STATE OF HAWAI‘I
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Communications, Technical and Finance Meeting
Tuesday, May 6, 2014
Kalanikoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12 noon

Agenda

I. Call to Order, Public Notice, Quorum
II. Public testimony on all agenda items
III. Introductions
IV. Review and Approval of Last Month’s 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. Request for Approval:
      1. NENA Conference – June 2014, Nashville, TN.
         a. Executive Director - $2,500 (includes NASNA)
         b. MPD-Molokai 1; Maui 1; total $7,400.

If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919 (voice/tty) or email at ctagupa@keakitech.com.
2. APCO/NENA Conference - August 2014, New Orleans
   a. HPD - 3 individuals (1 PSAP rep. from APCO/NENA Chapter) - $10,500.
   b. KPD – 1; $3,700.
3. KPD request attendance: one individual from Dispatch operations for Joint Committee meetings each month - $260/month.
4. ESD – Microwave antenna lease (6 months) - $3,770.

vi. Recurring PSAP Maintenance Discussion
   1. All PSAPs to take steps for counties to absorb recurring maintenance costs in respective operational budget including:
      a. HT Trunk charges
      b. CAD Maintenance
      c. Others

vii. 2014 June NENA Conference Presentation Abstract – Sonny Bhagowalia

viii. Others

C. Finance Committee – Kiman Wong
   i. Review of FY 2014 Cash Flow & Budget Financial report
   ii. Request for Funding Approval:
      1. NENA Conference – June 2014, Nashville, TN.
         a. Executive Director - $2,500 (includes NASNA)
         b. MPD - Molokai 1; Maui 1; total $7,400.
      2. APCO/NENA Conference - August 2014, New Orleans
         a. HPD-3 individuals (1 PSAP rep. from APCO/NENA Chapter) - $10,500.
         b. KPD – 1; $3,700.
      3. KPD request attendance: one individual from Dispatch operations for Joint Committee meetings each month - $260/month.
4. ESD – Microwave Antenna Lease (6 months) - $3,770.

iii. Open Data Visualization of E911 (Preliminary Draft)
iv. FY 2015-19 Strategic Budget Planning
v. 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
d. Others

VIII. Announcements
a. Next meeting date: Tuesday, June 10, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon (joint meeting with the Board)
   i. Future meeting dates (10am – 12noon).
      1. Tuesday, July 8, 2014
      2. Tuesday, August 12, 2014
      3. Tuesday, September 9, 2014
      4. Tuesday, October 7, 2014
      5. Thursday, November 13, 2014 (Joint meeting with Board)
      6. 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
I. Call to Order, Public Notice, Quorum
   a. The meeting was called to order at 10:04 am.
II. Public testimony on all agenda items
   a. The Board Chair 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 March 2014. The motion was seconded by Paul Ferreira and approved unanimously by voice vote.

V. Items for Discussion, Consideration, and Action
   a. Communications Committee – Steven Schutte
      i. 2014 Legislative Investigative Committee Update.
         1. The Executive Director thanked the counties, Paul Ferreira for his leadership, Dave Kajihiro, Randal Macadangdang, and Sean Naito for their presence and their representation on behalf of the Board.
         2. The bill went down to the wire, when the speaker closed the session; signatures were all that remained to pass the bill.
         3. Senator Baker and Espero were the key legislators behind the bill and were asked for their continued support. Going forward, we need to continue the legislative committee efforts and use the down time for educational purposes.
      ii. APCO/NENA Joint Pacific Chapter – Ride the 9-1-1 Wave into the 21st Century Forum
         1. The Chapter indicated the conference went well and was a great success. The panel discussions and topics were well received and provided the attendees with a lot of information.
2. The Chapter thanked the 9-1-1 Board for their support; Thera Bradshaw for her leadership, expertise and guidance.
3. Thera Bradshaw thanked the Chapter, the 9-1-1 Board for their continued support and the sponsors present.

b. Technical Committee – Victor Ramos
   i. Investigative Regulatory Committee update
      1. Marshall Kanehailua stated that a meeting with Stella will be scheduled with Stella Kam on the next steps for Committee.
   ii. Investigative Committee on NG911 update
      1. Nothing to report.
   iii. FCC updates – Thera Bradshaw
      1. The FCC hosting workshop on June 2, 2014 on network reliability. The FCC is focused on three specific areas: critical 9-1-1 circuit diversity; back up power for central offices that directly serve the public safety answering points and diverse network routing.
      2. Comments on Text to 9-1-1 rule making due; Board submitted comments previously; additional comments will be submitted by NASNA.
      3. FCC hosted a meeting on April 17 & 18, 2014 on public safety imperatives in an IP network, cyber security and disaster preparedness.
   iv. Hawaiian Telcom Format 6 – International Calls
      1. Nothing to report.
   vi. Request for Approval:
      1. NENA Conference – June 2014, Nashville, TN.
         i. Executive Director - $2,500 (includes NASNA)
         ii. MPD – Molokai 1 each; total $7,400.
1. Tony Ramirez suggested the Board include a general invitation to the other PSAPs and Board members that may be interested in attending the conference.

2. Steven Schutte motioned to approve the funding for the conference. The motion was seconded by Tony Ramirez and approved unanimously by voice vote.

2. APCO Conference – August 2014, New Orleans, LA.
   i. HPD 3 individuals (1 PSAP representative from the APCO/NENA Chapter); $10,500.
   ii. KPD – 1 individual; $3,700

1. Discussion on increasing the attendees for KPD and HPD and adding Maui, the Big Island and Oahu DIT.

2. The Executive Director recommended that the increase and additions that were not on the agenda be added to the June agenda and the Board can offer its support so that travel arrangements could be made.

3. Steven Schutte motioned to approve the funding for 3 individuals from HPD and 1 individual from KPD to attend the conference. The motion was seconded by Clayton Tom and approved unanimously by voice vote.

3. KPD request attendance: 1 individual from Dispatch Operations for Joint Committee meetings each month - $260/month.
   i. The Executive Director recommended that the request be approved as operations personnel
add value to the committee meetings especially on the Technical Committee.

ii. Rob Gausepohl to submit the name of the individual to Victor Ramos for consideration and appointment. No other action required.

4. ESD – Microwave antenna lease (6 months) - $3,770. increase.
   i. No action required; item previously approved on the existing budget.

vi. Recurring PSAP Maintenance Discussion.
   1. All PSAPs to take steps for counties to absorb recurring maintenance costs in respective operational budget including:
      i. HT Trunk charges.
      ii. CAD Maintenance.
      iii. Others
   2. Discussion on transitioning the recurring maintenance charges back to the counties budget. This item came up in a discussion at a recent statewide meeting of police officers where it was suggested that these items be part of the county’s general fund.
   3. The intent of the legislation was not to fund operational costs, however all the counties have already prepared their FY2015 budgets. The Board is looking at the FY2016 budget to begin cutting some of the costs.
   3. Mark Begley asked that the Committees prioritize the recurring charges and to consider what would happen if the counties are unable to fund the HT charges and what impact it would have on 9-1-1 service.


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1. Synergy Opportunity between Next Generation 9-1-1 and FirstNet abstract accepted by NENA; handouts provided to attendees; presented for the Board consideration.

2. Hawaii is an isolated State; citizens require public safety network that provides mission critical services; need for NG9-1-1, FirstNet and Hawaii Broadband Initiative to be connected under a unified state plan.

3. Connectivity between Hawaii and the mainland is challenging; need for redundancy, back up and improved coverage in rural areas; FirstNet will ensure the building, deployment and operation of a nationwide public safety broadband network; $7 billion dollars in funding; Hawaii has a chance to receive up to $35 million dollars and currently has $1 million dollars in grants.

4. Governor to request funding from the federal government; need to ensure adequate funding and resources through Synergy efforts; improve technology infrastructure reliability and security; analyze, prioritize and ensure equitable access for all islands.

5. Member of the public complimented Sonny Bhagowalia for his work and inquired if Wi-Fi will be available in Hawaii as it is in the City of New York. Sonny Bhagowalia responded that Wi-Fi is limited to one or two areas, one of which is the Kalanimoku Building.

6. Victoria Garcia commented that Hawaii has not received any money yet and funding will not be available until the auction is complete; General Wong is the point of contact for Hawaii; OMIT will be doing outreach and education in the future and will be reaching out to all the stakeholders for participation.
7. Steven Schutte motioned to forward this item on to the Board for information or approval. The motion was seconded by Clayton Tom and unanimously approved by voice vote.

viii. Others – None

C. Finance Committee – Kiman Wong
      1. Receipts - $770,430
      2. Disbursements - $517,689
      3. Balance - $12,167,287
      4. Unencumbered Balance - $10,925,545
   ii. Request for Funding Approval;
      1. NENA Conference – June 2014, Nashville, TN.
         i. Executive Director - $2,500 (includes NASNA)
         ii. MPD – Molokai 1 each; total $7,400
            Paul Ferreira motioned to approve the funding for the conference. The motion was seconded by Randal Macadangdang and approved unanimously by voice vote.
      2. APCO Conference – August 2014, New Orleans, LA.
         i. HPD – 3 individuals (1 PSAP representative from the APCO/NENA Chapter) - $10,500
         ii. KPD – 1; $3,700.
            Paul Ferreira motioned to approve the funding for the conference to include a recommendation to amend Thursday’s agenda for pre-approval from the Board to allow other PSAPs to send representatives to the conference with a dollar amount to be determined. The motion was seconded by Randal Macadangdang and approved unanimously by voice vote.
3. KPD request attendance: one individual from Dispatch Operations for Joint Committee meetings each month - $260/month.
   i. No action required.
4. ESD – Microwave antenna lease (6 months) - $3,770
   i. No action required.
iii. Open Data Visualization of E911 (Preliminary Draft)
   1. The website is means of offering transparency in government. The information for the website has been provided to Sonny Bhagowalia; the figures/numbers need to be verified.
   2. The website is operational; however with the installation of the new CIO, some of the projects have been delayed.
iv. FY 2015-19 Strategic Budget Planning
   1. The Strategic Budget Planning meeting will commence after the Committee meeting.
v. Others – None.

VI. PSAP Status Updates
a. Kauai – Rob Gausepohl
   i. Tritech implementation ongoing.
b. Oahu – Aaron Correia
   i. CAD upgrade ongoing; latest version due out today with the address verification fix; go live slated for prior to the end of the year.
c. Molokai – Victor Ramos
   i. Nothing to report.
d. Maui – Victor Ramos
   i. Nothing to report.
e. Hawaii – Marshall Kanehailua
   i. RFP out with a deadline of May 14, 2014.
VII. Items for Discussion, Consideration and Action
   a. 911 Timeline update
      i. A reminder to continue to submit the updates.
   b. Others – None.

VIII. Announcements
   a. Next meeting date: Tuesday, June 10, 2014, Kalanimoku Bldg., Room 322B, 10am – 12noon (Joint meeting with Board).
      i. Future meeting dates (10am – 12noon).
         1. July 8, 2014
         2. August 12, 2014
         3. September, 9, 2014
         4. October 7, 2014
         5. Thursday, November 13, 2014 (Joint meeting with Board)
         6. December 9, 2014
   b. Others – None.

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 11:34 am.

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### Enhanced 911 Fund

#### Budget Analysis

<table>
<thead>
<tr>
<th>FY 2013-14</th>
<th>Actuals</th>
<th>Annual Budget</th>
<th>% of Budget Expended</th>
<th>Forecast</th>
<th>Better/(Worse) than Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>April</td>
<td>Fiscal YTD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Receipts:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Enhanced 911 Surcharge Collection</td>
<td>770,168</td>
<td>7,570,641</td>
<td>9,050,000</td>
<td>83.7%</td>
<td>9,050,000</td>
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<tr>
<td>Interest Income</td>
<td>262</td>
<td>2,128</td>
<td>2,000</td>
<td>106.4%</td>
<td>3,500</td>
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<td><strong>Receipts</strong></td>
<td>770,430</td>
<td>7,572,769</td>
<td>9,052,000</td>
<td>83.7%</td>
<td>9,053,500</td>
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<tr>
<td><strong>Disbursements:</strong></td>
<td></td>
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<td></td>
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<tr>
<td>Conference Travel</td>
<td>(55,351)</td>
<td>(68,829)</td>
<td>(157,332)</td>
<td>43.7%</td>
<td>(132,313)</td>
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<td>Non-Recurring Expenses</td>
<td>(80,730)</td>
<td>(169,044)</td>
<td>(2,066,254)</td>
<td>8.2%</td>
<td>(1,807,934)</td>
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<td>Recurring Expenses</td>
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<td></td>
<td></td>
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<tr>
<td>Administration</td>
<td>(29,828)</td>
<td>(737,967)</td>
<td>(1,240,904)</td>
<td>59.5%</td>
<td>(1,083,516)</td>
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<td>Maintenance</td>
<td>(292,435)</td>
<td>(1,667,357)</td>
<td>(3,278,600)</td>
<td>50.9%</td>
<td>(2,537,458)</td>
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<tr>
<td>Telecommunications</td>
<td>(59,344)</td>
<td>(1,284,079)</td>
<td>(1,928,666)</td>
<td>66.6%</td>
<td>(1,822,563)</td>
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<tr>
<td>Other</td>
<td>-</td>
<td>(7,600)</td>
<td>0.0%</td>
<td></td>
<td>(7,600)</td>
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<tr>
<td><strong>Disbursements</strong></td>
<td>(517,689)</td>
<td>(3,927,275)</td>
<td>(8,679,356)</td>
<td>45.2%</td>
<td>(7,391,385)</td>
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<td><strong>Net Receipts/(Disbursements)</strong></td>
<td>252,742</td>
<td>3,645,493</td>
<td>372,644</td>
<td>1,662,115</td>
<td>1,289,471</td>
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</table>

#### Cash Flow Analysis

| Net Receipts/(Disbursements) | $ 252,742 | $ 3,645,493 |

<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>FY 2011 (Kauai)</td>
<td>(133,218)</td>
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<tr>
<td>FY 2012 (HFD/EDS/HPD)</td>
<td>(287,471)</td>
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<td>FY 2013</td>
<td>(405,266)</td>
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<td>Net Encumbrance Add/(Paydown)</td>
<td>(825,955)</td>
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<td><strong>Net Cash Inflow/(Outflow)</strong></td>
<td>252,742</td>
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<table>
<thead>
<tr>
<th>Bank Balance Analysis:</th>
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<tr>
<td>ADD: July 1, 2013 Beginning Balance</td>
<td>9,347,748</td>
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<tr>
<td>Net Bank Balance</td>
<td>12,167,287</td>
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<tr>
<td>Outstanding Encumb/Accruals</td>
<td>(1,241,742)</td>
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<tr>
<td>Unencumbered Cash Balance</td>
<td>$ 10,925,545</td>
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# HAWAII ENHANCED 911 BOARD
## STATEMENT OF CASH FLOWS
### For month ending April 30, 2014

<table>
<thead>
<tr>
<th>MONTH OF APRIL 2014</th>
<th>Hawai(i) PSAP</th>
<th>Maui PSAP</th>
<th>Oahu PSAP</th>
<th>ADMIN</th>
<th>TOTAL</th>
</tr>
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<tbody>
<tr>
<td><strong>Total RECEIPTS</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>770,430</td>
<td>770,430</td>
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<td><strong>DISBURSEMENTS</strong></td>
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<tr>
<td>6200 CONFERENCES</td>
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<tr>
<td>6201 911 Goes to WashDC</td>
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<td>-</td>
<td>13,891</td>
<td>8,221</td>
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<td>6204 APCO Conference</td>
<td>-</td>
<td>-</td>
<td>5,443</td>
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<tr>
<td>6214 Nena Conference</td>
<td>-</td>
<td>-</td>
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<td>6226 Ride the 911 Wave Forum</td>
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<td>-</td>
<td>-</td>
<td>27,797</td>
<td>27,797</td>
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<tr>
<td><strong>Total 6200 CONFERENCES</strong></td>
<td>-</td>
<td>-</td>
<td>19,333</td>
<td>36,018</td>
<td>55,351</td>
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<td>6300 Non-RECURRING</td>
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<tr>
<td>6301 CAD Replac/Upgrade</td>
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<tr>
<td>6301.01 EMS</td>
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<td>-</td>
<td>48,688</td>
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<td><strong>Total 6301 CAD Replac/Upgrade</strong></td>
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<td>48,688</td>
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<td>6306 Training</td>
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<tr>
<td>6306.12 TriTechCADsystAdm</td>
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<td>6306.12.01 TriTechCADsystAdm</td>
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<td>27,233</td>
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<td><strong>Total 6306.12 TriTechCADsystAdm</strong></td>
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<td>27,233</td>
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<td>6306.13 OT Viper Training</td>
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<td>4,809</td>
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<td>6400 RECURRING EXPENSES</td>
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<td>6401 ADMINISTRATION</td>
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<tr>
<td>6401.01 Exec Dir. Services</td>
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<td>28,438</td>
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<td>6401.08 Board Member Travel</td>
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<td>1,090</td>
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<td>6401.13 Parking Permits</td>
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<td>-</td>
<td>-</td>
<td>300</td>
<td>300</td>
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<td><strong>Total 6401 ADMINISTRATION</strong></td>
<td>-</td>
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<td>29,828</td>
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<tr>
<td>6402 MAINTENANCE</td>
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<tr>
<td>6402.05 Logging RecordMaint</td>
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<td>-</td>
<td>60,775</td>
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<tr>
<td>6402.07 0011 9-1-1MSAG Maint.</td>
<td>25,637</td>
<td>-</td>
<td>45,145</td>
<td>-</td>
<td>70,782</td>
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<tr>
<td>6402.08 CAD Maintenance</td>
<td>-</td>
<td>160,878</td>
<td>-</td>
<td>-</td>
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<td>160,878</td>
<td>105,920</td>
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<tr>
<td>6403 Other RECURRING</td>
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<tr>
<td>6403.01 Telcom Charges</td>
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<td>6403.0102 Long Distance</td>
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<td>29</td>
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<td>6403.0109 Telcom Trunk</td>
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<td>23,208</td>
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<td>48,737</td>
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<td>6403.0110 Ocean Safety</td>
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<td>6403.0110.01 CML</td>
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<td>-</td>
<td>1,663</td>
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<td><strong>Total 6403.0110 Ocean Safety</strong></td>
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<td>-</td>
<td>1,663</td>
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<td>1,663</td>
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<tr>
<td>6403.0112 HPD CML Viper</td>
<td>-</td>
<td>-</td>
<td>8,888</td>
<td>-</td>
<td>8,888</td>
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<td><strong>Total 6403.01 Telcom Charges</strong></td>
<td>25,557</td>
<td>23,236</td>
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<td>184,114</td>
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<td>51,194</td>
<td>184,114</td>
<td>216,534</td>
<td>65,846</td>
<td>517,689</td>
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## FY2014 Forecast Variance Report

