.2%	38.7%	251,387	73.8%	44.4%	1,082	0.3%	10,741	3.1%
AVG PER MO	34,160	8,913			25,139			108		1,074	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

- (1) There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.
- (2) There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.
- (3) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.
- (4) There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.
- (5) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO URGENT RESPONSE (HPDURS)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October (2)	12,354	4,013	32.7%	23.8%	8,253	67.3%	20.5%	88	0.7%	432	3.5%
September	17,772	5,458	30.9%	23.2%	12,193	69.1%	21.0%	121	0.7%	704	4.0%
August	18,628	5,997	32.4%	24.5%	12,526	67.6%	21.0%	105	0.6%	1,096	5.9%
July	20,050	6,824	34.1%	28.2%	13,193	65.9%	22.8%	33	0.2%	4,112	20.5%
June (1)	15,788	5,254	33.5%	23.1%	10,429	66.5%	18.8%	105	0.7%	1,038	6.6%
May	17,891	5,565	31.3%	22.7%	12,209	68.7%	19.2%	117	0.7%	627	3.5%
April	18,191	5,179	28.7%	22.3%	12,897	71.3%	21.7%	115	0.6%	683	3.8%
March	17,427	5,488	31.7%	22.8%	11,823	68.3%	19.9%	116	0.7%	678	3.9%
February	15,225	5,016	33.3%	22.8%	10,066	66.7%	18.2%	143	0.9%	544	3.6%
January	16,177	5,502	34.3%	22.3%	10,520	65.7%	18.3%	155	1.0%	652	4.0%
TOTAL YTD	169,503	54,296	32.2%	23.6%	114,109	67.8%	20.1%	1,098	0.6%	10,566	6.2%
AVG PER MO	16,950	5,430			11,411			110		1,057	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

- (1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
- (2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO DROP									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October (5)	6,455	2,267	35.1%	13.4%	4,184	64.9%	10.4%	4	0.1%	5,250	81.3%
September	8,286	2,714	32.8%	11.5%	5,568	67.2%	9.6%	4	0.0%	6,997	84.4%
August (4)	7,744	2,521	32.6%	10.3%	5,218	67.4%	8.7%	5	0.1%	6,271	81.0%
July (4)	1,816	596	32.9%	2.5%	1,218	67.1%	2.1%	2	0.1%	1,475	81.2%
June (3)	8,263	2,822	34.2%	12.4%	5,436	65.8%	9.8%	5	0.1%	6,893	83.4%
May	9,085	3,043	33.5%	12.4%	6,041	66.5%	9.5%	1	0.0%	7,617	83.8%
April (2)	7,031	2,173	30.9%	9.3%	4,855	69.1%	8.2%	3	0.0%	5,934	84.4%
March (1)	7,435	2,385	32.1%	9.9%	5,047	67.9%	8.5%	3	0.0%	5,906	79.4%
February	8,364	2,514	30.1%	11.4%	5,839	69.9%	10.6%	11	0.1%	6,488	77.6%
January	8,855	2,791	31.6%	11.3%	6,053	68.4%	10.5%	11	0.1%	7,246	81.8%
TOTAL YTD	73,334	23,826	32.5%	10.3%	49,459	67.5%	8.7%	49	0.1%	60,077	81.9%
AVG PER MO	7,333	2,383			4,946			5		6,008	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

- (1) There were no statistics captured between March 24, 2013 (5:30 a.m. HST) and March 31, 2013 (11:59 p.m. HST) while Dispatch was at the alternate site in Kapolei.
- (2) There were no statistics captured between April 1, 2013 (12:00 a.m. HST) and April 7, 2013 (5:30 a.m. HST) while Dispatch was at the alternate site in Kapolei.
- (3) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
There were no statistics captured on June 11, 2013 from 5:30 a.m. to 9:30 p.m. HST while Dispatch was at the alternate site in Kapolei.
- (4) There were no statistics captured between July 7, 2013 (1:30 p.m. HST) and August 3, 2013 (9:30 p.m. HST) while Dispatch was at the alternate site in Kapolei.
- (5) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

OAHU CIVILIAN		TRANSFERRED TO FIRE (HFD)									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October (2)	1,473	526	37.0%	3.1%	896	63.0%	2.2%	51	3.5%	35	2.4%
September	2,758	831	31.3%	3.5%	1,824	68.7%	3.1%	103	3.7%	91	3.3%
August	3,344	1,071	34.1%	4.4%	2,068	65.9%	3.5%	205	6.1%	287	8.6%
July	5,105	1,919	40.8%	7.9%	2,779	59.2%	4.8%	407	8.0%	1,201	23.5%
June (1)	4,467	1,655	39.6%	7.3%	2,523	60.4%	4.5%	289	6.5%	1,088	24.4%
May	4,790	1,828	41.4%	7.5%	2,592	58.6%	4.1%	370	7.7%	1,124	23.5%
April	4,539	1,853	43.5%	8.0%	2,403	56.5%	4.1%	283	6.2%	1,301	28.7%
March	5,025	2,008	42.8%	8.4%	2,679	57.2%	4.5%	338	6.7%	1,345	26.8%
February	4,752	1,910	44.4%	8.7%	2,392	55.6%	4.3%	450	9.5%	1,298	27.3%
January	5,749	2,390	45.2%	9.7%	2,893	54.8%	5.0%	466	8.1%	1,499	26.1%
TOTAL YTD	42,002	15,991	41.0%	6.9%	23,049	59.0%	4.1%	2,962	7.1%	9,269	22.1%
AVG PER MO	4,200	1,599			2,305			296		927	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

- (1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
- (2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

OAHU CIVILIAN		TRANSFERRED TO EMS									
		Wireline			Wireless			Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October	5,029	1,939	39.2%	11.5%	3,008	60.8%	7.5%	82	1.6%	70	1.4%
September	7,251	2,835	39.8%	12.0%	4,287	60.2%	7.4%	129	1.8%	138	1.9%
August	7,309	2,857	40.3%	11.6%	4,238	59.7%	7.1%	214	2.9%	123	1.7%
July	6,854	2,788	41.8%	11.5%	3,887	58.2%	6.7%	179	2.6%	110	1.6%
June (1)	6,651	2,665	41.2%	11.7%	3,806	58.8%	6.9%	180	2.7%	92	1.4%
May	7,550	2,960	40.2%	12.1%	4,401	59.8%	6.9%	189	2.5%	154	2.0%
April	7,288	2,939	41.3%	12.6%	4,169	58.7%	7.0%	180	2.5%	114	1.6%
March	7,670	3,124	41.8%	13.0%	4,348	58.2%	7.3%	198	2.6%	119	1.6%
February	6,965	2,909	42.8%	13.2%	3,890	57.2%	7.0%	166	2.4%	119	1.7%
January	8,006	3,217	41.6%	13.1%	4,512	58.4%	7.8%	277	3.5%	183	2.3%
TOTAL YTD	70,573	28,233	41.0%	12.3%	40,546	59.0%	7.0%	1,794	2.5%	1,222	1.7%
AVG PER MO	7,057	2,823			4,055			179		122	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

- (1) There were no statistics from midnight to 9:30 a.m. HST on June 3, 2013 as reported by Hawaiian Telcom due to corruption in the file.
- (2) There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• PSAP Operations (continued)

9-1-1 Call Volume – Calendar Year 2013 (continued)

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

OAHU CIVILIAN		MISCELLANEOUS CALLS (Total includes, but not limited to, calls transferred to Poison Control, Crisis Center, RDC, or Neighbor Islands, and non-transferred calls such as wrong number or test calls)					
2013	TOTAL YTD	January	February	March	April	May	June
	100,107	3,061	4,333	15,074	13,256	3,094	4,038
	AVG PER MO	July	August	September	October	November	December
	10,011	39,504	9,494	4,979	3,274		

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from March 24 – 31, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from April 1 - 7, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured on June 3, 2013 from midnight to 9:30 a.m. HST as reported by Hawaiian Telcom due to corruption in the file.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues on June 11, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: Miscellaneous Call Volumes may be higher since no call volume statistics were captured for HPDCT and Drop queues from July 7, 2013 through August 3, 2013 while Dispatch was at the alternate site in Kapolei. The other call queues are complete since Kapolei has the ability to transfer calls via CML to these queues.

Note: There are no statistics following the transfer of the 9-1-1 traffic to the Hawaiian Telcom, Inc. 9-1-1 back-up system on October 22, 2013 at approximately 10:00 p.m. (HST).

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **PSAP Operations (continued)**

Intrado Viper 9-1-1 Call Volume

Intrado notified the Oahu PSAPs that a Training Course on the Intrado Viper Management Information System (MIS) will be provided during the first week of November 2013. This Training Course will provide instructions on how to access and retrieve Call Volume Statistics at the PSAP level. The Oahu PSAPs will no longer receive 9-1-1 system statistical information from the Local Exchange Carrier (LEC), Hawaiian Telcom, Inc. (HTI).

Following training, the Oahu PSAPs will be able to access and process Call Volume Statistics based on time period and other PSAP defined criteria following the conversion.

Wireless Test – October 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
10/04/13	AT&T Mobility	2	8	Oahu PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – October 2013

10/10/13 At the request of the State of Hawaii E9-1-1 Board, Akimeka’s Program Manager, Mr. Tony Ramirez, provided the State of Hawaii E9-1-1 Board with a brief summation of the Akimeka contractual Wireless E9-1-1 Testing process. Mr. Ramirez confirmed that the Akimeka Wireless Testing process has not changed. Akimeka will continue to perform those actions identified in the NENA Wireless 9-1-1 Cell Site Maintenance and Testing program. These activities include processing Call Routing Spreadsheets (CRSs) and Testing Validation Worksheets (TVWs), maintaining the Wireless E9-1-1 database, scheduling PSAP testing, and assisting the PSAPs with testing per the Akimeka contracts. Mr. Ramirez also clarified that Akimeka does not perform or assist the PSAPs with “Connectivity Testing”, which is the responsibility of the Local Exchange Carrier, Hawaiian Telcom, Inc.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **PSAP Operations (continued)**

City & County of Honolulu Conversion to NG9-1-1 Enabled Intrado Viper Platform

On October 22, 2013, The Honolulu Police Department, Honolulu Fire Department, Honolulu Emergency Medical Services (EMS), Honolulu Ocean Safety, and Pearl Harbor PSAP, proceeded with the Intrado A(Advanced) 9-1-1 Viper Migration/Implementation Plan. The scope of the plan was to replace the existing Plant/CML system with the Intrado Viper NG9-1-1 enabled system. This implementation also provided for the installation of the "Power 911" telephone system, and the integration of the Administrative Phone system into the 911 computer monitor screen resulting in the removal of the desktop telephone instrument requirement.

Personnel involved with the implementation included representatives from all of the respective PSAPs, representatives from other County PSAPs to observe the implementation, and representatives from the associated vendors to ensure data connectivity .

The associated vendors were either on-site or participated via teleconference to ensure CAD, Radio, Map, and Voice Recorder systems were able to migrate successfully and ensure the proper operation post cut-over to the Intrado A(Advanced) Viper system.

On October 22, 2013, at approximately 10:00 p.m. (HST), all 9-1-1 trucks and connectivity were routed to the Hawaiian Telcom, Inc. (HTI) back-up 9-1-1 system (white phones) and tested to ensure it was operational. Intrado and Hawaiian Telecom personnel commenced with installing the Viper call handling equipment on each workstation at all PSAPs. Representatives for the CAD, Mapping, Radio, and Voice Recording systems also performed their respective system checks and modifications to ensure the system was operational at each workstation. The workstation position numbers and data stream information were validated and/or adjusted accordingly.

