NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAI'I

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Communications, Technical and Finance Meeting

Tuesday, March 11, 2014

Kalanimoku Bldg., Room 426

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 Months' Meeting Minutes**

V. **Committee Updates by Committee Chairs**

a. Communications Committee – Steven Schutte
   i. 2014 Legislative Investigative Committee update
   ii. Others

b. Technical Committee – Victor Ramos
   i. Investigative Regulatory Committee update
   ii. Investigative Committee on NG911 Planning update
   iii. FCC updates
   iv. Hawaiian Telcom Format 6 (International Calls)
   v. HT Tariff rates for Kauai PSAP ADC.
   vi. Request for Approval:
      1. EMS - Navigator Conference April 30, 2014 (1) - $2,500
      2. 911 Goes to WashDC Conference – (2) OIMT - $4,200

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3. APCO/NENA Pac Chap-Exec Board member (1) $3,500.
4. HPD NENA Conference June 2014 – (2) $7,400.
5. APCO/NENA Pacific Chapter Forum April 14 & 15 $47,300

vii. Others

c. Finance Committee – Kiman Wong

i. Review of FY 2014 Cash Flow & Budget Financial report

ii. Request for Funding Approval:

1. EMS - Navigator Conference April 30, 2014 (1) - $2,500
2. OIMT - 911 Goes to WashDC Conference – (2) $4,200
3. APCO/NENA Pac Chap-Exec Board member (1) $3,500.
4. HPD NENA Conference June 2014 – (2) $7,400.
5. APCO/NENA Pacific Chapter Forum April 14 & 15 – $47,300

iii. FY 2015-19 Strategic Budget Planning

iv. 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. 911 Timeline update

b. 2014 Confirmation Hearings

i. Roy Irei

ii. Kiman Wong

iii. Steven Schutte

d. Others

VIII. Announcements

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a. Next meeting date: Tuesday, May 6, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon. **(April 2014 meeting cancelled)**

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

      1. Tuesday, June 10, 2014, (**Joint meeting with Board**)
      2. Tuesday, July 8, 2014
      3. Tuesday, August 12, 2014
      4. Tuesday, September 9, 2014
      5. Tuesday, October 7, 2014
      6. ***Thursday***, November 13, 2014 (**Joint meeting with Board)**
      7. Tuesday, December 9, 2014

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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Enhanced 911 Communications, Technical, Finance Committee Meeting

Tuesday, March 11, 2014

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

10 am to 12 noon

Meeting Minutes

Communications Committee members present: Thalia Burns, Paul Ferreira, Marshall Kanehailua, Davlynn Racadio, Victor Ramos, and Clayton Tom.
Communications Committee members absent: Steven Schutte.

Technical Committee members present: Victor Ramos (Chair), Clement Chan, Aaron Correia, Marshall Kanehailua, Brandon Raines, Tony Ramirez, Steven Schutte, Clayton Tom, and Kiman Wong
Technical Committee members absent: Gary Lum and Steven Schutte.

Finance Committee members present: Kiman Wong (Chair), Paul Ferreira, Lisa Hiraoka, and Randal Macadangdang.
Finance Committee members absent: Roy Irei.

Board staff members: Thera Bradshaw and Courtney Tagupa

Observers: Sonny Bhagowalia (CIO), Eric Butler (Pictometry), Diana Chun (EMS), Ryan Freitas (HTEL), Rob Gausepohl (Kauai), Wayne Hirasa (Sandwich Isle), David Miyasaki (Kauai County), Allan Nagata (HPD), and Kenison Tejada (APCO/NENA Joint Pacific Chapter).

I. Call to Order, Public Notice, Quorum

a. The meeting was called to order at 10:01 am.

II. Public testimony on all agenda items

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a. The Executive Director requested if anyone in attendance who wished to provide testimony on any agenda item to please come forward. There was no one who came forward.

III. Introductions

a. Introductions were made of all in attendance.

IV. Review and Approval of Last Meeting's Minutes

a. Kiman Wong motioned to accept the minutes of February 2014. The motion was seconded by Victor Ramos and approved unanimously by voice vote.

V. Items for Discussion, Consideration, and Action

a. Communications Committee – Steven Schutte (absent)
    i. 2014 Legislative Investigative Committee Update.
        1. SB3103 passed from the Senate to the House, with a hearing scheduled for March 13, 2014.
        2. Bill is in triple committee – Public Safety, Finance and Consumer Protection.
        3. Outstanding leadership by Paul Ferreira representing the Board with boots on the ground by HPD. Supporting testimony is important for legislators to understand how important this bill is to the State and Counties to maintain what is in place today.
        4. Working with the Wireless Industry. Need to add the E9-1-1 Board as the method for collecting the surcharge; the .66 cents and change the effective date to January 1, 2015.
        5. Executive Director will prepare the draft testimony on behalf of the Board and will distribute it to the members.
    ii. Others
        1. APCO/NENA Joint Pacific Chapter Forum will be held on April 14 and 15, 2014 at the Waikiki Beach Marriott. There will be an award presentation to include: the

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implementation of the NG9-1-1 system; recognition for our legislators who have supported SB3103; and National Telecommunicators Week.

b. Technical Committee – Victor Ramos
    i. Investigative Regulatory Committee update
        1. Nothing to report at this time and no questions.
    ii. Investigative Committee on NG911 update
        1. Nothing to report at this time and no questions.
    iii. FCC updates – Thera Bradshaw
        1. Derecho Report
            i. FCC published final rule in response to the 9-1-1 outage that occurred during a storm.
            ii. Requires 9-1-1 service providers to take reasonable measures to provide reliable 9-1-1 services by using best practices or implementing alternative measures that guarantees sufficient resilience or back up.
            iii. Requires timely notification to the PSAPs when an outage occurs and a resolution.
        2. Indoor Location Accuracy
            i. Hearing held on February 20, 2014.
            ii. Improves indoor accuracy and adds a vertical component to the accuracy location for buildings and high rises.
        3. Text to 9-1-1
            i. FCC released the second notice of rule making on Text to 9-1-1.
            ii. Comments due in April with reply comments due in May on three specific areas: developing the capability to provide phase 2 location information in conjunction with emergency text; delivering text

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messaging on non-cellular data networks and supporting text to 9-1-1 in a roaming environment.

iii. Recommendation to the Board will be to support NASNA comments.

iv. Hawaiian Telcom Format 6 – International Calls

1. The committee has not formally been organized. Need to determine how to approach this subject since the impact is to international callers and travelers.
2. Determine if this is a technical issue and if the service providers and PSAPs are able to accept the additional digits. Research nationwide policies and consider the impact on texting to 9-1-1 and handling messages in a callers native language.
3. Suggest discussion with Brian Fontes/NENA CEO to see what is being done on a national level.

v. HTEL Tariff rates for Kauai PSAP ADC

1. Received a quote from HTEL for VIPER positions for the alternate dispatch center. The quote was higher than anticipated; approximately 15% or $2500.00 more per month.
2. Recommend the committee allow Kauai to proceed with the appropriate explanation/clarification on the cost difference.
3. Concerns voiced about the inconsistency of costs and why costs differ from PSAP to PSAP; variances raise red flags.
4. From HTEL's perspective they are supportive of Kauai moving forward with their dispatch center. Concerns will be brought back to their account teams to review pricing and quotes to ensure this type of situation does not occur going forward.

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5. In future discussions, the PSAPs need to consider portable solutions and not only fixed workstations and alternate centers.

vi. Request for Approval:

1. EMS – Navigator Conference April 30,2014 – (1) $2500.
    i. Ryan Freitas motioned to approve the funding for the conference. The motion was seconded by Sonny Bhagowalia and approved unanimously by voice vote.
2. 911 Goes to Washington DC Conference – (2) OIMT - $4,200.
    i. Discussion on the change in CIO. The Board received a letter from Keoni Kale that indicated Sonny Bhagowalia will be the representative for the March meetings and for 911 GTW. Beginning April 2014, Victor Garcia will be the representative in Keoni Kale's absence.
    ii. Tony Ramirez motioned to approve the funding for the conference. The motion was seconded by Aaron Correia and approved unanimously by voice vote.
3. APCO/NENA Pacific Chapter Executive Board member; NENA Conference June 2014 – (1) $3500.
4. HPD NENA Conference June 2014 – (2) $7,400.
    i. Items 3 and 4 are combined. Sonny Bhagowalia motioned to approve the funding for the conference. The motion was seconded by Ryan Freitas and approved unanimously by voice vote.
5. APCO/NENA Pacific Chapter Forum April 14 & 15 $47,000.
    i. Forum is over 2-days and brings additional

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resources to educate Hawaii. There will be participants from the neighbor islands, Honolulu, the Federal government and the mainland.

ii. The current budgeted amount is over budget however due to the NG9-1-1 implementations, there was no forum last year and what was not used last year will make up for this years' increase.

iii. The Chapter has taken on the responsibility of hosting the forums on behalf of the Board and recommend that the Board continue to provide the support. Moving forward, we will need to budget appropriately for the 2-day forum.

iv. Aaron Correia motioned to approve the funding for the forum. The motion was seconded by Tony Ramirez and approved unanimously by voice vote.

vii. Others – None

c. Finance Committee – Kiman Wong

i. Review of FY 2014 Cash Flow & Budget Financial Report

1. Receipts - $999,194
2. Disbursements - $356,474
3. Balance - $11,402,521
4. Unencumbered Balance - $10,160,779

ii. Request for Funding Approval;

1. EMS – Navigator Conference April 30, 2014 – (1) $2500.
2. OIMT – 911 Goes to Washington DC Conference – (2) $4,200.
3. APCO/NENA Pacific Chapter Executive Board; NENA Conference – (1) $3,500.
4. HPD NENA Conference June 2014 – (2) $7,400.

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5. APCO/NENA Pacific Chapter Forum April 14 & 15 - $47,300.
    i. In the interest of time, Paul Ferreira motioned to approve the funding for the conferences listed above. The motion was seconded by Randal Macadangdang and approved unanimously by voice vote.

iii. FY 2015-19 Strategic Budget Planning

1. Courtney Tagupa will distribute information to the PSAPs. A separate meeting will be scheduled in May to discuss the recurring and non-recurring items.

iv. Others

1. Sonny Bhagowalia received the pdf version of the budget and requested that an excel spreadsheet be sent for posting on the States' transparency website. Courtney Tagupa agreed to send the spreadsheet by the next work day.

VI. PSAP Status Updates

a. Kauai – Brandon Raines

1. Continuing to work with Tritech on wrapping up project deliverables and working with HTEL on the pricing issues and administrative lines.
2. Thera Bradshaw thanked Brandon Raines for this contribution to the Board and Committees.

b. Oahu – Aaron Correia

1. Looking at August as the go live date and to April for the necessary fixes.
2. Kenison Tejada inquired if the interface between HFD and HPD had been completed as Tritech CAD had an analytic tool that will tie all the databases together. Aaron Correia informed him that it had not.

c. Molokai – Victor Ramos

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1. Nothing to report at this time.

d. Maui – Victor Ramos

1. Nothing to report at this time.

e. Hawaii – Marshall Kanehailua

1. Moving forward with the CAD RFP.

VII. Items for Discussion, Consideration and Action

a. Wireless 911 Timeline update

1. A reminder to everyone to continue to submit the updates for the timeline.
2. Akimeka is working on consolidating the reports to show the overall accomplishments. The report should be completed within the next two weeks.

b. 2014 Confirmation Hearings

1. The hearing dates for Roy Irei, Jeff Riewer, Steven Schutte, and Kiman Wong have not been set yet. Everyone was asked to submit supporting testimony on behalf of their colleagues.

c. Others

VIII. Announcements

a. Next meeting date: Tuesday, May 6, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon.