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<tr>
<th>Better/(Worse) Amount</th>
<th>Expense Category</th>
<th>Expense Description</th>
<th>Variance Explanation</th>
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<td>387,888</td>
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<td>119,491</td>
<td>NonRec NonRecurr</td>
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<td>127,500</td>
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<td>Comm. ADC - Kauai</td>
<td>Delay in implementation</td>
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<td>Comm. Viper</td>
<td>Reserve for HT Viper expenses</td>
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<p>| Total Variance       | 1,287,949        |                                                |                                                            |</p>
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<th>Hawaïi PSAP</th>
<th>Kauai PSAP</th>
<th>Maui PSAP</th>
<th>Oahu PSAP</th>
<th>ADMIN</th>
<th>TOTAL</th>
<th>Annual Budget</th>
<th>$ Over/(Under) Budget</th>
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## FY-TO-DATE APRIL 2014 (10 MOS.)

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<td>1,284,079</td>
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### Summary of Encumbrances/Accruals:

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<th>Hawaii</th>
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# Hawaii Enhanced 911 Board

## Statement of Cash Flows

For month ending April 30, 2014

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<th>Maui PSAP</th>
<th>Kauai PSAP</th>
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## Statement of Cash Flows

**HAWAII ENHANCED 911 BOARD**

**Statement of Cash Flows**

For month ending April 30, 2014

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## HAWAII ENHANCED 911 BOARD
### STATEMENT OF CASH FLOWS
For month ending April 30, 2014

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<td>Total 6306.12 TriTechCADSystAdm</td>
<td>27,233</td>
<td>27,000</td>
<td>233</td>
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<td>6306.13 Viper Training</td>
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<td>447,925</td>
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<tr>
<td>6400 RECURRING EXPENSES</td>
<td></td>
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<tr>
<td>6402 MAINTENANCE</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6402.01 Imagery Lic Agree</td>
<td>217,176</td>
<td>300,000</td>
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<tr>
<td>6402.05 Logging RecordMaint</td>
<td>60,775</td>
<td>60,775</td>
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<tr>
<td>6402.07 0011 9-1-1MSG Maint.</td>
<td>406,307</td>
<td>541,742</td>
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<tr>
<td>6402.08 CAD Maintenance</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>6402.09 CAD System Maint</td>
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<tr>
<td>6402.1003 Honolulu Police Dept</td>
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<td>Total 6402.09 CAD System Maint</td>
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<td>6402.13 Software Maintenance</td>
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<tr>
<td>6402.13.02 Integraph DB S/W Maint</td>
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<td>Total 6402.13 Software Maintenance</td>
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<td>6403 Other RECURRING</td>
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<tr>
<td>6403.01 Telcom Charges</td>
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<td></td>
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<tr>
<td>6403.01.01 Alt. PSAP 9-1-1 Del</td>
<td>-</td>
<td></td>
<td></td>
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<tr>
<td>6403.01.02 Long Distance</td>
<td>-</td>
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<tr>
<td>6403.01.03 Mileage</td>
<td>8,540</td>
<td>11,400</td>
<td>(2,860)</td>
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<tr>
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<td>710,161</td>
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<td>(236,723)</td>
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<tr>
<td>6403.01.10 Ocean Safety</td>
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<td></td>
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<tr>
<td>6403.01.10.01 CML</td>
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<td>20,000</td>
<td>(5,036)</td>
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<tr>
<td>6403.01.10.02 Cenjtrex</td>
<td>3,248</td>
<td>4,730</td>
<td>(1,482)</td>
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<td>6403.01.10.03 Mileage</td>
<td>606</td>
<td>811</td>
<td>(205)</td>
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<td>Total 6403.01.10 Ocean Safety</td>
<td>18,820</td>
<td>25,541</td>
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<td>6403.01.12 HPD CML Viper</td>
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<td>132,265</td>
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<td>Total 6403.01 Telcom Charges</td>
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<td>1,116,110</td>
<td>(313,239)</td>
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<tr>
<td>6403.02 EMS Tower Lease</td>
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<td>7,600</td>
<td>(7,600)</td>
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<td>Total 6403 Other RECURRING</td>
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<tr>
<td>Total 6400 RECURRING EXPENSES</td>
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<td>2,476,227</td>
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<tr>
<td>Total DISBURSEMENTS</td>
<td>1,837,887</td>
<td>2,966,632</td>
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## FY-TO-DATE APRIL 2014 (10 MOS.)

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<tr>
<th>DISBURSEMENTS:</th>
<th>10 mos.</th>
<th>Annual Budget</th>
<th>$ Over/(Under) Budget</th>
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<tbody>
<tr>
<td>6200 CONFERENCES</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6201 911 Goes to WashDC</td>
<td>8,221</td>
<td>14,000</td>
<td>(5,779)</td>
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<tr>
<td>6204 APCO Conference</td>
<td>3,840</td>
<td>(3,840)</td>
<td></td>
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<tr>
<td>6212 NASNA Conference</td>
<td>2,810</td>
<td>2,810</td>
<td>-</td>
</tr>
<tr>
<td>6213 Navigator</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>6214 Nena Conference</td>
<td>(3,500)</td>
<td>3,500</td>
<td>(7,000)</td>
</tr>
<tr>
<td>6225 VIPER CUTOver</td>
<td>-</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td>6226 Ride the 911 Wave Forum</td>
<td>27,797</td>
<td>47,300</td>
<td>(19,503)</td>
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<tr>
<td>6200 CONFERENCES - Other</td>
<td>-</td>
<td>10,024</td>
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<tr>
<td><strong>Total 6200 CONFERENCES</strong></td>
<td>35,328</td>
<td>81,474</td>
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</table>

<table>
<thead>
<tr>
<th>6400 RECURRING EXPENSES</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>6401 ADMINISTRATION</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6401.01 Exec Dir. Services</td>
<td>284,375</td>
<td>341,250</td>
<td>(56,875)</td>
</tr>
<tr>
<td>6401.02 ElectronSignatur</td>
<td>-</td>
<td>189</td>
<td>(189)</td>
</tr>
<tr>
<td>6401.05 Audit Expense</td>
<td>10,000</td>
<td>11,500</td>
<td>(1,500)</td>
</tr>
<tr>
<td>6401.06 Bank Charge</td>
<td>107</td>
<td>108</td>
<td>(1)</td>
</tr>
<tr>
<td>6401.08 Board Member Travel</td>
<td>23,373</td>
<td>28,988</td>
<td>(5,615)</td>
</tr>
<tr>
<td>6401.09 DB&amp;F Assessments</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6401.0101 DB&amp;F Admin. Assess</td>
<td>55,628</td>
<td>238,000</td>
<td>(182,372)</td>
</tr>
<tr>
<td>6401.0102 DB&amp;F Rev Assessment</td>
<td>302,769</td>
<td>454,444</td>
<td>(151,675)</td>
</tr>
<tr>
<td>6401.0104 FY2013 Assess</td>
<td>24,914</td>
<td>-</td>
<td></td>
</tr>
<tr>
<td><strong>Total 6401.09 DB&amp;F Assessments</strong></td>
<td>383,311</td>
<td>692,444</td>
<td>(309,133)</td>
</tr>
<tr>
<td>6401.11 Miscellaneous Expense</td>
<td>(1)</td>
<td>500</td>
<td>(501)</td>
</tr>
<tr>
<td>6401.12 NASNA Dues</td>
<td>-</td>
<td>215</td>
<td>(215)</td>
</tr>
<tr>
<td>6401.13 Parking Permits</td>
<td>500</td>
<td>210</td>
<td>290</td>
</tr>
<tr>
<td>6401.15 WSP Cost Recovery</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6401.0101 Sprint/Nextel</td>
<td>36,301</td>
<td>-</td>
<td>(140,000)</td>
</tr>
<tr>
<td>6401.15 WSP Cost Recovery - Other</td>
<td>-</td>
<td>140,000</td>
<td>(140,000)</td>
</tr>
<tr>
<td><strong>Total 6401.15 WSP Cost Recovery</strong></td>
<td>36,301</td>
<td>140,000</td>
<td>(103,699)</td>
</tr>
<tr>
<td>6401.17 ADA Compliance</td>
<td>-</td>
<td>500</td>
<td>(500)</td>
</tr>
<tr>
<td>6401.18 AG Legal Fees</td>
<td>-</td>
<td>25,000</td>
<td>(25,000)</td>
</tr>
<tr>
<td><strong>Total 6401 ADMINISTRATION</strong></td>
<td>737,967</td>
<td>1,240,904</td>
<td>(502,937)</td>
</tr>
<tr>
<td><strong>Total 6400 RECURRING EXPENSES</strong></td>
<td>737,967</td>
<td>1,240,904</td>
<td>(502,937)</td>
</tr>
<tr>
<td><strong>Total DISBURSEMENTS</strong></td>
<td>773,295</td>
<td>1,322,378</td>
<td>(549,083)</td>
</tr>
</tbody>
</table>
Oahu Civilian 9-1-1 Status Report

April 1, 2014 – April 30, 2014
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# PSAP Operations

## 1.1 9-1-1 Call Volume – April 2014

**Source:** Intrado Viper

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

<table>
<thead>
<tr>
<th>Honolulu City &amp; County PSAPs</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned/Dropped Calls</th>
<th>Other</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014</strong></td>
<td><strong>Total 9-1-1 Calls Processed</strong></td>
<td><strong>No. of Wireline Calls</strong></td>
<td><strong>% of Total Calls</strong></td>
<td><strong>No. of Wireless Calls</strong></td>
<td><strong>% of Total Calls</strong></td>
<td><strong>No. of VoIP Calls</strong></td>
<td><strong>% of Total Calls</strong></td>
</tr>
<tr>
<td>April</td>
<td>78,155</td>
<td>17,655</td>
<td>22.59%</td>
<td>56,170</td>
<td>71.87%</td>
<td>2384</td>
<td>3.05%</td>
</tr>
</tbody>
</table>

## 1.2 9-1-1 Call Volume – Calendar Year 2014

<table>
<thead>
<tr>
<th>Honolulu City &amp; County PSAPs</th>
<th>Wireline Calls</th>
<th>Wireless Calls</th>
<th>VOIP Calls</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014</strong></td>
<td><strong>Total 9-1-1 Calls Processed</strong></td>
<td><strong>No. of Wireline Calls</strong></td>
<td><strong>% of Total Calls</strong></td>
<td><strong>No. of Wireless Calls</strong></td>
<td><strong>% of Total Calls</strong></td>
<td><strong>No. of VoIP Calls</strong></td>
<td><strong>% of Total Calls</strong></td>
</tr>
<tr>
<td>January</td>
<td>81,098</td>
<td>19,764</td>
<td>24.37%</td>
<td>57,369</td>
<td>70.74%</td>
<td>178</td>
<td>0.22%</td>
</tr>
<tr>
<td>February</td>
<td>75,497</td>
<td>18,557</td>
<td>24.58%</td>
<td>53,565</td>
<td>70.95%</td>
<td>174</td>
<td>0.23%</td>
</tr>
<tr>
<td>March</td>
<td>82,191</td>
<td>18,633</td>
<td>22.67%</td>
<td>58,684</td>
<td>71.40%</td>
<td>2342</td>
<td>2.85%</td>
</tr>
<tr>
<td>April</td>
<td>78,155</td>
<td>17,655</td>
<td>22.59%</td>
<td>56,170</td>
<td>71.87%</td>
<td>2384</td>
<td>3.05%</td>
</tr>
</tbody>
</table>

**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.
### 9-1-1 Call Volume by Agency – April 2014

<table>
<thead>
<tr>
<th></th>
<th>HPD</th>
<th>HFD</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>67,525 86.40% 19,297 36,199 777 11,252 2,310 2.96% 304 0</td>
<td>7,940 10.16% 887 172 62 0.08% 55 7</td>
</tr>
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</table>

#### 9-1-1 Call Volume by Agency (Continued)

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<th></th>
<th>EMS</th>
<th>OS</th>
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</thead>
<tbody>
<tr>
<td>2014</td>
<td>7,940 10.16% 887 172 62 0.08% 55 7</td>
<td></td>
</tr>
</tbody>
</table>

April
## 1.4 9-1-1 Call Volume by Agency – Calendar Year 2014

<table>
<thead>
<tr>
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<th>HPD</th>
<th>HFD</th>
<th>EMS</th>
<th>OS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Total Calls Received</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Total Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Emergency Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Non-Emergency Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Admin Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Dropped Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Total Calls Received</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>% of Total Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Admin Calls</td>
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<td></td>
</tr>
<tr>
<td>No. of Dropped Calls</td>
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<td></td>
</tr>
<tr>
<td>No. of Total Calls Received</td>
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<tr>
<td>% of Total Calls</td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>No. of Admin Calls</td>
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<td></td>
</tr>
<tr>
<td>No. of Dropped Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Total Calls Received</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>% of Total Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Admin Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No. of Dropped Calls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**January**
- 70,176 calls (86.53% of total)
- 18,601 Emergency calls
- 38,600 Non-Emergency calls
- 921 Admin calls
- 12,054 Dropped calls
- 2,270 Total calls received
- 88% Emergency
- 61% Non-Emergency
- 8% Admin
- 2.80% Dropped

**February**
- 65,130 calls (86.27% of total)
- 17,565 Emergency calls
- 36,503 Non-Emergency calls
- 915 Admin calls
- 10,147 Dropped calls
- 2,228 Total calls received
- 76% Emergency
- 70% Non-Emergency
- 8% Admin
- 2.54% Dropped

**March**
- 71,563 calls (87.07% of total)
- 19,959 Emergency calls
- 38,383 Non-Emergency calls
- 751 Admin calls
- 12,470 Dropped calls
- 2,069 Total calls received
- 74% Emergency
- 70% Non-Emergency
- 8% Admin
- 2.52% Dropped

**April**
- 67,525 calls (86.40% of total)
- 19,297 Emergency calls
- 36,198 Non-Emergency calls
- 777 Admin calls
- 11,252 Dropped calls
- 2,310 Total calls received
- 69% Emergency
- 68% Non-Emergency
- 8% Admin
- 2.56% Dropped

**May**

**June**

**July**

**August**

**September**

**October**

**November**

**December**

**YTD**
- 274,394 calls (86.57% of total)
- 75,422 Emergency calls
- 149,685 Non-Emergency calls
- 3,364 Admin calls
- 45,923 Dropped calls
- 8,877 Total calls received
- 87% Emergency
- 70% Non-Emergency
- 8% Admin
- 2.81% Dropped

**MON AVG**
- 68,999 calls (86.57% of total)
- 18,858 Emergency calls
- 37,421 Non-Emergency calls
- 841 Admin calls
- 11,481 Dropped calls
- 2,219 Total calls received
- 77% Emergency
- 70% Non-Emergency
- 8% Admin
- 2.12% Dropped

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

(1) Total call volumes include Administrative calls. (Administrative calls = Calls originating on Administrative 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.

1.6 Wireless Test – April 2014

There were no scheduled Wireless Test for Honolulu in April 2014.

2 MSAG

2.1 Current Month – April 2014

During the month of April 2014, there were a total of seven hundred eighty (780) MSAG transactions were processed in 9-1-1Net. Four hundred sixty-five (465) 9-1-1Net requests were processed relating to the MSAG database, with 16,682 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka’s address research and GIS validation process. Three hundred fourteen (314) Telephone Number Change Requests (TN CR) and one (1) ALI-DR transaction was 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 valid address was provided to the Telco.

