

**STATE OF HAWAII**

**DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

**Enhanced 911 Board Meeting  
(Joint Meeting with Committees)  
Thursday, September 11, 2014  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
10 am to 12:00 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. 2015 Legislative Investigative Committee
      - 1. Federal DoD Legislation Introduced June 2014
    - ii. Others
  - b. Technical Committee – Victor Ramos
    - i. Investigative Regulatory Committee update
    - ii. FCC updates
    - iii. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of FY 2015 Cash Flow & Budget Financial report
    - ii. Update on procurement of CPA auditor.
    - iii. Others
- VI. PSAP Status Updates**
  - a. Kauai – Mark Begley

- b. Oahu – Dave Kajihiro
- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii – Marshall Kanehailua

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

- a. 911 Timeline update
- b. Approval for Six Month Extension TKC Consulting Contract Addendum- \$180,000.
- c. Others.

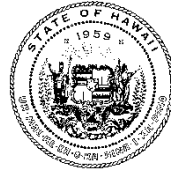
**VIII. Announcements**

- i. Next meeting date: Thursday, October, 2014
- ii. Future meeting dates (10am – 12noon).
  - 1. Thursday, November 13, 2014 (Joint meeting with Committees)
  - 2. Thursday, December 11, 2014
  - 3. Thursday, January 15, 2015
  - 4. Thursday, February 12, 2015
  - 5. Thursday, March 12, 2015
  - 6. Thursday, April 9, 2015

- b. Others

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

**X. Adjournment**



STATE OF HAWAII

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Communications, Technical and Finance Meeting

Thursday, September 11, 2014

(Joint Meeting with Board)

Kalanimoku Bldg., Room 322B

1151 Punchbowl St., Honolulu

10 am to 12:00 noon

Meeting Minutes

**Communications Committee members present:** Steven Schutte (Chair), Paul Ferreira, Victor Ramos, Marshall Kanehailua, Clayton Tom, Thalia Burns, Lavina Taovao and Davlynn Racadio.

**Communications Committee members absent:** None.

**Technical Committee members present:** Victor Ramos (Chair), Clayton Tom, Clement Chan, Tony Ramirez, Gary Lum, Aaron Correia, Steven Schutte, Dave Miyasaki, Kenison Tejada and Marshall Kanehailua.

**Technical Committee members absent:** Kiman Wong.

**Finance Committee members present:** Lisa Hiraoka, Mark Begley, Paul Ferreira, Roy Irei and Randy Macadangdang.

**Finance Committee members absent:** Kiman Wong.

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

**Observers:** Ken Schulte (TriTech), Robert Gausepohl (KPD), Travis Ing (HawPD), Ikaika Soo (AT&T), Wayne Hirasa (Sandwich Isles Com), Joseph Tom Loo (RDC), Ryan Freitas (HawTel), Eleni Papakiristis (HawTel), Jeff Riewer (AT&T), Jayne Nantkes (Independent), Sean Naito (HPD), Liz Gregg (AT&T), Kenison Tejada (APCO/NENA), Diana Chun (EMS), Tina Metivier (Intrado), Ben Morgan (HawTel), and Eric Butler (Pictometry),

- I. Call to Order, Public Notice, Quorum
  - a. The Board Chair Clayton Tom called the meeting to order at 10:10 am.
  - b. Quorum was present for all committee meetings.

- II. Moment of silence for the victims of September 11, 2001
  - a. Board Chair Clayton Tom requested a moment of silence in remembrance of the victims of September 11, 2001.
- III. Public testimony on all agenda items
  - a. Board Chair Clayton Tom requested if anyone in attendance who wishes to give testimony on any of the agenda items to please come forward. No one came forward.
- IV. Introductions
  - a. Introductions were made of all in attendance.
- V. Review and Approval of Last Month's Meeting Minutes:
  - a. The following change to the minutes was requested by Mark Begley:
    - i. Page 10, item 10(a) (i) am changed from Mark Begley to Roy Irei.
    - ii. Board Chair Clayton Tom noted that Victor Ramos' name appears twice in the Technical Committee members' section.
  - b. Board vice Chair Roy Irei motioned to approve the minutes of the August 12, 2014 Joint Committee Meetings. The motion was seconded and approved by voice vote by all committee members present.
- VI. Committee Updates by Committee Chairs
  - a. Communications Committee – Steven Schutte
    - i. 2015 Legislative Investigative Committee
      - a. Federal DoD Legislation introduced in June 2014 allows surcharge revenue collection to take place at the federal level. The Executive Director Thera Bradshaw recommended that the AG's office and the new telcom legal counsel review the legislation and determine what options are available to the State of Hawaii and place that under the 2015 Legislative Investigative Committee (LIC).

- b. LIC Chair, Paul Ferreira, has requested a meeting prior to the October Board meeting with Stella Kam and the special legal counsel to identify options for the Boards consideration on this proposed legislation moves through Congress.
  - c. A similar situation occurred in Hawaii when legislation broadened the language for reimbursement from the E911 Fund. A reimbursement request from the U.S. Navy Regional Dispatch Center (RDC) for a significant amount prompted narrowing legislative language on reimbursement requests from PSAP's. The RDC reimbursement request was subsequently withdrawn.
  - d. The Executive Director further stated that other states are also looking into how this federal congressional action will impact them.
- ii. Others - none
- b. Technical Committee – Victor Ramos
    - i. Investigative Regulatory Committee update – None
    - ii. FCC updates
      - 1. The Executive Director stated the following:
        - a. The text-to-911 rules were adopted by the FCC last month.
        - b. The Public Safety Bureau of Homeland Security will be issuing their report approximately in October and it will be going to the next round of hearings in December 2014.
        - c. This is important because this is the accuracy location identification on mobile calls. When those rules were initially adopted in 1994 it was negotiated in an environment of outside mobility

as opposed to internal. As the public moves more toward mobility, it is a time to regroup.

2. Committee member Tony Ramirez stated the following:

- a. The carriers in Hawaii in the month of August demonstrated significant influx of wireless sectors added to the wireless databases. In addition, during the first 10 days of September there were 600 sectors added.

iii. Others

1. Text Messaging Team

- a. Ms. Davlynn Racadio stated that she would like to present the team formed that will develop the text messaging plan.