There were no call volume statistics while the PSAPs were on the back-up 9-1-1 system (from October 22, 2013 at approximately 10:00 p.m. (HST) through October 23, 2013 at approximately 6:23 a.m. (HST)).

On October 23, 2013, at approximately 6:23 a.m. (HST), the 9-1-1 trunks were removed from the back-up 9-1-1 system and installed onto the Viper switch. Test calls were received to ensure that all systems were operational, which included transferring 9-1-1 calls to other PSAPs. The conversion from the Plant/CML system to the Intrado Viper system was successfully completed.

To date, there have been no major problems experienced by the PSAPs due to the implementation.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- MSAG**

Current Month – October 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
OAHU CIVILIAN	625	614	579	11	3	2	19	27,719	10	1	1	0	0	0

Revised categories and report format changes effective May 2012.

During the month of October 2013, 614 9-1-1Net requests were submitted relating to the MSAG database, with 27,719 customer ANI/ALI records updated as a direct result. Ten (10) TN CR transactions and one (1) ALI-DR transaction were submitted to 9-1-1Net for updates and corrections. See attached spreadsheet for a detailed description of changes and additions.

There are one (1) TN CR and one (1) ALI-DR in Referred status as of October 31, 2013.

There are no records in Suspended status as of October 31, 2013.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2013

OAHU CIVILIAN		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
December															
November															
October	625	614	579	11	3	2	19	27,719	10	1	1	0	0	0	
September	355	349	334	0	1	2	12	10,720	3	3	4	1	0	0	
August	431	429	422	0	0	5	2	19,758	1	1	4	1	0	0	
July	324	296	277	5	6	3	5	4,306	27	1	4	1	0	0	
June	664	295	284	2	7	2	0	11,378	366	3	11	0	0	0	
May	497	335	292	4	4	8	27	4,253	162	0	361	0	0	0	
April	489	390	288	6	82	3	11	4,115	99	0	1	0	0	0	
March	424	326	277	7	11	9	22	4,917	98	0	60	0	0	0	
February	234	209	160	5	24	8	12	6,471	25	0	9	0	0	0	
January	170	140	95	14	14	6	11	9,173	29	1	0	0	0	0	
TOTAL YTD	4,213	3,383	3,008	54	152	48	121	102,810	820	10					
AVG PER MO	421	338	301	5	15	5	12	10,281	82	1					

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **MSAG (continued)**

MSAG Communities Project

MSAG Community and Street Segment Sweep – Phase II Status

Based on a verbal agreement between the Honolulu Police Department, as the Primary Civilian PSAP, and Akimeka, it was agreed that the Military MSAG should be updated to reflect the standardized and approved MSAG Community Names approved jointly by the Military and Oahu Civilian PSAPs to ensure interoperability. It was also agreed that this work effort will be completed by Akimeka on an “**as we can get to it**” basis.

Below is the latest status of the Phase II work effort as of **October 31, 2013**:

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	COMPLETED -- 08/12/13	

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **MSAG (continued)**

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase II Status (continued)

OMIL Existing Community Name	New Approved Community Name	MSAG Transactions Required	Status	Notes/Comments
Pearl Harbor	PEARL HBR	86	COMPLETED -- 08/12/13	Nine (9) records did not receive the new community name. Eight (8) records were due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change.
Ford Island	FORD ISL	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	COMPLETED -- 10/03/13	
Schofield Bks	SCHOFIELD	661	IN PROGRESS	

In the month of October 2013, Regional Dispatch Center was “Completed”.

A total of 845 MSAG transactions have been completed thus far – **34.3% Complete**. An estimated 1,622 MSAG transactions remain to be submitted and processed.

Status of the Phase II effort will continue to be tracked until all 9-1-1Net MSAG transactions required have been completed.

MSAG Community and Street Segment Sweep – Phase V

A meeting was held with the Oahu Civilian PSAPs and Akimeka on August 7, 2013, to review the Phase V project scope, schedule and timeline. Approval was received to proceed with Phase V and Phase VI after the completion of Phase V.

Below is the latest status of the Phase V work effort as of **October 31, 2013**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Pearl HBR	08/01/13	08/14/13	08/12/13	09/03/13	Data was not loaded due to discrepancies with the Common Places	08/23/13	
Ford ISL	08/15/13	09/03/13	08/19/13	09/03/13		08/23/13	
Makalapa	09/04/13	09/06/13	09/06/13	09/06/13		09/06/13	09/11/13
Aliamanu	09/09/13	09/13/13	09/18/13	09/19/13		09/20/13	09/23/13
Salt Lake	09/16/13	09/23/13	09/23/13	09/23/13		09/20/13	09/23/13
Kalihi	09/24/13	10/21/13	IN PROGRESS			10/18/13	10/29/13
Nuuuanu	10/22/13	11/06/13	IN PROGRESS				
Downtown	11/07/13	11/18/13					
Kakaako	11/19/13	11/26/13					
Ala Moana	11/27/13	12/04/13					
Honolulu	12/05/13	12/16/13					

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **MSAG (continued)**

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase V (continued)

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE V					GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	ACTUAL COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Punchbowl	12/17/13	12/26/13					
Makiki	12/27/14	01/07/14					
Manoa	01/08/14	01/23/14					
McCully	01/24/14	02/04/14					
Ft DeRussy	02/05/14	02/06/14					
Waikiki	02/07/14	02/20/14					
Kaimuki	02/21/14	03/10/14					
Kapahulu	03/11/14	03/18/14					
Kahala	03/19/14	03/27/14					
Waialae	03/28/14	04/08/14					
Aina Haina	04/09/14	04/18/14					
Hawaii Kai	04/21/14	05/09/14					

The Kalihi MSAG Community is still “In Progress” due to an unanticipated number of streets requiring multiple MSAG transactions to synchronize to the GIS.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS)**

Mapping Layers Updated – October 2013

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	10/31/13		Spatially corrected 200 address points in Kailua and added three (3) alias addresses.
	10/30/13		Populated 505 addresses and twenty-eight (28) building numbers in Halsey T
	10/25/13		Added 505 new address points in Halsey T
	10/23/13		Corrected eleven (11) street names from Alaeloa St to Alealoa Pl per Street Centerline correction.
	10/22/13		Deleted record ID 68288 146 1 Malunui Ave, record ID 70255 411A Oneawa St, and record ID 71421 555 Auwai St; duplicate address points.
	10/22/13 -- 10/24/13		Spatially corrected 840 address points in Kailua. Added four (4) alias addresses, corrected one (1) address, added one (1) apartment letter, corrected one (1) TMK, and identified missing addresses that require a site visit.
	10/18/13		Deleted record ID 70735 316 Keaniani St; duplicate address point.
	10/17/13		Corrected thirty (30) street names from Mailili Rd to Mailili Rd per Street Centerline correction.
	10/17/13		Deleted record ID 70242 112 Oneawa St and record ID 70871 401A-1 Kawainui St; duplicate address points.
	10/16/13		Deleted record ID 70627 350 Ulupaina St and record ID 70558 430B1 Manono St; duplicate address points.
	10/16/13 -- 10/18/13		Spatially corrected 925 address points in Kailua. Added eleven (11) alias addresses, added two (2) apartment number, corrected one (1) address, corrected two (2) TMKs, and identified missing addresses that require a site visit.
	10/03/13 -- 10/15/13		Deleted record ID 72023 567 Kaimake Loop; duplicate address.
	10/03/13 -- 10/15/13		Added 170 new address points in Moanalua T
10/03/13 -- 10/15/13		Spatially corrected sixty-one (61) address points in Waimanalo. Added two (2) alias addresses, added two (2) apartment letters, and identified missing address that require site visits.	
10/03/13 -- 10/15/13		Spatially corrected 1,564 address points in Kailua. Added two (2) routing keys, corrected three (3) TMKs, added two (2) apartment letters, corrected one (1) apartment letter, corrected one (1) address, added five (5) alias addresses, and identified missing addresses that require site visits.	

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points (continued)	10/03/13		Populated 5232 Location Names and 5185 Location Types. Reviewed and corrected comments that were inconsistent.
	10/01/13		Spatially corrected 422 address points in Kailua and twenty-three (23) address points in Waimanalo. Added three (3) alias addresses, added one (1) apartment letter, corrected one (1) address, corrected one (1) TMK and identified missing addresses that require site visits. Deleted record ID 87624 265 N Kalaheo Ave, record ID 87531 425 N Kalaheo Ave, record ID 86675 410860 Kakina St; duplicate address points.
Common Place Name		10/18/13	Delivered updated Common Places to HPD
		10/04/13	Delivered updated Common Places to HPD
	10/04/13		Corrected name for SEARS KANEOHE WINDWARD, updated ENCHANTED LAKE SC address, corrected name from PIPELINE CAFÉ to BJ PENN UFC GYM due to business change at this location
			Deleted COMPADRES, TOWER RECORDS KAHALA, SEARS AMSC as these locations are no longer in business
	10/03/13		Added LAW TOW PC, SHORELINE HOTEL, PETCO KAPOLEI, BBQ KAI, and HOALAUNA COMM PK
			Corrected address for Hoakalei Country Club in Kapolei and deleted LAW TOW KALIHI
		Added 7ELEVEN KANEOHE, BARBERS PT GC, LAW TOW MAPUNAPUNA	
Fire Beats			
Fire Districts			
Fire Response Areas	10/29/13		Updated boundaries for STA14 and STA16
	10/16/13		Corrected boundaries at the Kam Hwy/H2S Exit 9 intersection
	10/09/13		Corrected STA14 and STA16 boundary along Wahiawa Water Company flume
Fire Stations			

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
MSAG Communities (aka Towns)	10/24/13		Corrected Makakilo/Kunia boundary. Corrected Wahiawa/Schofield boundary.
	10/17/13		Corrected Ft Shafter/Kalihi and Ft Shafter/Moanalua V boundaries to the correct military fence line.
	10/16/13		Corrected Mililani/Wahiawa boundary, Kunia/Waipahu boundary, Kunia/Mililani boundary, and Schofield/Mililani boundary.
	10/11/13		Corrected Pearl Hbr/Hale Moku boundary to military fenceline
	10/1/13 -- 10/9/13		Corrected Wahiawa/Waialua boundary along Police Beat 266
Medic Beats			
Medic Response Areas	10/29/13		Updated boundaries for MED6 and MED12
	10/09/13		Corrected MED6 and MED12 boundary along Wahiawa Water Company flume
Net_Junctions		10/22/13	Delivered Aloha geodatabase to HPD with Net Junctions updates
	10/22/13		Populated with the most recent MSAG Community updates -- part of Phase V
		10/07/13	Delivered Aloha geodatabase to HPD with Net Junctions updates
	10/07/13		Populated with the latest MSAG Community updates
Points of Interest	10/31/13		Spatially corrected Honolulu Towing to correct geocoding issue
	10/21/13		Corrected name for Chuck E Cheese Kalihi
	10/18/13		Spatially corrected locations to buildings at UH Manoa campus -- UH ART BLDG, UH EDMONDSON HALL, UH HAMILTON LIBRARY, UH HAWAII INST OF GE, UH KELLER HALL, UH KENNEDY THEATRE, UH KUYKENDALL HALL, UH MARINE SCIENCES BL, UH PARADISE PALMS, UH PHYSICAL SCIENCE, UH SYNDER HALL, UH STUDENT HEALTH SE, UH WATANABE HALL, UH WEBSTER HALL
			Deleted MACYS HILTON HAWN VI -- no longer in business
			Added UH CHEMISTRY BLDG in Manoa and CROSSPOINTE BLDG 18 in Aiea
			Populated with updates to new Kalihi MSAG Community
	10/16/13		Spatially corrected locations at H2S exits and on ramps in Mililani