There is thirty-eight (38) TN CR records in Referred status as of April 30, 2014. Referred records are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

There are currently no records in suspended status as of April 30, 2014.
### 2.2 MSAG Year-to-Date (YTD) Summary – 2014

#### OAHU CIVILIAN

<table>
<thead>
<tr>
<th></th>
<th>MSAG TRANSACTIONS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End (d)</th>
<th>In Suspended Status as of Report Month End (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9-1-1NET REQUESTS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>Change</td>
<td>Combined</td>
<td>Delete</td>
</tr>
<tr>
<td>2014</td>
<td>TOTAL</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>470</td>
<td>434</td>
<td>363</td>
<td>14</td>
</tr>
<tr>
<td>February</td>
<td>405</td>
<td>287</td>
<td>274</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>500</td>
<td>499</td>
<td>396</td>
<td>13</td>
</tr>
<tr>
<td>April</td>
<td>780</td>
<td>465</td>
<td>421</td>
<td>7</td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td>4,284</td>
<td>3,370</td>
<td>1,914</td>
<td>34</td>
</tr>
<tr>
<td>July</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>December</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOTAL YTD</td>
<td>2,155</td>
<td>1,885</td>
<td>1,454</td>
<td>34</td>
</tr>
<tr>
<td>AVG PER MO</td>
<td>539</td>
<td>421</td>
<td>364</td>
<td>9</td>
</tr>
</tbody>
</table>

**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 299 attached to them which indicates the need for validation.
- (b) Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
- (c) Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
- (d) 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.
- (e) 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.
2.3 MSAG Communities Project

2.3.1 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 April 30, 2014:

<table>
<thead>
<tr>
<th>OML Existing Community Name</th>
<th>New Approved Community Name</th>
<th>MSAG Records</th>
<th>MSAG Transactions Required</th>
<th>Status</th>
<th>Notes/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bellows Airforce Station</td>
<td>BELLOWS</td>
<td>65</td>
<td>65</td>
<td>COMPLETED -- 03/31/13</td>
<td>Nine (9) records did not receive the new community name. Eight (8) records due to overlapping with existing records (0 TNs) and one (1) record Akimeka does not have the authorization to change.</td>
</tr>
<tr>
<td>Kaneohe MCAS</td>
<td>MCBH</td>
<td>356</td>
<td>356</td>
<td>COMPLETED -- 06/19/13</td>
<td></td>
</tr>
<tr>
<td>Helemano Military Res</td>
<td>LELEMANO</td>
<td>33</td>
<td>33</td>
<td>COMPLETED -- 06/24/13</td>
<td></td>
</tr>
<tr>
<td>Naval Comm Sat Wahiawa</td>
<td>NCTAMS PAC</td>
<td>3</td>
<td>3</td>
<td>COMPLETED -- 07/01/13</td>
<td></td>
</tr>
<tr>
<td>NCTAMS</td>
<td>NCTAMS PAC</td>
<td>12</td>
<td>12</td>
<td>COMPLETED -- 07/09/13</td>
<td></td>
</tr>
<tr>
<td>Naval Comm Stat Wahiawa</td>
<td>NCTAMS PAC</td>
<td>38</td>
<td>38</td>
<td>COMPLETED -- 07/16/13</td>
<td></td>
</tr>
<tr>
<td>Camp Stover</td>
<td>SCHOFIELD</td>
<td>9</td>
<td>9</td>
<td>COMPLETED -- 07/16/13</td>
<td></td>
</tr>
<tr>
<td>East Range</td>
<td>SCHOFIELD</td>
<td>3</td>
<td>3</td>
<td>COMPLETED -- 07/16/13</td>
<td></td>
</tr>
<tr>
<td>Schofield Barracks</td>
<td>SCHOFIELD</td>
<td>2</td>
<td>2</td>
<td>COMPLETED -- 07/16/13</td>
<td></td>
</tr>
<tr>
<td>Hicham AFB</td>
<td>HICKAM</td>
<td>2</td>
<td>2</td>
<td>COMPLETED -- 07/17/13</td>
<td></td>
</tr>
<tr>
<td>Manana Naval Quarters</td>
<td>MANANA</td>
<td>37</td>
<td>37</td>
<td>COMPLETED -- 07/17/13</td>
<td></td>
</tr>
<tr>
<td>TAMC</td>
<td>TRIPLER</td>
<td>9</td>
<td>9</td>
<td>COMPLETED -- 07/19/13</td>
<td></td>
</tr>
<tr>
<td>Fort Kam</td>
<td>HICKAM</td>
<td>27</td>
<td>27</td>
<td>COMPLETED -- 07/31/13</td>
<td></td>
</tr>
<tr>
<td>Fort Derussy</td>
<td>FT DERUSSY</td>
<td>6</td>
<td>6</td>
<td>COMPLETED -- 07/31/13</td>
<td></td>
</tr>
<tr>
<td>Hospital Point</td>
<td>PEARL HBR</td>
<td>2</td>
<td>2</td>
<td>COMPLETED -- 08/12/13</td>
<td></td>
</tr>
<tr>
<td>Naval Magazine Lualualei</td>
<td>PEARL HBR</td>
<td>2</td>
<td>2</td>
<td>COMPLETED -- 08/12/13</td>
<td></td>
</tr>
<tr>
<td>Hale Alii</td>
<td>PEARL HBR</td>
<td>3</td>
<td>3</td>
<td>COMPLETED -- 08/12/13</td>
<td></td>
</tr>
<tr>
<td>Pearl Harbor</td>
<td>PEARL HBR</td>
<td>86</td>
<td>86</td>
<td>COMPLETED -- 08/12/13</td>
<td>One record did not receive the new community name due to overlapping with existing records (0 TNs).</td>
</tr>
<tr>
<td>Ford Island</td>
<td>FORD ISL</td>
<td>147</td>
<td>147</td>
<td>COMPLETED -- 09/03/13</td>
<td></td>
</tr>
<tr>
<td>Regional Dispatch Center</td>
<td>PEARL HBR</td>
<td>3</td>
<td>3</td>
<td>COMPLETED -- 10/03/13</td>
<td></td>
</tr>
<tr>
<td>Schofield Bks</td>
<td>SCHOFIELD</td>
<td>661</td>
<td>661</td>
<td>COMPLETED -- 1/30/14</td>
<td>One record did not receive the new community name due to the overlapping with existing records (2 TNs).</td>
</tr>
<tr>
<td>Tripler AMC</td>
<td>TRIPLER</td>
<td>116</td>
<td>116</td>
<td>COMPLETED -- 2/18/14</td>
<td></td>
</tr>
<tr>
<td>Wheeler AFB</td>
<td>SCHOFIELD</td>
<td>11</td>
<td>11</td>
<td>COMPLETED -- 2/20/14</td>
<td></td>
</tr>
<tr>
<td>Hickam Air Force Base</td>
<td>HICKAM</td>
<td>3</td>
<td>3</td>
<td>COMPLETED -- 2/24/14</td>
<td></td>
</tr>
<tr>
<td>Wheeler</td>
<td>SCHOFIELD</td>
<td>75</td>
<td>75</td>
<td>COMPLETED -- 4/28/14</td>
<td>One record did not receive the new community name due to the overlapping with existing records (0 TNs).</td>
</tr>
</tbody>
</table>
2.3.2 MSAG Community and Street Segment Sweep – Phase II Status (continued)

In the month of April 2014, Wheeler was “Completed”.

A total of 1711 MSAG transactions have been completed thus far – 69% Complete. An estimated 756 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 April 30, 2014:

### 2.3.3 MSAG Community and Street Segment Sweep – Phase V

<table>
<thead>
<tr>
<th>MSAG COMMUNITY (In Order of Effort)</th>
<th>MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE V</th>
<th>GIS UPDATES</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TARGET START DATE</td>
<td>TARGET COMPLETION DATE</td>
</tr>
<tr>
<td>Pearl HBR</td>
<td>08/01/13</td>
<td>08/14/13</td>
</tr>
<tr>
<td>Ford ISL</td>
<td>08/15/13</td>
<td>09/03/13</td>
</tr>
<tr>
<td>Makalapa</td>
<td>09/04/13</td>
<td>09/06/13</td>
</tr>
<tr>
<td>Aliamanu</td>
<td>09/09/13</td>
<td>09/13/13</td>
</tr>
<tr>
<td>Salt Lake</td>
<td>09/16/13</td>
<td>09/23/13</td>
</tr>
<tr>
<td>Kalihi</td>
<td>09/24/13</td>
<td>10/21/13</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nuuanu</td>
<td>10/22/13</td>
<td>11/06/13</td>
</tr>
<tr>
<td>Downtown</td>
<td>11/07/13</td>
<td>11/18/13</td>
</tr>
<tr>
<td>Honolulu</td>
<td>12/05/13</td>
<td>12/16/13</td>
</tr>
<tr>
<td>Punchbowl</td>
<td>12/17/13</td>
<td>12/26/13</td>
</tr>
<tr>
<td>Makiki</td>
<td>12/27/14</td>
<td>01/07/14</td>
</tr>
<tr>
<td>Manoa</td>
<td>01/08/14</td>
<td>01/23/14</td>
</tr>
<tr>
<td>McCully</td>
<td>01/24/14</td>
<td>02/04/14</td>
</tr>
<tr>
<td>Ft. DeRussy</td>
<td>02/05/14</td>
<td>02/06/14</td>
</tr>
<tr>
<td>Waikiki</td>
<td>02/07/14</td>
<td>02/20/14</td>
</tr>
<tr>
<td>Kaimuki</td>
<td>02/21/14</td>
<td>03/10/14</td>
</tr>
<tr>
<td>Kapahulu</td>
<td>03/11/14</td>
<td>03/18/14</td>
</tr>
<tr>
<td>Kahala</td>
<td>03/19/14</td>
<td>03/27/14</td>
</tr>
<tr>
<td>Waialae</td>
<td>03/28/14</td>
<td>04/06/14</td>
</tr>
<tr>
<td>Aina Haina</td>
<td>04/09/14</td>
<td>04/18/14</td>
</tr>
<tr>
<td>Hawaii Kai</td>
<td>04/21/14</td>
<td>05/09/14</td>
</tr>
</tbody>
</table>

In the month of April 2014, MSAG Communities of Kaimuki, Kapahulu, Kahala, Waialae, Aina Haina were completed. Phase V is tracking according to the planned schedule with no major issues to date.
### Geographic Information System (GIS) – March 2014

#### 3.1 Mapping Layers Updated (Part I)

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

<table>
<thead>
<tr>
<th>OAHU CIVILIAN</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Layer</strong></td>
</tr>
<tr>
<td>Date Created/Edits Performed</td>
</tr>
</tbody>
</table>

---

---
<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/30/14</td>
<td>Added eleven (11) new address points; Spatially corrected fourteen (14) address points Added one (1) suite number, added two (2) routing IDs, and identified addresses that require site visits in Kailua.</td>
</tr>
<tr>
<td>04/28/29 - 04/29/14</td>
<td>Spatially corrected six hundred forty-two (642) address points  Identified eight (8) alias addresses and identified addresses that require site visit in Kaneohe.</td>
</tr>
<tr>
<td>04/22/14</td>
<td>Added fifteen (15) new address points in Kailua.</td>
</tr>
<tr>
<td>04/18/14</td>
<td>Populated 232 SurfBreaks into AddressPoints.</td>
</tr>
<tr>
<td>04/17/14</td>
<td>Corrected MSAG Community for one (1) address point in Waikiki.</td>
</tr>
<tr>
<td>04/16/14</td>
<td>Populated eighty-six (86) BeachRightOfWays and forty-six (46) LifeguardTowers into AddressPoints.</td>
</tr>
<tr>
<td>04/15/14</td>
<td>Populated eighteen (18) DiveLocations into AddressPoints.</td>
</tr>
<tr>
<td>04/14/14</td>
<td>Added one (1) new address point in Hawaii Kai.</td>
</tr>
<tr>
<td>04/11/14</td>
<td>Spatially corrected four (4) address points in Kaneohe.</td>
</tr>
<tr>
<td>04/09/14 - 04/10/14</td>
<td>Spatially corrected five-one (51) address points in Kaneohe and identified one (1) alias address. Added five (5) new address points in Kaneohe.</td>
</tr>
<tr>
<td>04/03/14 - 04/04/14</td>
<td>Added eleven (11) new address points in Kailua. Added five (5) new address points in Kailua. Spatially corrected four (4) address points in Kailua.</td>
</tr>
<tr>
<td>04/01/14</td>
<td>Added one (1) suite number in Honolulu.</td>
</tr>
<tr>
<td>04/09/14 - 04/10/14</td>
<td>Added seventy-eight (78) new address points in Iroquois.</td>
</tr>
<tr>
<td></td>
<td>Deleted record ID 70942 407 Uluniu St in Kailua; duplicate address.</td>
</tr>
</tbody>
</table>
### 3.2 Mapping Layers Updated (Part II)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Uploaded to ftp Site</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>MSAG Communities</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(aka Towns)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/29/14</td>
<td>Corrected Kalaeloa, Ewa Beach, and Kapolei boundaries</td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/18/14</td>
<td>Corrected Ft Derussy/Waikiki Boundary</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Beats</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Response Areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Stations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milepost Markers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Net_Junctions</td>
<td>04/25/14</td>
<td></td>
<td>Net Junctions for Motorola CAD at HPD</td>
</tr>
<tr>
<td></td>
<td>04/07/14</td>
<td></td>
<td>Populated with the latest MSAG Community and Police Beat updates</td>
</tr>
<tr>
<td>Common Places</td>
<td>04/29/14</td>
<td></td>
<td>Spatially corrected WWTP EWA in Ewa Beach</td>
</tr>
<tr>
<td></td>
<td>04/17/14</td>
<td></td>
<td>Populated new MSAG Community of Aina Haina</td>
</tr>
<tr>
<td></td>
<td>04/07/14</td>
<td></td>
<td>Populated new MSAG Community of Waialae</td>
</tr>
<tr>
<td></td>
<td>04/01/14</td>
<td></td>
<td>Relocated BOH Ward to Hokua building in Honolulu and updated address</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Added Kalo Pl Mini Pk in McCully</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Spatially corrected Camp Kailua, Windsurfer Kailua, HECO Kailua Substn,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Kailua Christian ES, Kailua Community Chu, Kailua Dist PK, Kailua Pool,</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>HPD Kailua 18, Kailua Rec Ctr</td>
</tr>
<tr>
<td>Police Beats</td>
<td>04/28/14</td>
<td></td>
<td>Corrected Beat 871 according to the HPD written policies and procedures</td>
</tr>
<tr>
<td>Police Districts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Response Areas</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Stations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 3.3 Mapping Layers Updated (Part III)

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

<table>
<thead>
<tr>
<th>Date Created/Edits Performed</th>
<th>Akimeka GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/29/14</td>
<td>Split Geiger Rd at Kalaeloa/Ewa Beach boundary</td>
<td></td>
</tr>
<tr>
<td>04/28/14</td>
<td>Corrected gaps on 22nd Ave in Kahala</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Corrected gaps on Aiea Hts Dr in Aiea</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Corrected gaps on Ala Napunani in Salt Lake</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Corrected gaps on Aholiani St and Awiki St in Millani</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spatially corrected FD Roosevelt Ave, Essex Rd, and Geiger Rd in Kalaeloa</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Corrected elevation values for Harding Ave - previously causing freeway routing issues</td>
<td></td>
</tr>
<tr>
<td>04/24/14</td>
<td>Corrected street ranges on Manoa Rd in Manoa</td>
<td></td>
</tr>
<tr>
<td>04/17/14</td>
<td>Split Kapioani Blvd at Kapahulu/Kaimuki boundary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Split Ali Moana at Honolulu/Ali Moana boundary and Ali Moana/Kakaako boundary</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Populated new MSAG Community of Aina Haina</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Corrected ranges on Hanauma Bay Dr in Hawaii Kai</td>
<td></td>
</tr>
<tr>
<td>04/15/14</td>
<td>Added Aiea Loop trail into network</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Spatially corrected 16 streets in Kailua</td>
<td></td>
</tr>
<tr>
<td>04/14/14</td>
<td>Corrected gaps in Hawaii Kai on Kawaihae St, Kealahou St, Kukuiula Loop, Kumukahi Pl, Lunaililo Home Rd, Makaa St, Makaweli St, Mokuhano St, Nana Honua St, Pukoo St, Uwao St, Poipu Dr</td>
<td></td>
</tr>
<tr>
<td>04/10/14</td>
<td>Corrected elevations on H1E FWY and H1E Exit 15 to fix routing issues</td>
<td></td>
</tr>
<tr>
<td>04/08/14</td>
<td>Corrected gaps in Hawaii Kai on Kaumakani St, Makaha Pl, Maunani St, Pepeekeo St, Kekupua St, Waiopua St</td>
<td></td>
</tr>
<tr>
<td>04/07/14</td>
<td>Corrected ranges on Wahinepee St</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Populated new MSAG Community of Waialae</td>
<td></td>
</tr>
<tr>
<td>04/03/14</td>
<td>Corrected gaps in Hawaii Kai on Kaahue St, Kahena St, Kahului St, Kalakaua St, Kalanianaole Hwy, Kaleimamahu St, Kalihele Pl, Kii St, Olowalu Way, Paliku St</td>
<td></td>
</tr>
<tr>
<td>04/01/14</td>
<td>Corrected gaps in Hawaii Kai on Hawaii Kai Dr, Honolahua St, Inuwwai Pl, Kaiolohia Pl, Kaopulu Pl</td>
<td></td>
</tr>
</tbody>
</table>