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

1. June 10, 2014 (combined with the Board meeting)
2. July 8, 2014
3. August 12, 2014
4. September, 9, 2014
5. October 7, 2014
6. November 13, 2014 (combined with the Board meeting)
7. December 9, 2014

b. Others

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i. Thera Bradshaw thanked Sonny Bhagowalia for his contributions to the Board and wished him well in his new appointment and promotion in the Governors office.
ii. Sonny Bhagowalia invited the attendees to a gathering at the Plaza Club in his honor on Thursday, March13, 2014.
iii. Kenison Tejada reminded everyone to register for the APCO/NENA Forum so that an accurate headcount can be attained.
iv. Thalia Burns announced that there will be a drawing at the forum and a Watson console will be given away. Flyers will be distributed to the PSAPs stating the guidelines.

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

a. There was no one who came forward to testify.

X. Adjournment

a. The meeting was adjourned at 10:17 am.

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HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

Enhanced 911 Fund						
Budget Analysis						
FY 2013-14	Actuals		Annual Budget	% of Budget Expended	Forecast	Better/(Worse) than Budget
	FEBRUARY	Fiscal YTD				
Receipts:						
Enhanced 911 Surcharge Collection	999,115	5,848,987	9,050,000	64.6%	9,050,000	
Interest Income	79	1,659	2,000	82.9%	3,500	1,500
Receipts	999,194	5,850,646	9,052,000	64.6%	9,053,500	1,500
Disbursements:						
Conference Travel	(1,016)	(13,178)	(157,332)	8.4%	(150,904)	6,428
Non-Recurring Expenses		(84,129)	(2,066,254)	4.1%	(2,066,254)	
Recurring Expenses:						
Administration	(32,788)	(542,424)	(1,240,904)	43.7%	(1,197,407)	43,497
Maintenance	(199,969)	(1,320,314)	(3,278,600)	40.3%	(3,149,979)	128,621
Telecommunications	(122,702)	(1,009,874)	(1,928,666)	52.4%	(1,914,350)	14,316
Other			(7,600)	0.0%	(7,600)	-
Disbursements	(356,474)	(2,969,919)	(8,679,356)	34.2%	(8,486,494)	192,862
Net Receipts/(Disbursements)	642,719	2,880,728	372,644		567,006	194,362
Cash Flow Analysis						
Net Receipts/(Disbursements)	$ 642,719	$ 2,880,728				
Encumbrance Paydowns:				Encumb. Bal.		
FY 2011 (Kauai)		(133,218)		490,307		
FY 2012 (HFD/EDS/HPD)	(90,365)	(287,471)		751,435		
FY 2013		(405,266)		-		
Net Encumbrance Adds/(Paydown)	(90,365)	(825,955)				
Net Cash Inflow/(Outflow)	552,354	2,054,773				
Bank Balance Analysis:						
ADD: July 1, 2013 Beginning Balance		9,347,748				
Net Bank Balance		11,402,521				
Outstanding Ecumb/Accruals		(1,241,742)				
Unencumbered Cash Balance		$ 10,160,779				

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

MONTH OF FEBRUARY 2014	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total Receipts:	-	-	-	-	999,194	999,194
DISBURSEMENTS:						
6200 CONFERENCES						
6225 VIPER CUTOver	572	-	444	-	-	1,016
Total 6200 CONFERENCES	572	-	444	-	-	1,016
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.08 Board Member Travel	-	-	-	-	4,350	4,350
Total 6401 ADMINISTRATION	-	-	-	-	32,788	32,788
6402 MAINTENANCE						
6402.07 0011 9-1-1MSAG Maint.	25,637	55,070	28,971	90,290	-	199,969
Total 6402 MAINTENANCE	25,637	55,070	28,971	90,290	-	199,969
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	28	28	48	-	-	104
6403.0109 Telcom Trunk	25,529	18,566	23,208	-	-	67,303
6403.0112 HPD CML Viper	-	-	-	55,295	-	55,295
Total 6403.01 Telcom Charges	25,557	18,594	23,256	55,295	-	122,702
Total 6403 Other RECURRING	25,557	18,594	23,256	55,295	-	122,702
Total 6400 RECURRING EXPENSES	51,194	73,665	52,227	145,586	32,788	355,458
Total DISBURSEMENTS	51,766	73,665	52,671	145,586	32,788	356,474

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

Fiscal Year-to-date 2014 Disbursements Detail by Account, PSAP & Administration

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
FY 2014 YTD FEBRUARY	**8 MOS**	**8 MOS**	**8 MOS**	**8 MOS**	**8 MOS**	**8 MOS**	**ANNUAL Budget**	**$ Over/(Under) Budget**
Total RECEIPTS	-	-	-	-	5,850,646	5,850,646	9,052,000	(3,201,354)
DISBURSEMENTS:							.	
6200 CONFERENCES								
6201 911 Goes to WashDC	-	-	-	-	-	-	49,200	(49,200)
6204 APCO Conference	-	5,223	-	6,544	2,507	14,273	24,698	(10,425)
6212 NASNA Conference	-	-	-	-	2,810	2,810	2,810	-
6214 Nena Conference	3,134	-	2,329	(10,605)	(3,500)	(8,643)	-	(8,643)
6225 VIPER CUTOver	2,197	458	1,893	189	-	4,737	5,400	(663)
6200 CONFERENCES - Other	-	-	-	-	-	-	75,224	(75,224)
Total 6200 CONFERENCES	5,331	5,680	4,222	(3,872)	1,817	13,178	157,332	(144,154)
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	-	-	-	30,220	-	30,220	30,320	(100)
6303.17 Intrado Phone	-	-	-	1,037	-	1,037	5,000	(3,963)
6303.18 PWC Tech Cutover Supp	3,229	-	-	-	-	3,229	3,229	-
6303.19 Repositioning Expense	-	-	-	-	-	-	5,100	(5,100)
Total 6303 Computers	3,229	-	-	57,580	-	60,809	303,649	(242,840)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	8,000	(8,000)
6306.12 TriTechCADSystAdm								
6306.121 CAD Tritech 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	-	-	-	21,694	-	21,694	48,000	(26,306)
Total 6306 Training	-	-	-	21,694	-	21,694	83,000	(61,306)
Total 6300 Non-RECURRING	3,229	-	-	80,899	-	84,129	2,066,254	(1,982,126)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

FY 2014 YTD FEBRUARY	Hawaii PSAP 8 MOS	Kauai PSAP 8 MOS	Maui PSAP 8 MOS	Oahu PSAP 8 MOS	ADMIN 8 MOS	TOTAL 8 MOS	TOTAL ANNUAL Budget	TOTAL $ Over/(Under) Budget
DISBURSEMENTS:							-	
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	227,706	227,706	341,250	(113,544)
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	-	-	-	-	18,500	18,500	28,988	(10,488)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	35,826	35,826	238,000	(202,174)
6401.0102 DB&F Rev Assessment	-	-	-	-	189,184	189,184	454,444	(265,260)
6401.0104 FY2013 Assess	-	-	-	-	24,914	24,914	-	24,914
Total 6401.09 DB&F Assessments	-	-	-	-	249,924	249,924	692,444	(442,520)
6401.11 Miscellaneous Expense	(0)	-	-	-	(7)	(7)	500	(507)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	-	-	210	(210)
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	36,301	36,301	-	36,301
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	140,000	(140,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	36,301	36,301	140,000	(103,699)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	25,000	(25,000)
Total 6401 ADMINISTRATION	(0)	-	-	-	542,424	542,424	1,240,904	(698,480)
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.	180,582	192,746	201,673	361,161	-	936,163	1,654,959	(718,796)
6402.08 CAD Maintenance	-	-	-	-	-	-	233,862	(233,862)
6402.09 CAD System Maint								
6402.1003 Honolulu Police Dept	-	-	-	130,609	-	130,609	400,000	(269,391)
Total 6402.09 CAD System Maint	-	-	-	130,609	-	130,609	400,000	(269,391)
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	180,582	192,746	201,673	745,313	-	1,320,314	3,278,600	(1,958,286)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	100,950	(100,950)
6403.0102 Long Distance	258	212	221	-	-	691	1,440	(749)
6403.0103 Mileage	-	-	-	5,702	-	5,702	11,400	(5,698)
6403.0109 Telcom Trunk	178,701	64,982	139,247	552,347	-	935,277	1,657,050	(721,773)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	9,976	-	9,976	20,000	(10,024)
6403.0110.2 Centrex	-	-	-	2,460	-	2,460	4,730	(2,270)
6403.0110.3 Mileage	-	-	-	473	-	473	811	(338)
Total 6403.0110 Ocean Safety	-	-	-	12,909	-	12,909	25,541	(12,632)
6403.0112 HPD CML Viper	-	-	-	55,295	-	55,295	132,285	(76,990)
Total 6403.01 Telcom Charges	178,959	65,194	139,468	626,253	-	1,009,874	1,928,666	(918,792)
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,600	(7,600)
Total 6403 Other RECURRING	178,959	65,194	139,468	626,253	-	1,009,874	1,936,266	(926,392)
Total 6400 RECURRING EXPENSES	359,541	257,941	341,141	1,371,566	542,424	2,872,612	6,455,770	(3,583,158)
Total DISBURSEMENTS:	368,101	263,621	345,363	1,448,594	544,240	2,969,919	8,679,356	(5,709,438)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

Summary of Encumbrances/Accruals:								
							TOTAL	12/31/2013
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydowns	Balance
CAD Upgrade:			623,524.70			623,524.70	133,218.00	490,306.70
FY 2012 Encumbrances:						-		
CAD Upgrades:								
EMS/FIRE	253,156.46					253,156.46	197,106.19	56,050.27
HPD	785,750.00					785,750.00	90,365.00	695,385.00
Total FY 2012 Encumbrances	1,038,906.46	-	-	-	-	1,038,906.46	287,471.19	751,435.27
FY 2013 Accruals								
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	825,954.75	1,241,741.97

FY 2014 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
BOARD APPROVED ORIGINAL FY2014 STP	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
Viper Installation Cutover		600.00	600.00	600.00		(1,800.00)	-	6/6/2013
APCO Conference (Aug 2013)		4,830.00			2,415.00	(7,245.00)		5/14/2013
APCO Conference (Aug 2013)		1,250.00			425.00	(1,675.00)		6/6/2013
APCO Conference (Aug 2013)					1,000.00	(1,000.00)	-	6/6/2013
APCO Conference (Aug 2013)		5,300.00				(5,300.00)		6/6/2013
HFD/EDS CAD Upgrade-CAD Licensing		6,105.00					6,105.00	7/11/2013
HFD/EDS CAD Upgrade-CAD Consulting		2,500.00					2,500.00	7/11/2013
APCO Conference (Aug 2013)		2,500.00		6,978.00		(9,478.00)	-	7/11/2013
Intrado Viper System-HFD (TBD)		30,320.00					30,320.00	8/15/2013
Viper Installation Cutover							-	8/15/2013
Executive Director 2nd Opt Year					(8,531.00)		(8,531.00)	9/12/2013
NASNA Conference (Nov2013)					2,809.89	(2,809.89)	-	9/12/2013
Intrado Phone for Command Console		5,000.00					5,000.00	10/10/2013
Oahu PSAP Cutover Observance-Oct.22-23,2013	600.00		600.00	600.00		(1,800.00)	-	11/14/2013
Hawaii PSAP PWC technical support during Cutover	3,229.15						3,229.15	11/14/2013
Kauai PSAP Repositioning of Furniture				5,100.00			5,100.00	11/14/2013
E911 Logo Contest (Budget eliminated)					(4,034.00)		(4,034.00)	12/12/2013
911 Goes to Wash Conference	7,400.00	17,500.00	11,100.00	3,700.00	9,500.00	(49,200.00)	-	12/16/2013
Maui/Molokai Cutover	600.00	600.00		600.00		(1,800.00)	-	12/16/2013
Telecommunications Budget Adjust Jan2014		730.00					730.00	Adj.
							-	
Totals	2,422,662.15	2,956,732.00	1,220,045.00	747,639.00	1,257,053.89	75,224.11	8,679,356.15	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