- i. Conference calls were initiated and volunteers were solicited.

1. Members of the Text Messaging Team are as follows:

- a. Davlynn Racadio, MPD/Team Leader
- b. Thalia Burns, HPD
- c. Jayne Nantkes
- d. Travis Ing, HawPD
- e. Thera Bradshaw, State of HI

- ii. The Plan will include:

1. Training
2. Standards
3. Media
4. Community outreach
5. The NG911 system is not yet stable as expected.
  - a. Routers are to be installed for expanded capacity.

- b. There will be a period of time necessary to ensure system stability prior to adding any new capabilities.
- 6. PSAPs preparation
  - a. Points of contact for each PSAPs need to be identified to ensure a statewide implementation of texting for the planning team.
  - b. Plan for training and development of standards.
  - c. Timeline however for implementation will remain open ended until there is system stability.
- 7. Help from the Carriers and Commercial Partners are requested for input and support.
  - a. The Board vice Chair recommended that Davlynn send a letter to the carriers to engage their help and for notice the PSAP's are developing the text plans rollout.
- 8. Board support and guidance.
  - a. Deputy Chief Paul Ferreira stated that the Communications Committee could consider drafting a letter on behalf of the Board to the

counties regarding the upcoming text messaging activities. In addition, Mr. Ferreira will also draft a letter to his county counterparts in the state.

2. 911 Outage Report
  - a. The Executive Director acknowledged the leadership of Ben Morgan providing the outage report.
  - b. Summary of Report.
    - i. 7 outages in over 15 hours.
    - ii. This is an important Board management responsibility as a result of its expanded responsibilities to oversee Enhanced 911 statewide as defined in our legislation.
    - iii. The Executive Director Recommends:
      1. A full Report required each time there is a 911 outage.
      2. Better and more timely communications when an outage occurs for the counties.
      3. Better built in redundancies for the 911 system.
  - c. The FCC's investigation on outages in seven states including Hawaii is underway with a hearing to be scheduled in October.
  - d. Davlynn Racadio noted a correction to the report, that during the recent outage, Maui PSAP was given the option to go on the white phone or not. The Kauai and Honolulu PSAPs opted to go to the white phone, while Hawaii, Molokai and Maui



opted out due to system instability. It was agreed that when the system goes under maintenance all PSAPs should go to the white phone.

- e. Ben Morgan agreed with Davlynn Racadio that it should have been handled that way.
- f. Technical Committee Chair Victor Ramos accept the Executive Director's recommendation requiring a report to the Board each time an outage occurs.
  - i. Tony Ramirez motioned that the Technical committee recommend to HawTelcom to submit a report to the Board detailing outages that occur and an explanation as to the causes. In addition the report should include a level expectation for service reliability with a goal to strive to. The motion was seconded and approved by voice vote by all the Technical Committee members in attendance.

c. Finance Committee – Kiman Wong

- i. Review of FY 2015 Cash Flow & Budget Financial report
  - 1. Staff member Courtney Tagupa provided the following financial information in the absence of Finance Committee Chair Kiman Wong:
    - a. Total surcharge & Interest revenue (August) \$769,662.
    - b. Total disbursements (August) - \$638,904.
    - c. Net Cash Inflow for (August) - \$130,758.
    - d. Net Bank Balance (August) - \$12,504,301.
    - e. Net unencumbered Cash Balance - \$10,083.201.
- ii. Update on procurement of Independent CPA auditor.

- iii. Executive Director Thera Bradshaw stated that she and Courtney met with Sara Allen, SPO Administrator, requesting assistance for the procurement of an auditor for the board to proceed with an audit of the E911 Fund. The issue is that non-state employees are not allowed access to its new HlePRO electronic procurement system since it contains proprietary vendor information. Ms. Allen offered two possible solutions: a firewall in the new system that will prevent access by non-state employees to proprietary information; or have SPO assist the Board with the solicitation.
  1. Under the circumstances the proposed final audit report date in October will not happen due to the delay.
  2. We hope that we may provide more information to the Board regarding the audit timeline next month.
  3. Ms. Allen was complementary of the Board's leadership and its focus on annual audits.
- iv. Request for additional funding approval for Six Month TKC Consulting Contract Extension Amendment. - \$180,000.
  1. Board vice Chair Roy Irei stated that the TKC Consulting Contract needed to be extended for six months on a non-recurring basis, subject to Board approval, due mainly to RCUH's need for more time to hire the two temporary employees previously approved by the board.
  2. Finance Committee member Paul Ferreira motioned to approve the 6 month extension of the TKC Contract for total funding in the amount of \$180,000 for six months (December 11, 2014 through June 10, 2015) subject to approval by the Board. The motion was seconded and unanimously approved by voice vote by the Finance Committee members present.
- v. Others-None

## **VII. PSAP Status Updates**

- a. Kauai – Mark Begley
  - i. Mr. David Miyasaki stated that he received a call from George Lam of SPAWARS. They were looking to the NAVY to establish a PSAP at the Pacific Missile Range Facility (PMRF) in Kauai. They will be arriving next week to do a study.
- b. Oahu – Dave Kajihira
  - i. Major Correia stated that the planned cutover to the new CAD system will not be possible by the end of this year. It has been rescheduled for the second quarter of next year prior to the close of FY 2015.
- c. Molokai – Victor Ramos – nothing to report.
- d. Maui – Clayton Tom - nothing to report.
- e. Hawaii – Marshall Kanehailua
  - i. Sgt. Travis Ing stated that the RFP committee is in the final stage of the selection of the CAD vendor. A decision should be forthcoming shortly.

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

- a. 911 Timeline update – The Executive Director requests the PSAPs to continue to provide updates to the 911 website. It is particularly important for the upcoming legislative session that will start in January. We urge the wireless carriers, PSAPs and counties to go to the 911 website so their success stories will be seen by all.
- d. Others – Ms. Tina Metivier stated that the Intrado power map will be available after the routers have been updated this fall. Updates will be acknowledged during the bi-weekly conference calls. Non-call-taking workstations are anticipated and should be budgeted for.