**Street Centerlines**

**Trails**

**WSP Cell Sectors**

<table>
<thead>
<tr>
<th>Date Created/Edits Performed</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/23/14</td>
<td>Per T-Mobile CRS</td>
</tr>
<tr>
<td>04/22/14</td>
<td>Per AT&amp;T CRS</td>
</tr>
<tr>
<td>04/16/14</td>
<td>Per VZW CRS</td>
</tr>
</tbody>
</table>

**WSP Cell Towers**

<table>
<thead>
<tr>
<th>Date Created/Edits Performed</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/23/14</td>
<td>Per T-Mobile CRS</td>
</tr>
<tr>
<td>04/22/14</td>
<td>Per AT&amp;T CRS</td>
</tr>
<tr>
<td>04/16/14</td>
<td>Per VZW CRS</td>
</tr>
</tbody>
</table>
### 3.4 Mapping Layers Updated (Part VI)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Date Created/Edits Performed</th>
<th>Date Uploaded to ftp Site</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Akimeka GIS Server</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>OAHU CIVILIAN</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Type of Layer</strong></td>
<td><strong>Date Created/Edits Performed</strong></td>
<td><strong>Date Uploaded to ftp Site</strong></td>
<td><strong>Other/Remarks</strong></td>
</tr>
<tr>
<td><strong>Ocean Rescue Boundaries</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/10/14</td>
<td>Validated topology on OceanResponseAreas: identified one (1) gap and two (2) overlaps, marked one (1) gap as an exception and corrected two (2) overlaps.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/09/14</td>
<td>Akimeka/OSD Meeting at Akimeka. Final review of OceanResponseAreas.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/08/14</td>
<td>Validated topology on OceanResponseAreas: identified thirteen (13) gaps and two (2) overlaps, marked four (4) gaps as exceptions, corrected eight (8) gaps and two (2) overlaps.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/07/14</td>
<td>Reviewed 400yd Lifeguard Tower and half mile ATV boundary for OceanResponseAreas per Ocean Safety.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Merged all 150yd, 400yd, Half Mile, Three Mile, and Rescue Craft boundaries together into one OceanResponseAreas.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/04/14</td>
<td>Reviewed Rescue Craft and three mile Mobile Vehicle boundaries for OceanResponseAreas per Ocean Safety.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/03/14</td>
<td>Corrected the half mile ATV boundaries to include the 150yd extension into the ocean for OceanResponseAreas boundaries per Ocean Safety.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/02/14</td>
<td>Corrected the three mile Mobile Vehicle OceanResponseArea boundaries per Ocean Safety.</td>
<td></td>
</tr>
<tr>
<td><strong>Ocean Safety (includes Lifeguard Stands)</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/02/14</td>
<td>Akimeka/OSD had a meeting at Akimeka. Performed live edits to the Ocean Response Areas. Extended the half mile ATV boundaries to include a 150yd boundary coverage into the ocean. Added Rescue Craft boundaries, one (1) new DiveLocation, and one (1) new LifeguardTower per Ocean Safety.</td>
<td></td>
</tr>
</tbody>
</table>
### 3.5 Mapping Layers Updated (Part V)

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

<table>
<thead>
<tr>
<th>OAHU CIVILIAN</th>
<th>Type of Layer</th>
<th>Akimeka GIS Server Date Created/Edits Performed</th>
<th>Other/Remarks</th>
<th>Date Uploaded to ftp Site</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Offices</td>
<td>- Dive Locations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subdivisions</td>
<td>- Surf Breaks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bridges</td>
<td>Parks (Includes National Parks)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coastline</td>
<td>Parks Polygon</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parks Polygon</td>
<td>Post Offices</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Subdivisions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**DISASTER/HOMELAND SECURITY LAYERS**
(Listed Alphabetically)

<p>| | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Airports</td>
<td>Bridges</td>
<td>Coastline</td>
<td>Coastal Names</td>
</tr>
<tr>
<td></td>
<td>Critical Infrastructure</td>
<td>Emergency Shelters</td>
<td>Government Buildings</td>
</tr>
</tbody>
</table>
### 3.6 Mapping Layers Updated (Part VI)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Uploaded to ftp Site</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Helipads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydrology Layers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Dams</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Ponds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Streams (Includes Rivers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Waterfalls</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Evacuation Zones</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Roadblocks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>United States National Grid</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Volcano Hazard Zones</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Wharfs</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**SPECIAL REQUESTS**

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Uploaded to ftp Site</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tow Boundaries</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.7 Geographic Information System (GIS) Narrative

3.7.1 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 April 2014. Akimeka completed an additional one (1) Police Beats (871) boundary correction.

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 since that time. 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.
3.7.2 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.

1. On April 2, 2014, Ocean Safety, the Honolulu Emergency Medical Services, and Akimeka came together to review and edit the Ocean Response Areas layer at the Akimeka office.
   
   a. Upon request, Akimeka extended the half mile ATV boundary to include a 150 yard boundary into the ocean.
   
   b. Upon request, Akimeka added six (6) Rescue Craft boundaries, one (1) Dive Location, and one (1) Lifeguard Tower.


   a. Reviewed the 150 yard beach boundary, 400 yard lifeguard tower boundary, half mile ATV boundary, three mile Mobile Vehicle boundary, and the Rescue Craft boundary for inconsistencies.
   
   b. Merged all five (5) Ocean Response Areas together.
   
   c. Validated the Ocean Response Areas for gaps and overlaps.

3. On April 9, 2014, Ocean Safety and Akimeka held a meeting to finalize the Ocean Response Areas layer.


During the month of May 2014, Akimeka and Ocean Safety will await TriTech’s review and follow up on the Ocean Response Areas and make any necessary changes if needed.
3.7.3 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.

In January and February 2014, an issue within PowerMap had 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 the 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.

<table>
<thead>
<tr>
<th>DATE GIS DELIVERED TO INTRADO</th>
<th>DATE GIS LOADED TO POWERMAP BY INTRADO</th>
<th>NOTES/COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>01/03/14</td>
<td></td>
<td>Data not loaded due to issue with indexing</td>
</tr>
<tr>
<td>01/10/14</td>
<td>01/13/14</td>
<td></td>
</tr>
<tr>
<td>01/24/14</td>
<td>01/27/14</td>
<td></td>
</tr>
<tr>
<td>02/07/14</td>
<td>02/07/14</td>
<td></td>
</tr>
<tr>
<td>02/21/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03/07/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>03/12/14</td>
<td>03/19/14</td>
<td></td>
</tr>
<tr>
<td>04/04/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>04/28/14</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

* 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

3.7.4 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.
3.7.5 TriTech CAD System Upgrade (Part II)

1. 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. On March 13, 2014, a meeting was held to discuss the apartment field in the GIS and the validation source with the ANI/ALI fields. The PSAPs and Akimeka agreed that the apartment field would best be used as a visual display in the mapping and CAD systems as a label. Considering the apartment information is not available in the designated field in the ANI/ALI it is best to use the full address without apartment and/or building numbers for address validations.

2. On April 18, 2014, all of the Oahu Address Points were included in the GIS data deliverable for the TriTech CAD for Fire and EMS.

3.7.6 SPAWAR Meeting on Addressing for MCBH

There has been no further information or correspondence with regards to this project.
### 3.7.7 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 March 24, 2014 and April 24, 2014. Below are the results of the comparison.

<table>
<thead>
<tr>
<th></th>
<th>First Report 06/01/12</th>
<th>03/24/14</th>
<th>04/24/14</th>
<th>Improvement/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of GIS Records</td>
<td>26,602</td>
<td>27,010</td>
<td>27,022</td>
<td>Added twelve (12) records</td>
</tr>
<tr>
<td>Errors Identified</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Zero Errors</td>
<td>5,112</td>
<td>889</td>
<td>829</td>
<td>Further reduced errors by 6.8% (60 errors)</td>
</tr>
<tr>
<td>Low &gt; High Errors</td>
<td>3</td>
<td>1</td>
<td>0</td>
<td>Decreased by 1 error</td>
</tr>
<tr>
<td>Mixed Parity Errors</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>No Change</td>
</tr>
<tr>
<td>Changed Parity Errors</td>
<td>105</td>
<td>0</td>
<td>0</td>
<td>No Change</td>
</tr>
<tr>
<td>Address Gap Errors</td>
<td>2,629</td>
<td>328</td>
<td>96</td>
<td>Further reduced errors by 70.7% (232 errors)</td>
</tr>
<tr>
<td>Address Overlap Errors</td>
<td>423</td>
<td>1</td>
<td>0</td>
<td>Decreased by 1 error</td>
</tr>
<tr>
<td>Flipped Link Errors</td>
<td>1,030</td>
<td>574</td>
<td>566</td>
<td>Further reduced errors by 1.4% (8 errors)</td>
</tr>
<tr>
<td>Total Errors</td>
<td>9,303</td>
<td>1,793</td>
<td>1,491</td>
<td>Further reduced errors by 16.8% (302 errors)</td>
</tr>
</tbody>
</table>

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.
4 E9-1-1 Database Synchronization

As part of Akimeka’s value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in April 2014.

The database synchronization effort included comparing Oahu Civilian’s 9-1-1 MSAG against its GIS Street Centerline data. A total number of 7,509 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 1, 2014 for the Oahu Civilian PSAP are reported below.

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

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

4.1 Audit Summary Results – 2014

<table>
<thead>
<tr>
<th>9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS</th>
<th>Notes</th>
<th>As of July 26, 2013</th>
<th>As of October 21, 2013</th>
<th>As of January 13, 2014</th>
<th>As of April 1, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Records</td>
<td>%</td>
<td># of Records</td>
<td>%</td>
<td># of Records</td>
<td>%</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records Reviewed</td>
<td>7,096</td>
<td>0</td>
<td>7,111</td>
<td>0</td>
<td>7,336</td>
</tr>
<tr>
<td>Less: 9-1-1 MSAG Exception Records</td>
<td>(1)</td>
<td>6</td>
<td>0.1%</td>
<td>6</td>
<td>0.1%</td>
</tr>
<tr>
<td>Net 9-1-1 MSAG Records Eligible for Comparison</td>
<td>7,090</td>
<td>0</td>
<td>7,105</td>
<td>0</td>
<td>7,330</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)</td>
<td>6,793</td>
<td>95.8%</td>
<td>6,825</td>
<td>96.1%</td>
<td>7,082</td>
</tr>
<tr>
<td>9-1-1 MSAG – GIS No Match - Minor Correction Required</td>
<td>(2)</td>
<td>225</td>
<td>3.2%</td>
<td>213</td>
<td>3.0%</td>
</tr>
<tr>
<td>9-1-1 MSAG Record With No Matching GIS Record</td>
<td>(3)</td>
<td>72</td>
<td>1.0%</td>
<td>67</td>
<td>0.9%</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records No Match</td>
<td>297</td>
<td>4.2%</td>
<td>280</td>
<td>3.9%</td>
<td>248</td>
</tr>
</tbody>
</table>

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu(Civilian PSAPs) was completed as scheduled. Further progress has been made from January 2014 with a 96.6% Match Rate to a 98% Match Rate as of April 2014.
4.2 Audit Summary Results – 2014 (Part II)

**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.

4.3 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2013 MSAG

<table>
<thead>
<tr>
<th>9-1-1 MSAG Dated 04-1-14</th>
<th>9-1-1 MSAG Dated 01-01-14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Match</td>
<td>Match</td>
</tr>
<tr>
<td>No Match</td>
<td>No Match</td>
</tr>
<tr>
<td>98%</td>
<td>96.6%</td>
</tr>
<tr>
<td>2%</td>
<td>3.4%</td>
</tr>
</tbody>
</table>

Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved from 96.6% as of January 1, 2014 to 98% as of April 1, 2014. The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community.

- As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies reside in the Honolulu MSAG Community and will be addressed during the Phase V effort.
4.4 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2014 (Part II)

- The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.

- "MSAG - GIS Minor Corrections" were further reduced by **66%** (166 to 57) from January 2014 to April 2014 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

- "MSAG Record With No GIS Record" decreased by **11%** (82 to 73) from January 2014 to April 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu.

- "GIS MSAG Records With No Matching E9-1-1 MSAG Record" increased from 4 to 9 records from January 2014 to April 2014. The increase in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records.

- "GIS – MSAG Minor Corrections" were further reduced by **72.3%** (376 to 104) from January 2014 to April 2014 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.

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

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

- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
4.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the Oahu Civilian data provided are as follows:

<table>
<thead>
<tr>
<th>OAHU CIVILIAN</th>
<th>Invalid MSAG Records</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9-1-1 MSAG Dated 01-01-14</td>
</tr>
<tr>
<td># of Records</td>
<td>% of Total MSAG Records (Valid and Invalid)</td>
</tr>
<tr>
<td>ESN 199</td>
<td>238</td>
</tr>
</tbody>
</table>

These invalid MSAG records represent 2.8% of the Total MSAG records for the City & County of Honolulu as of the April 2014 MSAG. The individual ALI records associated with these records are provided below.

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

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of April 30, 2014, there are 220 ALI records with an assigned ESN of 199, representing 2.8% of the City & County of Honolulu (Oahu Civilian) total ALI records.

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

The total number of ALI records decreased by 9% (538,412 to 491,003) while the number of ESN 199 records decreased by 4.2% (1,783 to 1,709) from January 2014 to April 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 199 is a “valid” MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a “No Record Found” condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller’s location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 199 MSAG records to a valid City & County of Honolulu ESN 100 to ensure that all ALI records assigned to the City & County of Honolulu (Oahu Civilian) have an “MSAG valid address”.
Maui County 9-1-1 Status Report

April 1, 2014 – April 30, 2014
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1 PSAP Operations
1.1 9-1-1 Call Volume (Maui) – April 2014

Source: Intrado Viper

<table>
<thead>
<tr>
<th></th>
<th>Maui PSAP</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned/Dropped Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless WPH1 Calls</td>
<td>% of Wireless WPH2 Calls</td>
<td>No. of VoIP Calls</td>
</tr>
<tr>
<td>April</td>
<td>11,510</td>
<td>2,242</td>
<td>19.48%</td>
<td>7,234</td>
<td>62.85%</td>
<td>69.28%</td>
<td>30.72%</td>
<td>0</td>
</tr>
</tbody>
</table>

1.1.1 Call Volume Maui County PSAP Notes:
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.

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 an Intrado Viper System outage.
## 1.2 9-1-1 Call Volume (Maui) – Calendar Year 2014

*Source: Intrado Viper*

<table>
<thead>
<tr>
<th>Maui PSAP</th>
<th>Wireline</th>
<th>9-1-1 Call Volume</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless WPH1 Calls</td>
<td>% of Wireless WPH2 Calls</td>
<td>No. of VoIP Calls</td>
</tr>
<tr>
<td>January</td>
<td>816</td>
<td>114</td>
<td>13.97%</td>
<td>244</td>
<td>29.90%</td>
<td>63.52%</td>
<td>36.48%</td>
<td>0</td>
</tr>
<tr>
<td>February</td>
<td>9,876</td>
<td>2,169</td>
<td>21.96%</td>
<td>6,385</td>
<td>64.65%</td>
<td>68.21%</td>
<td>31.79%</td>
<td>40</td>
</tr>
<tr>
<td>March</td>
<td>12,054</td>
<td>2,441</td>
<td>20.25%</td>
<td>7,378</td>
<td>61.21%</td>
<td>70.05%</td>
<td>29.95%</td>
<td>333</td>
</tr>
<tr>
<td>April</td>
<td>11,510</td>
<td>2,242</td>
<td>19.48%</td>
<td>7,234</td>
<td>62.85%</td>
<td>69.28%</td>
<td>30.72%</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
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<td></td>
</tr>
<tr>
<td>YTD</td>
<td>34,256</td>
<td>6,966</td>
<td>18.92%</td>
<td>21,241</td>
<td>62.01%</td>
<td>67.77%</td>
<td>32.23%</td>
<td>373</td>
</tr>
<tr>
<td>MON AVG</td>
<td>8,564.00</td>
<td>1,741.50</td>
<td>20.25%</td>
<td>5,310</td>
<td>62.01%</td>
<td>67.77%</td>
<td>32.23%</td>
<td>93.25</td>
</tr>
</tbody>
</table>
1.3 9-1-1 Call Volume (Molokai) – Calendar Year 2014  

Source: Intrado Viper

<table>
<thead>
<tr>
<th></th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned/Dropped Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>No. of</td>
<td>% of</td>
<td>No. of</td>
<td>% of</td>
<td>No. of</td>
<td>% of</td>
<td>No. of</td>
</tr>
<tr>
<td></td>
<td>Wireline Calls</td>
<td>Total Calls</td>
<td>Wireless Calls</td>
<td>Total Calls</td>
<td>WPH1 Calls</td>
<td>Wireless Calls</td>
<td>Calls With No ALI</td>
</tr>
<tr>
<td>2014</td>
<td>374</td>
<td>130</td>
<td>173</td>
<td>46.26%</td>
<td>56.65%</td>
<td>43.35%</td>
<td>1</td>
</tr>
<tr>
<td>April</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
</tr>
</tbody>
</table>