Fiscal Year-to-date 2014 Disbursements Detail by PSAP & Administration

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

	Hawaii PSAP		
FY 2014 YTD FEBRUARY	**8 MOS**	**ANNUAL Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	7,400	(7,400)
6204 APCO Conference	-		
6212 NASNA Conference	-		
6214 Nena Conference	3,134		3,134
6225 VIPER CUTOver	2,197	1,200	997
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	5,331	8,600	(3,269)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-		
6301.02 Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.03 Honolulu Fire Dept.			
6301.031 Licensing	-		
6301.032 Consulting	-		
6301.03 Honolulu Fire De	-		
Total 6301.03 Honolulu Fire I	-		
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 Intrado Phone	-		
6303.18 PWC Tech Cutover S	3,229	3,229	-
6303.19 Repositioning Exper	-		
Total 6303 Computers	3,229	58,229	(55,000)
Total 6300 Non-RECURRING	3,229	1,558,229	(1,555,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-		
6402.05 Logging RecordMai	-		
6402.07 0011 9-1-1MSAG Mai	180,582	480,444	(299,862)
6402.08 CAD Maintenance	-	64,255	(64,255)
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	-		
Total 6402.09 CAD System M	-		
6402.11 GeoComm Maint	-		
6402.13 Software Maintenance			
6402.131 Integraph DB S/W	-	4,306	(4,306)
Total 6402.13 Software Main	-	4,306	(4,306)
Total 6402 MAINTENANCE	180,582	549,005	(368,423)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-		
6403.0102 Long Distance	258	480	(222)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	178,701	306,348	(127,647)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
Total 6403.0110 Ocean S	-		
6403.0112 HPD CML Viper	-		
Total 6403.01 Telcom Charge	178,959	306,828	(127,869)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	178,959	306,828	(127,869)
Total 6400 RECURRING EXPENSES	359,541	855,833	(496,292)
Total DISBURSEMENTS:	368,101	2,422,662	(2,054,561)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

	Oahu PSAP		
FY 2014 YTD FEBRUARY	8 MOS	ANNUAL Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	17,500	(17,500)
6204 APCO Conference	6,544	13,880	(7,336)
6212 NASNA Conference	-		
6214 Nena Conference	(10,605)		(10,605)
6225 VIPER CUTOver	189	1,200	(1,011)
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	(3,872)	32,580	(36,452)
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 De	-	72,000	(72,000)
Total 6301.03 Honolulu Fire	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	30,220	30,320	(100)
6303.17 Intrado Phone	1,037	5,000	(3,963)
6303.18 PWC Tech Cutover S	-		
6303.19 Repositioning Exper	-		
Total 6303 Computers	57,580	185,320	(127,740)
6306 Training			
6306.11 Training (CAD) HPD	-	8,000	(8,000)
6306.12 TriTechCADSystAdm			
6306.121 CAD Tritech HFD	-	20,000	(20,000)
6306.122 CAD TriTech EM	-	7,000	(7,000)
Total 6306.12 TriTechCADSy	-	27,000	(27,000)
6306.13 OT Viper Training	21,694	48,000	(26,306)
Total 6306 Training	21,694	83,000	(61,306)
Total 6300 Non-RECURRING	80,899	447,925	(367,026)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	217,176	300,000	(82,824)
6402.05 Logging RecordMai	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Mai	361,161	541,742	(180,581)
6402.08 CAD Maintenance	-	-	-
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	130,609	400,000	(269,391)
Total 6402.09 CAD System M	130,609	400,000	(269,391)
6402.11 GeoComm Maint	36,366	50,000	(13,634)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W	-		
Total 6402.13 Software Main	-		
Total 6402 MAINTENANCE	745,313	1,352,517	(607,204)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-		
6403.0102 Long Distance	-		
6403.0103 Mileage	5,702	11,400	(5,698)
6403.0109 Telcom TrunK	552,347	946,884	(394,537)
6403.0110 Ocean Safety			
6403.0110.1 CML	9,976	20,000	(10,024)
6403.0110.2 Centrex	2,460	4,730	(2,270)
6403.0110.3 Mileage	473	811	(338)
Total 6403.0110 Ocean	12,909	25,541	(12,632)
6403.0112 HPD CML Viper	55,295	132,285	(76,990)
Total 6403.01 Telcom Charge	626,253	1,116,110	(489,857)
6403.02 EMS Tower Lease	-	7,600	(7,600)
Total 6403 Other RECURRING	626,253	1,123,710	(497,457)
Total 6400 RECURRING EXPENSES	1,371,566	2,476,227	(1,104,661)
Total DISBURSEMENTS:	1,448,594	2,956,732	(1,508,138)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

	Maui PSAP		
FY 2014 YTD FEBRUARY	8 MOS	ANNUAL Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	11,100	(11,100)
6204 APCO Conference	-		
6212 NASNA Conference	-		
6214 Nena Conference	2,329		2,329
6225 VIPER CUTOver	1,893	1,200	693
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	4,222	12,300	(8,078)
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 De	-		
Total 6301.03 Honolulu Fire I	-		
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	-		
6303.18 PWC Tech Cutover S	-		
6303.19 Repositioning Exper	-		
Total 6303 Computers	-	55,000	(55,000)
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 RecordMai	-		
6402.07 0011 9-1-1MSAG Mai	201,673	302,350	(100,677)
6402.08 CAD Maintenance	-	169,607	(169,607)
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	-		
Total 6402.09 CAD System M	-		
6402.11 GeoComm Maint	-		
6402.13 Software Maintenance			
6402.131 Integraph DB S/V	-		
Total 6402.13 Software Main	-		
Total 6402 MAINTENANCE	201,673	859,845	(658,172)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-		
6403.0102 Long Distance	221	480	(259)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	139,247	292,420	(153,173)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
Total 6403.0110 Ocean	-		
6403.0112 HPD CML Viper	-		
Total 6403.01 Telcom Charge	139,468	292,900	(153,432)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	139,468	292,900	(153,432)
Total 6400 RECURRING EXPENSES	341,141	1,152,745	(811,604)
Total DISBURSEMENTS:	345,363	1,220,045	(874,682)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

	Kauai PSAP		
FY 2014 YTD FEBRUARY	8 MOS	ANNUAL Budget	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	3,700	(3,700)
6204 APCO Conference	5,223	6,978	(1,755)
6212 NASNA Conference	-		
6214 Nena Conference	-		
6225 VIPER CUTOver	458	1,800	(1,342)
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	5,680	12,478	(6,798)
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 De	-		
Total 6301.03 Honolulu Fire	-		
Total 6301 CAD Replac/Upgrade	-		
6303 Computers			
6303.06 GeoComm	-		
6303.15 NG911 Record Syst.	-		
6303.16 ViperInstall	-		
6303.17 Intrado Phone	-		
6303.18 PWC Tech Cutover S	-		
6303.19 Repositioning Expen	-	5,100	(5,100)
Total 6303 Computers	-	5,100	(5,100)
Total 6300 Non-RECURRING	-	5,100	(5,100)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	186,810	(186,810)
6402.05 Logging RecordMai	-		
6402.07 0011 9-1-1MSAG Mai	192,746	330,423	(137,677)
6402.08 CAD Maintenance	-		
6402.09 CAD System Maint			
6402.1003 Honolulu Polic	-		
Total 6402.09 CAD System M	-		
6402.11 GeoComm Maint	-		
6402.13 Software Maintenance			
6402.131 Integraph DB S/V	-		
Total 6402.13 Software Main	-		
Total 6402 MAINTENANCE	192,746	517,233	(324,487)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-	-	100,950	(100,950)
6403.0102 Long Distance	212	480	(268)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	64,982	111,398	(46,416)
6403.0110 Ocean Safety			
6403.0110.1 CML	-		
6403.0110.2 Centrex	-		
6403.0110.3 Mileage	-		
Total 6403.0110 Ocean	-		
6403.0112 HPD CML Viper	-		
Total 6403.01 Telcom Charge	65,194	212,828	(147,634)
6403.02 EMS Tower Lease	-		
Total 6403 Other RECURRING	65,194	212,828	(147,634)
Total 6400 RECURRING EXPENSES	257,941	730,061	(472,120)
Total DISBURSEMENTS:	263,621	747,639	(484,018)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending February 28, 2014

	ADMIN		
FY 2014 YTD FEBRUARY	**8 MOS**	**ANNUAL Budget**	**$ Over/(Under) Budget**
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	9,500	(9,500)
6204 APCO Conference	2,507	3,840	(1,333)
6212 NASNA Conference	2,810	2,810	-
6214 Nena Conference	(3,500)		(3,500)
6225 VIPER CUTOver	-		
6200 CONFERENCES - Other	-	75,224	(75,224)
Total 6200 CONFERENCES	1,817	91,374	(89,557)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	227,706	341,250	(113,544)
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 Trav	18,500	28,988	(10,488)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin.	35,826	238,000	(202,174)
6401.0102 DB&F Rev Ass	189,184	454,444	(265,260)
6401.0104 FY2013 Asses	24,914		24,914
Total 6401.09 DB&F Assessr	249,924	692,444	(442,520)
6401.11 Miscellaneous Expe	(7)	500	(507)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	-	210	(210)
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	36,301		36,301
6401.15 WSP Cost Recov	-	140,000	(140,000)
Total 6401.15 WSP Cost Rec	36,301	140,000	(103,699)
6401.17 ADA Compliance	-	500	(500)
6401.18 AG Legal Fees	-	25,000	(25,000)
Total 6401 ADMINISTRATION	542,424	1,240,904	(698,480)
Total 6400 RECURRING EXPENSES	542,424	1,240,904	(698,480)
Total DISBURSEMENTS:	544,240	1,332,278	(788,037)

Oahu Civilian 9-1-1 Status Report

February 1, 2014 – February 28, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations

9-1-1 Call Volume – February 2014
(Source: Intrado Viper)

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Total Call Received	% of Total Calls
February	75,497	18,557	24.58%	53,565	70.95%	50.60%	20.35%	174	0.23%	3,201	4.24%	1,830	2.42%	10,227	13.55%	436	0.58%

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

Note: **There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.**

9-1-1 Call Volume – Calendar Year 2014

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline Calls		Wireless Calls				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Total Call Received	% of Total Calls
January	80,612	19,645	24.37%	57,025	70.74%	50.56%	20.18%	177	0.22%	3,765	4.67%	1,946	2.41%	12,235	15.18%	486	0.60%
February	75,497	18,557	24.58%	53,565	70.95%	50.60%	20.35%	174	0.23%	3,201	4.24%	1,830	2.42%	10,227	13.55%	436	0.58%
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	156,109	38,202	24.47%	110,590	70.84%	50.58%	20.26%	351	0.23%	6,966	4.46%	3,776	2.42%	22,462	14.36%	922	0.59%
MON AVG	78,054.50	19,101		55,295				175.5		3,483		1,888		11,231		461	

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

Note: **There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.**

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

9-1-1 Call Volume by Agency -- February 2014

	9-1-1 Call Volume by Agency									
	HPD						HFD			
2014	No. of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0

	9-1-1 Call Volume by Agency (Continued)							
	EMS				OS			
2014	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
February	7,662	10.15%	642	78	41	0.05%	40	2

9-1-1 Call Volume by Agency – Calendar Year 2014

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

9-1-1 Call Volume by Agency																		
	HPD						HFD				EMS				OS			
2014	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	87.05%	18,601	38,600	921	12,054	2,270	2.82%	88	61	8,108	10.06%	888	111	58	0.07%	49	9
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
March																		
April																		
May																		
June																		
July																		
August																		
September																		
October																		
November																		
December																		
YTD	135,306	86.66%	36,166	75,103	1,836	22,201	4,498	**2.88%**	321	61	15,770	**10.10%**	1,530	189	99	**0.06%**	89	11
MON AVG	**67,653**		**18,083**	**37,552**	**918**	**11,101**	**2,249**		**160.5**	**30.5**	**7,885**		765	94.5	49.5		45	6

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

Notes:

(1) Total call volumes include Administrative calls. (Administrative calls = Calls originating on Adminstrative lines that required 911 service.)