### **IX. Announcements**

- 1. Next meeting date: Tuesday, October 7, 2014
- ii. Future meeting dates (10am – 12noon).
  - 1. **Thursday**, November 13, 2014 (**Joint meeting with Board**)

2. Tuesday, December 9, 2014
3. Tuesday, January 13, 2015
4. Tuesday, February 10, 2015
5. Tuesday, March 10, 2015
6. Tuesday, April 7, 2015

b. Others – Courtney Tagupa stated that he will check if the room can be expanded for the joint meetings.

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

a. The Board Chair asked if anyone wished to provide comment on issues not on the agenda for consideration for the agenda at the next meeting. No one came forward.

XI. Adjournment

a. The meeting was adjourned at 10:53 am.

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

<b>Budget Analysis</b>				
<b>FY 2014-15</b>	<b>Actuals</b>		<b>Annual Budget</b>	<b>% of Budget Expended</b>
	<b>August</b>	<b>FY-T-D</b>		
<b><i>Receipts:</i></b>				
Enhanced 911 Surcharge Collection	769,537	1,536,529	9,080,000	8.5%
Interest Income	125	237	2,500	5.0%
<i>Receipts</i>	769,662	1,536,766	9,082,500	8.5%
<b><i>Disbursements:</i></b>				
Conference Travel	(5,314)	(11,410)	(158,000)	3.4%
Non-Recurring Expenses	(7,356)	(13,472)	(1,855,356)	0.4%
<b>Recurring Expenses:</b>				
Administration	(30,274)	(62,715)	(1,264,765)	2.4%
Maintenance	(228,210)	(228,210)	(3,533,551)	6.5%
Telecommunications	(203,036)	(204,040)	(2,097,998)	9.7%
Other		3,770	(7,600)	0.0%
<i>Disbursements</i>	(474,190)	(516,076)	(8,917,270)	5.3%
<i>Net Receipts/(Disbursements)</i>	295,473	1,020,689	165,230	
<b>Cash Flow Analysis</b>				
<i>Net Receipts/(Disbursements)</i>	\$ 295,473	\$ 1,020,689		
<b>Encumbrance Paydowns:</b>				<b>Encumb. Bal.</b>
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014	(164,714)	(620,236)		1,650,669
Accounts Receivable (Offset)		(350)		2,952
<b>Net Encumbrance Adds/(Paydown)</b>	<b>(164,714)</b>	<b>(620,586)</b>		
<b>Net Cash Inflow/(Outflow)</b>	<b>130,758</b>	<b>400,103</b>		
<b>Bank Balance Analysis:</b>				
<b>ADD: July 1, 2014 Beginning Balance</b>		<b>12,504,198</b>		
<b>Net Bank Balance</b>		<b>12,904,301</b>		
<b>Outstanding Ecumb/Accruals</b>		<b>(2,821,101)</b>		
<b>Unencumbered Cash Balance</b>	<b>\$ -</b>	<b>\$ 10,083,201</b>		

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

MONTH OF AUGUST 2014	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
<b>Total RECEIPTS</b>	-	-	-	-	769,662	769,662
<b>DISBURSEMENTS:</b>						
<b>6200 CONFERENCES</b>						
6204 APCO Conference	-	-	-	-	5,386	5,386
6213 Navigator	-	-	-	(73)	-	(73)
<b>Total 6200 CONFERENCES</b>	-	-	-	(73)	5,386	5,314
<b>6300 Non-RECURRING</b>						
6301 CAD Replac/Upgrade						
6301.05 Kauai Police Dept	-	7,356	-	-	-	7,356
<b>Total 6301 CAD Replac/Upgrade</b>	-	7,356	-	-	-	7,356
<b>Total 6300 Non-RECURRING</b>	-	7,356	-	-	-	7,356
<b>6400 RECURRING EXPENSES</b>						
<b>6401 ADMINISTRATION</b>						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.08 Board Member Travel	-	-	-	-	1,437	1,437
6401.13 Parking Permits	-	-	-	-	400	400
<b>Total 6401 ADMINISTRATION</b>	-	-	-	-	30,274	30,274
<b>6402 MAINTENANCE</b>						
6402.02 Imagery Lic Agree	-	-	-	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	-	18,795	46,615	-	65,409
6402.08 CAD Maintenance	-	-	-	162,801	-	162,801
<b>Total 6402 MAINTENANCE</b>	-	-	18,795	209,415	-	228,210
<b>6403 Other RECURRING</b>						
6403.01 Telcom Charges						
6403.0102 Long Distance	28	57	55	-	-	140
6403.0109 Telcom Trunk	25,529	(9,295)	23,208	157,814	-	197,255
6403.0110.1 CML				1,663		1,663
6403.0110.2 Centrex				789		789
6403.0110.3 Mileage				134		134
6403.0112 HPD CML Viper-Kapolei	-	-	-	2,221	-	2,221
6403.0113 HPDCMLViper-Alapai	-	-	-	834	-	834
<b>Total 6403.01 Telcom Charges</b>	25,557	(9,238)	23,263	163,455	-	203,036
<b>Total 6403 Other RECURRING</b>	25,557	(9,238)	23,263	163,455	-	203,036
<b>Total 6400 RECURRING EXPENSES</b>	25,557	(9,238)	42,058	372,870	30,274	461,520
<b>Total DISBURSEMENTS:</b>	25,557	(1,883)	42,058	372,797	35,661	474,190