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Beats	10/29/13		Corrected boundaries for Beats 260, 258 and 256 according to the written descriptions. Began correcting Beats 255, 254, and 250.
	10/16/13 -- 10/25/13		Corrected boundaries for Beat 262 according to the written descriptions. Continued correcting Beat 260. Began correcting Beats 258 and 256.
	10/1/13 -- 10/15/13		Corrected boundaries for Beats 268, 266 and 264 according to the written descriptions. Began correcting Beats 262 and 260.
Police Districts			
Police Response Areas			
Police Stations			
Street Centerlines	10/30/13		Corrected gaps in Pearl City on Hoohulu St
			Corrected gaps in Mokuleia on Hopemanu St
			Corrected gaps in Moanalua V on Haku St, Lalamilo St, Maalahi St, and Mahiole St
			Corrected gaps in Mililani on Naholoholo St, Paikauhale St, Puahehe St, Puneke St, Waihonu St, Waikalani Dr, Wailawa St, Waimakua Dr, Waipuka St, Waipono St and Wekiu St.
	10/29/13		Populated 146 Census Tract attributes in support of HFD and EMS operations with the new TriTech CAD system
			Spatially corrected Kam Hwy in Mililani
	10/28/13		Split Ka Uka Blvd at Pearl City/Waipio boundary
			Populated 128 Census Tract attributes in support of HFD and EMS operations
		Corrected gaps in Mililani on Mahinahou St, Makapipipi St, Makaunulau St, Makohilani St, Meanui St, and Poiki St	

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Street Centerlines (continued)	10/25/13		Deleted segment of Glen Ave crossing through Baseball Field	
			Spatially corrected Walker Ave, California Ave, N Cane St, Kilani Ave and Glen Ave in Wahiawa	
			Populated 132 Census Tract attributes in support of HFD and EMS operations	
			Corrected gaps in Mililani on Keahilele St, Kealohi St, Kipapa Dr, Kowa St, Kuahelani Ave, Kuaoa St, Lanikuhana Ave, Lauae St, and Lehuakona St	
	10/24/13		Corrected gaps in Mililani on Kamalei St and Kupuahi St	
	10/23/13 -- 10/24/13		Populated 150 Census Tract attributes in support of HFD and EMS operations	
	10/23/13		Corrected gaps on Holaniku St, Kahela St and Hookupu St in Mililani	
			Corrected range for Adams Ln in Honolulu. Corrected street name for portion of Alaeloa St to Alaeloa Pl in Honolulu.	
	10/22/13		Populated eighty-nine (89) Census Tract attributes in support of HFD and EMS operations	
			Corrected gaps in Mililani on Hikikaulia St, Hinalii St, Hoakula St, and Holani St.	
	10/21/13		Corrected gaps in Kapolei on Owakalena St, in Maili on Manuu St, and in Makaha on Hanalei St, Lahaina St, and Makaha Valley Rd	
		10/18/13		Delivered Street Centerlines data to HPD, HFD, and EMS
	10/18/13			Corrected gaps on S Beretania St in McCully (HONOLULU)
				Corrected street name for Maililili Rd to Maililii Rd
				Deleted De Haven St
			Added Moanalua Ridge in order to correctly address Pearl Harbor Elementary School which was an error identified on the TCAD report.	
			Corrected one way codes on N King St	
			Corrected gaps on N School St and Palama St in Kalihi	

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	10/17/13		Corrected gaps on Lanakila Ave and Likelike Hwy in Kalihi
			Flipped segments on Likelike Hwy and Liliha St in Kalihi to correct routing and addressing issues
			Populated new Kalihi MSAG Community
			Spatially corrected Kunia Rd at Kunia/Waipahu boundary
	10/15/13		Spatially corrected segments of Kam Hwy in Milliani and Wahiawa at Police Beat 264 and 262 boundaries. Deleted segments of Kam Hwy in Milliani which would cause routing issues with freeway on ramps, off ramps, and merge lanes.
			Corrected gaps on Napoonala Pl and Kamakahala St in Waiaua, Kalie St, Kam Hwy, Kulia St, Laniloa Pl, Puninoni St in Wahiawa, Koolina St, Kumaipo St, Puhawai Rd, Puuhulu Rd, Waianae Valley Rd in Waianae
			Corrected elevation values on Puuloa Rd overpass and MFE Exit 3 off ramp for proper routing purposes
			Split Waialae Ave at McCully/Manoa boundary, Moanalua Rd at Moanalua V/Mapunapuna boundary, Moanalua Rd at Mapunapuna/Salt Lake boundary and Waipahu St at Waipahu/Waipio boundary
	10/11/13		Split Pali Hwy at Punchbowl/Nuuanu boundary, Kona St at Honolulu/Ala Moana boundary, Mokapu Saddle Rd at Kailua/Kaneohe boundary, and Varsity Pl at McCully/Manoa boundary
			Spatially corrected Kam Hwy along Police Beat 264/260, Kunia Rd along Police Beat 264/262, and California Ave along Police Beat 264/262
	10/10/13 -- 10/15/13		Populated 327 Census Tract attributes in support of HFD and EMS' operations.
	10/10/13		Performed a street network diagnostic on Valkenburgh St in order to correct routing issues in the TriTech CAD system identified by HFD. Corrected the elevation values with the freeway overpasses to resolve the issue.
			Corrected fifty-two (52) gaps in Kaneohe on Keneke St, Kionaole Rd, Ko St, Kulukeye St, Kuneki Pl, Makalani St, Malulani St, Mikiola Dr, Nahewai St, Namoku St, Nanihoku Way, Ohala St, Paleka Rd and Waikalua Rd
			Split Renton Rd at Kalaeloa/Ewa Beach boundary, Center Dr at Airport/Pearl Hbr boundary, Kaneohe Bay Dr at Kialua/Kaneohe boundary and Puuloa Rd at Airport/Mapunapuna boundary

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines (continued)	10/09/13		Corrected forty (40) gaps in Kaneohe on Halekou Rd, Hinapu St, Haakaa St, Hololio St, Hui Iwa St, Hulupala Pl, Kalali St, and Keaahala Rd
		10/04/13	Delivered Street Centerlines data to HPD (current system), HFD (new upgrade system), and EMS (new upgrade system)
	10/03/13		Added street ranges for Essex Rd so Barbers Point Golf Course can be located and responded to
			Deleted Pau Ln and Makaoe Ln -- no longer existing. Hotel built here in Waikiki
			Corrected gaps on Haamaile St, Haiku Plantation Dr, Haiku Rd and Halaulani St in Kaneohe
	10/01/13		Corrected gaps on Kailua Rd, Lihikai Rd and Halia St in Kailua
			Spatially corrected Waialua Beach Rd, Kam Hwy, Weed Cir at Haleiwa/Waialua boundary
		Split Haleiwa Rd at Police Beat boundary	
Trails			
WSP Cell Sectors		10/28/13	
	10/25/13		Per T-Mobile CRS
	10/23/13		Per AT&T Mobility CRS
		10/21/13	
	10/21/13		Per AT&T Mobility CRS
	10/15/13		Per AT&T Mobility CRS
		10/15/13	
		10/09/13	
	10/02/13		Per AT&T Mobility CRS
	10/01/13		

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS) (continued)**

Mapping Layers Updated – October 2013 (continued)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers		10/28/13	
	10/25/13		Per T-Mobile CRS
	10/23/13		Per AT&T Mobility CRS
		10/21/13	
	10/21/13		Per AT&T Mobility CRS
	10/15/13		Per AT&T Mobility CRS
		10/15/13	
		10/09/13	
	10/02/13		Per AT&T Mobility CRS
		10/01/13	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Ocean Safety (Includes Lifeguard Stands)			
- Dive Locations	10/31/13		Populated metadata and attributes for Dive Locations and removed special characters from eight (8) names
			Parsed out Dive Locations by County for the State of Hawaii
	10/28/13		Created a Dive Locations shapefile in support of Ocean Safety operations
- Surf Breaks	10/10/13		Added new Surf Break locations to the Surf Breaks layer created for Ocean Safety Aki Beach Cove Green Lanterns Keeau's Klausmeyers
SPECIAL REQUESTS			
Tow Boundaries			

Oahu Civilian E9-1-1 Status Report

October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS) (continued)**

Police Beats Corrections

Background

The Police Beats 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 2013. Akimeka completed an additional seven (7) Police Beats (256, 258, 260, 262, 264, 266, and 268) boundary corrections which almost completed District 2 (Central Oahu).

Upload Process

Akimeka will work with HPD PMT to establish an upload process associated with the Police Beats corrections. Currently, it was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates. As such, Akimeka will work with HPD PMT to ensure the recommendations remain as is.

HFD and EMS Requirements

As previously agreed to, during the TriTech CAD system upgrade, HFD and EMS requested if Akimeka could include Census Tract information in the Street Centerline layer attributes. This request was to enable better performance in the CAD system and allow the ability to access the Census Tract information through the Street Centerlines layer versus the previously used Points in Polygon feature.

Considering the amount of records that needed to be manually populated and the already established priorities with the GIS cleanup efforts, it was communicated that this process may take some time to complete.

During the month of October 2013, Akimeka was able to successfully complete this request from HFD and EMS ahead of schedule. Initially it was anticipated that the request would be completed no later than the end of December 2013. The updated information will be included in the November 1, 2013 GIS data deliverable.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

• Geographic Information System (GIS) (continued)

Ocean Safety Requirements

Subsequent to Akimeka's meetings with Ocean Safety, Akimeka continued to work on Ocean Safety's layers in order to assist with Ocean Safety's dispatch and response operations. In addition to all of Akimeka's priorities and deliverables, Akimeka was able to complete the Surf Breaks layer for Ocean Safety utilizing the GPS coordinates provided by Ocean Safety.

1. On September 10, 2013, Akimeka received additional coordinates for new Surf Break locations to be added to the Surf Breaks layer.
 - a. Akimeka replied that the locations will be added to the Surf Breaks layer. Akimeka sent Buck Giles from Ocean Safety a spreadsheet with the records originally submitted for Surf Breaks that had coordinates converted and corrected by Akimeka for their records. Akimeka began adding the new locations during the month of September 2013 and planned to have the remaining additions completed during the month of October 2013 along with the new Dive Locations layer.
2. During the month of October 2013, Akimeka successfully completed the additions of the new Surf Break coordinates as projected previously
3. The creation of the Dive Locations layer is currently in progress and expected to be completed by Akimeka in November 2013.
 - a. The plan is that Akimeka and Ocean Safety will discuss and identify any additional Surf Breaks and/or Dive Locations
4. The creation of the Ocean Rescues boundaries will follow as agreed upon.

SPAWAR Meeting on Addressing for MCBH

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

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Geographic Information System (GIS) (continued)**

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 delivered on September 20, 2013 and October 21, 2013. Below are the results of the comparison.