(2) "Abandoned" calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. “Dropped Calls” are hang ups after transfers.

(3) "Abandoned" calls are included in the "Wireline" and "Wireless" counts respectively. The standard Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – February 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
02/28/14	AT&T	1	12	Oahu PSAP	Pass

There was one scheduled Wireless Test for Honolulu in February 2014

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG

Current Month – February 2014

2014		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					
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)	TN CR	ALI-DR	# of Transactions	TNs Affected
OAHU CIVILIAN	405	287	274	0	0	3	10	33,576	115	3	6	0	0	0

During the month of February 2014, four hundred and five (405) MSAG transactions were processed. Two hundred and eighty-seven (287) 9-1-1Net requests were processed relating to the MSAG database, with 33,576 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. One hundred and fifteen (115) Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco.

There is Six (6) TN CR records in Referred status as of February 28, 2014.

TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are currently no records in suspended status as of February 28, 2014.

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG (continued)

Year-to-Date (YTD) Summary – 2014

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					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March														
February	405	287	274	0	0	3	10	33,576	115	3	6	0	0	0
January	470	434	363	14	1	3	53	23,748	29	7	1	0	0	0
TOTAL YTD	**875**	**721**	**637**	**14**	**1**	**6**	**63**	**57,324**	**144**	**10**				
AVG PER MO	**438**	**361**	**319**	**7**	**1**	**3**	**32**	**28,662**	**72**	**5**				

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 9-1-1 Status Report
February 1, 2014 – February 28, 2014

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 **February 28, 2014**:

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	

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

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
Naval Magazine Lualualei	PEARL HBR	2	**COMPLETED -- 08/12/13**	
Hale Alii	PEARL HBR	3	**COMPLETED -- 08/12/13**	
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	**COMPLETED -- 1/30/14**	One record did not receive the new community name due to the overlapping with existing records (2 TNs).
Tripler AMC	TRIPLER	116	**COMPLETED -- 2/18/14**	
Wheeler AFB	SCHOFIELD	11	**COMPLETED -- 2/20/14**	
Hickam Air Force Base	HICKAM	3	**COMPLETED -- 2/24/14**	

In the month of February 2014, Tripler AMC, Wheeler AFB, Hickam Air Force Base were “Completed”.

A total of 1636 MSAG transactions have been completed thus far – **66% Complete**. An estimated 831 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 **February 28, 2014**:

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG (continued)

MSAG Communities Project (continued)

MSAG Community and Street Segment Sweep – Phase V

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	11/08/13	12/02/13		10/18/13	**10/29/13**
Nuuanu	10/22/13	11/06/13	11/12/13	11/12/13	In 11/1/13 data, a discrepancy was identified with Beat recommendations within the CAD, therefore a new set of data was sent on 11/7/13 to resolve this	11/1/2013, 11/7/13	**11/12/13**
Downtown	11/07/13	11/18/13	11/21/13	11/21/13		11/15/13	**11/25/13**
Kakaako	11/19/13	11/26/13	11/27/13	11/27/13		11/29/13	**12/06/13**
Ala Moana	11/27/13	12/04/13	12/04/13	12/11/13			
Honolulu	12/05/13	12/16/13	12/13/13	12/20/13		12/13/13	**12/19/13**
Punchbowl	12/17/13	12/26/13	12/20/13	12/27/13		12/27/13	**01/03/14**
Makiki	12/27/14	01/07/14	01/10/14	01/29/14		01/10/14	**01/16/14**
Manoa	01/08/14	01/23/14	01/23/14	01/29/14		01/24/14	**01/28/14**
McCully	01/24/14	02/04/14	01/21/14	01/29/14			
Ft DeRussy	02/05/14	02/06/14	02/05/14	02/05/14		02/07/14	**02/13/14**
Waikiki	02/07/14	02/20/14	**IN PROGRESS**			02/21/14	
Kaimuki	02/21/14	03/10/14	**IN PROGRESS**				
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					

In the month of February 2014, Ft. DeRussy MSAG Community was completed. Phase V is tracking according to the planned schedule with no major issues to date.

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

Geographic Information System (GIS)

Mapping Layers Updated – February 2014

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 Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	02/26/14		Added five (5) new address points;Spatially corrected twelve (12) address points in Kailua. Identified six (6) aliases.
	02/25/14		Added twenty-six (26) new address points in Kalaeloa. Completed Kalaeloa.
			Added fifty (50) new address points in Iroquois.
			Added one (1) new address point in Nanakuli.
	02/24/14		Added three (3) new address points in Waikiki.
			Added one (1) new address point; Spatially corrected two hundred ninety-two (292) address points Added fifteen (15) alias addresses, corrected one (1) TMK, and identified addresses that require site visits in Kaneohe.
			Deleted record ID 79667 46-149 Haiku Rd, record ID 79666 46-153 Haiku Rd, record ID 79665 46-155 Haiku Rd, record ID 79664 46-157 Haiku Rd, record ID 79663 46-159 Haiku Rd, record ID 79662 46-163 Haiku Rd, and record ID 79853 46-226 Ohala St; duplicate addresses.
	02/21/04		Spatially corrected eight (8) address points in Waikiki and added ten (10) routing IDs.
			Spatially corrected one (1) address point in Ala Moana and added one (1) routing ID.
	02/20/04		Spatially corrected four (4) address points in Kailua.
	02/19/04		Spatially corrected 283 address points in Kaneohe.
			Deleted record ID 79708 46-269 Haiku Rd, record ID 79711 46-271 Haiku Rd, and record ID 102914 46-301 Heeia St in Kaneohe; duplicate addresses.
			Added 120 new address points in Kalaeloa.
	02/04/14 to 02/13/14		Spatially corrected fifty-six (56) addresse points; Added seventy-seven (77) new address points; Added (9) alias addresses and identified (5) aliases Added two (2) apartment numbers and identified addresses that require site visits; Added one (1) apartment letter and identified addresses that require site visits in Kailua.
	02/04/14 to 02/11/14		Deleted record ID 313517 91-1651 FD Roosevelt Ave, record ID 313513 91-1135 Independence St, and record ID 313511 91-1131 Independence St, incorrect addresses;I Created three (3) new address points with correct addresses; Spatially corrected three (3) address points; Added two hundred fourty-nine (249) new address points in Kalaeloa.
	02/03/14 - 02/10/2014		Deleted record ID 79391 45-7A Ka Hanahou Pl, record ID 309807 45-1025 Wailele Rd, record ID 309756 45-1025A Wailele Rd, and record ID 309709 45-1025B Wailele Rd, duplicate addresses; Deleted record ID 76011 45-239A Lilipuna Rd, duplicate address; Spatially corrected (510) address points; identified addresses that require site visits; Added three (3) alias addresses and identified addresses that require site visits; Added three (3) new address points in Kaneohe.
Common Place Name			
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas	02/10/14		Corrected STA26/STA28 and STA28/STA35 boundary
Fire Stations			

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – February 2014 (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 Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Response Areas			
	02/10/14		Corrected MED7/MED21 boundary
Medic Stations			
Milepost Markers			
	02/25/14		Populated with the latest MSAG Community and Police Beat updates
Net_Junctions	02/11/14		Populated with the latest MSAG Community and Police Beat updates
Common Places	02/19/14		Deleted Goko Steak Kalihi, Goko Steak Pearlridge, Sizzler Mililani Mkt, Waimanalo Bch Pk CG
			Corrected name for Walgreens Ewa Beach, Goko Steak Waipahu to Bobs Big Bear Diner, 7Eleven Makiki to Flamingo Mart Makiki
			Added ASB Waipahu Twn Ctr
	02/18/14		Populated new MSAG Community of Waikiki
	02/12/14		Spatially corrected Yacht Harbor Towers - 2 locations in Ala Moana
			Corrected address for Ala Wai Promenade Ka
	02/05/14 - 02/10/14		Spatially corrected 72 locations on UH Manoa campus: UH DANCE STUDIO BLDG, UH AIR FORCE ROTC BU, UH ARENA SPECIAL EVE, UH ALTHLETIC COMPLEX, UH BLDG 171, UH DUKE KAHANAMOKU P, UH LOWER CAMPUS PORT, UH MILITARY SCIENCE, UH PARKING STRUCTURE, UH PHYSICAL ED, UH ROTC BLDG AIR FOR, UH SPECIAL EVENTS AR, UH SPORTS ARENA, UH SPEECH PATHOLOGY, UH MILLER HALL, UH MOTORPOOL, UH HALE ANUENUE DORM, HALE ANUENUE DORM, UH STAN SHERIFF CTR, STAN SHERIFF CTR, UH ARMY ROTC, UH RAINBOW STADIUM,UH JOHN A BURNS HALL, UH HOLMES HALL, JOHNSON HALL UH, UH JOHNSON HALL, UH GATEWAY HOUSE, UH FREAR HALL, UH HALE LEHUA DORM, UH HALE ALOHA, UH HALE ILIMA DORM, UH HALE LOKELANI DOR, UH HALE MOKIHANA DOR, UH HALE NOELANI DORM, UH HALE WAINANI DORM, UH HAWAIIAN STUDIES, UH WAAHILA FACULTY H, UH KRAUSS HALL, UH LAW SCH, UH LAW SCH LIBRARY, UH SAKAMAKI HALL, UH BACHMAN HALL, UNIVERSITY OF HAWAII, UH BACHMAN ANNEX, UH MUSIC BLDGS, NATIONAL WEATHER SERVICE, UH HENEKE HALL, UH HALE LAULIMA, UH SHERMAN LAB, UH BIOMEDICAL SCIENC, UH SCHOOL OF PUBLIC, UH CAMPUS SECURITY, UH AGRICULTURE ENGIN, UH FOOD SCIENCE TECH, UH GILMORE HALL, UH PLANT SCIENCE COM, UH FACILITIES MANAGE, UH PHYSICAL PLANT BL, UH ENVIRONMENTAL HEA, UH CREDIT UNION, UH SPALDING HALL, UH BUSINESS ADMIN BL, ASB UH CAMPUS, UH ARCHITECTURE BLDG, UH CRAWFORD HALL, UH DEAN HALL, UH GEORGE HALL, UH GARTLEY HALL, UH HAWAII HALL, UH HEMENWAY HALL, UH STUDENT SERVICES, UH SINCLAIR LIBRARY.
	02/07/14		Updated records in Ft Derussy for Street Sweep project
			Spatially corrected WELLS FARGO ALA MOAN in Honolulu, WATERFRONT STATE PK in Kakaako