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMINIST RATION	TOTAL		
<b>FY2014-15 AUGUST 2014 (2 MONTHS)</b>	2 mos.	2 mos.	2 mos.	2 mos.	2 mos.	2 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-	-	1,536,766	1,536,766	-	1,536,766
<b>DISBURSEMENTS:</b>								
<b>6200 CONFERENCES</b>								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	-	(150)
6204 APCO Conference	-	-	-	-	5,386	5,386	48,786	(43,400)
6213 Navigator	-	-	-	(73)	-	(73)	-	(73)
6214 Nena Conference	-	-	(2)	6,248	-	6,247	-	6,247
6222 TriTech CAD Users	-	-	-	-	-	-	18,000	(18,000)
6200 CONFERENCES - Other	-	-	-	-	-	-	91,214	(91,214)
<b>Total 6200 CONFERENCES</b>	(150)	-	(2)	6,176	5,386	11,410	158,000	(146,590)
<b>6300 Non-RECURRING</b>								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	6,949	-	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-	(833)	-	(833)	-	(833)
6301.05 Kauai Police Dept	-	7,356	-	-	-	7,356	7,356	(0)
<b>Total 6301 CAD Replac/Upgrade</b>	-	7,356	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	300,000	(300,000)
6303 Computers								
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
<b>Total 6303 Computers</b>	-	-	-	-	-	-	5,000	(5,000)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm								
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
<b>Total 6306.12 TriTechCADSystAdm</b>	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	22,000	(22,000)
<b>Total 6306 Training</b>	-	-	-	-	-	-	43,000	(43,000)
<b>Total 6300 Non-RECURRING</b>	-	7,356	-	6,116	-	13,472	1,855,356	(1,841,884)

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

FY2014-15 AUGUST 2014 (2 MONTHS)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMINISTRATION	TOTAL	Annual Budget	\$ Over/(Under) Budget
	2 mos.	2 mos.	2 mos.	2 mos.	2 mos.	2 mos.		
<b>6400 RECURRING EXPENSES</b>								
<b>6401 ADMINISTRATION</b>								
6401.01 Exec Dir. Services	-	-	-	-	56,875	56,875	368,550	(311,675)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	2,887	2,887	35,000	(32,113)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	31	31	175,000	(174,969)
6401.0102 DB&F Rev Assessment	-	-	-	-	-	-	452,500	(452,500)
<b>Total 6401.09 DB&amp;F Assessments</b>	-	-	-	-	31	31	627,500	(627,469)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	400	400	200	200
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	2,522	2,522	-	2,522
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	70,000	(70,000)
<b>Total 6401.15 WSP Cost Recovery</b>	-	-	-	-	2,522	2,522	70,000	(67,478)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	100,000	(100,000)
6401.19 Public Education	-	-	-	-	-	-	50,000	(50,000)
<b>Total 6401 ADMINISTRATION</b>	-	-	-	-	62,715	62,715	1,264,765	(1,202,050)
<b>6402 MAINTENANCE</b>								
6402.02 Imagery Lic Agree	-	-	-	-	-	-	1,116,896	(1,116,896)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	0	-	18,795	46,615	-	65,409	1,312,521	(1,247,112)
6402.08 CAD Maintenance	-	-	-	162,801	-	162,801	1,038,752	(875,951)
6402.13 Software Maintenance								
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402.13 Software Maintenance</b>	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402 MAINTENANCE</b>	0	-	18,795	209,415	-	228,210	3,533,551	(3,305,341)
<b>6403 Other RECURRING</b>								
<b>6403.01 Telcom Charges</b>								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	57	57	84	-	-	197	2,160	(1,963)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	25,529	(9,295)	23,208	157,814	-	197,255	1,643,237	(1,445,982)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	3,325	-	3,325	-	3,325
6403.0110.2 Centrex	-	-	-	1,184	-	1,184	-	1,184
6403.0110.3 Mileage	-	-	-	202	-	202	-	202
6403.0110 Ocean Safety - Other	-	-	-	(2,124)	-	(2,124)	-	(2,124)
<b>Total 6403.0110 Ocean Safety</b>	-	-	-	2,586	-	2,586	-	2,586
6403.0112 HPD CML Viper-Kapolei	-	-	-	2,221	-	2,221	140,916	(138,695)
6403.0113 HPDCMLViper-Alapai	-	-	-	834	-	834	-	834
6403.0114 SD Viper (OSL) (3)	-	-	-	-	-	-	43,500	(43,500)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	600	(600)
<b>Total 6403.01 Telcom Charges</b>	25,585	(9,238)	23,292	164,401	-	204,040	2,097,998	(1,893,958)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
<b>Total 6403 Other RECURRING</b>	25,585	(9,238)	23,292	160,631	-	200,270	2,105,598	(1,905,328)
<b>Total 6400 RECURRING EXPENSES</b>	25,585	(9,238)	42,086	370,046	62,715	491,195	6,903,914	(6,412,719)
<b>TOTAL DISBURSEMENTS</b>	25,435	(1,883)	42,085	382,338	68,101	516,076	8,917,270	(8,401,194)



**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

Summary of Encumbrances/Accruals:									
							July 2014	August 2014	
	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Balance
<b>FY 2011 Encumbrances:</b>									
CAD Upgrade:			418,999.59			418,999.59			418,999.59
<b>FY 2012 Encumbrances:</b>						-			
CAD Upgrades:									
EMS/FIRE	56,040.27					56,040.27			56,040.27
HPD	695,392.00					695,392.00			695,392.00
<b>Total FY 2012 Encumbrances</b>	<b>751,432.27</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>751,432.27</b>	<b>-</b>	<b>-</b>	<b>751,432.27</b>
<b>FY 2014 Accruals</b>									
CAD Upgrade	31,000.00			1,500,000.00		1,531,000.00	31,000.00		1,500,000.00
CAD Maintenance				66,517.78		66,517.78	66,517.78		-
DB&F Rev. Assessment					8,306.31	8,306.31	8,306.31		-
DB&F Admin. Assessment					55,632.35	55,632.35	55,632.35		-
AG Legal Expenses for IRC					25,000.00	25,000.00		1,481.25	23,518.75
NENA Conference		6,600.00				6,600.00	6,600.00		-
Imagery License Agreement	127,150.00					127,150.00			127,150.00
WSP Recovery-Sprint					36,000.00	36,000.00	36,000.00		-
MSAG & GIS	90,290.34	86,911.73	27,535.21	25,637.24		230,374.52	115,927.58	114,446.94	-
Microwave Antenna Lease	3,770.00					3,770.00	3,770.00		-
Ocean Safety-Telecom	2,124.40					2,124.40	2,124.40		-
HawTelcom CML Positions	78,906.78	46,415.76	18,578.30	25,528.66		169,429.50	127,643.32	41,786.18	-
HT CML Viper (Kapolei)	5,500.00					5,500.00		5,500.00	-
HT CML Viper (Alapai)	1,500.00					1,500.00		1,500.00	-
Board & Committee Travel					2,000.00	2,000.00	2,000.00		-
<b>Total FY 2014 Accruals</b>	<b>340,241.52</b>	<b>139,927.49</b>	<b>46,113.51</b>	<b>1,617,683.68</b>	<b>126,938.66</b>	<b>2,270,904.86</b>	<b>455,521.74</b>	<b>164,714.37</b>	<b>1,650,668.75</b>
<b>Total Encumbrances/Accruals</b>	<b>1,091,673.79</b>	<b>139,927.49</b>	<b>465,113.10</b>	<b>1,617,683.68</b>	<b>126,938.66</b>	<b>3,441,336.72</b>	<b>455,521.74</b>	<b>164,714.37</b>	<b>2,821,100.61</b>