	09/20/13	10/21/13	Improvement/ Comments
Total Number of GIS Records	26,951	26,964	Added three (3) records
Errors Identified			
Zero Errors	2,193	1,652	Further reduced errors by 24.7% (541 errors)
Low > High Errors	0	0	No Change
Mixed Parity Errors	0	0	No Change
Changed Parity Errors	0	0	No Change
Address Gap Errors	1,719	1,426	Further reduced errors by 17.1% (293 errors)
Address Overlap Errors	0	0	No Change
Flipped Link Errors	624	619	Further reduced errors by 0.8% (5 errors)
Total Errors	4,536	3,697	Further reduced errors by 18.5% (839 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.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- 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 2013.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **7,111** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 21, 2013 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.

Audit Summary Results – 2013

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 17, 2013		As of April 22, 2013		As of July 26, 2013		As of October 21, 2013	
		9-1-1 MSAG Dated 01-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 10-01-13	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,046		7,056		7,096		7,111	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	6	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		7,040		7,050		7,090		7,105	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		6,518	92.6%	6,682	94.8%	6,793	95.8%	6,825	96.1%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	342	11.6%	274	3.9%	225	3.2%	213	3.0%
9-1-1 MSAG Record With No Matching GIS Record	(3)	180	2.6%	94	1.3%	72	1.0%	67	0.9%
Total 9-1-1 MSAG Records No Match		522	7.4%	368	5.2%	297	4.2%	280	3.9%

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. Further progress has been made from July 2013 with a 95.8% Match Rate to a 96.1% Match Rate as of October 2013

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

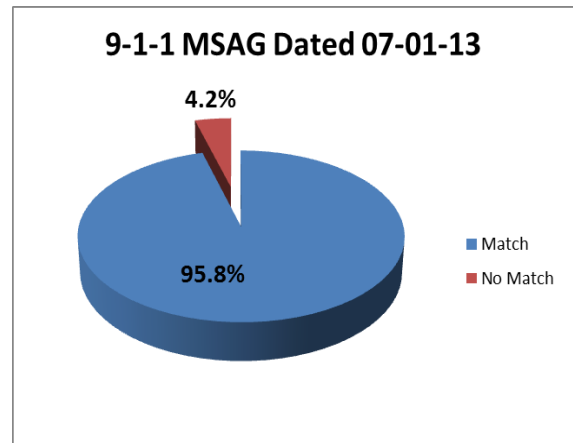
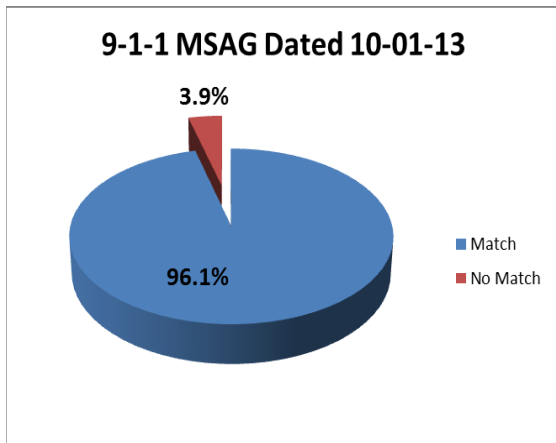
- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – 2013 (continued)

Notes:

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

Audit Summary Results – October 1, 2013 MSAG vs. July 1, 2013 MSAG



Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 95.8% as of July 1, 2013 to 96.1% as of October 1, 2013.

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 reside in the Honolulu MSAG Community and will be addressed during the Phase V effort.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Audit Summary Results – October 1, 2013 MSAG vs. July 1, 2013 MSAG (continued)

- ❖ 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” were further reduced by **5.3%** (225 to 213) from July 2013 to October 2013 respectively. 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.
- ❖ “MSAG Record With No GIS Record” was further reduced by **6.9%** (72 to 67) from July 2013 to October 2013 respectively. The decrease in records were 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.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” increased by **43.3%** (30 to 43) records from July 2013 to October 2013 respectively. The increase of fifteen (15) records was due primarily to timing between the GIS not being processed to match in the 9-1-1 Net MSAG database before the end of the reporting month.
- ❖ “GIS – MSAG Minor Corrections” were further reduced by 1.5% (582 to 573) from July 2013 to October 2013 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.
- ❖ The one (1) “MSAG – GIS Minor Corrections” record in the Airport MSAG Community that was identified in July 2013 was corrected.
- ❖ 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, 2013 – October 31, 2013

- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

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 02-01-13		9-1-1 MSAG Dated 04-01-13		9-1-1 MSAG Dated 07-01-13		9-1-1 MSAG Dated 10-01-13	
	# of Records (Baseline Starting Point)	% 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 199	325	4.4%	321	4.4%	233	3.2%	232	3.2%

These invalid MSAG records represent **3.2%** of the Total MSAG records for the City & County of Honolulu as of the October 2013 MSAG. The individual ALI records associated with these records are provided below.

ESN 199 is a "valid" MSAG record; however, simultaneously it represents a "known" invalid MSAG address. ESN 199 is utilized to provide a path for 9-1-1 calls to allow the voice portion of the 9-1-1 call to still be routed to the PSAP with the understanding that the address information presented was an invalid address/location and that a "No Record Found" condition 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 Oahu Civilian ESN and valid MSAG address.

Oahu Civilian E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **E9-1-1 Database Synchronization (continued)**
(Reference: NENA 71-501, Version 1.1 – NENA Information Document for Synchronizing Geographic Information System databases with MSAG & ALI)

Automatic Location Identification (ALI) Record Status

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 31, 2013, there are **1,634** ALI records with an assigned ESN of 199, representing **0.3%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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.

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 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".

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• PSAP Operations

9-1-1 Call Volume – October 2013

PSAP	Total	Wireline	%	Wireless	%
MAUI (*)	8,367	2,510	30.0%	5,855	70.0%
MOLOKAI	289	152	52.6%	137	47.4%
MAUI COUNTY	8,656	2,662	30.8%	5,992	69.2%

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

9-1-1 Call Volume – Calendar Year 2013

MAUI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME						Abandoned	
		Wireline		Wireless		Admin			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October	8,367	2,510	30.0%	5,855	70.0%	2	0.0%	1,121	13.4%
September	7,786	2,458	31.6%	5,328	68.4%	0	0.0%	1,127	14.5%
August	8,058	2,615	32.5%	5,443	67.5%	0	0.0%	1,227	15.2%
July	8,502	2,795	32.9%	5,707	67.1%	0	0.0%	1,284	15.1%
June	8,282	2,623	31.7%	5,649	68.3%	10	0.1%	1,199	14.5%
May	8,828	2,809	31.8%	6,017	68.2%	2	0.0%	1,374	15.6%
April	8,030	2,402	29.9%	5,628	70.1%	0	0.0%	1,298	16.2%
March	8,484	2,668	31.4%	5,816	68.6%	0	0.0%	1,374	16.2%
February (1)	6,797	2,093	30.8%	4,703	69.2%	1	0.0%	1,146	16.9%
January	8,459	2,690	31.8%	5,768	68.2%	1	0.0%	1,240	14.7%
TOTAL YTD	81,593	25,663	31.5%	55,914	68.5%	16	0.0%	12,390	15.2%
AVG PER MO	8,159	2,566		5,591		2		1,239	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

(1) No statistics for February 4 – 7, 2013 due to relocation to alternate site at Civil Defense.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **PSAP Operations (continued)**

9-1-1 Call Volume – Calendar Year 2013 (continued)

MOLOKAI PSAP		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned of Total
December									
November									
October	289	152	52.6%	137	47.4%	0	0.0%	36	12.5%
September	238	148	62.2%	90	37.8%	0	0.0%	36	15.1%
August	266	157	59.0%	109	41.0%	0	0.0%	32	12.0%
July	247	143	57.9%	104	42.1%	0	0.0%	46	18.6%
June	243	146	60.1%	97	39.9%	0	0.0%	39	16.0%
May	328	177	54.0%	151	46.0%	0	0.0%	44	13.4%
April	254	150	59.1%	104	40.9%	0	0.0%	42	16.5%
March	339	189	55.8%	150	44.2%	0	0.0%	58	17.1%
February	213	140	65.7%	73	34.3%	0	0.0%	24	11.3%
January	262	147	56.1%	115	43.9%	0	0.0%	39	14.9%
TOTAL YTD	2,679	1,549	57.8%	1,130	42.2%	0	0.0%	396	14.8%
AVG PER MO	268	155		113		0		40	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – October 2013

Date	WSP	Island	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
NONE						

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **PSAP Operations (continued)**

Current Month PSAP Operations Activities – October 2013

- 10/01/13 The Maui County PSAP activated a new Medic Station in Maalaea. This single Medic Unit will serve as a First Responder Unit for the Kihei and Lahaina Districts. The GIS layers provided by Akimeka to facilitate the new "Medic 15" beat was updated into the CAD and PowerMap mapping system at the PSAP. The CAD update to the test system was delivered on September 19 for testing and activation on October 1st, and the Power Map was updated on September 27th during the scheduled Power Map deliverable.
- 10/01/13 Maui PSAP Supervisor, Davlynn Racadio, submitted a trouble ticket to Hawaiian Telcom Inc. (HTI) regarding 9-1-1 calls that were tagged "Record Not Found" and contained telephone numbers that were truncated and undialable with the automatic "Ring Back" functions. Akimeka identified that the call origin was a Pacific Bell number originating from Fresno, California.
- HTI identified that this was a carry over from the SE-ALI repair conducted in 2009 however, Plant/CML discontinued the product line and this problem would not be fixed prior to the migration to the Intrado Viper platform. After further discussions, HTI performed several tests on October 9, 2013 which corrected the "Ring Back" problem on the Plant/CML system even though the callback number still remained truncated.
- 10/01/13 Discussions between Akimeka and the Maui MIS division (Susan Underwood) continued regarding the restoration of the PowerMap Server and the Pictometry system utilized in the Maui PSAP. Akimeka has established a Service Support Agreement with Intrado to obtain Help Desk support during the gap period until Intrado deploys the MapFlex product to the Neighbor Islands. The Power Map system was restored to an operational status on 10/09/2013 by Akimeka. The Maui MIS division was informed that the Power Map server was stable and operational in the Dispatch Center.
- 10/07/13 Maui PSAP Supervisor, Davlynn Racadio, contacted Verizon Wireless (Kimo Lincoln) regarding the Maui PSAP reciving an abandon 9-1-1 call with "Wireless Shell" record information from the Lanai area. On October 10, 2013, Verizon Wireless representatives replied that after investigating the call history, they do not believe in the "Phantom" call theory; however, could not locate any records within their internal system logs of the call received in the PSAP with "Wireless Shell" record information generating from Lanai. The PSAP will monitor for any similar occurances and report accordingly.
- 10/10/13 At the request of the State of Hawaii E9-1-1 Board, the Akimeka Program Manager, Mr. Tony Ramirez, provided the State of Hawaii E9-1-1 Board with a brief summation of the Akimeka contractual Wireless E9-1-1 Testing process. Mr. Ramirez confirmed the Akimeka Wireless Testing process has not changed. Akimeka will continue to perform those actions identified in the NENA Wireless 9-1-1 Cell Site Maintetnace and Testing program. These activities include Call Routing Spreadsheets (CRSs), Testing Validation Worksheets (TVWs), maintaining the Wireless E9-1-1 database, schedule PSAP testing, and assist the PSAPs with testing per the Akimeka contracts. Mr. Ramirez also provided clarification that Akimeka does not perform, or assist the PSAPs with "Connectivity Testing". Mr. Ramirez identified that "Connectivity Testing" is a responsibility of the Local Exchange Carrier (LEC), Hawaiian Telcom, Inc.
- 10/15/13 Discussions between Akimeka and the Maui MIS division (Susan Underwood) continues regarding the updates to the Intergraph CAD system. Copies of the Honolulu Police Departments CAD GIS upload process were delivered to the Maui MIS division (Susan

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

Underwood) as requested. Akimeka is currently awaiting for the new Intergraph CAD and GIS update process and in addition, a new Intergraph GIS requirements document to be sent so that a comparison between the current GIS requirements and new GIS requirements can be performed. This will ensure that all GIS data deliveries meet the new Intergraph CAD and GIS requirements.