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

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 Created/ Edits Performed	**Date Uploaded to ftp Site**	**Other/Remarks**
Police Beats			
	02/12/14		Corrected boundary for Beat 172, 179, 650, 653 at Ala Moana bridge
	02/10/14		Corrected Beat boundaries 858, 860, 861, and began 863 according to the HPD written policies and procedures
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines			
	02/26/14		Corrected gaps in Hawaii Kai on Hahaione St, Hanakapiai St, Hanamaulu St, Hanapepe Loop
			Corrected gaps in Waialae on Halakau St, Halekoa Dr
			Corrected gaps in Aiana Haina on Halemaumau St, Haleola St
			Corrected gaps in Kaimuki on Harding Ave
	02/25/14		Corrected gaps in Kaimuki on Kilauea Ave
			Corrected gaps in Waikiki on Lewers St
			Extended street ranges on Kahau St in Waianae
	02/20/14		Corrected gaps in Kaimuki on Kilauea Ave
	02/19/14		Corrected gaps in Kaimuki on Peter St, Hunakai St
	02/18/14		Populated new MSAG Community of Waikiki
			Split Diamond Head Rd at Waikiki/Kahala boundary
			Corrected gaps in Kaimuki on Ipulei Pl, Kaimuki Ave, Kalaepohaku St, Koae St, Lamaku Pl, Luakaha St, Jasmine St, Niele Pl
	02/05/14 - 02/13/14		Spatially corrected Kolo Pl, Varsity Cir, Varsity Pl, Lower Campus Rd, Kalele Rd, segments of Dole St, Bachman Pl, Lower Campus Rd, East West Rd, Campus Rd, Edmondson Rd, Farrington Rd, Maile Way and Varney Cir, Woodlawn Dr and Kalehua St; Corrected ranges on Lower Campus Rd, Varsity Pl, Varsity Cir, Bachman Pl, Dole St, Correa Rd, East West Rd, Olopua St and Woodlawn Dr.; Corrected gaps on Pawaina St, Pinao St, Pinaoula St, Poelua St, Puaena Pl, Woodlawn Dr, Vancouver Dr, University Ave in Manoa
	02/13/14		Corrected gaps in Waikiki on Hibiscus Dr, Kalakaua Ave, Kuhio Ave, Leahi Ave
			Added 11 new ingress street segments on Holomoana St in Waiki into Ala Wai Yacht Harbor for routing purposes
	02/12/14		Spatially corrected 8 segments of Ala Moana at the bridge between Ala Moana and Waikiki. Deleted 2 unnecessary segments, and corrected ranges to correspond with condo addresses and yacht harbors.
	02/11/14		Added street ranges to Kahanamoku St in Waikiki
	02/10/14		Spatially corrected Lualualei Naval Rd, Farrington Hwy at Police Beat 861/863 boundary in Nanakuli.
	02/07/14		Updated streets in Ft Derussy for Street Sweep project
	02/04/14		Corrected gaps in Manoa on Nakiu Pl, Oahu Ave, Olapua St, Parker Pl, Paty Dr, Woodlawn Terrace Pl
	02/03/14		Corrected gaps in Manoa on Kaloaluiki St, Lawrey Ave

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

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 Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
Trails			
WSP Cell Sectors			
	02/25/14		Per AT&T CRS
	02/21/14		Per AT&T CRS
	02/14/14		Per VZW CRS
WSP Cell Towers			
	02/25/14		Per AT&T CRS
	02/21/14		Per AT&T CRS
	02/14/14		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries			
	02/27/14		Converted one (1) KMZ file and added two (2) new OceanResponseAreas per Ocean Safety. Began populating metadata for OceanResponseAreas. Completed OceanResponseAreas metadata.
Ocean Safety (Includes Lifeguard Stands)	02/27/14		Added sixteen (16) SurfBreaks locations per Ocean Safety.
	02/26/14		Began populating metadata for SurfBreaks. Completed SurfBreaks metadata.
	02/05/14		Corrected eight (8) SurfBreak names per Ocean Safety.
- Dive Locations			
- Surf Breaks			
Parcels			
Parks (Includes National Parks)			

Oahu Civilian 9-1-1 Status Report
February 1, 2014 – February 28, 2014

Geographic Information System (GIS) (continued)

Mapping Layers Updated – February 2014 (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 Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Tow Boundaries			

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 February 2014. Akimeka completed an additional four (4) Police Beats (858, 860, 861, and 862) boundary corrections.

Upload Process

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 assisted with creating a new upload process which mirrors a step similar to the updates with the MSAG Communities. The new process was run successfully in November 2013, and has been successful throughout February 2014. In addition, the new upload process for the Premier CAD, also resolved other discrepancies with recommendations which were previously identified. It was agreed that this new process will be implemented and used going forward. Subsequent to this process improvement, there have been no issues and the Police Beat corrections project continues to move forward.

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 completed all items identified during the initial kickoff meeting. Since September 2013, Akimeka has worked with Ocean Safety in a continued effort to make any additions or corrections to the Ocean Safety layers in order to move the project along.

Geographic Information System (GIS) (continued

1. Throughout February 2014, Akimeka and Ocean Safety worked collaboratively on finalizing the Surf Breaks layer.
    a. On February 3, 2014, Akimeka received follow up from Ocean Safety regarding questions and conflicts Akimeka previously identified between the GIS and KMZ files provided, as well as verified the use of the Final Surf Breaks KMZ file.
        i. Subsequently, Ocean Safety provided clarifications on the conflicts. In addition Ocean Safety also confirmed for Akimeka to disregard the final Surf Breaks previously provided.
        ii. Shortly after clarification was provided, on February 5, 2014, Akimeka reviewed the Surf Breaks and corrected Surf Break names as directed. In addition, Akimeka provided Ocean Safety with a master spreadsheet of the latest surf break names and coordinates, as requested.
2. On February 25, 2014, Akimeka was contacted by HFD and EMS to request an estimated timeframe of completion for the Ocean Safety Response Areas so that TriTech can build Ocean Safety's CAD system.
    a. Akimeka contacted Ocean Safety to infer when the response area information will be available for creation of the new layer.
    b. On February 26, 2014, Ocean Safety followed up with Akimeka with an anticipated completion of the response areas information in the next two weeks.
    c. On February 27, 2014, Ocean Safety submitted two KMZ files containing the Ocean Safety Response Area polygons, which contained boundary explanations and naming convention definitions. Along with the response areas polygons, Ocean Safety had submitted a final station location spreadsheet which will assist in the response area creation.
3. On February 28, 2014, Akimeka followed up with Ocean Safety requesting a conference call meeting to clarify the Ocean Response Area boundaries, to discuss coding standards and naming conventions, and the use of the Final Station Location spreadsheet in the creation of response areas.

During the month of March 2014, Akimeka and Ocean Safety will continue to work together and will await Ocean Safety's response about attending a conference call to clarify questions regarding the Ocean Response Areas before moving forward. Akimeka plans to complete the Ocean Safety Response Areas as they are provided by Ocean Safety as part of an ongoing effort for this project.

Geographic Information System (GIS) (continued)

Intrado PowerMap Upload

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

1. Between January and February 2014, an issue within PowerMap has been identified with the display of Phase 1 wireless 911 calls. The issue identified is that the map is not displaying the Phase 1 polygons, but is zooming to that area when the 911 call occurs. Akimeka assisted Intrado on a couple occasions with the configuration settings; however no true identification of the cause of the discrepancy has been identified.

GIS UPDATES FOR POWERMAP 4.1		
DATE GIS DELIVERED TO INTRADO	**DATE GIS LOADED TO POWERMAP BY INTRADO**	**NOTES/COMMENTS**
01/03/14		Data not loaded due to issue with indexing
01/10/14	**01/13/14**	
01/24/14	**01/27/14**	
02/07/14		
02/21/14		

* The Honolulu PowerMap 4.1 GIS Deliverable always include the following GIS layers: WSP Cell Sites, WSP Cell Sectors, Street Centerlines, Address Points, Common Places, MSAG Communities, ESN, Fire Response Areas, Medic Response Areas, Police Response Areas, Streams, and Tow Boundaries

TriTech CAD System Upgrade

During the month of January 2014, Akimeka, HFD and EMS had begun coordination to prepare Address Points for the new TriTech CAD system for Address Validation. Since Address Points have not been used in the CAD system, but in the past had been used as visual only, there are needed configurations in both the GIS and the CAD in order to work properly. HFD, EMS, and Akimeka will continue to work together to ensure the proper information is being utilized.

1. Agreement was made to use a small batch of Address Points for the initial configuration and testing, as to not overwhelm the system and will be more effective for testing.
    a. It was agreed to use a small area in both the Waikiki area and Waimanalo area. Waikiki is being used to test a more urban area and Waimanalo more rural. In addition, Waimanalo has been through a street and address sweep process and Waikiki has not been through the correction process, so it should be a good means to test for a variety of potential discrepancies.
    b. The first small dataset of Address Points was included in the February 7, 2014 GIS data deliverable.

Geographic Information System (GIS) (continued

2. Subsequent to the delivery of the small batch of Address Points on February 7, 2014, some potential issues were identified.
    a. Apartment numbers are included in the GIS data.
        a. Depending on how the TriTech CAD system gets configured, the information for apartment numbers and/or building numbers should not be included in the full address for address validation.
        b. Akimeka identified previously that the ANI/ALI information for the State of Hawaii does not include apartment information in the full address used in the address validation process. That information however, does come across in driving instructions which is a comment field used to provide additional information for address locations and is not an identifier used in validations of the call.
        c. With that said, Akimeka preferred to hold on discussing the address point configuration until a meeting with all of the PSAPs can be set up. It is important for all public safety agencies to discuss these items collectively as a group so decisions can be made together.
    b. An issue identified by the HFD CAD Administrator, pertained to the unique ExternalKey used in the difference tables in the CAD system. It was relayed to Akimeka that the unique field was not included in the data delivered.
        a. Akimeka responded that the necessary information is included in the GIS data, and if there is a link needed to the Street Centerlines via the ExternalStreetKey, the field is no longer unique.
        b. In order to gain a better understanding on the situation, Akimeka discussed the issue with TriTech. Chuck Alexander of TriTech passed along that the ExternalKey provided by Akimeka is correct, it should be unique (meaning no duplicates, and not the same ExternalKey used in the Street Centerlines).
        c. HFD and Akimeka discussed the unique field and agreed that this was a miscommunication and the data is included. Akimeka mentioned they will change the field name, so it is easier to identify when matching the source and destination columns in the CAD system.

SPAWAR Meeting on Addressing for MCBH

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

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 January 27, 2014 and February 25, 2014. Below are the results of the comparison.

	01/27/14	02/25/14	Improvement/ Comments
Total Number of GIS Records	**26,979**	**26,988**	**Added nine (9) records**
Errors Identified			
Zero Errors	926	891	Further reduced errors by 3.8% (35 errors)
Low > High Errors	0	0	No Change
Mixed Parity Errors	0	0	No Change
Changed Parity Errors	2	0	Decreased by 2 errors
Address Gap Errors	784	586	Further reduced errors by 25.3% (198 errors)
Address Overlap Errors	0	0	No Change
Flipped Link Errors	599	591	Further reduced errors by 1.3% (8 errors)
Total Errors	**2,311**	**2,068**	**Further reduced errors by 10.5% (243 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.

Maui County 9-1-1 Status Report

February 1, 2014 – February 28, 2014

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations

9-1-1 Call Volume (Maui) – February 2014
Source: Intrado Viper

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Caller	% of Total Calls	Other	% of Total Calls
February	9,876	2,169	21.96%	6385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%

9-1-1 Call Volume (Maui) – Calendar Year 2014
Source: Intrado Viper

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
February	9,876	2,169	21.96%	6,385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**10,692**	**2,283**	**17.97%**	**6629**	**62.00%**	**65.87%**	**34.13%**	**40**	**0.37%**	**381**	**3.56%**	**0**	**0.00%**	**1,359.00**	**12.71%**	**0**	**0.00%**
MON AVG	**5,346.00**	**1,141.50**		**3,314.50**				**20**		**190.5**		**0**		**679.5**		**0**	

Note: Intrado Viper Call Volume Statistics began on January 22, 2014 at 7:00 a.m. (HST) when 911 trunks were Transferred and connected to the Intrado Viper System from the 9-1-1 backup system being utilized during the Intrado conversion from the CML/Plant system.