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

FY2014-15 AUGUST 2014 (2 MONTHS)	Hawaii PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6201 911 Goes to WashDC	(150)	-	(150)
6204 APCO Conference	-	7,400	(7,400)
6213 Navigator	-	-	-
6214 Nena Conference	-	-	-
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	-	-
<b>Total 6200 CONFERENCES</b>	<b>(150)</b>	<b>7,400</b>	<b>(7,550)</b>
<b>6300 Non-RECURRING</b>			
<b>6301 CAD Replac/Upgrade</b>			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	-	-	-
<b>Total 6301 CAD Replac/Upgrade</b>	<b>-</b>	<b>1,500,000</b>	<b>(1,500,000)</b>
6302 CMLs for Altern Dispat	-	-	-
<b>6303 Computers</b>			
6303.20 Dispatch Software	-	5,000	(5,000)
<b>Total 6303 Computers</b>	<b>-</b>	<b>5,000</b>	<b>(5,000)</b>
<b>6306 Training</b>			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm	-	-	-
6306.122 CAD TriTech EMS	-	-	-
<b>Total 6306.12 TriTechCADSystAdm</b>	<b>-</b>	<b>-</b>	<b>-</b>
6306.14 NG Text to 911 Refresh	-	6,000	(6,000)
<b>Total 6306 Training</b>	<b>-</b>	<b>6,000</b>	<b>(6,000)</b>
<b>Total 6300 Non-RECURRING</b>	<b>-</b>	<b>1,511,000</b>	<b>(1,511,000)</b>
<b>6400 RECURRING EXPENSES</b>			
<b>6402 MAINTENANCE</b>			
6402.02 Imagery Lic Agree	-	300,000	(300,000)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	0	307,647	(307,647)
6402.08 CAD Maintenance	-	68,752	(68,752)
6402.13 Software Maintenance	-	-	-
6402.131 Integraph DB S/W Maint	-	4,607	(4,607)
<b>Total 6402.13 Software Maintenance</b>	<b>-</b>	<b>4,607</b>	<b>(4,607)</b>
<b>Total 6402 MAINTENANCE</b>	<b>0</b>	<b>681,006</b>	<b>(681,006)</b>
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	57	1,200	(1,143)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	25,529	306,344	(280,815)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
<b>Total 6403.0110 Ocean Safety</b>	<b>-</b>	<b>-</b>	<b>-</b>
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
<b>Total 6403.01 Telcom Charges</b>	<b>25,585</b>	<b>311,544</b>	<b>(285,959)</b>
6403.02 EMS Tower Lease	-	-	-
<b>Total 6403 Other RECURRING</b>	<b>25,585</b>	<b>311,544</b>	<b>(285,959)</b>
<b>Total 6400 RECURRING EXPENSES</b>	<b>25,585</b>	<b>992,550</b>	<b>(966,965)</b>
<b>TOTAL DISBURSEMENTS</b>	<b>25,435</b>	<b>2,510,950</b>	<b>(2,485,515)</b>

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

FY2014-15 AUGUST 2014 (2 MONTHS)	Oahu PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	-	17,500	(17,500)
6213 Navigator	(73)	-	(73)
6214 Nena Conference	6,248	-	6,248
6222 TriTech CAD Users	-	12,000	(12,000)
6200 CONFERENCES - Other	-	-	-
<b>Total 6200 CONFERENCES</b>	<b>6,176</b>	<b>29,500</b>	<b>(23,324)</b>
<b>6300 Non-RECURRING</b>			
<b>6301 CAD Replac/Upgrade</b>			
6301.01 EMS	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	(833)	-	(833)
6301.05 Kauai Police Dept	-	-	-
<b>Total 6301 CAD Replac/Upgrade</b>	<b>6,116</b>	<b>-</b>	<b>6,116</b>
6302 CMLs for Altern Dispat	-	-	-
<b>6303 Computers</b>			
6303.20 Dispatch Software	-	-	-
<b>Total 6303 Computers</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>6306 Training</b>			
6306.11 Training (CAD) HPD	-	16,000	(16,000)
6306.12 TriTechCADSystAdm	-	-	-
6306.122 CAD TriTech EMS	-	5,000	(5,000)
<b>Total 6306.12 TriTechCADSystAdm</b>	<b>-</b>	<b>5,000</b>	<b>(5,000)</b>
6306.14 NG Text to 911 Refresh	-	16,000	(16,000)
<b>Total 6306 Training</b>	<b>-</b>	<b>37,000</b>	<b>(37,000)</b>
<b>Total 6300 Non-RECURRING</b>	<b>6,116</b>	<b>37,000</b>	<b>(30,884)</b>
<b>6400 RECURRING EXPENSES</b>			
<b>6402 MAINTENANCE</b>			
6402.02 Imagery Lic Agree	-	250,000	(250,000)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	46,615	559,374	(512,760)
6402.08 CAD Maintenance	162,801	800,000	(637,199)
6402.13 Software Maintenance	-	-	-
6402.131 Integraph DB S/W Maint	-	-	-
<b>Total 6402.13 Software Maintenance</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total 6402 MAINTENANCE</b>	<b>209,415</b>	<b>1,670,149</b>	<b>(1,460,734)</b>
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	946	11,353	(10,407)
6403.0109 Telcom Trunk	157,814	947,000	(789,186)
6403.0110 Ocean Safety			
6403.0110.1 CML	3,325	-	3,325
6403.0110.2 Centrex	1,184	-	1,184
6403.0110.3 Mileage	202	-	202
6403.0110 Ocean Safety - Other	(2,124)	-	(2,124)
<b>Total 6403.0110 Ocean Safety</b>	<b>2,586</b>	<b>-</b>	<b>2,586</b>
6403.0112 HPD CML Viper-Kapolei	2,221	140,916	(138,695)
6403.0113 HPDCMLViper-Alapai	834	-	834
6403.0114 SD Viper (OSL) (3)	-	43,500	(43,500)
6403.0115 Text-to-911 Service	-	12,000	(12,000)
6403.0116 Alt PSAP Call Route	-	-	-
<b>Total 6403.01 Telcom Charges</b>	<b>164,401</b>	<b>1,154,769</b>	<b>(990,368)</b>
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
<b>Total 6403 Other RECURRING</b>	<b>160,631</b>	<b>1,162,369</b>	<b>(1,001,738)</b>
<b>Total 6400 RECURRING EXPENSES</b>	<b>370,046</b>	<b>2,832,518</b>	<b>(2,462,472)</b>
<b>TOTAL DISBURSEMENTS</b>	<b>382,338</b>	<b>2,899,018</b>	<b>(2,516,680)</b>