1.3.1 Call Volume Molokai County PSAP 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.
## 1.4 9-1-1 Call Volume (Molokai) – Calendar Year 2014

<table>
<thead>
<tr>
<th></th>
<th>9-1-1 Call Volume</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2014</td>
</tr>
<tr>
<td>January</td>
<td>187</td>
</tr>
<tr>
<td>February</td>
<td>182</td>
</tr>
<tr>
<td>March</td>
<td>323</td>
</tr>
<tr>
<td>April</td>
<td>374</td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>June</td>
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<tr>
<td>November</td>
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<tr>
<td>December</td>
<td></td>
</tr>
<tr>
<td><strong>YTD</strong></td>
<td>1,066</td>
</tr>
<tr>
<td><strong>MON AVG</strong></td>
<td>266.50</td>
</tr>
</tbody>
</table>

### 1.4.1 Call Volume Maui County PSAP Notes:

The January Total Calls include both the Viper System and CML/Plant volumes combined. The CML/Plant VOIP calls were included into the Wireline totals.
1.5 9-1-1 Call Volume (Combined Maui & Molokai) – April 2014

<table>
<thead>
<tr>
<th>Maui County</th>
<th>Wireline Calls</th>
<th>Wireless Calls</th>
<th>VOIP Calls</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned / Dropped Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless WPH1 Calls</td>
<td>% of Wireless WPH2 Calls</td>
</tr>
<tr>
<td>April</td>
<td>11,884</td>
<td>2,372</td>
<td>19.96%</td>
<td>7,407</td>
<td>62.33%</td>
<td>68.99%</td>
<td>31.01%</td>
</tr>
</tbody>
</table>

1.6 9-1-1 Call Volume (Combined Maui & Molokai) – Calendar Year 2014

<table>
<thead>
<tr>
<th>Maui County</th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless WPH1 Calls</td>
<td>% of Wireless WPH2 Calls</td>
</tr>
<tr>
<td>January</td>
<td>6,578</td>
<td>1,890</td>
<td>28.73%</td>
<td>4,207</td>
<td>63.96%</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
<tr>
<td>February</td>
<td>10,058</td>
<td>2,206</td>
<td>21.93%</td>
<td>6,516</td>
<td>64.78%</td>
<td>67.96%</td>
<td>32.04%</td>
</tr>
<tr>
<td>March</td>
<td>12,377</td>
<td>2,556</td>
<td>20.25%</td>
<td>7,378</td>
<td>61.21%</td>
<td>70.06%</td>
<td>29.94%</td>
</tr>
<tr>
<td>April</td>
<td>11,884</td>
<td>2,372</td>
<td>19.96%</td>
<td>7,407</td>
<td>62.33%</td>
<td>68.99%</td>
<td>31.01%</td>
</tr>
<tr>
<td>May</td>
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<td>December</td>
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</tr>
<tr>
<td>YTD</td>
<td>40,897</td>
<td>9,024</td>
<td>0.00%</td>
<td>25,508</td>
<td>62.37%</td>
<td>207.01%</td>
<td>92.99%</td>
</tr>
<tr>
<td>MON AVG</td>
<td>10,224.25</td>
<td>2,256.00</td>
<td>6,377.00</td>
<td>94.25</td>
<td>310.75</td>
<td>0.25</td>
<td>1,346.50</td>
</tr>
</tbody>
</table>

Maui County
1.7 Wireless Test – April 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>WSP</th>
<th>Sites Tested</th>
<th>Sectors Tested</th>
<th>Tested By:</th>
<th>Test Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/11/14</td>
<td>AT&amp;T</td>
<td>2</td>
<td>6</td>
<td>Maui PSAP</td>
<td>Pass</td>
</tr>
</tbody>
</table>

There were two (2) scheduled wireless test for the Maui PSAP and no scheduled test for the Molokai PSAP in April 2014.

2 MSAG

2.1 Current Month – April 2014

<table>
<thead>
<tr>
<th>2014</th>
<th>9-1-1NET REQUESTS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End (d)</th>
<th>In Suspended Status as of Report Month End (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MSAG TRANSACTIONS</td>
<td>ALI TRANSACTIONS</td>
<td>County Address Change Request (TN CR) Submitted (a)</td>
<td>ALI Discrepancy (ALI-DR) Submitted (b)</td>
</tr>
<tr>
<td>PSAP</td>
<td>TOTAL Total Change Combined Delete Insert Split Customer Addresses Affected</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MAUI COUNTY</td>
<td>159</td>
<td>31</td>
<td>17</td>
<td>2</td>
</tr>
</tbody>
</table>
2.1.1 MSAG Current Month Notes:

During the month of April a total of one hundred fifty-nine (159) MSAG transactions were processed. Thirty-One (31) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with seven hundred seventy-five (775) customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. One hundred twenty-eight (128) 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 Hawaiian Telcom customer before updating the ALI record.

There are 209 TN CRs in Referred status as of April 30, 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 (HT) 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 VoIP DRs in Referred status as of April 30, 2014.

There are no ALI DR records in Referred status as of April 30, 2014

There are no Suspended Records as of April 30, 2014.

2.1.2 Definitions for Year-To-Date Summary

<table>
<thead>
<tr>
<th>Definitions:</th>
<th>(a) Represents address corrections on a specific TN or group of TNs. These &quot;invalid&quot; TNs usually have an associated ESN 299 attached to them which indicates the need for validation.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(b) Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</td>
</tr>
<tr>
<td></td>
<td>(c) Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</td>
</tr>
<tr>
<td></td>
<td>(d) 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.</td>
</tr>
<tr>
<td></td>
<td>(e) Represents correction requests that have been &quot;paused&quot; 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.</td>
</tr>
</tbody>
</table>
2.2 Year-to-Date (YTD) –2014

<table>
<thead>
<tr>
<th>MAUI COUNTY</th>
<th>9-1-1 NET REQUESTS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End (d)</th>
<th>In Suspended Status as of Report Month End (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MSAG TRANSACTIONS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Customer Addresses</td>
<td>County</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Affected (*)</td>
<td>Address Change</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>Request (TN CR)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Change</td>
<td>Processed (a)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Combined</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Delete</td>
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<tr>
<td></td>
<td>Insert</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Split</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Month</th>
<th># of Transactions</th>
<th>TN CR</th>
<th>ALI-DR</th>
<th>VoIP DR</th>
<th># of Transactions</th>
<th>TNs Affected</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>July</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>159</td>
<td>775</td>
<td>128</td>
<td>209</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>123</td>
<td>951</td>
<td>28</td>
<td>195</td>
<td>0</td>
<td>0</td>
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<tr>
<td>February</td>
<td>136</td>
<td>959</td>
<td>87</td>
<td>176</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>January</td>
<td>83</td>
<td>743</td>
<td>11</td>
<td>147</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL YTD</td>
<td>501</td>
<td>3,428</td>
<td>257</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>AVG PER MO</td>
<td>125</td>
<td>857</td>
<td>64</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

Note: Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.
3 GIS Mapping Layers – April 2014

3.1 Updated/Loaded Into GIS (Part I)

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

<table>
<thead>
<tr>
<th>MAUI COUNTY</th>
<th>Type of Layer</th>
<th>Island</th>
<th>Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/10/14</td>
<td></td>
<td>04/09/14</td>
<td>Spatially corrected 187 address points in Napili</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/08/14</td>
<td></td>
<td></td>
<td>Added one (1) address in Kula per DSA</td>
</tr>
<tr>
<td>Address Points</td>
<td>Molokai</td>
<td>04/04/14</td>
<td></td>
<td></td>
<td>Spatially corrected two (2) address points in Haiku and seventy-two (72) in Makawao. Added one (1) new address received from DSA and five (5) addresses from the DSA Address layer.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/03/14</td>
<td></td>
<td></td>
<td>Spatially corrected one (1) address point in Kaunakakai and added one (1) address received from DSA.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Molokia</td>
<td>04/02/14</td>
<td></td>
<td></td>
<td>Spatially corrected 2 address points in Haiku, eight (8) in Pukalani and fifty (50) in Makawao. Corrected two (2) address in Makawao. Added three (3) new addresses received from DSA and eight (8) from the DSA Address layer.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/11/14</td>
<td></td>
<td></td>
<td>Added six (6) new addresses received from DSA. Spatially corrected 127 address points in Napili.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/15/14</td>
<td></td>
<td>04/23/14</td>
<td>Spatially corrected fifty-five (55) address points in Paia.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/16/14</td>
<td></td>
<td></td>
<td>Spatially corrected eighty-eight (88) address points in Napili.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/30/14</td>
<td></td>
<td></td>
<td>Added two (2) new addresses received from DSA. Spatially corrected seven (7) address points in Makawao.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/25/14</td>
<td></td>
<td></td>
<td>Added ten (10) addresses in Maunaloa</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/18/14</td>
<td></td>
<td></td>
<td>Spatially corrected fifty-five (55) address points in Paia.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/12/14</td>
<td></td>
<td></td>
<td>Added one (1) address in Kula per DSA</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/09/14</td>
<td></td>
<td></td>
<td>Added one (1) address and spatially corrected eleven (11) addresses in Maunaloa</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/08/14</td>
<td></td>
<td></td>
<td>Added one (1) address and spatially corrected eleven (11) addresses in Maunaloa</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/07/14</td>
<td></td>
<td></td>
<td>Spatially corrected fifty-five (55) address points in Paia.</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/03/14</td>
<td></td>
<td></td>
<td>Added one (1) address in Kula per DSA</td>
</tr>
<tr>
<td>Address Points</td>
<td>Maui/Lanai</td>
<td>04/01/14</td>
<td></td>
<td></td>
<td>Added one (1) address and spatially corrected eleven (11) addresses in Maunaloa</td>
</tr>
</tbody>
</table>
3.2 Updated/Loaded Into GIS (Part II)

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.

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Island</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>ESZ/ESN</td>
<td>Maui/Lanai</td>
<td>04/08/14</td>
<td></td>
<td>Corrected boundary between 320 and 326 so address point for 14306 Hana Hwy was included in ESN 326</td>
</tr>
<tr>
<td>Fire Beats</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Districts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Response Areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fire Stations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Roads</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSAG Address Points (aka Pseudo Address Points)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSAG Communities (aka Towns)</td>
<td>Maui/Lanai</td>
<td>04/08/14</td>
<td></td>
<td>Corrected boundary between Haiku and Makawao to include address point for 2560 Kokomo Rd in Haiku</td>
</tr>
<tr>
<td>Medic Beats</td>
<td>Maui/Lanai</td>
<td>04/08/14</td>
<td></td>
<td>Corrected the boundary between Medic 1 &amp; 3 on Mokulele Hwy, Kahului</td>
</tr>
<tr>
<td>Medic Districts</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Response Areas</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Stations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milepost Markers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 3.3 Updated/Loaded Into GIS (Part III)

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

| MAUI COUNTY |  |
| --- | --- | --- | --- |
| Type of Layer | Island | Akimeka GIS Server | Date Loaded Into PSAP GIS Server |
| Milepost Markers |  |  |  |
| Points of Interest | Maui/Lanai | 04/17/14 | Corrected subdivision name and location for Makawao Ranch Acres. |
| Police Beats | Maui/Lanai | 04/08/14 | Corrected boundary between Beat 6-43 & 6-44 along the spatially corrected Kilohana Dr. |
| Police Districts |  |  |  |
| Police Response Areas | Maui/Lanai | 04/08/14 | Corrected boundary between RA 50 & 51 along the spatially corrected Kilohana Dr. |
| Police Stations |  |  |  |
| WSP Cell Sectors | Maui/Lanai | 04/23/14 | Per T-Mobile CRS |
| Schools |  |  |  |
| Street Centerlines | Maui/Lanai | 04/25/14 | Spatially corrected three (3) street centerline segments; Partial spatial correction on two (2) segments in Pukalani. |
|  |  |  | Spatially corrected one (1) street centerline segment; Partial spatial correction on one (1) segment; Modified one (1) range segment in Lanai. |
|  |  |  | Spatially corrected and one (1) street centerline segment; Partial spatial correction on one (1) segment; Modified one (1) range segment in Makawao. |
|  | Maui/Lanai | 04/10/14 - 04/25/14 | Spatially corrected one hundred two (102) street centerline segments; Partial spatial correction of thirty two (32) segments; Modified thirty one (31) range segments in Napili. |
|  |  |  | 04/23/14 |
|  | Maui/Lanai | 04/23/14 | Spatially corrected one (1) street centerline segment in Haiku, partial spatial correction on four (4) segments in Haiku and one (1) in Napili, modified one (1) range segment in Haiku. Added one (1) new street segment in Wailuku. |
|  | Maui/Lanai | 04/22/14 | Spatially corrected one (1) street centerline segment and modified one (1) range segment in Wailuku. |
### 3.4 Updated/Loaded Into GIS (Part IV)

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

<table>
<thead>
<tr>
<th>Island</th>
<th>Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Molokai</td>
<td>04/22/14</td>
<td>Fixed a multipart segment in Kaunakakai</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/18/14</td>
<td>Spatially corrected ten (10) street centerline segments, partial spatial correction on eight (8) segments and modified two (2) segment ranges in Paia.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/09/14 - 04/16/14</td>
<td>Spatially corrected one hundred two (102) street centerline segments; Partial spatial correction of thirty one (31) segments; Modified thirty one (31) range segments in Napili.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/15/14</td>
<td>Added two (2) addresses received from DSA and spatially corrected one (1) address point in Kihei.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/11/14</td>
<td>Spatially corrected one (1) street centerline segment; Partial spatial correction three (3) segments and modified the range on one (1) segment range in Lahaina.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/02/14</td>
<td>Modified the range for two (2) street centerline ranges in Hoolehua to correspond with all address points. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/08/14</td>
<td>Added one (1) address in Kula per DSA.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/01/14 - 04/03/14</td>
<td>Spatially corrected three (3) street centerline segments, partial spatial correction to two (2) segments, corrected fourteen (14) range segments and one (1) parity in Makawao.</td>
<td></td>
</tr>
<tr>
<td>Maui/Lanai</td>
<td>04/01/14 - 04/03/14</td>
<td>Spatially corrected seven (7) street centerline segments, partial spatial correction to ten (10) segments, corrected thirteen (13) range segments in Makawao.</td>
<td></td>
</tr>
<tr>
<td>Molokai</td>
<td>04/02/14</td>
<td>Modified the range for two (2) street centerline ranges in Hoolehua to correspond with all address points. Akimeka's MSAG Coordinator was notified of all range changes affecting the MSAG.</td>
<td></td>
</tr>
</tbody>
</table>
### 3.5 Updated/Loaded Into GIS (Part V)

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.

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Island</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Trails</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>WSP Cell Towers</td>
<td>Maui/Lanai</td>
<td>04/23/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/09/14</td>
<td>Per T-Mobile CRS</td>
<td></td>
</tr>
</tbody>
</table>

#### OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS

(Listed Alphabetically)

- Buildings
- Churches
- Gas Stations
- Food & Beverage
- Hospitals
- Lodging
- Medical Facilities
- Parcels
- Parks (Includes National Parks)
- Park Polygon
- Post Offices
- Subdivisions

<table>
<thead>
<tr>
<th>Island</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Maui/Lanai</td>
<td>04/17/14</td>
<td>Corrected subdivision name and location for Makawao Ranch Acres.</td>
</tr>
</tbody>
</table>
3.6 Updated/Loaded Into GIS (Part VI)

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

<table>
<thead>
<tr>
<th>MAUI COUNTY</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type of Layer</td>
<td>Island</td>
<td>Date Created/Edits Performed</td>
<td></td>
</tr>
<tr>
<td>Airports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bridges</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Coastline</td>
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</tr>
<tr>
<td>Coastal Names</td>
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</tr>
<tr>
<td>Emergency Operation Centers (EOC)</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Emergency Shelters</td>
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<td></td>
</tr>
<tr>
<td>Government Buildings</td>
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<tr>
<td>Harbors</td>
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</tr>
<tr>
<td>Helipads</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hydrology Layers</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>- Dams</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Ponds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Maui/Lanai</td>
<td>04/25/14</td>
<td>Added pond names</td>
</tr>
<tr>
<td>- Streams (Includes Rivers)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Waterfalls</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
## 3.7 Updated/Loaded Into GIS (Part VII)

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

<table>
<thead>
<tr>
<th>MAUI COUNTY</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Type of Layer</strong></td>
<td><strong>Island</strong></td>
<td><strong>Date Created/Edits Performed</strong></td>
<td><strong>Other/Remarks</strong></td>
</tr>
<tr>
<td>Ocean Rescue Boundaries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ocean Safety (Includes Lifeguard Stands)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Evacuation</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Heights</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>United States National Grid (50K)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>United States National Grid (500K)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Waste Water Plants</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### SPECIAL REQUESTS

<table>
<thead>
<tr>
<th>Gate Codes</th>
<th>Island</th>
<th>Date</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Waste Water Plants</td>
<td>Maui/Lanai</td>
<td>04/03/14</td>
<td>Changed the gate code for Sugar Cove as requested by Maui Dispatch</td>
</tr>
<tr>
<td>HCS Monsanto Fields</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tow Jurisdictions</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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.
3.8 CAD/Mapping System GIS Upload Process

3.8.1 Current Month GIS Activities – April 2014

04/09/14 Akimeka prepared the following data on PowerMap in Maui: Address Points, Gate Codes, Medic Beats, MSAG Communities, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

04/09/14 Akimeka’s prepared PowerMap update was not completed on Molokai due to connection issues.