Note: There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

9-1-1 Call Volume (Molokai) – Calendar Year 2014
Source: Intrado Viper

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
February	182	37	20.33%	131	71.98%	55.73%	44.27%	3	1.65%	11	6.04%	0	0.00%	30	16.48%	0	0.00%

9-1-1 Call Volume (Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	187	67	35.83%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%
February	182	37	20.33%	131	71.98%	55.73%	44.27%	3	1.65%	11	6.04%	0	0.00%	30	16.48%	0	0.00%
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**369**	**104**	**0.00%**	**229**	**62.06%**	**55.41%**	**44.59%**	**3**	**0.81%**	**18**	**4.88%**	**0**	**0.00%**	**45**	**12.20%**	**0**	**0.00%**
MON AVG	**184.5**	**52**		**114.5**				**1.5**		**9**		**0**		**22.5**		**0**	

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 Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

9-1-1 Call Volume (Combined Maui & Molokai)– February 2014

9-1-1 Call Volume																	
Maui County		Wireline Calls		Wireless Calls				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned / Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Calls	% of Total Calls	Other	% of Total Calls
February	10,058	2,206	21.93%	6516	64.78%	67.96%	32.04%	43	0.43%	372	3.70%	0	0.00%	921	9.16%	0	0.00%

9-1-1 Call Volume (Combined Maui & Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Maui County		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	6,578.00	1,890.00	0.29	4,207.00	0.64	0.00	0.00	0.00	0.00	27.00	0.00	1.00	0.00	1,260.00	0.19		
February	10,058.00	2,206.00	0.22	6,516.00	0.65	0.68	0.32	43.00	0.00	372.00	0.04	0.00	0.00	921.00	0.09	0.00	0.00
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	**16,636.00**	**4,096.00**	**0.00**	**10,723.00**	**0.64**	**0.68**	**0.32**	**43.00**	**0.00**	**399.00**	**0.02**	**1.00**	**0.00**	**2,181.00**	**0.13**	**0.00**	**0.00**
MON AVG	**8,318.00**	**2,048.00**		**5,361.50**				**21.50**		**199.50**		**0.50**		**1,090.50**		**0.00**	

Note: The January Total Calls include both the Viper System and CML/Plant volumes combined. CML/Plant VOIP calls were included into the Wireline totals.

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

Wireless Test – February 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
None					

There were no scheduled wireless testing for Maui County in February 2014.

MSAG

Current Month – February 2014

2014		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					
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)	TN CR	ALI-DR	# of Transactions	TNs Affected
MAUI COUNTY	136	48	34	4	5	0	5	959	87	1	176	0	0	0

During the month of February 2014, 136 MSAG transactions were processed. Forty-eight (48) 9-1-1Net requests were processed relating to the Maui County MSAG database, with 959 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Eighty-seven (87) Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1Net for updates and corrections relating to the ESN 359/399 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user HawaiianTelcom customer before updating the ALI record.

There are no ALI DR records in Referred status as of February 28, 2014.

There are 176 TN CRs in Referred status as of February 28, 2014.

The TN CRs in "Referred" status are a direct result of the ESN 359/399 clean-up and are awaiting approval from Hawaiian Telcom, Inc (HTI) and/or customer to update ALI records. No explanation has been provided as to why these TN CRs have not been corrected for 9-1-1 purposes. Akimeka continues to monitor and track the progress of Referred TN CRs.

There are no Suspended Records as of February 28, 2014.

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG (continued)

Year-to-Date (YTD) –2014

MAUI COUNTY		9-1-1NET REQUESTS									In Referred Status as of Report		In Suspended Status as of Report Month End (d)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March														
February	136	48	34	4	5	0	5	959	87	1	176	0	0	0
January	83	65	44	2	13	6	0	743	16	2	147	0	0	0
TOTAL YTD	**219**	**113**	**78**	**6**	**18**	**6**	**5**	**1,702**	**103**	**3**				
AVG PER	**110**	**57**	**39**	**3**	**9**	**3**	**3**	**851**	**52**	**2**				

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.

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014

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 Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	02/26/14		Spatially corrected one (1) address point in Haiku, added common name for Keanae School and added POI address point for Keanae Park requested by Maui Dispatch.
	Maui/Lanai	02/14/14 - 02/18/14		Spatially corrected thirty-five (35) address points in Kihei.
	Maui/Lanai	2/18/2014 - 02/18/14		Spatially corrected one hundred seventy-one (171) address points and added two (2) address from the DSA Address layer in Lahaina.
	Maui/Lanai	02/18/14		Spatially corrected thirty-one (31) address points in Kula
	Maui/Lanai	02/03/14 - 02/12/14		Spatially corrected three hundred thirty-five (335) address points; Added one (1) address from the DSA Address layer in Kula
			02/12/14	
	Maui/Lanai	02/12/14		Spatially corrected forty-six (46) address points in Lahaina. Corrected the MSAG Community for one (1) address point in Paia.
	Maui/Lanai	02/05/14		Added twenty (20) new address points received from DSA for The Parkways at Maui Lani in Kahului.
	Maui/Lanai	02/04/14		Spatially corrected six (6) in Lahaina, one (1) in Kahului, and four (4) in Haiku. Added sixty (60) new addresses received from DSA.
	Molokai	02/04/14		Spatially corrected one (1) address point in Kaunakakai. Added one (1) new address received from DSA.

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Fire Beats				
Fire Districts				
Fire Response Areas				
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo Address Points)				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
WSP Cell Sectors				
	Maui/Lanai	02/25/14		Per AT&T CRS
			02/12/14	

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Schools				
Street Centerlines	Maui/Lanai	02/28/14		Corrected the range for Ahaaina Way, Kihei
	Maui/Lanai	02/27/14		Added the new segment of Lahaina Byp, Lahaina which also required splitting an existing street centerline segment.
	Maui/Lanai	02/26/14		Extended the range for Makena Rd, Wailea. Akimeka's MSAG Coordinator was notified of the change.
	Maui/Lanai	02/18/14		Modified thirteen (13) street centerline range segments, spatially corrected fifteen (15) street centerline segments, and partial spatial correction on three (3) street centerline segments in Lahaina. Spatially corrected one (1) segment and partial spatial correction on two (2) segments in Wailea. Spatially corrected two (2) segments Kula and one (1) in Kihei.
	Maui/Lanai	02/14/14		Modified fourteen (14) street centerline range segments, spatially corrected eighteen (18) street centerline segments, and partial spatial correction on thirteen (13) street centerline segments in Lahaina. Corrected one (1) parity and parity codes for Kilohana Dr, Wailea/Kihei. Spatially corrected eight (8) segments and partial spatial correction on six (6) segments in Wailea. Corrected the range for Polihua Pl, Lanai. Spatially corrected nine (9) segments and partial spatial correction on eight (8) segments in Kihei. Corrected the range for Puukolii Rd, Kaanapali. Akimeka's MSAG Coordinator was notified of range changes.
	Maui/Lanai	02/12/14		Spatially corrected ten (10) street centerline segments, partial spatial correction on nine (9) street centerline segments in Kula. Spatially corrected fourteen (14) street centerline segments, partial spatial correction on fifteen (15) street centerline segments, modified four (4) range segments and corrected the parity on one (1) segment in Lahaina.
			02/12/14	
	Maui/Lanai	02/11/14		Modified one (1) street centerline range segments, spatially corrected twenty-nine (29) street centerline segments, partial spatial correction on thirty-two (32) street centerline segments in Kula.
	Maui/Lanai	02/10/14		Modified twenty (20) street centerline range segments, spatially corrected twenty-three (23) street centerline segments, and partial spatial correction on twenty-two (22) street centerline segments in Kula.

Maui County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Street Centerlines	Maui/Lanai	02/07/14		Modified six (6) street centerline range segments, spatially corrected thirteen (13) street centerline segments, partial spatial correction on four (4) street centerline segments and added one (1) street centerline segment for Thompson Rd in Kula.
	Maui/Lanai	02/06/14		Modified four (4) street centerline range segments, spatially corrected eleven (11) street centerline segments, partial spatial correction on two (2) street centerline segments in Kula.
	Maui/Lanai	02/05/14		Extended the range for Kihau Pl, Haiku per new address added
	Maui/Lanai	02/04/14		Modified two (2) street centerline range segments in Kahului and three (3) in Kula. Partial spatial correction on one (1) street centerline segment in Kula.
	Maui/Lanai	02/03/14		Modified two (2) street centerline range segments, spatially corrected six (6) street centerline segments and partial spatial correction on thirteen (13) street centerline segments in Kula.
Trails				
WSP Cell Towers				
	Maui/Lanai	02/25/14		Per AT&T CRS
			02/12/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				

Maui County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				

Maui County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
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)				
United States National Grid (500K)				
Waste Water Plants				

Maui County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
SPECIAL REQUESTS				
Gate Codes				
	Maui/Lanai	02/11/14		Updated The Island and Bluffs gate code per SR 633
HCS Monsanto Fields				
Tow Jurisdictions				

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.

CAD/Mapping System GIS Upload Process
Current Month GIS Activities – February 2014

02/12/14 Akimeka performed Powermap update which included: Address Points, Gate Codes, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

02/26/14 Akimeka performed Power MAP update which included: Address Points, Gate Codes, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

02/27/14 Akimeka conducted an Intergraph CAD map push which included the following data: Address Points, Common name lookup table, Gate Codes, Street Centerlines, and WSP Cell Towers

- *Everytime 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
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Geographic Information System (GIS)

Next Generation 911 (NG9-1-1) GIS Requirements

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

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

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

During the month of February 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections

GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Address Points	New Addresses	84 Added	Addresses received from DSA and from the DSA Address layer
Address Points	Spatially Corrected	631 Corrected	Corrected location of address point, recalculated x/y
Street Centerlines	Range Segments Corrected	73 Corrected	Ranges modified according to address point locations
Street Centerlines	Added new segments	2 Added	New Business Park in Kahului
Street Centerlines	Parity	2 Corrected	
Street Centerlines	Spatially Corrected/Partial Spatial Correction	160/130 Corrected	

Maui County E9-1-1 Status Report
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Service Requests Transactions
Open Service Requests – February 2014

MAUI 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.*

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.*

Year-to-Date (YTD) Summary (Maui) – 2014

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	0	1	0	0	1	0	0	0	0	0	0
January	2	2	1	1	0	1	1	0	0	0	0
2013 Carryover	1		0	0	0	1	1	0	0	0	0
TOTAL	**3**	**3**	**1**	**1**	**1**	**2**	**2**	**0**	**0**	**0**	**0**

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

Maui County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Service Requests Transactions (continued)

Year-to-Date (YTD) Summary (Molokai)– 2014

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	1	1	0	0	0	1	1	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**1**	**1**	**0**	**0**	**0**	**1**	**1**	**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

Hawaii County 9-1-1 Status Report

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations

9-1-1 Call Volume Hawaii County PSAPs – February 2014

Source: Intrado Viper

9-1-1 Call Volume																	
HAWAI'I POLICE PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/ Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
February	17,275	4,716	27.30%	11,352	65.71%	46.41%	53.59%	22	0.13%	14	0.08%	0	0.00%	1171	6.78%	0	0.00%

911 Call Volume Hawaii County PSAPs – Calendar Year 2014

9-1-1 Call Volume																	
Hawaii County PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other Calls	% of Total Calls
January	20,517	5,680	27.68%	12,884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1,922	9.37%	0	0.00%
February	17,275	4,716	27.30%	11,352	65.71%	46.41%	53.59%	22	0.13%	14	0.08%	0	0.00%	1,171	6.78%	0	0.00%
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	37,792	10,396	27.49%	24,236	64.26%	47.28%	52.72%	31	0.09%	36	0.09%	0	0	3,093	8.07%	0	0
MON AVG	18,896	5,198		12,118				15.5		18		0		1,546.50		0	

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

Note: There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 9:01 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

9-1-1 Call Volume by Agency – February 2014
Source: **Intrado Viper**

	9-1-1 Call Volume by Agency									
	HPD					HFD				
2014	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/ Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/ Dropped Calls	Number of Other Calls
February	13,955	80.78%	0	1,163	0	2,149	12.44%	0	8	0

9-1-1 Call Volume by Agency – Calendar Year 2014

9-1-1 Call Volume by Agency								
	HPD				HFD			
2014	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	% of Total Calls
January	16,012	0	1,891	78.04%	2,583	0	31	12.59%
February	13,955	0	1,163	80.78%	2,149	0	8	12.44%
March								
April								
May								
June								
July								
August								
September								
October								
November								
December								
YTD	29,967	0	3,054	79.41%	4,732	0	39	12.51%
MON AVG	14,984	0	1,527		2,366	0	19.5	

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations (continued)

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 Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Wireless Test – February 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
None					

There was no scheduled Wireless Testing for Hawaii County in February 2014.