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

FY2014-15 AUGUST 2014 (2 MONTHS)	Maui PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	-	7,400	(7,400)
6213 Navigator	-	-	-
6214 Nena Conference	(2)	-	(2)
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	-	-
<b>Total 6200 CONFERENCES</b>	(2)	7,400	(7,400)
<b>6300 Non-RECURRING</b>			
<b>6301 CAD Replac/Upgrade</b>			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	-	-	-
<b>Total 6301 CAD Replac/Upgrade</b>	-	-	-
6302 CMLs for Altern Dispat	-	-	-
<b>6303 Computers</b>			
6303.20 Dispatch Software	-	-	-
<b>Total 6303 Computers</b>	-	-	-
<b>6306 Training</b>			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm	-	-	-
6306.122 CAD TriTech EMS	-	-	-
<b>Total 6306.12 TriTechCADSystAdm</b>	-	-	-
6306.14 NG Text to 911 Refresh	-	-	-
<b>Total 6306 Training</b>	-	-	-
<b>Total 6300 Non-RECURRING</b>	-	-	-
<b>6400 RECURRING EXPENSES</b>			
<b>6402 MAINTENANCE</b>			
6402.02 Imagery Lic Agree	-	372,263	(372,263)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	18,795	225,500	(206,705)
6402.08 CAD Maintenance	-	170,000	(170,000)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
<b>Total 6402.13 Software Maintenance</b>	-	-	-
<b>Total 6402 MAINTENANCE</b>	18,795	767,763	(748,968)
<b>6403 Other RECURRING</b>			
<b>6403.01 Telcom Charges</b>			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	84	480	(396)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	23,208	278,495	(255,287)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
<b>Total 6403.0110 Ocean Safety</b>	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
<b>Total 6403.01 Telcom Charges</b>	23,292	282,975	(259,683)
6403.02 EMS Tower Lease	-	-	-
<b>Total 6403 Other RECURRING</b>	23,292	282,975	(259,683)
<b>Total 6400 RECURRING EXPENSES</b>	42,086	1,050,738	(1,008,652)
<b>TOTAL DISBURSEMENTS</b>	42,085	1,058,138	(1,016,053)

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

FY2014-15 AUGUST 2014 (2 MONTHS)	Kauai PSAP		
	2 mos.	Annual Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS:</b>	-	-	-
<b>DISBURSEMENTS:</b>			
<b>6200 CONFERENCES</b>			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	-	11,100	(11,100)
6213 Navigator	-	-	-
6214 Nena Conference	-	-	-
6222 TriTech CAD Users	-	6,000	(6,000)
6200 CONFERENCES - Other	-	-	-
<b>Total 6200 CONFERENCES</b>	-	17,100	(17,100)
<b>6300 Non-RECURRING</b>			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Haw ai'i Police Dept	-	-	-
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	7,356	7,356	(0)
<b>Total 6301 CAD Replac/Upgrade</b>	7,356	7,356	(0)
6302 CMLs for Altern Dispat	-	300,000	(300,000)
6303 Computers			
6303.20 Dispatch Software	-	-	-
<b>Total 6303 Computers</b>	-	-	-
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	-	-
<b>Total 6306.12 TriTechCADSystAdm</b>	-	-	-
6306.14 NG Text to 911 Refresh	-	-	-
<b>Total 6306 Training</b>	-	-	-
<b>Total 6300 Non-RECURRING</b>	7,356	307,356	(300,000)
<b>6400 RECURRING EXPENSES</b>			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	194,633	(194,633)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	-	220,000	(220,000)
6402.08 CAD Maintenance	-	-	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
<b>Total 6402.13 Software Maintenance</b>	-	-	-
<b>Total 6402 MAINTENANCE</b>	-	414,633	(414,633)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	232,132	(232,132)
6403.0102 Long Distance	57	480	(423)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	(9,295)	111,398	(120,693)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
<b>Total 6403.0110 Ocean Safety</b>	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	600	(600)
<b>Total 6403.01 Telcom Charges</b>	(9,238)	348,710	(357,948)
6403.02 EMS Tower Lease	-	-	-
<b>Total 6403 Other RECURRING</b>	(9,238)	348,710	(357,948)
<b>Total 6400 RECURRING EXPENSES</b>	(9,238)	763,343	(772,581)
<b>TOTAL DISBURSEMENTS</b>	<b>(1,883)</b>	<b>1,087,799</b>	<b>(1,089,682)</b>