04/23/14 Akimeka prepared the following data on PowerMap in Maui: Address Points, Gate Codes, Medic Beats, MSAG Communities, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

04/23/14 Akimeka prepared Powermap Update in Molokai which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Subdivisions and Points of Interest.

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.

4 Geographic Information System (GIS)

4.1 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 April 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1.
4.1.1 GIS Data Corrections

### NG9-1-1 GIS Data Corrections

<table>
<thead>
<tr>
<th>GIS Layer Name</th>
<th>Type of Correction</th>
<th>Number of Records Corrected/Modified/Added/Removed</th>
<th>Comments/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Points</td>
<td>Added</td>
<td>56 Added</td>
<td>Addresses received from DSA, DSA Address layer, MSAG and field verifications</td>
</tr>
<tr>
<td>Address Points</td>
<td>Corrections</td>
<td>3 Corrected</td>
<td></td>
</tr>
<tr>
<td>Address Points</td>
<td>Spatially Corrected</td>
<td>947 Corrected</td>
<td>Corrected location of address point, recalculated x/y</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>New Segment</td>
<td>1 Added</td>
<td></td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Range Segments Corrected</td>
<td>93 Corrected</td>
<td>Ranges modified according to address point locations</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Street Name Correction</td>
<td>6 Corrected</td>
<td></td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Parity/Flip/Multipart</td>
<td>9/1/1 Modified</td>
<td></td>
</tr>
</tbody>
</table>

5 Service Requests Transactions

5.1 Open Service Requests – April 2014

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Ticket #</th>
<th>Description</th>
<th>Category</th>
<th>Urgency</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>NONE</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
</tbody>
</table>

Note: Open Service Requests reflect what is in pending status at the end of the report month.
5.2 Year-to-Date (YTD) Summary (Maui) – 2014

<table>
<thead>
<tr>
<th>MAUI PSAP</th>
<th>SERVICE REQUEST CATEGORIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>TOTAL</td>
</tr>
<tr>
<td></td>
<td>Created</td>
</tr>
<tr>
<td>December</td>
<td>1</td>
</tr>
<tr>
<td>November</td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
</tr>
<tr>
<td>July</td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>1</td>
</tr>
<tr>
<td>March</td>
<td>3</td>
</tr>
<tr>
<td>February</td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>2</td>
</tr>
<tr>
<td>2013 Carryover</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>7</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>MOLOKAI PSAP</th>
<th>SERVICE REQUEST CATEGORIES</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014</td>
<td>TOTAL</td>
</tr>
<tr>
<td></td>
<td>Created</td>
</tr>
<tr>
<td>December</td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
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<tr>
<td>July</td>
<td></td>
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<tr>
<td>June</td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>0</td>
</tr>
<tr>
<td>February</td>
<td>1</td>
</tr>
<tr>
<td>January</td>
<td>0</td>
</tr>
<tr>
<td>2013 Carryover</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>1</td>
</tr>
</tbody>
</table>

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

### Definitions:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>911 Map</td>
<td>Mapping computer not functioning or displaying properly</td>
</tr>
<tr>
<td>MSAG</td>
<td>Discrepancies with 9-1-1 MSAG addresses</td>
</tr>
<tr>
<td>Request Training</td>
<td>E-911 Operations training needs</td>
</tr>
<tr>
<td>Suggestions</td>
<td>Vehicle to share suggestions</td>
</tr>
</tbody>
</table>
Hawaii County 9-1-1 Status Report

April 1, 2014 – April 30, 2014
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### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume Hawaii County PSAPs – April 2014

**Source:** Intrado Viper

<table>
<thead>
<tr>
<th></th>
<th>Wireline Calls</th>
<th>% of Total Calls</th>
<th>Wireless Calls</th>
<th>% of Total Calls</th>
<th>VOIP Calls</th>
<th>% of Wireless Calls</th>
<th>Calls With No ALI</th>
<th>Admin Calls</th>
<th>Abandoned/Dropped Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HAWAI‘I POLICE PSAPs</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2014</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>19,216</td>
<td>4,223</td>
<td>12,562</td>
<td>65.37%</td>
<td>715</td>
<td>3.72%</td>
<td>0.00%</td>
<td>1,694</td>
<td>8.82%</td>
<td>7</td>
</tr>
</tbody>
</table>

1.1.1 Call Volume Hawaii County PSAP Notes:
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.
### 1.2 911 Call Volume Hawaii County PSAPs – Calendar Year 2014

<table>
<thead>
<tr>
<th></th>
<th>Wireline</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned Calls</th>
<th>Other Calls</th>
<th>% of 9-1-1 Calls Processed</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Hawaii County PSAPs</strong></td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>% of Wireless WPH1 Calls</td>
<td>% of Wireless WPH2 Calls</td>
<td>No. of VoIP Calls</td>
<td>% of Total Calls</td>
</tr>
<tr>
<td><strong>2014</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>January</td>
<td>20,517</td>
<td>5,680</td>
<td>27.66%</td>
<td>12,884</td>
<td>62.80%</td>
<td>48.15%</td>
<td>51.85%</td>
<td>9</td>
</tr>
<tr>
<td>February</td>
<td>17,275</td>
<td>4,716</td>
<td>27.30%</td>
<td>11,352</td>
<td>65.71%</td>
<td>46.41%</td>
<td>53.59%</td>
<td>22</td>
</tr>
<tr>
<td>March</td>
<td>19,732</td>
<td>4,443</td>
<td>22.52%</td>
<td>12,678</td>
<td>64.25%</td>
<td>51.64%</td>
<td>48.36%</td>
<td>646</td>
</tr>
<tr>
<td>April</td>
<td>19,216</td>
<td>4,223</td>
<td>21.98%</td>
<td>12,562</td>
<td>65.37%</td>
<td>51.62%</td>
<td>48.38%</td>
<td>715</td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>July</td>
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</tr>
<tr>
<td>August</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>September</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>October</td>
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<td></td>
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</tr>
<tr>
<td>November</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>December</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>YTD</strong></td>
<td>76,740</td>
<td>19,062</td>
<td>24.87%</td>
<td>49,476</td>
<td>64.53%</td>
<td>49.45%</td>
<td>50.55%</td>
<td>1,392.00</td>
</tr>
<tr>
<td><strong>MON AVG</strong></td>
<td>19,185</td>
<td>4,766</td>
<td>24.87%</td>
<td>12,369</td>
<td>64.53%</td>
<td>49.45%</td>
<td>50.55%</td>
<td>348.00</td>
</tr>
</tbody>
</table>
### 1.3 9-1-1 Call Volume by Agency – April 2014

**Source:** Intrado Viper

<table>
<thead>
<tr>
<th></th>
<th>HPD</th>
<th>HFD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>2014</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Number of Total Calls Received</td>
<td>15,296</td>
<td>1,770</td>
</tr>
<tr>
<td>% of Total Calls</td>
<td>79.60%</td>
<td>20.40%</td>
</tr>
<tr>
<td>Number of Admin Calls</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of Abandoned/ Dropped Calls</td>
<td>1,667</td>
<td>612</td>
</tr>
<tr>
<td>Number of Other Calls</td>
<td>5</td>
<td>5</td>
</tr>
<tr>
<td>Number of Total Calls Received</td>
<td>2,219</td>
<td>0</td>
</tr>
<tr>
<td>% of Total Calls</td>
<td>11.55%</td>
<td>0</td>
</tr>
<tr>
<td>Number of Admin Calls</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Number of Abandoned/ Dropped Calls</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>Number of Other Calls</td>
<td>2</td>
<td>0</td>
</tr>
</tbody>
</table>

#### 1.3.1 Call Volume by Agency 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. These 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.

3. "Other Calls" for HPD and HFD include calls marked "PBXR", "RSDX" and "RSDX" in the call volumes.
## 1.4 9-1-1 Call Volume by Agency – Calendar Year 2014

<table>
<thead>
<tr>
<th>Month</th>
<th>Number of Total Calls Received</th>
<th>Number of Admin Calls</th>
<th>Number of Abandoned Calls</th>
<th>Number of Other Calls</th>
<th>% of Total Calls</th>
<th>Number of Total Calls Received</th>
<th>Number of Admin Calls</th>
<th>Number of Dropped Calls</th>
<th>Number of Other Calls</th>
<th>% of Total Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>16,012</td>
<td>0</td>
<td>1,891</td>
<td>78.04%</td>
<td>2,583</td>
<td>0</td>
<td>31</td>
<td>12.59%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>February</td>
<td>13,955</td>
<td>0</td>
<td>1,163</td>
<td>80.78%</td>
<td>2,149</td>
<td>0</td>
<td>8</td>
<td>12.44%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>March</td>
<td>15,526</td>
<td>0</td>
<td>1,845</td>
<td>78.68%</td>
<td>2,261</td>
<td>0</td>
<td>100</td>
<td>11.46%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>15,296</td>
<td>0</td>
<td>1,667</td>
<td>79.60%</td>
<td>2,219</td>
<td>0</td>
<td>27</td>
<td>11.55%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
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<td>July</td>
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<td>November</td>
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<tr>
<td>December</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>YTD</td>
<td>60,789</td>
<td>0</td>
<td>4,899</td>
<td>79.17%</td>
<td>6,993</td>
<td>0</td>
<td>139</td>
<td>12.16%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>MON AVG</td>
<td>15,197.25</td>
<td>0.00</td>
<td>1,641.50</td>
<td>0</td>
<td>2,303.00</td>
<td>0</td>
<td>41.50</td>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1.5 Wireless Test – April 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>WSP</th>
<th>Sites Tested</th>
<th>Sectors Tested</th>
<th>Tested By:</th>
<th>Test Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

1.5.1 Wireless Test Notes:
There was no scheduled Wireless Testing for Hawaii County in April 2014.

2 MSAG

2.1 Current Month – April 2014

<table>
<thead>
<tr>
<th>2014</th>
<th>9-1-1NET REQUESTS</th>
<th>MSAG TRANSACTIONS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End (d)</th>
<th>In Suspended Status as of Report Month End (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Customer Addresses Affected</td>
<td>County Address Change Request (TN CR) Submitted (a)</td>
<td>ALI Discrepancy (ALI-DR) Submitted (b)</td>
<td>VoIP Discrepancy (VoIP DR) Request Processed (c)</td>
</tr>
<tr>
<td>PSAP</td>
<td>TOTAL</td>
<td>Total Change</td>
<td>Combined Delete</td>
<td>Insert Split</td>
<td></td>
</tr>
<tr>
<td>HAWAII</td>
<td>401</td>
<td>142</td>
<td>71</td>
<td>4</td>
<td>48</td>
</tr>
</tbody>
</table>

2.1.1 MSAG Current Month Notes:

During the month of April 2014 a total of four hundred one (401) MSAG transactions were processed in 9-1-1 Net. One hundred forty-two (142) requests were processed relating to the MSAG database, with seven hundred seventy-seven (777) customer ANI/ALI (telephone/address) records updated as a direct result. Two hundred fifty-two (252) Telephone Number Change Requests (TN CR) transactions and four (4) ALI-DR transactions were processed in 9-1-1Net, as well as three (3) VoIP DRs submitted to Time Warner for updates and corrections.

The Two hundred fifty-two (252) TNCRs were submitted with MSAG valid addresses, 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 five hundred forty-four (544) TN CRs in Referred Status as of April 30, 2014, which 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.
2.1.2 MSAG Current Month Notes (Part II):

There is one (1) ALI DR in Referred Status as of April 30, 2014.

The TN that was submitted in November 2013 to T-Mobile via Intrado. Numerous follow-ups have been made by Akimeka inquiring as to why these TN CRs remain in “Referred” status. Intrado re-referred TN to T-Mobile on April 16, 2014.

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

There are no VoIP DRs in Referred Status as of April 30, 2014

2.1.3 Definitions for Year-To-Date Summary

<table>
<thead>
<tr>
<th>Definitions</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Represents address corrections on a specific TN or group of TNs. These &quot;invalid&quot; TNs usually have an associated ESN 299 attached to them which indicates the need for validation.</td>
</tr>
<tr>
<td>(b)</td>
<td>Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</td>
</tr>
<tr>
<td>(c)</td>
<td>Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</td>
</tr>
<tr>
<td>(d)</td>
<td>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.</td>
</tr>
<tr>
<td>(e)</td>
<td>Represents correction requests that have been &quot;paused&quot; 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.</td>
</tr>
</tbody>
</table>
2.2 Year-to-Date (YTD) Summary – 2014

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

<table>
<thead>
<tr>
<th></th>
<th>HAWAII COUNTY</th>
<th>9-1-1NET REQUESTS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End (d)</th>
<th>In Suspended Status as of Report Month End (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>MSAG TRANSACTIONS</td>
<td>ALI TRANSACTIONS</td>
<td>TN CR</td>
<td>ALI-DR</td>
</tr>
<tr>
<td>2014</td>
<td>TOTAL</td>
<td>Total</td>
<td>Change</td>
<td>Combined</td>
<td>Delete</td>
</tr>
<tr>
<td>December</td>
<td></td>
<td>401</td>
<td>142</td>
<td>71</td>
<td>4</td>
</tr>
<tr>
<td>November</td>
<td></td>
<td>338</td>
<td>312</td>
<td>201</td>
<td>0</td>
</tr>
<tr>
<td>October</td>
<td></td>
<td>171</td>
<td>64</td>
<td>12</td>
<td>28</td>
</tr>
<tr>
<td>September</td>
<td></td>
<td>313</td>
<td>141</td>
<td>22</td>
<td>39</td>
</tr>
<tr>
<td>August</td>
<td></td>
<td>401</td>
<td>142</td>
<td>71</td>
<td>4</td>
</tr>
<tr>
<td>July</td>
<td></td>
<td>338</td>
<td>312</td>
<td>201</td>
<td>0</td>
</tr>
<tr>
<td>June</td>
<td></td>
<td>171</td>
<td>64</td>
<td>12</td>
<td>28</td>
</tr>
<tr>
<td>May</td>
<td></td>
<td>313</td>
<td>141</td>
<td>22</td>
<td>39</td>
</tr>
<tr>
<td>TOTAL YTD</td>
<td></td>
<td>1,223</td>
<td>659</td>
<td>306</td>
<td>228</td>
</tr>
<tr>
<td>AVG PER MO</td>
<td></td>
<td>306</td>
<td>165</td>
<td>77</td>
<td>57</td>
</tr>
</tbody>
</table>
## 3 GIS Mapping Layers – April 2014

### 3.1 Updated/Loaded Into GIS (Part I)

**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**

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Created/Edits Performed</th>
<th>PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Points</td>
<td>04/30/14</td>
<td>Corrected address number to three (3) address points in Ninole and spatially corrected two (2) of them.</td>
<td>04/29/14 - 04/30/14</td>
<td>Spatially corrected seventy-one (71) address points in Hawi.</td>
</tr>
<tr>
<td></td>
<td>04/25/14</td>
<td>Updated Routing ID to three (3) addresses in Mountain View.</td>
<td>04/22/14</td>
<td>Updated Routing ID to three (3) addresses in Mountain View.</td>
</tr>
<tr>
<td></td>
<td>04/18/14</td>
<td>Spatially corrected ten (10) address points in Keaau. Added six (6) new address points in Keaau.</td>
<td>04/17/2014 - 04/18/14</td>
<td>Spatially corrected one (1) address point in Ocean View. Added six (6) new address points in Ocean View.</td>
</tr>
<tr>
<td></td>
<td>04/11/14</td>
<td>Spatially corrected two (2) address points in Pahala. Corrected routing id to one (1) address point in Pahala.</td>
<td>04/03/14</td>
<td>Spatially corrected one (1) address point in Pahoa.</td>
</tr>
<tr>
<td></td>
<td>04/10/14</td>
<td>Added one (1) new address point in Pahoa.</td>
<td>04/07/14</td>
<td>Added four (4) new address points in Kona.</td>
</tr>
<tr>
<td></td>
<td>04/09/14</td>
<td>Added two (2) new address points in Pahoa.</td>
<td>04/07/14</td>
<td>Added eight (8) new address points in Kailua Kona.</td>
</tr>
<tr>
<td></td>
<td>04/08/14</td>
<td>Added eight (8) new address points in Kailua Kona.</td>
<td>04/04/14</td>
<td>Added four (4) new address points in Kamuela.</td>
</tr>
<tr>
<td></td>
<td>04/07/14</td>
<td>Added eight (8) new address points in Kurtistown.</td>
<td>04/03/14</td>
<td>Added eight (8) new address points in Pahoa.</td>
</tr>
<tr>
<td></td>
<td>04/06/14</td>
<td>Added one (1) new address point in Paauilo.</td>
<td>04/03/14</td>
<td>Added nine (9) new address points in Pahoa.</td>
</tr>
<tr>
<td></td>
<td>04/05/14</td>
<td>Added three (3) new address points in Pahoa.</td>
<td>04/03/14</td>
<td>Added one (1) new address point in Pepeekeo.</td>
</tr>
<tr>
<td></td>
<td>04/04/14</td>
<td>Changed street name to 21 address points in Volcano. Added six (6) new address points in Volcano.</td>
<td>04/03/14</td>
<td>Updated address number and street name to one (1) address in Kamuela.</td>
</tr>
<tr>
<td></td>
<td>04/03/14</td>
<td>Updated address number and street name to one (1) address in Kamuela.</td>
<td>04/03/14</td>
<td>Spatially corrected one (1) address point in Kapaaau.</td>
</tr>
</tbody>
</table>

**CALLER LOCATION**

**Fire Stations**

**Emergency Callboxes**

---

Hawai‘i County 9-1-1 Status Report  
April 1, 2014 – April 30, 2014

Page 11 of 18  
April 2014
3.2 Updated/Loaded Into GIS (Part II)

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.