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG

Current Month – February 2014

2014		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					
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)	TN CR	ALI-DR	# of Transactions	TNs Affected
HAWAII	171	64	12	28	16	7	1	1,571	96	11	383	2	0	0

During the month of February 2014, one hundred seventy-one (171) MSAG transactions were processed in 9-1-1 Net. Sixty-four (64) requests were processed relating to the MSAG database, with 1,571 customer ANI/ALI (telephone/address) records updated as a direct result Akimeka's address research and GIS validation process Ninety-six (96) Telephone Number Change Requests (TN CR) transactions and eleven (11) ALI-DR transactions were also processed in 9-1-1Net for updates and corrections. The 96 TNCRs were submitted with MSAG valid address, as a result of the ESN 299 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 383 TN CRs in Referred Status as of February 28, 2014.

Fifty (50) 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.

The remaining 333 "Referred" records are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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.

There are two (2) ALI-DR in Referred status as of February 28, 2014.

One ALI DR in "Referred" status was submitted on November 21, 2013. The ALI DR was the result of a 9-1-1 call from a residence in Kealakekua. Hawaii County Fire submitted a request to Akimeka to update the customer street name from Mamalahoa Hwy to Hawaii Belt Rd. Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG (continued)

Current Month – February 2014

The other ALI DR in "Referred" status was submitted to Intrado on February 3, 2014. The ALI DR was the result of a 9-1-1 call from a residence in Hilo. Hawaii County Fire submitted a request to Akimeka to update the customer address currently displaying in Volcano, to their correct MSAG valid address in Hilo. Akimeka submitted the ALI DR to Intrado and the transaction is awaiting approval from the telco.

There are no Suspended records as of February 28, 2014

Year-to-Date (YTD) Summary – 2014

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					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March														
February	171	64	12	28	16	7	1	1,571	96	11	383	2	0	0
January	313	141	22	39	61	15	4	64	164	8	670	1	0	0
TOTAL YTD	**484**	**205**	**34**	**67**	**77**	**22**	**5**	**1,635**	**260**	**19**				
AVG PER MO	**242**	**103**	**17**	**34**	**39**	**11**	**3**	**818**	**130**	**10**				

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
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Mapping Layers Updated/Loaded Into GIS – February 2014

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points		**02/25/14**	
	02/24/14		Added seven (7) new addresses in Captain Cook.
			Added two (2) new addresses in Hakalau.
			Added one (1) new address in Hawi.
			Added one (1) new address in Honokaa.
			Added 22 new addresses in Kailua Kona.
			Added five (5) new addresses in Kamuela.
			Added ten (10) new addresses in Keaau.
			Added one (1) new address in Keauhou.
			Added 12 new addresses in Kurtistown.
			Added nine (9) new addresses in Mountain View.
			Added one (1) new address in Naalehu.
			Added 17 new addresses in Ocean View.
			Added one (1) new address in Ookala.
			Added three (3) new addresses in Paauilo.
			Added 16 new addresses in Pahoa.
			Added one (1) new address in Papaaloa.
			Added one (1) new address in Papaikou.
			Added 12 new addresses in Volcano.
			Completed monthly update on address points.
	02/04/14 - 02/24/14		Spatially corrected twelve (12) address points; Corrected routing id to two (2) addresses in Hilo.
		2/11/14	
	02/07/14		Spatially corrected one (1) address point in Keaau.
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)			
	02/07/14		Spatially corrected three (3) Points of Interests in Keaau.
Police Stations			

Hawai'i County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		**02/25/14**	
	02/14/14		Per VZW CRS
		02/11/14	
DISPATCH AND RESPONSE			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
MSAG Communities (aka Towns)			
Medic Response Areas			
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			
WSP Cell Sectors		**02/25/14**	
	02/14/14		Per VZW CRS
		02/11/14	

Hawai'i County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014(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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Street Centerlines		**2/25/14**	
	02/19/14 - 02/24/14		Flipped one (1) street segment; Assigned range to one (1) street; Spatially corrected two (2) streets; Corrected range to one (1) street in
	02/24/14		Completed monthly update on street centerlines.
	02/19/14		Corrected range to two (2) streets in Pahoa.
			Changed name to two (2) streets in Kailua Kona. Corrected range to two (2) streets in Kailua Kona.
			Flipped two (2) street segments in Kealakekua. Changed name to two (2) streets in Kealakekua. Corrected range to two (2) streets in Kealakekua.
	02/10/14 - 02/13/14		Spatially corrected five (5) streets;Corrected four (4) gap errors; Merged four (4) street segments and corrected two (2) Segment too Short errors in Kailua Kona.
	02/04/14 - 02/13/14		Spatially corrected six (6) streets; Corrected parity to two (2) streets; Corrected eighteen (18) gap errors; Spatially corrected two (2) street segments; Flipped one (1) street segment; Corrected two (2) direction errors; Merged 18 street segments and corrected nine (9) Segment too Short errors and Corrected range to eight (8) streets in Hilo.
	02/04/14 - 2/13/14		Corrected range to four (4) streets; Removed RD from StreetName field to segment; Corrected two (2) gap errors in Pahoa.
	02/13/14		Corrected range to two (2) streets in Volcano.
			Spatially corrected five (5) streets in Papaikou.
	02/12/14		Corrected 16 gap errors in Kurtistown.
	06/06/14 - 02/11/14		Flipped one (1) street segment; Corrected direction errors to four (4) streets; Flipped one (1) street segment in Hawi.
	02/11/14		Corrected three (3) direction errors and Flipped one (1) street segment in Keaau.
			Corrected two (2) direction errors;Flipped one (1) street segment and Corrected parity to one (1) street in Paauilo.
		02/11/14	
	02/04/14 - 02/10/14		Corrected two (2) gap errors; Corrected three (3) direction errors in and Spatially corrected one (1) street in Honokaa.
	02/10/14		Spatially corrected three (3) streets, Merged six (6) street segments and corrected three (3) Segment too Short errors in Kamuela.
			Merged two (2) street segments and corrected one (1) Segment too Short error in Kealakekua.
			Merged two (2) street segments and corrected one (1) Segment too Short error; Spatially corrected one (1) street in Paauhau.
			Merged two (2) street segments and corrected one (1) Segment too Short error in Waikoloa.

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014 (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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Street Centerlines	02/04/14 - 02/07/14		Flipped one (1) street segment; Corrected direction errors to two (2) streets and Corrected two (2) gap errors in Kapaau.
	02/07/14		Flipped one (1) street segment; .Corrected direction errors to three (3) streets in Naalehu.
			Flipped one (1) street segment and Corrected two (2) direction errors in Ookala.
	02/06/14		Corrected ESN Right attribute to street in Keaau/Kurtistown.
	02/05/14		Corrected two (2) gap errors in Laupahoehoe.
			Corrected two (2) gap errors in Ocean View.
	02/04/14		Spatially corrected two (2) streets in Captain Cook.
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

CAD/Mapping System GIS Upload Process
Current Month GIS Activities – February 2014

02/11/14 Akimeka performed Powermap Update which included: Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

02/25/14 Akimeka performed Powermap Update which included: Address Points, Points Of Interest, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

Everytime 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
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014 (continued)

Address Points and Street Centerlines Update Comparison

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers. In the month of May 2012, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **February 24, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		**0**
# of Street Segments Removed		**0**
# of New Addresses Added	**130**	
# of Addresses Removed	**0**	
# of Street Segment Range Changes		**5**
# of Street Segment Name Changes		**4**
# of Address Street Name Changes	**0**	
# of Address Street Number Changes	**0**	

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
February 1, 2014 – February 28, 2014

Geographic Information System (GIS)

Next Generation 911 (NG9-1-1) GIS Requirements

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

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

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

During the month of February 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections

GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	Gaps	48 corrected	Majority were in Hilo and Kurtistown
Street Centerlines	Range/Parity	22/3 corrected	Majority were in Hilo and Pahoa
Street Centerlines	Spatial Correction	27 corrected	Majority were in Hilo, Paauhau and Kailua Kona
Street Centerlines	Merged/Corrected Segment Too Short	34/17 corrected	Majority were in Hilo
Street Centerlines	Flipped/Corrected Direction	10/21 corrected	To ensure proper routing
Street Centerlines	Changed street name	4 modified	Two were in Kealakekua and two were in Kailua Kona
Address Points	New Address Points	131 added	Throughout County in 20 communities
Address Points	Routing ID	2 corrected	To ensure proper routing to address
Address Points	Spatially Corrected	7 corrected	Corrected location of Address Point, recalculated x/y

Points of Interest	Spatially Corrected	3 corrected	Corrected location of Point of Interest, recalculated x/y

Geographic Information System (GIS) (Continued)

Addition of New Emergency Service Number (ESN)

In order to accommodate the new Fire District 21 that had been created during the month of January 2014 per the request of the Hawaii Fire Department, during the month of February 2014, Akimeka began creation of a new ESN 239 in the GIS data based on this recent update.

1. Subsequent to the creation of the new Fire District in January 2014, during February 2014, Akimeka began creating the new ESN and plans to have this completed in March 2014.

    a. During this correction process in February 2014, Akimeka also updated the boundaries to ESN 234 and ESN 236.

    b. The process will also include corrections to the Street Centerlines, Address Points and the MSAG database including all affected TNs to ensure proper routing of emergency services.

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Service Requests Transactions

Open Service Requests – February 2014

#	Date	Ticket #	Description	Category	Urgency
1	6/3/2010	225	Calls coming in from Puako Beach Dr. are reported to have just 3 digit addresses, however, they should be having 6 digit addresses according to the addressing scheme for the Island of Hawaii.	MSAG	Normal
2	11/21/2013	621	Updated Address	MSAG	Normal
3	02/03/14	641	Updated Address	MSAG	Normal

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Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Service Requests Transactions (continued)

Year-to-Date (YTD) Summary – 2014

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	14	13	3	0	0	14	13	0	0	0	0
January	9	9	2	0	0	9	9	0	0	0	0
2013 Carryover	1	1	2	0	0	1	1	0	0	0	0
TOTAL	**24**	**23**	**7**	**0**	**0**	**24**	**23**	**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

Hawai'i County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

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

As part of Akimeka's value added services, Akimeka conducted a quarterly database synchronization audit for Hawai'i County in November 2013.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,420** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on February 28, 2014 for Hawai'i County are reported below.