10/17/13 Maui County MIS has initiated an initiative and requested Akimeka and Pictometry assistance to diagnose and repair the Pictometry server/system within the PSAP. The request for assistance concluded with an agreement for all parties to meet at the Maui Police Dispatch Center on November 4, 2013 at 8:00 a.m. (HST) to diagnose the problem and identify a potential remedy to assist them in restoring connectivity with the PowerMap and Pictometry applications. Akimeka and Pictometry agreed to meet with Maui County MIS Department.

• MSAG

Current Month – October 2013

2013		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
MAUI COUNTY	55	47	28	5	1	6	7	371	7	1	115	0	1	1

Revised categories and report format changes effective May 2012.

During the month of October 2013, forty-seven (47) 9-1-1Net requests were submitted relating to the Maui County MSAG database, with 371 customer ANI/ALI records updated as a direct result. Seven (7) TN CR transactions and one (1) ALI-DR transaction were submitted to 9-1-1Net for updates and corrections. The seven (7) TN CRs were submitted due to the ESN x99 clean-up effort. Two (2) out of the seven (7) submitted TN CRs were submitted to Intrado with a MSAG valid address that requires validation against Hawaiian Telcom records to verify the TMK. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were already in the GIS Address Points Layer therefore no additional GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are 115 TN CRs in Referred status as of October 31, 2013.

- The TN CRs in “Referred” status are a direct result of the ESN x99 cleanup effort and are awaiting approval from Hawaiian Telcom, Inc. (HTI) and/or the customer in order to update the ALI records. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes.

Intrado will notify Akimeka when each TN has been updated in 9-1-1Net as well as provide additional information in order to identify the MSAG valid address.

There is one (1) record in Suspended status as of October 31, 2013.

- This ALI-DR was submitted due to a 9-1-1 call to the Maui PSAP on October 27, 2013. See Service Request #618. The address was validated as being correct however, the location field information was incorrect and confusing to the dispatchers. Akimeka submitted the ALI-DR to Intrado to verify the location field information. Subsequently, Intrado suspended the ALI-DR.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

Akimeka will verify with the Maui PSAP and Intrado that the location information provided is accurate.

• **MSAG (continued)**

Year-to-Date (YTD) – 2013

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)				
December														
November														
October	55	47	28	5	1	6	7	371	7	1	115	0	1	1
September	167	18	4	2	4	8	0	5	148	1	223	0	0	0
August	109	14	1	0	4	9	0	8	95	0	108	1	0	0
July	32	13	1	0	5	5	2	19	13	6	42	1	0	0
June	44	26	10	4	5	6	1	209	15	3	27	0	0	0
May	172	48	16	2	23	4	3	250	123	1	35	12	0	0
April	72	52	19	0	27	5	1	295	18	2	27	12	0	0
March	120	35	6	1	14	14	0	33	79	6	28	11	0	0
February	44	39	9	1	17	12	0	44	5	0	29	11	1	1
January	63	61	11	0	43	6	1	405	2	0	52	18	0	0
TOTAL YTD	878	353	105	15	143	75	15	1,639	505	20				
AVG PER MO	88	35	11	2	16	8	2	164	51	2				

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Note: The Intrado 9-1-1Net was not available on August 20, 2013 from 12:00 p.m. – 12:30 p.m. (HST)

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – September 2013**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready				
MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	10/28/2013		Added two (2) common names per Maui Dispatch and verified three (3)
	Maui/Lanai	10/24/13		Added two (2) common names per Maui Dispatch and verified three (3) Added five (5) common names and one (1) message requested by Maui Dispatch. Added two (2) addresses received from DSA. Spatially corrected five (5) address points in Makawao. Added one (1) address received from DSA.
	Maui/Lanai	10/22/2013		Added three (3) addresses received from DSA, one (1) address from the DSA Address layer and spatially corrected six (6) address points. Corrected four (4) Structure on wrong block in Haiku. Also corrected data which is required for the Intergraph CAD.
	Maui/Lanai	10/21/2013		Added two (2) addresses received from DSA, two (2) addresses from the DSA Address layer, corrected one (1) address per DSA and spatially corrected thirty-one (31) address points.
	Maui/Lanai	10/18/2013	10/23/2013	Corrected seven (7) Structure on wrong side of street and one (1) Structure on Wrong Block in Haiku. Added ten (10) addresses received from DSA and corrected one (1) address received from DSA. Added three (3) address from the DSA Address layer and spatially corrected thirty-two(32) addresses. These are ongoing projects.
	Maui/Molokai	10/17/2013		Corrected thirteen (13) no matching street range, three (3) no matching street name and seven (7) Structure on Wrong Side of Street in Haiku.
	Maui/Lanai	10/16/2013		Corrected eight (8) no matching street range and one (1) no matching street name address in Haiku.
	Maui/Lanai	10/11/2013		Added The Breakers as a common name for five (5) addresses
	Molokai	10/8/2013	10/9/2013	Spatially corrected one (1) address point in Kualapuu Added one (1) new address received from DSA. Added one (1) address in Maunaloa from the DSA Address layer. This is an ongoing project.
	Maui/Lanai			Added six (6) new addresses received from DSA. Corrected one (1) address per DSA.
				Spatially corrected one (1) address point in Kahului, two (2) in Haiku and five (5) in Kihei
	Molokai	10/7/2013		Spatially corrected thirteen (13) address points in Kualapuu

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

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- Mapping Layers Updated/Loaded Into GIS – September 2013 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready				
MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Molokai	10/4/2013	10/9/2013	Added two (2) addresses per DSA
	Maui/Lanai			Spatially corrected one (1) address on Lanai
	Maui	10/03/13		Added one (1) address in Kapalua from the DSA Address layer. This is an ongoing project.
	Maui/Lanai	10/28/2013		Added two (2) addresses received from DSA Added two (2) common names per Maui Dispatch and verified three (3)
CALLER LOCATION				
Emergency Callboxes				
Fire Stations				
Medic Stations				
Milepost Markers				
Points of Interest (POI)	Molokai	10/15/2013	10/23/13	Spatially corrected Kaunakakai Post Office
Police Stations				
Schools				
Tsunami Evacuation Zones				
Tsunami Roadblocks	N/A for Maui County			
WSP Cell Towers				

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- Mapping Layers Updated/Loaded Into GIS – September 2013
(continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready				
MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
DISPATCH AND RESPONSE				
ESZ/ESN				
Fire Beats				
Fire Districts				
Fire Response Areas				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Response Areas				
Ocean Rescue Boundaries				
Police Beats				
Police Districts				
Police Response Areas				
WSP Cell Sectors				

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – September 2013 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready				
MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
RESPONSE ROUTING				
Street Centerlines	Maui/Lanai	10/31/2013		Corrected thirty-eight (38) street segment parity codes in Wailuku and Waikapu. Extended one (1) street range for Waiale Rd, Waikapu. Akimeka's MSAG Coordinator was notified as it affects the MSAG.
		10/30/2013		Extended range for Oleander Pl, Lahaina per MSAG. Extended the range for Honoapiilani Hwy, Napili per MSAG. Spatially corrected three (3) street centerline segments in Wailuku.
		10/28/13		Shortened the range of one (1) street centerline and spatially corrected two (2) street centerlines in Paia
		10/22/2013	10/23/13	Shortened the range for Keawa Pl, Hana and changed the street name from Keawa Pl to Hana Bay Rd, Hana and a range was assigned. Extended the range for Ohia Dr, Lanai to fit a newly assigned address. The MSAG Coordinator was notified of these changes. Spatially corrected one (1) street centerline in Haiku.
		10/21/2013		Corrected the parity of one (1) street range and shortened the range for Kaluhea Pl, Haiku. Akimeka's MSAG Coordinator was notified of this change as it affects the MSAG.
		10/18/2013		Corrected two (2) parity errors in Haiku. Spatially corrected five (5) street centerline segments. Extended the range for Kahaapo Loop, Kihei. The MSAG Coordinator was notified of the range change for Kahaapo Loop.
		10/17/2013		Corrected the range for the following street centerlines in Haiku: Maluna Pl, Mai Pl, Kauhikoalani Pl, Laenani St, Kamalii Pl, Lihiwai Pl, Haupoa Pl, Waipalani Pl, and Waipalani Rd. Akimeka's MSAG Coordinator was notified of these changes. Also corrected the parity for two (2) centerlines.
		10/16/2013		Extended the range for Kalanikahua Rd, Haiku. Akimeka's MSAG Coordinator was notified of this change as it affects the MSAG.
		10/09/13		Corrected two (2) range gaps in Paia; corrected one (1) range gap and one (1) segment too short error in Pukalani; corrected three (3) range overlaps and one (1) range gap error in Waiehu; corrected three (3) range gaps and one (1) range overlap in Waihee; corrected one (1) range gap error in Waikapu; corrected one (1) range gap error in Wailuku. Extended the range for Pohnu St, Waiehu which affected the MSAG. Akimeka's MSAG Coordinator was notified of this change.

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- Mapping Layers Updated/Loaded Into GIS – September 2013 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready				
MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Street Centerlines	Molokai	10/8/2013	10/09/13	Corrected one (1) TO Address Less Than FROM range error, two (2) range overlap errors, five (5) address range gap errors on Molokai. Some of these corrections affected the MSAG, so Akimeka's MSAG Coordinator was notified of the following range extensions on Pakala PI, Kualapuu, Akeu Way, Kualapuu and Kalama Rd, Kualapuu.
	Maui/Lanai	10/8/13		Validated seven (7) range errors and corrected three (3) range overlaps in Napili. All validations are not errors, but rather deemed exceptions.
		10/7/2013		Removed Pukalani Byp as the alias name for Haleakala Bypass Hwy, Makawao as requested by Maui Police Dispatch
		10/4/2013		Corrected one (1) range gap and (1) range overlap in Makawao.
		10/3/2013		Corrected one (1) range gap, two (2) overlaps, one (1) segment too short on Lanai; made one (1) range gap correction in Maalaea; made one (1) range gap correction in Makawao. Changed the range for Keomuku Hwy, Lanai which affected the MSAG. This change was communicated to Akimeka's MSAG Coordinator for action.
		10/2/2013		Corrected four (4) range overlaps, two (2) street pointing wrong direction in Kapalua; corrected two (2) range overlaps in Haiku, made three (3) range corrections in Kaanapali. Shortened the street range for Kainoe St, Lahaina to correctly reflect the address points. This change affected the MSAG so it was reported to Akimeka's MSAG Coordinator for action.
		10/1/2013		Corrected low range 10108 to 10106 on N Kihei Rd, Maalaea.
VISUAL REFERENCE				
Coastline				
Major Roads				
Parcels				
Trails				

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – September 2013**
(continued)

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				

SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Boundaries				
CAD REQUIREMENT				
Coastal Names				

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.