**HAWAII ENHANCED 911 BOARD  
STATEMENT OF CASH FLOWS  
For month ending August 31, 2014**

FY2014-15 AUGUST 2014 (2 MONTHS)		ADMINISTRATION		
		2 mos.	Annual Budget	\$ Over/(Under) Budget
Total RECEPTS:		1,536,766	-	1,536,766
DISBURSEMENTS:				
6401 ADMINISTRATION				
	6401.01 Exec Dir. Services	56,875	368,550	(311,675)
	6401.02 ElectronSignatur	-	200	(200)
	6401.05 Audit Expense	-	12,500	(12,500)
	6401.06 Bank Charge	-	100	(100)
	6401.08 Board Member Travel	2,887	35,000	(32,113)
	6401.09 DB&F Assessments			
	6401.0101 DB&F Admin. Assess	31	175,000	(174,969)
	6401.0102 DB&F Rev Assessment	-	452,500	(452,500)
	<b>Total 6401.09 DB&amp;F Assessments</b>	<b>31</b>	<b>627,500</b>	<b>(627,469)</b>
	6401.12 NASNA Dues	-	215	(215)
	6401.13 Parking Permits	400	200	200
	6401.15 WSP Cost Recovery			
	6401.0101 Sprint/Nextel	2,522	-	2,522
	6401.15 WSP Cost Recovery - Other	-	70,000	(70,000)
	<b>Total 6401.15 WSP Cost Recovery</b>	<b>2,522</b>	<b>70,000</b>	<b>(67,478)</b>
	6401.17 ADA Compliance	-	500	(500)
	6401.18 AG Legal Fees	-	100,000	(100,000)
	6401.19 Public Education	-	50,000	(50,000)
	<b>Total 6401 ADMINISTRATION</b>	<b>62,715</b>	<b>1,264,765</b>	<b>(1,202,050)</b>
	<b>Total 6400 RECURRING EXPENSES</b>	<b>62,715</b>	<b>1,264,765</b>	<b>(1,202,050)</b>
<b>TOTAL DISBURSEMENTS</b>		<b>68,101</b>	<b>1,361,365</b>	<b>(1,293,264)</b>

# Oahu Civilian 9-1-1 Status Report

*August 1, 2014 – August 31, 2014*

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1 PSAP Operations

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

(Source: Intrado Viper)

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Other Calls	% of Total Calls
August	86,601	19,814	22.88%	64,111	74.03%	55.68%	18.35%	2,641	3.05%	35	0.04%	1,997	2.31%	12,353	14.26%	562	0.65%

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline Calls		Wireless Calls				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Total Call Received	% of Total Calls
January	81,098	19,764	24.37%	57,369	70.74%	50.56%	20.18%	178	0.22%	3,787	4.67%	1,946	2.40%	12,235	15.09%	486	0.60%
February	75,497	18,557	24.58%	53,565	70.95%	50.60%	20.35%	174	0.23%	3,201	4.24%	1,830	2.42%	10,227	13.55%	436	0.58%
March	82,191	18,633	22.67%	58,684	71.40%	51.74%	19.66%	2,342	2.85%	2,531	3.08%	1,719	2.09%	12,470	15.50%	334	0.41%
April	78,155	17,655	22.59%	56,170	71.87%	52.43%	19.44%	2,384	3.05%	1,946	2.49%	2,023	2.59%	11,252	14.40%	318	0.41%
May	86,178	19,795	22.97%	62,763	72.83%	53.84%	18.99%	2,689	3.12%	931	1.08%	2,078	2.41%	12,047	13.98%	428	0.50%
June	82,323	19,362	23.52%	60,483	73.47%	54.51%	18.96%	2,445	2.97%	33	0.04%	1,652	2.01%	12,773	15.52%	395	0.48%
July	91,297	24,331	23.61%	66,966	73.35%	54.82%	18.53%	2,739	3.00%	37	0.04%	2,070	2.27%	13,327	14.60%	426	0.47%
August	86,601	19,814	22.88%	64,111	74.03%	55.68%	18.35%	2,641	3.05%	35	0.04%	1,997	2.31%	12,353	14.26%	562	0.65%
September																	
October																	
November																	
December																	
YTD	663,340	157,911		480,111				15,592		12,501		15,315		96,684		3,385	
MON AVG	82,918	19,739	23.40%	60,014	72.33%	53.02%	19.31%	1,949	2.31%	1,563	1.96%	1,914	2.31%	12,086	14.61%	423	0.51%

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

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

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.3 9-1-1 Call Volume by Agency – August 2014

9-1-1 Call Volume by Agency												
HPD								HFD				
2014	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
August	75,502	87.18%	24,011	37,989	1,149	12,353	0	2,629	3.04%	107	0	0

9-1-1 Call Volume by Agency (Continued)										
EMS						OS				
2014	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
August	7,876	9.09%	710	196	0	32	0.04%	31	0	0

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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

9-1-1 Call Volume by Agency																		
2014	HPD						HFD				EMS				OS			
	No. of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
January	70,176	86.53%	18,601	38,600	921	12,054	2,270	2.80%	88	61	8,108	10.00%	888	111	58	0.07%	49	9
February	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
March	71,563	87.07%	19,959	38,383	751	12,470	2,069	2.52%	147	24	8,153	9.92%	750	95	72	0.09%	71	6
April	67,525	86.40%	19,297	36,199	777	11,252	2,310	2.96%	304	0	7,940	10.16%	887	172	62	0.08%	55	7
May	75,253	87.32%	22,828	39,363	1,015	12,47	2,403	2.79%	333	0	8,031	9.32%	669	153	63	0.07%	61	2
June	73,876	89.74%	22,021	38,346	901	12,608	0	0.00%	0	0	8,021	9.74%	721	152	31	0.04%	30	13
July	79,990	113.98%	25,633	39,876	1,154	13,327	2,512	2.75%	135	0	8,299	9.09%	711	150	70	0.08%	70	2
August	75,502	87.18%	24,011	37,989	1,149	12,353	2,629	3.04%	107	0	7,876	9.09%	710	196	32	0.04%	31	0
September																		
October																		
November																		
December																		
<b>YTD</b>	<b>579,015</b>		<b>169,915</b>	<b>305,259</b>	<b>7,583</b>	<b>84,211</b>	<b>16,421</b>		<b>1,347</b>	<b>85</b>	<b>64,090</b>		<b>5,978</b>	<b>1,107</b>	<b>429</b>		<b>407</b>	<b>41</b>
<b>MON AVG</b>	<b>72,377</b>	<b>90.56%</b>	<b>21,239</b>	<b>38,157</b>	<b>948</b>	<b>12,030</b>	<b>2,053</b>	<b>2.48%</b>	<b>168</b>	<b>11</b>	<b>8,011</b>	<b>9.68%</b>	<b>747</b>	<b>138</b>	<b>54</b>	<b>0.07%</b>	<b>51</b>	<b>5</b>

**Note :** Honolulu Fire Department Call Volume Numbers were not provided for June 2014.

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 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 – August 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
08/18/14	AT&T	2	4	Oahu PSAP	Pass
08/27/14	Sprint				Cancelled

There were two (2) scheduled Wireless 911 test in August 2014. The first scheduled test on 8/18/2014 was successfully tested. The second scheduled test was cancelled with no explanation.