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

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

Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2013		As of May 1, 2013		As of August 1, 2013		As of November 1, 2013		As of February 1, 2014	
		9-1-1 MSAG Dated 02-01-13		9-1-1 MSAG Dated 05-01-13		9-1-1 MSAG Dated 08-01-13		9-1-1 MSAG Dated 11-01-13		9-1-1 MSAG Dated 02-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,413		4,412		4,422		**4,426**		**4,420**	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	6	0.1%	4,375	99.0%
Net 9-1-1 MSAG Records Eligible for Comparison		**4,407**		**4,406**		**4,416**		**4,420**		**45**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**4,292**	**97.4%**	**4,334**	**98.4%**	**4,381**	**99.2%**	**4,375**	**99.0%**	**1**	**2.2%**
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	88	2.0%	59	1.3%	30	0.7%	40	0.9%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	27	0.6%	13	0.3%	5	0.1%	5	0.1%	51	113.3%
Total 9-1-1 MSAG Records No Match		**115**	**2.6%**	**72**	**1.6%**	**35**	**0.8%**	**45**	**1.0%**	**51**	**113.3%**

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

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 – 2014 (continued)

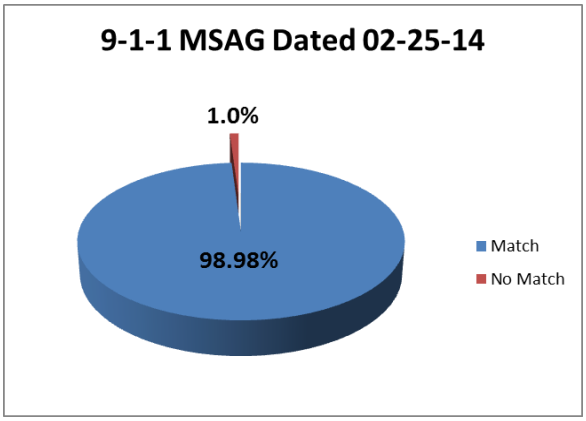
Notes:

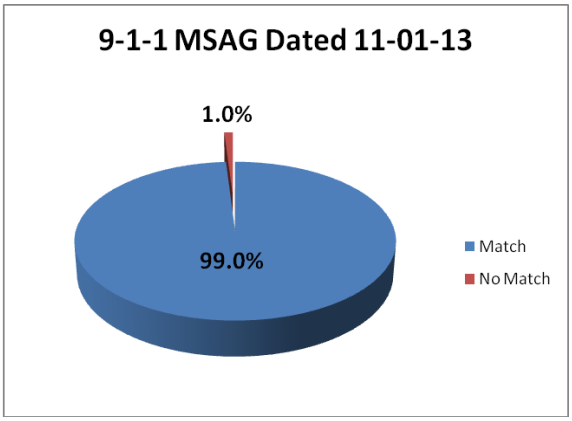
(1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

(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 – February 1, 2014 vs. November 1, 2013 MSAG





Hawai`i County's level of accuracy or 9-1-1 Match percentage was 98.98% as of February 25, 2014 as compared to 99.0% as of November 1, 2013

- There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai`i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- "MSAG - GIS Minor Corrections" increased from 60 to 89 from November 2013 to February 2014 respectively. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. The non-match condition was the result in which MSAG records submitted in 9-1-1Net were not completed prior to the running of the comparison. Akimeka section will monitor these records to ensure they are processed in 9-1-1Net prior to the May 2014 re-analysis.

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 – February 1, 2014 vs. November 1, 2013 MSAG (continued)

- "GIS Record With No Matching MSAG Record" decreased from 88 to 56 from November 2013 to February 2014 respectively. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the remaining 56 records may also be a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the running of the comparison. Akimeka section will monitor these records to ensure they are processed in 9-1-1Net prior to the May 2014 re-analysis.
- "GIS Record With No MSAG Record" decreased by 85% (35 to 5) from November 2013 to February 2014 respectively. A combination of corrections within the MSAG database has been processed in order to meet NG9-1-1 requirements, resulting in decrease of missing MSAG records.
- Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "touched".

Invalid MSAG Streets and Address Ranges – ESN x99 Records

At the request of the County of Hawai'i Chief of Police, Hawaiian Telcom, Inc. (HTI) provided Hawai'i County and Akimeka, as the PSAP's agent, with access and visibility to the ESN x99 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

HAWAII	Invalid MSAG Records		
	# of Records (Baseline Starting Point)	9-1-1 MSAG Dated 02-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 299	2,150	1450	24.7%

These invalid MSAG records represent **24.7%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.

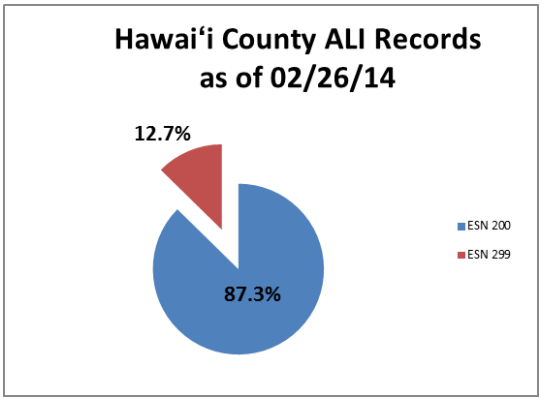
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

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) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of February 26, 2014, **11,229** ESN 299 records, representing **12.7%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.



The total number of ALI records decreased by .3% (89,038 to 88,766) while the number of ESN 299 records decreased from 11,758 to 11,229 (4.5%) from November 2013 to February 2014 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 299 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 299 MSAG records to a valid Hawai'i County ESN and valid MSAG address.

Kauai County 9-1-1 Status Report

February 1, 2014 – February 28, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

PSAP Operations
9-1-1 Call Volume – February 2014

Source: Intrado Viper

9-1-1 Call Volume																	
KAUA'I PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned/ Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
February	4,091	806	19.70%	2,703	66.07%	50.06%	49.94%	6	0.15%	28	0.68%	0	0.00%	548	13.40%	0	0.00%

9-1-1 Call Volume – Calendar Year 2014

9-1-1 Call Volume																	
KAUA'I PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Wireless WPH2 Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	5,059	1,034	20.44%	3,107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881	17.41%	0	0.00%
February	4,091	806	19.70%	2,703	66.07%	50.06%	49.94%	6	0.15%	28	0.68%	0	0.00%	548	13.40%	0	0.00%
March																	
April																	
May																	
June																	
July																	
August																	
September																	
October																	
November																	
December																	
YTD	9,150	1,840	**20.11%**	5,810	**63.74%**			13	**0.14%**	58		0	**0.00%**	1,429	**15.62%**	0	**0.00%**
MON AVG	**4,575**	**920**	**20.07%**	**2,905**	**63.74%**	**50.86%**	**49.14%**	**7**	**0.14%**	**29**	**0.64%**	**0**	**0.00%**	**715**	**15.40%**	**0**	**0.00%**

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 Intrado Viper reports provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

Kauai County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Wireless Test – February 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By	Test Pass/Fail
None					

There were no scheduled wireless testing for Maui County in February 2014.

MSAG

Current Month – February 2014

2014		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					
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)	TN CR	ALI-DR	# of Transactions	TNs Affected
KAUAI	38	9	7	2	0	0	0	443	27	2	155	0	0	0

During the month of February 2014 thirty-eight (38) MSAG transactions were processed during the month of February 2014. Nine (9) 9-1-1Net requests were processed relating to the MSAG database, with 443 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process . Twenty-seven (27) Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 155 TN CRs in Referred status as of February 28, 2014.

155 TN CRs that remain in "Referred" status are a direct result of the ESN 499 clean-up and are awaiting approval from end user Hawaiian Telcom 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

There are no ALI-DRs in Referred status as of February 28, 2014.

There are no records in Suspended status as of February 28, 2014.

Kauai County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

MSAG (continued)

Year-to-Date (YTD) Summary – 2014

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					
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR)	ALI Discrepancy (ALI-DR) Submitted (b)	TN CR	ALI-DR	# of Transactions	TNs Affected
December														
November														
October														
September														
August														
July														
June														
May														
April														
March														
February	38	9	7	2	0	0	0	443	27	2	155	0	0	0
January	46	15	3	2	5	2	3	42	31	0	139	0	0	0
TOTAL YTD	**84**	**24**	**10**	**4**	**5**	**2**	**3**	**485**	**58**	**2**				
AVG PER MO	**42**	**12**	**5**	**2**	**3**	**1**	**2**	**243**	**29**	**1**				

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
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		**02/13/14**	
	02/05/14		Corrected routing id to 35 addresses in Pakala.
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			

Kauai County E9-1-1 Status Report
February 1, 2014 – February 28, 2014

Mapping Layers Updated/Loaded Into GIS – February 2014

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 Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
Milepost Markers			
Points of Interest			
	02/26/14		Performed review of Name Field and to be compliant with NENA standards removed special characters from 152 records.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines			
	02/14/14		Split two (2) streets (Kukui St and Olohena St) in Kapaa.
			Reviewed fire beat attributes and updated where needed.
			Added street segment; Corrected range to one (1) street segment in Kaumakani.
		02/13/14	
	02/12/14		Corrected range to two (2) streets; Flipped two (2) street segments; Corrected parity to two (2) street segments in Mana.
	02/05/14		Corrected parity to six (6) streets in Numila.
Trails			
WSP Cell Sectors		**02/13/14**	
	02/11/14		Per AT&T CRS
		01/23/14	
	01/16/14		Per AT&T CRS
		01/09/14	
WSP Cell Towers (Points)			
		02/13/14	
	02/11/14		Per AT&T CRS
		01/23/14	
	01/16/14		Per AT&T CRS
		01/09/14	

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Mapping Layers Updated/Loaded Into GIS – February 2014

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
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			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			

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Mapping Layers Updated/Loaded Into GIS – February 2014

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KAUAI			
Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			

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Mapping Layers Updated/Loaded Into GIS – February 2014

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 Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid (50K)			
Waste Water Plants			
SPECIAL REQUESTS			
KCC Building Outline			
KCC Callboxes			

Kauai County E9-1-1 Status Report
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Mapping Layers Updated/Loaded Into GIS – February 2014

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

CAD/Mapping System GIS Upload Process
Current Month GIS Activities – February 2014

02/12/14	Akimeka prepared Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for Powermap update.
02/13/14	Akimeka prepared and copied the following data onto Kauai's GeoComm computer: Address Points, Street Centerlines, Geofile for Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
02/24/14	Akimeka attended meeting to provide dispatcher training on Address Validation, PowerMap, Call Taking, Wireless Handling.
02/27/14	Akimeka prepared the following data for a GeoComm upload: Address Points, Street Centerlines, Geofile for Street Centerlines and Points of Interest, Points of interest, WSP Cell Sectors and WSP Cell Towers. The GeoComm computer is disconnected so an upload was not conducted.

Everytime 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
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Service Requests Transactions

Open Service Requests – February 2014

#	Date	Ticket #	Description	Category	Urgency
1	02/03/14	638	808 826 6219 question why does it show up as 404 Unknown ESN?	MSAG	LOW

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

Year-to-Date (YTD) Summary – 2014

KAUAI				SERVICE REQUEST CATEGORIES							
2014	TOTAL			911 Map		MSAG		Request Training		Suggestions	
	Created	Closed	Open	Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August											
July											
June											
May											
April											
March											
February	3	2	1	0	0	3	2	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**3**	**2**	**1**	**0**	**0**	**3**	**2**	**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