Current Month GIS Activities – October 2013

- 10/23/13 Akimeka performed an Intergraph CAD map push with an updated Address Points, WSP Cell Towers, Street Centerlines, Coastal Names, Fire Beats, Fire Response Areas, Medic Beats, Police Beats, Police Districts, and Police Response Areas layers. Three (3) ply files were also included in this push.

- 10/31/13 There were no meetings scheduled in October between Akimeka, the Maui MIS Division, and Intergraph regarding the new Intergraph CAD upgrade and the GIS responsibilities associated with the upgrade.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- Service Requests Transactions

Open Service Requests – October 2013 (September 27, 2013 – October 29, 2013)

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
1	07/24/13	596	Map Is Not Working	9-1-1 Map	High	<p>Akimeka requested assistance from Maui County IT to restart the Pictometry server. It was determined that the Pictometry hardware (NAS Server) was not functioning properly.</p> <p>A defective piece of equipment was replaced on the Pictometry server which brought the Pictometry program off line. A representative from Pictometry is scheduled to be on-site at the Maui Police Dispatch Center on November 4, 2013 to address the issue and to restore connectivity to the PowerMap system. (Note: The PowerMap server is working and all positions are functional.)</p>
2	10/28/13	618	Location Field Information -- (808) 875-7990	MSAG - ANI/ALI Discrepancy	Low	<p>Service Request was generated as a result of a live 9-1-1 call on October 27, 2013. Location field information was confusing to the dispatchers. An ALI-DR was submitted to Intrado which has been suspended. Further research is needed by Akimeka and the Maui PSAP to ensure that the location information provided is accurate and/or necessary.</p>

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Maui County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Service Requests Transactions (continued)**

Year-to-Date (YTD) Summary – 2013

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	2	1	2	0	0	2	1	0	0	0	0
September	2	3	1	1	2	1	1	0	0	0	0
August	2	4	2	2	3	0	1	0	0	0	0
July	12	10	4	7	4	5	6	0	0	0	0
June	4	3	2	2	2	2	1	0	0	0	0
May	2	1	1	1	1	1	0	0	0	0	0
April	4	4	0	2	2	2	2	0	0	0	0
March	7	7	0	3	3	4	4	0	0	0	0
February	3	3	0	3	3	0	0	0	0	0	0
January	0	1	0	0	1	0	0	0	0	0	0
2012 Carryover	1	0	1	1	0	0	0	0	0	0	0
TOTAL	39	37	2	22	21	17	16	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2012 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	0	0	0	0	0	0	0	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month

	Category	Description
Definitions:	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- PSAP Operations**

Intrado Viper 9-1-1 Call Volume – Effective August 28, 2013

HAWAI'I POLICE		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless						Abandoned	
				Total Wireless		Phase II		Phase I			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireless	# of Calls	% to Total Wireless	# of Calls	% Abandoned to Total
December											
November											
October	11,910	3,452	29.0%	8,458	71.0%	4,648	55.0%	3,810	45.0%	1,537	12.9%
September (2)	14,765	4,162	28.2%	10,603	71.8%	5,153	48.6%	5,450	51.4%	1,645	11.1%
August (1)	1,411	517	36.6%	894	63.4%	564	63.1%	330	36.9%	0	0.0%
TOTAL YTD	28,086	8,131	29.0%	19,955	71.0%	10,365	51.9%	9,590	48.1%	3,182	11.9%
AVG PER MO (excludes August)	26,675	7,614		19,061		9,801		9,260		3,182	

- Call statistics data collection began at 8:00 a.m. HST on August 28, 2013 following the Intrado Viper conversion. The reported calls included test calls made after the cutover.
- On September 17, 2013, the PSAP did not receive 9-1-1 calls via the Intrado Viper Power9-1-1 system for approximately three hours.

HAWAI'I FIRE		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless						Abandoned	
				Total Wireless		Phase II		Phase I			
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireless	# of Calls	% to Total Wireless	# of Calls	% Abandoned to Total
December											
November											
October	2,043	832	40.7%	1,211	59.3%	642	53.0%	569	47.0%	18	0.9%
September (1)	1,902	792	41.6%	1,110	58.4%	561	50.5%	549	49.5%	20	1.1%
August	305									7	2.3%
TOTAL YTD	4,250	1,624	41.2%	2,321	58.8%	1,203	51.8%	1,118	48.2%	45	1.1%
AVG PER MO (excludes August)	3,945	1,624		2,321		1,203		1,118		38	

- On September 17, 2013, the PSAP did not receive 9-1-1 calls via the Intrado Viper Power9-1-1 system for approximately three hours.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **PSAP Operations (continued)**

Solacom 9-1-1 Call Volume – January 1, 2013 – August 28, 2013 (2:29 a.m. HST)

Please note that since the Solacom cutover in February 2012, no Admin and Abandoned Call statistics have been reported and provided by Hawaiian Telcom, Inc.

HAWAII		TOTAL PSAP 9-1-1 CALL VOLUME									
		Wireline/VoIP		Wireless		Unknown		Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December											
November											
October											
September											
August	10,331	3,248	31.6%	7,036	68.4%	47	0.5%	N/A	N/A	N/A	N/A
July	12,110	3,609	29.9%	8,475	70.1%	26	0.2%	N/A	N/A	N/A	N/A
June	11,324	3,485	30.9%	7,795	69.1%	44	0.4%	N/A	N/A	N/A	N/A
May	11,511	3,554	31.0%	7,895	69.0%	62	0.5%	N/A	N/A	N/A	N/A
April	11,245	3,488	31.1%	7,717	68.9%	40	0.4%	N/A	N/A	N/A	N/A
March	11,586	3,649	31.6%	7,909	68.4%	28	0.2%	N/A	N/A	N/A	N/A
February	10,248	3,274	32.0%	6,944	68.0%	30	0.3%	N/A	N/A	N/A	N/A
January	11,436	3,803	33.4%	7,596	66.6%	37	0.3%	N/A	N/A	N/A	N/A
TOTAL YTD	89,791	28,110	31.4%	61,367	68.6%	314	0.3%	N/A	N/A	N/A	N/A
AVG PER MO	11,224	3,514		7,671		39		N/A		N/A	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

HAWAII		TRANSFERRED TO FIRE											
		Wireline/VoIP			Wireless			Unknown		Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	% of Total Wireline	# of Calls	% to Total Wireline & Wireless	% of Total Wireless	# of Calls	% to Total Calls	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December													
November													
October													
September													
August	1,826	764	42.4%	23.5%	1,038	57.6%	14.8%	24	1.3%	N/A	N/A	N/A	N/A
July	2,340	931	40.4%	25.8%	1,374	59.6%	16.2%	35	1.5%	N/A	N/A	N/A	N/A
June	2,004	804	40.6%	23.1%	1,178	59.4%	15.1%	22	1.1%	N/A	N/A	N/A	N/A
May	2,221	924	42.0%	26.0%	1,276	58.0%	16.2%	21	0.9%	N/A	N/A	N/A	N/A
April	2,205	934	42.9%	26.8%	1,244	57.1%	16.1%	27	1.2%	N/A	N/A	N/A	N/A
March	2,255	954	42.9%	26.1%	1,268	57.1%	16.0%	33	1.5%	N/A	N/A	N/A	N/A
February	2,135	947	44.8%	28.9%	1,167	55.2%	16.8%	21	1.0%	N/A	N/A	N/A	N/A
January	2,425	1,057	44.1%	27.8%	1,339	55.9%	17.6%	29	1.2%	N/A	N/A	N/A	N/A
TOTAL YTD	17,411	7,315	42.5%	26.0%	9,884	57.5%	16.1%	212	1.2%	N/A	N/A	N/A	N/A
AVG PER MO	2,176	914			1,236			27		N/A		N/A	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Notes:

- (1) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (2) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.
- (3) Total call volumes include Administrative calls. (Administrative calls = Calls made between 911 positions but are not 911 calls.)

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- PSAP Operations (continued)**

Wireless Test – October 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
10/3/2013	AT&T Mobility	1	6	Hawaii PSAP/Akimeka	Pass
10/14/2013	Sprint	1	7	Hawaii PSAP	Pass
10/22/2013	Sprint	4	6	Hawaii PSAP/Akimeka	Pass
10/31/13	Sprint	1	3	Hawaii PSAP/Akimeka	Pass

Current Month PSAP Operations Activities – September 2013

10/10/2013 At the request of the State of Hawaii E9-1-1 Board, the Akimeka Program Manager, Mr. Tony Ramirez, provided the State of Hawaii E9-1-1 Board with a brief summation of the Akimeka contractual Wireless E9-1-1 Testing process. Mr. Ramirez confirmed the Akimeka Wireless Testing process has not changed. Akimeka will continue to perform those actions identified in the NENA Wireless 9-1-1 Cell Site Maintenance and Testing program. These activities include Call Routing Spreadsheets (CRSs), Testing Validation Worksheets (TVWs), maintaining the Wireless E9-1-1 database, schedule PSAP testing, and assist the PSAPs with testing per the Akimeka contracts. Mr. Ramirez also provided clarification that Akimeka does not perform, or assist the PSAPs with "Connectivity Testing". Mr. Ramirez identified that "Connectivity Testing" is a responsibility of the Local Exchange Carrier (LEC), Hawaiian Telcom, Inc.

10/11/2013 A post deployment routine maintenance period was requested by Intrado and scheduled by the the Hawaii County PSAP at 10:00 pm. At approximately 03:57 am, on October 13, 2013 and during the routine maintenance period, the Hawaii County PSAPs encountered a 9-1-1 system outage. That system outage required HawaiianTel to activate the backup 9-1-1 system telephones.

Intrado was able to back brief the PSAP later that day and announced that a network card failure caused the 9-1-1 system outage and that incident was not related to the scheduled maintenance work. The Network card has since been replaced and the system was brought back to an operational status.

The Hawaii County PSAP raised concerns that not only did the network card failure occur, the Intrado 9-1-1 monitoring systems did not activate thus the PSAPs were not alerted to the PSAP of a system failure. Intrado responded by ensuring that additional diagnostics were performed on the system and proper validation checks were reanalyzed. Intrado also performed enhancements and adjustments to the monitoring/alarming systems and developed procedures to prevent similar situations from re-occurring.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **MSAG**

Current Month – October 2013

2013		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
HAWAII	324	54	3	2	35	13	1	4	269	1	591	0	0	0	

Revised categories and report format changes effective May 2012.

During the month of October 2013, fifty-four (54) 9-1-1Net requests were submitted relating to the MSAG database, with four (4) customer's telephone ANI/ALI records updated as a direct result. 269 TN CR transactions and one (1) ALI-DR transaction were also submitted to 9-1-1Net for updates and corrections. Of the 269 TN CRs submitted, two (2) TN CR request required additional editing to the appropriate GIS layer to spatially correct the address point. Additionally, ten (10) TN CRs were processed with a MSAG valid address; however, require additional information from Hawaiian Telcom's verify the location of the address that Hawaiian Telcom may have on file. The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were already in the GIS Address Points Layer and it was determined that no additional GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are no ALI-DR records in Referred status as of October 31, 2013.

- The ALI DR in "Referred" status that was pending since January 2013 was closed on October 1, 2013. This ALI-DR was initiated as a result of a 9-1-1 call from a pay phone. No explanation was provided as to why this ALI-DR remained in "Referred" status for eight (8) months. According to Intrado, this telephone number has been disconnected and therefore removed from the 9-1-1 database.

There are 591 TN CRs in Referred status as of October 31, 2013.