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server Date Created/ Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medic Stations</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milepost Markers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Points of Interest (POI)</td>
<td>04/30/14</td>
<td>04/21/14</td>
<td>Spatially corrected one (1) point of Interest in Hawi. Corrected ESN to 83 Points of Interest in Kailua Kona. Added 22 Transfer Stations to Points of Interest layer.</td>
</tr>
<tr>
<td>Police Stations</td>
<td>04/14/14</td>
<td></td>
<td>Performed annual review, no updates required at this time.</td>
</tr>
<tr>
<td>Schools</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Evacuation Zones</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tsunami Roadblocks</td>
<td>04/22/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>WSP Cell Towers</td>
<td>04/17/14</td>
<td>04/08/14</td>
<td>Per ATT CRS</td>
</tr>
</tbody>
</table>

**DISPATCH AND RESPONSE**

<table>
<thead>
<tr>
<th>ESZ/ESN</th>
<th>04/04/14</th>
<th>Deleted ESN 220 and modified boundary to ESN 218.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fire Beats (Includes Medic Beats)</td>
<td>04/07/14</td>
<td>Updated boundary to four (4) fire beats.</td>
</tr>
<tr>
<td>Fire Districts (Includes Medic Districts)</td>
<td>04/21/14</td>
<td>Split one (1) Fire Response Area and corrected their Station Orders, First Ins, Second Ins and District names.</td>
</tr>
<tr>
<td>Fire Response Areas</td>
<td>04/21/14</td>
<td>Corrected boundary to two (2) MSAG Communities (Paauhau and Paauilo).</td>
</tr>
<tr>
<td>MSAG Communities (aka Towns)</td>
<td>04/18/14</td>
<td>N/A for Hawaii County</td>
</tr>
<tr>
<td>Medic Response Areas</td>
<td>04/18/14</td>
<td>N/A for Hawaii County</td>
</tr>
</tbody>
</table>
### 3.3 Updated/Loaded Into GIS (Part III)

**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**

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ocean Rescue Boundaries</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Beats</td>
<td>04/04/14</td>
<td>04/22/14</td>
<td>Performed annual review, no updates required at this time.</td>
</tr>
<tr>
<td>Police Districts</td>
<td>04/04/14</td>
<td>04/22/14</td>
<td>Performed annual review, no updates required at this time.</td>
</tr>
<tr>
<td>Police Response Areas</td>
<td>04/04/14</td>
<td>04/22/14</td>
<td>Performed annual review, no updates required at this time.</td>
</tr>
<tr>
<td>WSP Cell Sectors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>04/17/14</td>
<td>04/08/14</td>
<td>Per ATT CRS</td>
</tr>
</tbody>
</table>

### RESPONSE ROUTING

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/24/14</td>
<td>Added one (1) new street segment; Spatially corrected two (2) streets in Mountain View.</td>
</tr>
<tr>
<td>04/18/14</td>
<td>Completed monthly update on street centerlines.</td>
</tr>
<tr>
<td>04/17/14</td>
<td>Split one (1) street segment; Corrected range to two (2) streets in Paauilo.</td>
</tr>
<tr>
<td>04/16/14</td>
<td>Corrected one (1) MSAG Community Left; Corrected range to three (3) streets in Paahau.</td>
</tr>
<tr>
<td>04/15/14</td>
<td>Changed one (1) street name in Volcano.</td>
</tr>
<tr>
<td>04/14/14</td>
<td>Corrected range to one (1) street in Laupahoehoe.</td>
</tr>
<tr>
<td>04/08/14</td>
<td>Split three (3) street segments; Added twelve (12) new streets in Kamuela.</td>
</tr>
<tr>
<td>04/07/14</td>
<td>Spatially corrected two (2) street segments; Assigned range to one (1) street in Kamuela.</td>
</tr>
<tr>
<td>04/01/14- 04/07/14</td>
<td>Updated ESN attributes to 44 street; Corrected range to one (1) street Kailua Kona.</td>
</tr>
<tr>
<td>04/01/14- 04/02/14</td>
<td>Updated ESN attributes to 71 streets in Kailua Kona. Updated ESN attributes to 62 streets in Kailua Kona.</td>
</tr>
<tr>
<td>04/03/14</td>
<td>Spatially corrected three (3) streets in Haw. Corrected range to ten (10) streets in Haw.</td>
</tr>
<tr>
<td>04/01/14- 04/02/14</td>
<td>Updated ESN attributes to 71 streets in Kailua Kona. Updated ESN attributes to 62 streets in Kailua Kona.</td>
</tr>
</tbody>
</table>
3.4 Updated/Loaded Into GIS (Part IV)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Coastline</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major Roads</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parcels</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trails</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Correctional Facilities</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.5 CAD/Mapping System GIS Upload Process

3.5.1 Current Month GIS Activities – April 2014

04/08/14 Akimeka prepared Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Stations and Transfer Stations.

04/22/14 Akimeka prepared Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Fire Response Areas and Points of Interest.

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.
4 Mapping Layers Updated/Loaded Into GIS – April 2014

4.1.1 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 April 18, 2014. Results are as follows:

<table>
<thead>
<tr>
<th>HAWAII COUNTY</th>
<th>Address Points Layer</th>
<th>Street Centerlines Layer</th>
</tr>
</thead>
<tbody>
<tr>
<td># of New Street Segments Added</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td># of Street Segments Removed</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td># of New Addresses Added</td>
<td>71</td>
<td></td>
</tr>
<tr>
<td># of Addresses Removed</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td># of Street Segment Range Changes</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td># of Street Segment Name Changes</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td># of Address Street Name Changes</td>
<td>21</td>
<td></td>
</tr>
<tr>
<td># of Address Street Number Changes</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

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.
5 Geographic Information System (GIS)

5.1 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 April 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1.

<table>
<thead>
<tr>
<th>GIS Layer Name</th>
<th>Type of Correction</th>
<th>Number of Records Corrected/Modified/Added/Removed</th>
<th>Comments/Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Street Centerlines</td>
<td>New Streets</td>
<td>14 Added</td>
<td>Majority were in Kamuela</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Range/Parity</td>
<td>18 Corrected</td>
<td>Majority were in Hawi</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Spatial Correction</td>
<td>7 Corrected</td>
<td>To increase spatial accuracy</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Splits</td>
<td>5 Corrected</td>
<td>To eliminate segments from crossing boundaries and where existing streets were intersected by new streets</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>ESN Attributes</td>
<td>177 Modified</td>
<td>For the recently created ESN 239</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>Changed Street Name</td>
<td>1 Modified</td>
<td>Street was in Volcano</td>
</tr>
<tr>
<td>Street Centerlines</td>
<td>MSAG Community Attributes</td>
<td>1 Modified</td>
<td>Street was in Paauhau</td>
</tr>
<tr>
<td>Address Points</td>
<td>New Address Points</td>
<td>71 Added</td>
<td>Throughout County in 16 communities</td>
</tr>
<tr>
<td>Address Points</td>
<td>Changed Street Name</td>
<td>22 Modified</td>
<td>21 were in Volcano and 1 was in Kamuela</td>
</tr>
<tr>
<td>----------------</td>
<td>---------------------</td>
<td>-------------</td>
<td>-----------------------------------------</td>
</tr>
<tr>
<td>Address Points</td>
<td>Spatial Correction</td>
<td>144 Corrected</td>
<td>Corrected location of Address Point, recalculated x/y, majority were in Hawi</td>
</tr>
<tr>
<td>Address Points</td>
<td>Routing ID</td>
<td>26 Corrected</td>
<td>To ensure proper routing to address</td>
</tr>
<tr>
<td>Address Points</td>
<td>Changed Address Number</td>
<td>4 Modified</td>
<td>3 in Ninole and 1 in Kamuela</td>
</tr>
<tr>
<td>Address Points</td>
<td>MSAG Community Attributes</td>
<td>1 Modified</td>
<td>Address was in Paauhau</td>
</tr>
<tr>
<td>Points of Interest</td>
<td>Spatial Correction</td>
<td>1 Corrected</td>
<td>Corrected location of Point of Interest, recalculated x/y</td>
</tr>
<tr>
<td>Points of Interest</td>
<td>ESN Attributes</td>
<td>83 Modified</td>
<td>For the recently created ESN 239</td>
</tr>
<tr>
<td>ESN</td>
<td>Removed</td>
<td>1 Removed</td>
<td>ESN 220</td>
</tr>
<tr>
<td>ESN</td>
<td>Spatially Corrected Boundaries</td>
<td>1 Corrected</td>
<td>ESN 218</td>
</tr>
<tr>
<td>MSAG Communities</td>
<td>Spatially Corrected Boundaries</td>
<td>2 Corrected</td>
<td>Paauhau and Paauilo</td>
</tr>
<tr>
<td>Fire Response Areas</td>
<td>Splits</td>
<td>2 Corrected</td>
<td>Split Fire Response Area 51 into Fire Response Areas 51 and 52, corrected their Station Orders, First Ins, Second Ins and District Names</td>
</tr>
</tbody>
</table>

### 5.2 Creation of Transfer Stations Layer

In April 2014, per special request of the Hawaii Fire Department, Akimeka created the Hawaii Transfer Stations layer.

1. During April 2014, Akimeka finished creating the Hawaii Transfer Stations layer.
   a. The layer was uploaded into PowerMap for utilization by the PSAPs on April 8, 2014.
   b. The Transfer Stations were also added to the Points of Interest layer so they could be searchable on PowerMap by the PSAPs.
6 Service Requests Transactions

6.1 Open Service Requests – April 2014

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Ticket #</th>
<th>Description</th>
<th>Category</th>
<th>Urgency</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>11/21/14</td>
<td>621</td>
<td>Updated Address</td>
<td>MSAG</td>
<td>Normal</td>
</tr>
<tr>
<td>2</td>
<td>02/27/14</td>
<td>641</td>
<td>Updated Address</td>
<td>MSAG</td>
<td>Normal</td>
</tr>
</tbody>
</table>

6.2 Year-to-Date (YTD) Summary – 2014

<table>
<thead>
<tr>
<th></th>
<th>Created</th>
<th>Closed</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>September</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>August</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>July</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>June</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>May</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>10</td>
<td>17</td>
<td>2</td>
</tr>
<tr>
<td>March</td>
<td>11</td>
<td>8</td>
<td>9</td>
</tr>
<tr>
<td>February</td>
<td>14</td>
<td>13</td>
<td>3</td>
</tr>
<tr>
<td>January</td>
<td>9</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>2013 Carry</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>TOTAL</td>
<td>24</td>
<td>23</td>
<td>7</td>
</tr>
</tbody>
</table>

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

Definitions:

- **Category**
  - 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

- **Description**
  - 911 Map
  - MSAG
  - Request Training
  - Suggestions
Kauai County 9-1-1 Status Report

April 1, 2014 – April 30, 2014
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### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume – April 2014

**Source:** Intrado Viper

<table>
<thead>
<tr>
<th></th>
<th>KAUA’I PSAP</th>
<th>Wireline</th>
<th>9-1-1 Call Volume</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned/Dropped Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>No. of VoIP Calls</td>
<td>% % of Wireless WPH1 Calls</td>
<td>No. of Calls with No ALI</td>
<td>% of Total Calls</td>
</tr>
<tr>
<td>April</td>
<td>4,819</td>
<td>819</td>
<td>17.00%</td>
<td>3,001</td>
<td>62.27%</td>
<td>125</td>
<td>2.59%</td>
<td>55</td>
<td>1.14%</td>
</tr>
</tbody>
</table>

#### 1.2 9-1-1 Call Volume – Calendar Year 2014

<table>
<thead>
<tr>
<th></th>
<th>KAUA’I PSAP</th>
<th>Wireline</th>
<th>9-1-1 Call Volume</th>
<th>Wireless</th>
<th>VOIP</th>
<th>Calls with No ALI</th>
<th>Admin Calls</th>
<th>Abandoned/Dropped Calls</th>
<th>Other Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total 9-1-1 Calls Processed</td>
<td>No. of Wireline Calls</td>
<td>% of Total Calls</td>
<td>No. of Wireless Calls</td>
<td>% of Total Calls</td>
<td>No. of VoIP Calls</td>
<td>% % of Wireless WPH1 Calls</td>
<td>No. of Calls with No ALI</td>
<td>% of Total Calls</td>
</tr>
<tr>
<td>January</td>
<td>5,059</td>
<td>1,034</td>
<td>20.44%</td>
<td>3,107</td>
<td>61.42%</td>
<td>7</td>
<td>0.14%</td>
<td>30</td>
<td>0.59%</td>
</tr>
<tr>
<td>February</td>
<td>4,091</td>
<td>806</td>
<td>19.70%</td>
<td>2,703</td>
<td>66.07%</td>
<td>6</td>
<td>0.15%</td>
<td>28</td>
<td>0.68%</td>
</tr>
<tr>
<td>March</td>
<td>4,717</td>
<td>857</td>
<td>18.17%</td>
<td>2,977</td>
<td>63.11%</td>
<td>97</td>
<td>2.06%</td>
<td>32</td>
<td>0.68%</td>
</tr>
<tr>
<td>April</td>
<td>4,819</td>
<td>819</td>
<td>17.00%</td>
<td>3,001</td>
<td>62.27%</td>
<td>125</td>
<td>2.59%</td>
<td>55</td>
<td>1.14%</td>
</tr>
<tr>
<td>May</td>
<td>4,672</td>
<td>879</td>
<td>18.83%</td>
<td>2,947</td>
<td>63.22%</td>
<td>59</td>
<td>1.23%</td>
<td>36</td>
<td>0.77%</td>
</tr>
<tr>
<td>June</td>
<td>4,550</td>
<td>845</td>
<td>18.57%</td>
<td>2,857</td>
<td>62.59%</td>
<td>56</td>
<td>1.19%</td>
<td>34</td>
<td>0.73%</td>
</tr>
<tr>
<td>July</td>
<td>4,333</td>
<td>800</td>
<td>18.57%</td>
<td>2,605</td>
<td>59.96%</td>
<td>53</td>
<td>1.21%</td>
<td>32</td>
<td>0.71%</td>
</tr>
<tr>
<td>August</td>
<td>4,291</td>
<td>819</td>
<td>18.87%</td>
<td>2,576</td>
<td>59.96%</td>
<td>52</td>
<td>1.21%</td>
<td>31</td>
<td>0.71%</td>
</tr>
<tr>
<td>September</td>
<td>4,254</td>
<td>807</td>
<td>18.79%</td>
<td>2,566</td>
<td>59.93%</td>
<td>51</td>
<td>1.20%</td>
<td>31</td>
<td>0.71%</td>
</tr>
<tr>
<td>October</td>
<td>4,228</td>
<td>800</td>
<td>18.83%</td>
<td>2,522</td>
<td>59.71%</td>
<td>50</td>
<td>1.19%</td>
<td>30</td>
<td>0.69%</td>
</tr>
<tr>
<td>November</td>
<td>4,204</td>
<td>793</td>
<td>18.82%</td>
<td>2,494</td>
<td>59.64%</td>
<td>49</td>
<td>1.18%</td>
<td>30</td>
<td>0.69%</td>
</tr>
<tr>
<td>December</td>
<td>4,182</td>
<td>785</td>
<td>18.74%</td>
<td>2,460</td>
<td>59.49%</td>
<td>48</td>
<td>1.17%</td>
<td>29</td>
<td>0.68%</td>
</tr>
<tr>
<td>YTD</td>
<td>18,686</td>
<td>3,516</td>
<td>18.82%</td>
<td>11,788</td>
<td>63.22%</td>
<td>235</td>
<td>1.26%</td>
<td>145</td>
<td>0.00%</td>
</tr>
<tr>
<td>MON AVG</td>
<td>4,672</td>
<td>879</td>
<td>18.83%</td>
<td>2,947</td>
<td>63.22%</td>
<td>59</td>
<td>1.23%</td>
<td>36</td>
<td>0.77%</td>
</tr>
</tbody>
</table>
1.2.1 Call Volume 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.