- 118 of the TN CRs in "Referred" status are the remainder of the TNs submitted to Intrado in October 2012 as a result of the Puako Beach Road address changes per the Hawai'i County Planning Department. These TN CRs deal primarily with house numbers. See Service Request #225.

Numerous follow-ups have been made by Akimeka inquiring as to why these TN CRs remain in "Referred" status. No explanation has been provided as to why these house numbers are not being updated for 9-1-1 purposes.

Intrado will notify Akimeka when the TNs have been updated in 9-1-1Net.

- The remaining 473 "Referred" records are a direct result of the ESN x99 clean-up effort and are awaiting approval from Hawaiian Telcom, Inc. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes.

Intrado will notify Akimeka when the TNs have been updated in 9-1-1Net.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **MSAG (continued)**

Current Month – October 2013 (continued)

There are no records in Suspended status as of October 31, 2013.

Year-to-Date (YTD) Summary – 2013

HAWAII COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
December															
November															
October	324	54	3	2	35	13	1	4	269	1	591	0	0	0	
September	171	87	13	0	68	3	3	159	81	3	479	1	0	0	
August	208	36	14	3	15	4	0	54	168	4	474	2	1	1	
July	72	36	9	4	14	8	1	40	34	2	399	1	0	0	
June	325	237	9	1	214	13	0	35	87	1	438	0	0	0	
May	241	178	31	3	127	13	4	383	62	1	408	9	7	7	
April	576	85	14	3	64	4	0	159	482	9	206	9	0	0	
March	153	91	6	1	79	5	0	82	59	3	190	9	0	0	
February	147	77	28	3	30	16	0	185	66	4	195	9	0	0	
January	267	247	148	15	57	22	5	2,878	16	4	330	42	0	0	
TOTAL YTD	2,484	1,128	275	35	703	101	14	3,979	1,324	32					
AVG PER MO	248	113	28	4	70	10	1	398	132	3					

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- Mapping Layers Updated/Loaded Into GIS – September 2013**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points	10/2/2013	10/08/13	Spatially corrected 8 addresses in Volcano.
	10/04/13		Corrected thirty-nine (39) No Matching Street Range and seven (7) Street Name Not Found errors in Captain Cook. This is an ongoing project.
	10/8/2013	10/22/13	Corrected six (6) no matching street range errors in Kailua Kona; corrected one (1) no matching street name errors and corrected three (3) no matching street ranges errors in Ookala; corrected one (1) no matching street ranges errors in Paauilo; corrected twenty-one (21) no matching street ranges errors in Pahoa; corrected five (5) no matching street ranges errors in Papaalooa; corrected four (4) no matching street ranges errors in Volcano; corrected one (1) no matching street ranges errors in Waikoloa.
	10/9/2013		Corrected fourteen (14) No Matching Street Names in Hilo.
	10/11/2013		Deleted 180 MSAG Address Points that have been assigned official county addresses and are no longer necessary.
	10/17/2013		Completed monthly update on Address Points. 152 New Addresses were added; ten (10) addresses were removed; twenty-five (25) address street names were changed; one (1) address number was changed.
	10/18/2013		Corrected errors in Captain Cook, Hakalau, Hawi, and Holualoa.
	10/22/2013		Corrected errors in Honomu, HVNP, and Kapaau.
	10/23/2013		Corrected errors in Hilo, Keaau, and Kealakekua.
	10/24/2013		Corrected errors in Keauhou, Kurtistown, Laupahoehoe, Mountain View, Naalehu, Ninole, Ocean View, Paauhau, and Paauilo.
	10/25/2013	Corrected errors in Pahala, Pahoa, Papaalooa, Papaikou, Pepeekeo, Volcano, and Waikoloa.	
	10/30/2013	Added address points identified using Parcel data and Pictometry.	
	10/31/2013	Added 249 address points identified using Parcel data and Pictometry.	

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – September 2013 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)	10/21/2013	10/22/13	Spatially corrected Kona Adventist School.
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers	10/1/2013	10/08/13	Per T-Mobile CRS
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – September 2013 (continued)**

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
MSAG Communities (aka Towns)			
	10/29/2013		Adjusted border between Captain Cook and Honaunau.
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors			
	10/1/2013		Per T-Mobile CRS; updated 1 sector and added 1 sector to Tower 4174

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

9-1-1 GIS layers provided by Akimeka to the PSAP are designed for use on E9-1-1 systems and are NG9-1-1 i3 ready

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
RESPONSE ROUTING			
Street Centerlines	10/2/2013	10/08/13	Corrected one (1) street parity error in Kailua Kona.
	10/7/2013		corrected one (1) no matching street range errors in
	10/17/2013	10/22/13	Completed monthly update on Street Centerlines. Four (4) New Street Segments were added; fourteen (14) Street Ranges were changed; five (5) Street Names were changed.
	10/28/2013		Flipped direction of 2 street segments in Kailua Kona.
	10/30/2013		Extended six (6) ranges to include new addresses.
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels	10/3/2013		Edited parcel boundaries to match coastline to improve the quality of a highly used layer by the PSAP for visual reference purposes. This is an ongoing project.
	10/7/2013		Edited parcel boundaries to match coastline to improve the quality of a highly used layer by the PSAP for visual reference purposes.
	10/28/2013		Completed editing parcel boundaries to match coastline to improve the quality of a highly used layer by the PSAP for visual reference purposes.
			Uploaded corrected parcel layer to SDE.
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

Note:	Street Centerlines, Address Points and Parcels layers are provided by Hawaii County.
	Effective May 2, 2012, Akimeka spatially moved the Parcels layer to align with the Street Centerlines and Pictometry. 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.
	For the Street Centerlines and Address Points layer, effective November 25, 2009, Akimeka will compare and incorporate the County's changes into Akimeka's Street Centerlines and Address Points layers respectively.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

Current Month GIS Activities – October 2013

10/01/2013 On a annual basis, Akimeka conducts a review and updates all GIS data that may be required to aid in a 9-1-1 emergency. During the month of October, Akimeka performed an additional analysis and correction to the Street Centerline data to ensure E9-1-1 compliancy not only for visual display, but also proper CAD GIS operations. Akimeka will now perform additional analysis and perform further spatial corrections to the Address Points and Common Name Places/Points of Interest layers required for NG9-1-1 GIS compliancy.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – October 2013 (continued)**

Address Points and Street Centerlines Update Comparison

As a value added service, Akimeka will upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates performs a comparison and incorporates all previously unidentified County's additions, changes, and deletions to the County GIS data. Akimeka will then perform the necessary actions to add/changes/delete the Akimeka Address Points and Street Centerlines layers for the PSAPs 9-1-1 systems. Akimeka has further refined it's process to identify changes to the Street Segment Names which has been included in the chart below. As a reminder, the Hawai'i County Planning Department is considered another valuable source for acquiring civic address and street centerlines information for 9-1-1 purposes.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **October 14, 2013**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		4
# of Street Segments Removed		0
# of New Addresses Added	152	
# of Addresses Removed	10	
# of Street Segment Range Changes		14
# of Street Segment Name Changes		5
# of Address Street Name Changes	25	
# of Address Street Number Changes	1	

Note: Some Address Points have its street name and street number changed at the same time. These are counted as separate actions since these changes are needed to make the layers "9-1-1 capable" for dispatch and response.

Hawai'i County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• Service Requests Transactions

Open Service Requests – October 2013 (September 27, 2013 – October 29, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
1	06/03/10	225	Verify addresses on Puako Beach Road	MSAG - ANI/ALI Discrepancy	Normal	<p>Customer records were researched and update requests were sent to Sprint via Intrado and Hawaiian Telcom, Inc. (HTI).</p> <p>Verification of Puako Beach Road addressing information in the GIS database along with the MSAG record information will be compared. MSAG and GIS clean-up process began on October 1, 2012.</p> <p>Field work was conducted in October 2012 to correct the address number discrepancies on Puako Beach Road. Akimeka submitted TN CRs to HTI via Intrado in 9-1-1Net and the County of Hawai'i Planning department mailed out re-addressing forms to all homeowners, providing the updated 6-digit address numbers.</p> <p>Akimeka sent an email follow-up to Intrado on September 11, 2013 requesting a status update. The 118 TNs remain in "Referred" status as of October 30, 2013. The status of these pending TN CRs will be tracked until all TNs are updated to their correct locations.</p>

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Year-to-Date (YTD) Summary – 2013

HAWAII				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	1	2	1	0	0	1	2	0	0	0	0
September	3	3	2	0	0	3	3	0	0	0	0
August	4	4	2	0	0	4	4	0	0	0	0
July	2	2	2	0	0	2	2	0	0	0	0
June	1	2	2	0	0	1	2	0	0	0	0
May	2	2	3	1	1	1	1	0	0	0	0
April	9	10	3	0	0	9	10	0	0	0	0
March	4	4	4	0	0	4	4	0	0	0	0
February	4	3	4	0	0	4	3	0	0	0	0
January	6	4	3	0	0	6	4	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	37	36	1	1	1	36	35	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• PSAP Operations

9-1-1 Call Volume – October 2013

PSAP	Total	Wireline	%	Wireless	%
KAUAI	3,223	934	29.0%	2,289	71.0%

9-1-1 Call Volume – Calendar Year 2013

KAUAI		TOTAL PSAP 9-1-1 CALL VOLUME							
		Wireline		Wireless		Admin		Abandoned	
2013	Total	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Wireline & Wireless	# of Calls	% to Total Calls	# of Calls	% Abandoned to Total
December									
November									
October	3,223	934	29.0%	2,289	71.0%	0	0.0%	668	20.7%
September	3,367	931	27.7%	2,435	72.3%	1	0.0%	604	17.9%
August	3,647	1,073	29.4%	2,574	70.6%	0	0.0%	664	18.2%
July	3,566	1,117	31.3%	2,449	68.7%	0	0.0%	616	17.3%
June	3,165	959	30.3%	2,206	69.7%	0	0.0%	664	21.0%
May	3,130	962	30.7%	2,168	69.3%	0	0.0%	622	19.9%
April	3,134	919	29.3%	2,215	70.7%	0	0.0%	664	21.2%
March	3,356	1,091	32.6%	2,257	67.4%	8	0.2%	800	23.8%
February	2,916	926	31.8%	1,990	68.2%	0	0.0%	659	22.6%
January	3,178	1,011	31.9%	2,154	68.1%	13	0.4%	640	20.1%
TOTAL YTD	32,682	9,923	30.4%	22,737	69.6%	22	0.1%	6,601	20.2%
AVG PER MO	3,268	992		2,274		2		660	

Note: Total Calls include Administrative calls that are not direct 9-1-1 calls.

Notes:

- (1) Total call volumes include Administrative calls. (Administrative calls = Calls made between 9-1-1 positions but are not 9-1-1 calls.)
- (2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered.
- (3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard CML reports do not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **PSAP Operations (continued)**

Wireless Test – October 2013

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
10/04/13	T-Mobile (connectivity)	1	1	Kauai PSAP	Pass
10/15/13	AT&T Mobility (connectivity)	1	2	Kauai PSAP	Pass
10/30/13	Sprint	1	3	Kauai PSAP/ Akimeka	Pass

Current Month PSAP Operations Activities – October 2013

10/10/13 At the request of the State of Hawaii E9-1-1 Board, Akimeka’s Program Manager, Mr. Tony Ramirez, provided the State of Hawaii E9-1-1 Board with a brief summation of the Akimeka contractual Wireless E9-1-1 Testing process. Mr. Ramirez confirmed that the Akimeka Wireless Testing process has not changed. Akimeka will continue to perform those actions identified in the NENA Wireless 9-1-1 Cell Site Maintenance and Testing program. These activities include processing Call Routing Spreadsheets (CRSs) and Testing Validation Worksheets (TVWs), maintaining the Wireless E9-1-1 database, scheduling PSAP testing, and assisting the PSAPs with testing per the Akimeka contracts. Mr. Ramirez also clarified that Akimeka does not perform or assist the PSAPs with “Connectivity Testing”, which is the responsibility of the Local Exchange Carrier, Hawaiian Telcom, Inc.

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **MSAG**

Current Month – October 2013

2013		9-1-1NET REQUESTS								In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS	TN CR	ALI-DR	# of Transactions	TNs Affected	
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)					ALI Discrepancy (ALI-DR) Submitted (b)
KAUAI	40	14	8	0	3	2	1	321	26	0	116	0	0	0

Revised categories and report format changes effective May 2012.

During the month of October 2013, fourteen (14) 9-1-1Net requests were submitted relating to the MSAG database, with 321 customer ANI/ALI records updated as a direct result. Twenty-six (26) TN CR transactions and no ALI-DR transactions were submitted to 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN x99 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization. These addresses were already existing in the GIS Address Point layer so no additional GIS work was required. See attached spreadsheet for a detailed description of changes and additions.

There are no ALI-DRs in Referred status as of October 31, 2013.

- The ALI DR in “Referred” status that was pending since November 2011 was closed per Akimeka’s request to Intrado. Akimeka attempted to re-open a TN CR and discovered that the telephone number had been updated in the MSAG in April 2013 but remained in “Referred” status by Intrado. As such, a TN CR was not required.

There are 116 TN CRs in Referred status as of October 31, 2013.

- 116 TN CRs that remain in “Referred” status are a direct result of the ESN x99 clean up and are awaiting approval from the Telco and/or customer in order to update the ALI records. No explanation has been provided by HTI as to why these TN CRs have not been processed for 9-1-1 purposes.

Intrado will notify Akimeka when each TN has been updated in 9-1-1Net as well as provide additional information in order to identify the MSAG valid address.

There are no records in Suspended status as of October 31, 2013.

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **MSAG (continued)**

Year-to-Date (YTD) Summary – 2013

KAUAI		9-1-1NET REQUESTS										In Referred Status as of Report Month End (c)		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS								ALI TRANSACTIONS		TN CR	ALI-DR	# of Transactions	TNs Affected
2013	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)					
December															
November															
October	40	14	8	0	3	2	1	321	26	0	116	0	0	0	
September	27	5	1	0	0	4	0	44	22	0	125	1	0	0	
August	58	1	1	0	0	0	0	12	57	0	114	1	0	0	
July	161	9	2	0	5	2	0	5	150	2	78	1	0	0	
June	123	5	1	0	3	1	0	14	118	0	60	0	0	0	
May	44	6	1	0	1	4	0	231	38	0	39	5	0	0	
April	76	11	1	0	9	0	1	2	65	0	39	5	5	5	
March	480	17	2	0	10	5	0	3	461	2	102	6	5	5	
February	16	16	2	0	10	4	0	3	0	0	28	6	5	5	
January	202	7	1	0	5	1	0	15	195	0	206	11	3	3	
TOTAL YTD	1,227	91	20	0	46	23	2	650	1,132	4					
AVG PER MO	123	9	2	0	5	2	0	65	113	0					

(*) Applies to Change Request Category Only

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN x99 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(d)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- Mapping Layers Updated/Loaded Into GIS – October 2013

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	10/31/2013	10/24/13	Assigned seventy-eight (78) Routing ID
	10/30/2013		Assigned ninety-two (92) Routing ID
	10/29/2013		Spatially adjusted seventy-seven (77) address points in Waimea and three (3) in Wainiha. Corrected four (4) addresses in Waimea.
			Spatially corrected 32 address points in Kapaa while working on address validations.
	10/21/2013		Corrected 4499 Aku Rd to 505156 Kuhio Hwy, Hanalei.
	10/10/13		Spatially corrected nine (9) addresses in Haena
Corrected one (1) address point's full address that had the wrong street type. Also corrected the Postal Community and standardized the data source entries. Populated location names and removed duplicate location names for parcels with multiple addresses.			
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)	10/23/2013		Corrected MSAG Community Hanapepe boundary to include 3905 Hanapepe Rd.

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – October 2013 (continued)**

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Medic Beats			
Medic Districts			
Medic Response			
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	10/31/2013		Assigned nine (9) street segment ranges of Kaumualii Hwy in the following MSAG Communities: Waimea, Koloa, Lihue and Omao. Modified one (1) street segment range of Kaumualli Hwy in Lihue. Akimeka's MSAG Coordinator was notified as it affects the MSAG.
	10/30/2013		Assigned six (6) street segment ranges of Kaumualii Hwy in the following MSAG Communities: Kaumakani and Olokele. Corrected one (1) street segment range of Kaumualli Hwy in Pakala and Kipapa Rd, Wailua. Akimeka's MSAG Coordinator was notified as these changes affect the MSAG.
	10/29/2013		Spatially corrected two street segments in Waimea. Modified eight (8) street segment ranges in Waimea, one (1) in Hanalei and one (1) in Wainiha according to their corresponding address points.
	10/21/2013		Updated ranges on Aku Rd and Weke Rd, Hanalei.
	10/10/13	10/24/13	Corrected the MSAGException code to "1" for seven (7) street centerline segments with 0-0 ranges. These errors were part of a Kauai No Match and Error Report for September. Corrected Postal Community, MSAG Owner, and Data Source attributes for all Street Centerline segments.
	10/08/13	10/10/13	Corrected one (1) range overlap in Hanamaulu; two (2) street pointing the wrong direction and one (1) range gap in Kapaa; one (1) To less than From and two (2) street pointing in the wrong direction in Kalaheo; one (1) street pointing in the wrong direction in Kekaha; eight (8) street pointing in the wrong direction and four (4) range overlaps in Lihue; and two (2) range overlaps in Nawiliwili.

(*) Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – October 2013 (continued)**

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Trails			
WSP Cell Sectors (Polygon)	10/21/2013	10/24/13	Per AT&T Mobility CRS
WSP Cell Towers (Points)	10/21/2013		Per AT&T Mobility CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

• **Mapping Layers Updated/Loaded Into GIS – October 2013 (continued)**

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
Dams			
Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			

() Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.*

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – October 2013 (continued)**

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

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, 2013 – October 31, 2013

- **Mapping Layers Updated/Loaded Into GIS – October 2013 (continued)**

Current Month GIS Activities – October 2013

- 10/10/13 Akimeka prepared and uploaded the following data onto the Kauai GeoComm computer: Address Points, Points of Interest, IRA, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Geofiles for Points of Interest, IRA and Street Centerlines.
- 10/23/13 -- Akimeka prepared and uploaded the following data onto the Kauai GeoComm computer:
10/24/13 Address Points, Street Centerlines, MSAG Communities, Building Footprints, WSP Cell Sectors, WSP Cell Towers and a Geofile for Street Centerlines.

CAD GIS Upload Process

Background

Akimeka made all of the necessary corrections to their data and re-submitted the Geofiles to TriTech on November 6, 2012. Charles Leonard reported that he encountered issues while importing the updated Geofiles. Charles will submit these issues to the TriTech product management team and cross functional team for review.

Updated data was not loaded onto the Kauai County GeoComm computer due to an issue with the GeoSync Server. Kauai County IT is working with GeoComm to fix the problem. Updates to the GeoComm map will be suspended until further notice.

Per Kauai County IT, Garrett Johnson, GeoComm (Dennis Mendoza) is continuing to isolate the problem that prevents a map update to process. The address locator configuration that Geocomm built could possibly be causing the error which is being investigated. Kauai County IT also recently rebuilt a geodatabase from scratch believing that it may be a solution to no avail. Kauai County IT plans to gather all of the associated trouble tickets and summarize the overall picture as to what is going on with GeoComm and will disseminate accordingly.

Current Status – October 2013

Kauai County IT continues to work directly with GeoComm and TriTech to correct the multiple issues the Kauai County PSAP is having with both systems.

On October 7, 2013, Akimeka contacted GeoComm (Hans Stokstad) regarding the geofile exports that will be reviewed prior to performing a CAD upload. After a DMS license issue was resolved, GeoComm upgraded the Geofile Update Utility tool on October 15, 2013.

Continual progress has been achieved among Kauai County IT, Akimeka, and GeoComm to update the Kauai County CAD servers. Most of the problems have been resolved and a scheduled CAD update will be performed during the first week of November 2013.

Kauai County E9-1-1 Status Report October 1, 2013 – October 31, 2013

- **Service Requests Transactions**

Open Service Requests – October 2013 (September 27, 2013 – October 29, 2013)

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Year-to-Date (YTD) Summary – 2013

KAUAI				SERVICE REQUEST CATEGORIES							
2013	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	1	0	0	0	0	1	0	0	0	0
July	1	0	1	0	0	1	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	1	1	0	0	0	1	1	0	0	0	0
February	0	0	0	0	0	0	0	0	0	0	0
January	0	1	0	0	0	0	1	0	0	0	0
2012 Carryover	1	0	1	0	0	1	0	0	0	0	0
TOTAL	3	3	0	0	0	3	3	0	0	0	0

Note: Open Service Requests reflect what is in pending status at the end of the report month.

Definitions:	Category	Description
	911 Map	Mapping computer not functioning or displaying properly
	MSAG	Discrepancies with 9-1-1 MSAG addresses
	Request Training	E-911 Operations training needs
	Suggestions	Vehicle to share suggestions

Kauai County E9-1-1 Status Report

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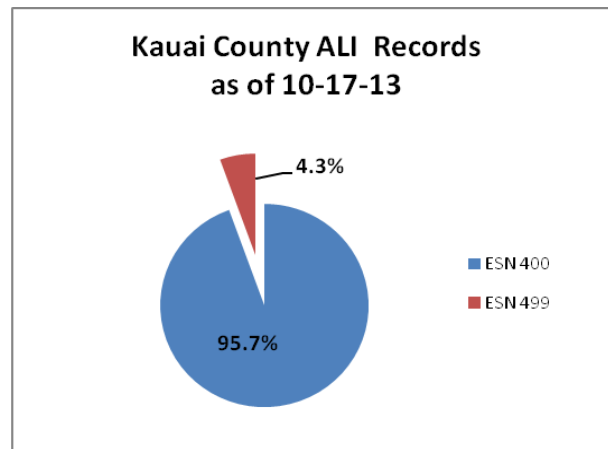
- **E9-1-1 Database Synchronization**

(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 the next quarterly database synchronization audit for Kauai County in October 2013 as scheduled. Upon re-verifying the data and results, discrepancies in the process were discovered. As such, Akimeka will not be reporting the results of the October 2013 database synchronization compare and will initiate a special re-run with the November 1, 2013 MSAG to ensure accurate results reporting. Database synchronization results will be reported in the November 2013 Monthly Status Report (MSR) accordingly, along with the ESN x99 MSAG status. This will not change the quarterly database synchronization audit schedule.

Automatic Location Identification (ALI) Record Status

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 17, 2013, there are **1,370** ESN 499 ALI records, representing **4.3%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **10.6%** (1,533 to 1,370) from July 16, 2013 to October 17, 2013 respectively.



The total number of ALI records remains relatively consistent.

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".