1.3 Wireless Test – April 2014

<table>
<thead>
<tr>
<th>Date</th>
<th>WSP</th>
<th>Sites Tested</th>
<th>Sectors Tested</th>
<th>Tested By:</th>
<th>Test Pass/Fail</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

There were no sites scheduled for wireless testing for Kauai County in April 2014.
2 MSAG

2.1 Current Month – April 2014

<table>
<thead>
<tr>
<th>2014</th>
<th>9-1-1NET REQUESTS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End</th>
<th>In Suspended Status as of Report Month End</th>
</tr>
</thead>
<tbody>
<tr>
<td>PSAP</td>
<td>TOTAL</td>
<td>MSAG TRANSACTIONS</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>County Address Change Request (TN CR) Submitted (a)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>ALI Discrepancy (ALI-DR) Submitted (b)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>VoIP Discrepancy (VoIP DR) Submitted (c)</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>TN CR</td>
<td>ALI-DR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VoIP DR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td># of Transactions</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TNs Affected</td>
</tr>
<tr>
<td>KAUAI</td>
<td>86</td>
<td>10</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>203</td>
<td>75</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>263</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
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<td></td>
<td>0</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>1</td>
</tr>
</tbody>
</table>

2.1.1 MSAG Notes for April 2014

During the month of April 2014 a total of eighty-six (86) MSAG transactions were processed. Ten (10) 9-1-1Net requests were processed relating to the MSAG database, with 203 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka’s address research and GIS validation process. Seventy-five (75) 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 263 TN CRs in Referred status as of April 30, 2014.

Two hundred and sixty-three (263) 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.
2.1.2 MSAG Notes for April 2014 (Part II)

There are no ALI-DRs in Referred status as of April 30, 2014.

A new process was introduced in the month of March 2014 to the PSAP concerning the reporting of 9-1-1 VoIP calls with name and address discrepancies. The process for correcting VoIP discrepancies will be similar to the ALI DR process utilized with Hawaiian Telcom; however with VoIP calls, Time Warner will be the coordinating agency. Akimeka will track and reflect the process of these Discrepancy Requests (VoIP DRs) in the Monthly Status Report, effective April of 2014.

One (1) VoIP DR was submitted to Time Warner Network Operations Center for correction. All six discrepancies were the result of a 911 call from a VoIP phone that displayed an incorrect address. Kauai County submitted the information to Akimeka for correction. Akimeka forwarded the information to Time Warner for the Network Operations Center to verify and the phone number was updated on April 30, 2014.

There is one (1) ALI-DR record in Suspended status as of April 30, 2014.

The Suspended ALI DR is due to a request from Intrado to insert a TN in 9-1-1Net that does not have an MSAG valid address. Akimeka was able to identify the TN location of the with a TMK and advised that an MSAG Address Point be added to the GIS until the county officially assigns an address. The MSAG Address Point will be added and the MSAG adjusted before the next synchronization in July 2014.

2.1.3 Definitions for Year-To-Date Summary

<table>
<thead>
<tr>
<th>Definitions</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a)</td>
<td>Represents address corrections on a specific TN or group of TNs. These &quot;invalid&quot; TNs usually have an associated ESN 299 attached to them which indicates the need for validation.</td>
</tr>
<tr>
<td>(b)</td>
<td>Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</td>
</tr>
<tr>
<td>(c)</td>
<td>Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</td>
</tr>
<tr>
<td>(d)</td>
<td>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.</td>
</tr>
<tr>
<td>(e)</td>
<td>Represents correction requests that have been &quot;paused&quot; 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.</td>
</tr>
</tbody>
</table>
# 2.2 Year-to-Date (YTD) Summary – 2014

<table>
<thead>
<tr>
<th>KAUAI</th>
<th>9-1-NET REQUESTS</th>
<th>ALI TRANSACTIONS</th>
<th>In Referred Status as of Report Month End (d)</th>
<th>In Suspended Status as of Report Month End (e)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>MSAG TRANSACTIONS</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Total</td>
<td>Change</td>
<td>Combined</td>
<td>Delete</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Insert</td>
</tr>
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<td></td>
<td>Split</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Customer Addresses Affected ('*)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>County Address Change Request (TN CR) Processed (a)</td>
</tr>
<tr>
<td></td>
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<td></td>
<td></td>
<td>ALI Discrepancy (ALI-DR) Processed (b)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VolIP Discrepancy (VolIP DR) Processed (c)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TN CR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>ALI-DR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>VoIP DR</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td># of Transactions</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>TNs Affected</td>
</tr>
</tbody>
</table>

|       | April  | 86     | 10    | 5     | 0     | 1     | 1     | 3     | 203    | 75         | 0         | 1         | 263       | 0         | 0         | 1         | 1         |
|       | March  | 124    | 11    | 2     | 1     | 5     | 3     | 0     | 82     | 113        | 0         | 217       | 0         | 0         | 0         | 0         |
|       | February | 38    | 9     | 7     | 2     | 0     | 0     | 0     | 443    | 27         | 2         | 155       | 0         | 0         | 0         | 0         |
|       | January | 46     | 15    | 3     | 2     | 5     | 2     | 3     | 42     | 31         | 0         | 139       | 0         | 0         | 0         | 0         |
|       | TOTAL YTD | 294   | 45    | 17    | 11    | 6     | 6     | 6     | 770    | 246        | 2         | 1         | 1         | 1         | 1         | 1         |
|       | AVG PER MO | 74    | 11    | 4     | 1     | 3     | 2     | 2     | 193    | 62         | 1         | 1         | 1         | 1         | 1         | 1         |

**Note:** Revised categories and report format changes effective May 2012 with new Intrado TN CR functionality.
### 3 GIS Mapping Layers – April 2014

#### 3.1 Updated/Loaded Into GIS (Part I)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address Points</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Akimeka GIS Server</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Date Created/Edits Performed</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>KAUAI</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Type of Layer</td>
<td>Date Created/Edits Performed</td>
<td>Date Loaded Into PSAP GIS Server</td>
<td>Other/Remarks</td>
</tr>
<tr>
<td><strong>ESZ/ESN</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>4/8/2014</td>
<td>Corrected ESN boundaries to ESN 440 and ESN 441</td>
<td></td>
</tr>
<tr>
<td><strong>Emergency Callboxes</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Beats</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Districts</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Response Areas</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Fire Stations</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**CRITICAL 9-1-1 PUBLIC SAFETY LAYERS**
(Listed Alphabetically)

- **04/30/14**
  - Added thirty-six (36) new address points; Spatially corrected one (1) address point in Princeville.

- **04/28/14**
  - Added one (1) new address point in Kaumakani.

- **04/24/14**
  - Spatially corrected one (1) address point in Anahola.

- **04/22/14**
  - Added three (3) new address points in Kaumakani.

- **04/21/14**
  - Spatially corrected one (1) address point in Anahola.

- **04/15/14**
  - Spatially corrected one (1) address point in Kilauea.

- **04/02/14 - 04/15/14**
  - Spatially corrected thirty three (33) address points in Kaliihiwai.

- **04/10/14**
  - Spatially corrected eighty three (83) address points; Corrected structure on wrong block error to four (4) address points; Added apartment number to one (1) address; Added 41 new address points in Princeville.

- **04/01/14**
  - Spatially corrected eight (8) address points in Hanalei.
3.2 Updated/Loaded Into GIS (Part II)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident Response Area</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Major Roads</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MSAG Communities (aka Towns)</td>
<td></td>
<td>04/25/14</td>
<td>Corrected MSAG Community boundaries to Kaumakani and Hanapepe.</td>
<td></td>
</tr>
<tr>
<td>Medic Beats</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medic Districts</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Medic Response Areas</td>
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<td></td>
</tr>
<tr>
<td>Medic Stations</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Milepost Markers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Points of Interest</td>
<td></td>
<td>04/28/14</td>
<td>Spatially corrected one (1) Point of Interest; Added two (2) new Points of Interest in Kaumakani.</td>
<td></td>
</tr>
<tr>
<td>Police Beats</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Police Districts</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Police Response Areas</td>
<td></td>
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</tr>
<tr>
<td>Police Stations</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Schools</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### 3.3 Updated/Loaded Into GIS (Part III)

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

<table>
<thead>
<tr>
<th>KAUAI</th>
<th>Type of Layer</th>
<th>Akimeka GIS Server Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Street Centerlines</td>
<td>04/28/14</td>
<td>04/24/14</td>
<td>Split one (1) street segment and corrected range to two (2) street segments in Hanapepe</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/21/14</td>
<td>04/24/14</td>
<td>Split one (1) street segment and corrected range to three (3) street segments in Kaumakani.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/15/14</td>
<td></td>
<td>Corrected range to three (3) streets in Anahola.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/14/14</td>
<td></td>
<td>Corrected range to eight (8) streets; Spatially corrected seven (7) streets in Kilauea.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/10/14</td>
<td></td>
<td>Corrected range to one (1) street in Hanapepe</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/02/14</td>
<td></td>
<td>Corrected range to two (2) streets in Kalihiwai.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/01/14</td>
<td></td>
<td>Spatially corrected 12 streets; Corrected range to six (6) streets in Princeville.</td>
</tr>
<tr>
<td></td>
<td>Trails</td>
<td>04/24/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WSP Cell Sectors</td>
<td>04/24/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>WSP Cell Towers (Points)</td>
<td>04/24/14</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>04/10/14</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)**

- Churches
- Gas Stations
- Food & Beverage
- Hospitals
- Lodging
- Medical Facilities
- Parcels
### 3.4 Updated/Loaded Into GIS (Part IV)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parks</td>
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</tr>
<tr>
<td>Parks Polygon</td>
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<td></td>
</tr>
<tr>
<td>Post Offices</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Subdivisions</td>
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<td></td>
<td></td>
</tr>
</tbody>
</table>

**DISASTER/HOMELAND SECURITY LAYERS**
(Listed Alphabetically)

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Airports</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bridges</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coastline</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coastal Names</td>
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<td></td>
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</tr>
<tr>
<td>Communications</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Shelters</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
3.5 Updated/Loaded Into GIS (Part V)

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

<table>
<thead>
<tr>
<th>Type of Layer</th>
<th>Akimeka GIS Server</th>
<th>Date Created/Edits Performed</th>
<th>Date Loaded Into PSAP GIS Server</th>
<th>Other/Remarks</th>
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</thead>
<tbody>
<tr>
<td>Emergency Operation Centers</td>
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</tr>
<tr>
<td>(EOC)</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Government Buildings</td>
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</tr>
<tr>
<td>Harbors</td>
<td></td>
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</tr>
<tr>
<td>Helipads</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Hydrants</td>
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</tr>
<tr>
<td>Hydrology Layers</td>
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<td></td>
</tr>
<tr>
<td>- Dams</td>
<td></td>
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</tr>
<tr>
<td>- Ponds</td>
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</tr>
<tr>
<td>- Streams</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Includes Rivers)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Waterfalls</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ocean Rescue Boundaries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ocean Safety</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Includes Lifeguard Stands)</td>
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<tr>
<td>Tsunami Evacuation Zones</td>
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<tr>
<td>Tsunami Heights</td>
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</tr>
<tr>
<td>United States National Grid</td>
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</tr>
<tr>
<td>(50K)</td>
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</tr>
<tr>
<td>Waste Water Plants</td>
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</table>

**SPECIAL REQUESTS**

<table>
<thead>
<tr>
<th>Request</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>KCC Building Outline</td>
<td></td>
</tr>
<tr>
<td>KCC Callboxes</td>
<td></td>
</tr>
</tbody>
</table>
3.6 CAD/Mapping System GIS Upload Process

3.6.1 Current Month GIS Activities – April

04/10/14 Akimeka performed Powermap update which included: Address Points, Street Centerlines, Court Districts, WSP Cell Sectors and WSP Cell Towers.

04/10/14 Akimeka delivered address Points, Court Districts, Geofile for Street Centerlines, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.

04/24/14 Akimeka delivered Address Points, Geofile for Street Centerlines, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for GeoComm.

04/24/14 Akimeka performed Powermap Update which included: Address Points, 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.

4 Service Requests Transactions

4.1 Open Service Requests – April 2014

<table>
<thead>
<tr>
<th>#</th>
<th>Date</th>
<th>Ticket #</th>
<th>Description</th>
<th>Category</th>
<th>Urgency</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2/3/2014</td>
<td>638</td>
<td>808 826 6219 question why does it show up as 404 Unknown ESN?</td>
<td>MSAG</td>
<td>Low</td>
<td>Sent question to Intrado via email on 2/3/2014. RN</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Per Intrado on 2/18/14: “This issue was referred up. I have requested a status update and will let Akimeka know when I find out.”</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>As of 2/27/14, Akimeka has not received a status on this issue. RN</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>As of 3/27/14, Akimeka has not heard back from Intrado on this issue. RN</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Per Intrado on 3/28/14, forwarded email on up, will notify Akimeka when information is available. RN</td>
</tr>
</tbody>
</table>

Note: Open Service Requests reflect what is in pending status at the end of the report month.
## 4.2 Service Request Year-to-Date (YTD) Summary – 2014

### Kauai County 9-1-1 Status Report
#### April 1, 2014 – April 30, 2014

<table>
<thead>
<tr>
<th>Month</th>
<th>Created</th>
<th>Closed</th>
<th>Open</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>November</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>October</td>
<td></td>
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<td></td>
</tr>
<tr>
<td>September</td>
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<td>August</td>
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<td>June</td>
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<td>May</td>
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<td>February</td>
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<td>January</td>
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<td>0</td>
<td>0</td>
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<tr>
<td>2013 Carryover</td>
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</tbody>
</table>

### 911 Map

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>911 Map</td>
<td>Mapping computer not functioning or displaying properly</td>
</tr>
<tr>
<td>MSAG</td>
<td>Discrepancies with 9-1-1 MSAG addresses</td>
</tr>
<tr>
<td>Request Training</td>
<td>E-911 Operations training needs</td>
</tr>
<tr>
<td>Suggestions</td>
<td>Vehicle to share suggestions</td>
</tr>
</tbody>
</table>

### Suggestions

| Note: Open Service Requests reflect what is in pending status at the end of the report month. |
5  E9-1-1 Database Synchronization

As part of Akimeka's value added services, Akimeka conducted a special re-run of the quarterly database synchronization audit for Kauai County in April 2014.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 1,264 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on April 1, 2014 for Kauai County are reported below.

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

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

### 5.1 Audit Summary Results – 2014

<table>
<thead>
<tr>
<th>9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS</th>
<th>As of January 1, 2014</th>
<th>As of April 1, 2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Notes</td>
<td>9-1-1 MSAG Dated 01-01-14</td>
<td>9-1-1 MSAG Dated 04-01-14</td>
</tr>
<tr>
<td># of Records %</td>
<td># of Records %</td>
<td></td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records Reviewed</td>
<td>1,266</td>
<td>1,264</td>
</tr>
<tr>
<td>Less: 9-1-1 MSAG Exception Records</td>
<td>(1) 56 4.4%</td>
<td>56 4.4%</td>
</tr>
<tr>
<td>Net 9-1-1 MSAG Records Eligible for Comparison</td>
<td>1,210</td>
<td>1,208</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)</td>
<td>1,204 99.5%</td>
<td>1,205 99.8%</td>
</tr>
<tr>
<td>9-1-1 MSAG -- GIS No Match - Minor Correction Required</td>
<td>(2) 6 0.5%</td>
<td>3 0.2%</td>
</tr>
<tr>
<td>9-1-1 MSAG Record With No GIS Record</td>
<td>(3) 0 0.0%</td>
<td>0 0.0%</td>
</tr>
<tr>
<td>Total 9-1-1 MSAG Records No Match</td>
<td>6 0.5%</td>
<td>3 0.2%</td>
</tr>
</tbody>
</table>

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

*The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 99.8% 9-1-1 Match percentage*
5.2 Audit Summary Results – (Part II)

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.

5.3 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2014 MSAG

Kauai County's level of accuracy or 9-1-1 Match percentage as of January 2014 was 99.8%.

The NENA recommended minimum match rate of 98% has been met consistently in 2013 and continues in 2014.

- Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
5.4 Audit Summary Results – April 1, 2014 MSAG vs. January 1, 2014 MSAG (Part II)

- There are no MSAG records with missing GIS records.
- Three (3) minor MSAG corrections were identified. Low and high address ranges will be researched and adjusted to ensure that the MSAG and GIS databases are aligned.
- Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

5.4.1 Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

Results of the data provided are as follows:

<table>
<thead>
<tr>
<th>KAUAI</th>
<th>Invalid MSAG Records</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>9-1-1 MSAG Dated 1-01-14</td>
</tr>
<tr>
<td></td>
<td># of Records</td>
</tr>
<tr>
<td>ESN 499</td>
<td>112</td>
</tr>
</tbody>
</table>

These invalid MSAG records represent 7.5% of the Total MSAG records for Kauai County as of the April 1, 2014 MSAG as compared to 8.1% as of the January 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

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

As part of Akimeka’s ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of April 30, 2014, there are 1,075 ESN 499 ALI records, representing 4.2% of Kauai County’s Total ALI records. The number of ESN 499 ALI records was further reduced by 13.2% (1,239 to 1,075) from January 28, 2014 to April 30, 2014 respectively.

The total number of ALI records remains relatively consistent.

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

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

![Kauai County ALI Records as of 4-30-14](image)