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2 MSAG

#### 2.1 Current Month – August 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)					
OAHU CIVILIAN	1,082	369	355	4	0	1	9	2,179	708	3	2	6	0	0	0	0

A total of 1,082 MSAG transactions were processed during the month of August 2014. 369 9-1-1Net requests were processed relating to the MSAG database, with 2,179 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 708 Telephone Number Change Requests (TN CR), three ALI-DR, and two VoIP-DR were processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

**There are 6 TN CRs in Referred status as of August 31, 2014.**

Six (6) TN CRs that remain in "Referred" status are awaiting approval from end user Hawaiian Telcom customer in order to update the ALI records. .

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

**There are no ALI DRs in Referred status as of August 31, 2014.**

**There are no Suspended Records as of August 31, 2014.**

**There are no VoIP DRs in Referred status as of August 31, 2014.**

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2.2 MSAG Year-to-Date (YTD) Summary – 2014

OAHU CIVILIAN		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
December																
November																
October																
September																
August	1,082	369	355	4	0	1	9	2,179	708	3	2	6	0	0	0	0
July	777	103	87	1	5	3	7	1,874	666	2	6	6	0	0	0	0
June	411	243	153	10	51	3	26	15,959	166	2	0	16	0	0	0	0
May	349	313	298	1	8	3	3	3,509	34	1	1	41	0	0	0	0
April	780	465	421	7	2	2	33	16,682	314	1	0	38	0	0	0	0
March	500	499	396	13	19	5	66	27,257	0	1		6	0		0	0
February	405	287	274	0	0	3	10	33,576	115	3		6	0		0	0
January	470	434	363	14	1	3	53	23,748	29	7		1	0		0	0
<b>TOTAL YTD</b>	<b>4,774</b>	<b>2,713</b>	<b>2,347</b>	<b>50</b>	<b>86</b>	<b>23</b>	<b>207</b>	<b>124,784</b>	<b>2,032</b>	<b>20</b>	<b>9</b>					
<b>AVG PER MO</b>	<b>597</b>	<b>339</b>	<b>293</b>	<b>6</b>	<b>11</b>	<b>3</b>	<b>26</b>	<b>15,598</b>	<b>254</b>	<b>3</b>	<b>2</b>					

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

<b>Definitions:</b>	(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.



## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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 **August 31, 2014**

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
Bellows Airforce Station	BELLOWS	65	65	COMPLETED -- 03/31/13	
Kaneohe MCAS	MCBH	356	356	COMPLETED -- 06/19/13	
Helemano Military Res	HELEMANO	33	33	COMPLETED -- 06/24/13	
Naval Comm Sat Wahiawa	NCTAMS PAC	3	3	COMPLETED -- 07/01/13	
NCTAMS	NCTAMS PAC	12	12	COMPLETED -- 07/09/13	
Naval Comm Stat Wahiawa	NCTAMS PAC	38	38	COMPLETED -- 07/16/13	
Camp Stover	SCHOFIELD	9	9	COMPLETED -- 07/16/13	
East Range	SCHOFIELD	3	3	COMPLETED -- 07/16/13	
Schofield Barracks	SCHOFIELD	2	2	COMPLETED -- 07/16/13	
Hicham AFB	HICKAM	2	2	COMPLETED -- 07/17/13	
Manana Naval Quarters	MANANA	37	37	COMPLETED -- 07/17/13	
TAMC	TRIPLER	9	9	COMPLETED -- 07/19/13	
Fort Kam	HICKAM	27	27	COMPLETED -- 07/31/13	
Fort Derussy	FT DERUSSY	6	6	COMPLETED -- 07/31/13	
Hospital Point	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Naval Magazine Lualualei	PEARL HBR	2	2	COMPLETED -- 08/12/13	
Hale Alii	PEARL HBR	3	3	COMPLETED -- 08/12/13	
Pearl Harbor	PEARL HBR	86	86	COMPLETED -- 08/12/13	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.

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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

OMIL Existing Community Name	New Approved Community Name	MSAG Records	MSAG Transactions Required	Status	Notes/Comments
Ford Island	FORD ISL	147	147	COMPLETED -- 09/03/13	
Regional Dispatch Center	PEARL HBR	3	3	COMPLETED -- 10/03/13	
Schofield Bks	SCHOFIELD	661	661	COMPLETED -- 01/30/14	One record did not receive the new community name due to the overlapping with existing records (2 TNs).
Tripler AMC	TRIPLER	116	116	COMPLETED -- 02/18/14	
Wheeler AFB	SCHOFIELD	11	11	COMPLETED -- 02/20/14	
Hickam Air Force Base	HICKAM	3	3	COMPLETED -- 02/24/14	
Wheeler	SCHOFIELD	75	75	COMPLETED -- 04/28/14	One record did not receive the new community name due to the overlapping with existing records (0 TNs).
Fort Shafter	FT SHAFTER	282	282	COMPLETED -- 06/23/14	

A total of 2,405 MSAG transactions have been completed thus far – **97.5% Complete**. An estimated 62 MSAG transactions remain to be submitted and processed as of **August 31, 2014**.

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

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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

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

Subsequent to the completion of the MSAG Community and Street Segment Sweep - Phase V work on **June 27, 2014**, and the Database Synchronization Phase VI in **July 2014**, a project plan for Phase VII, with regards to the spatial accuracy of Street Centerlines, was approved by the Honolulu Police Department on **July 31, 2014**. The MSAG Community and Street Segment Sweep – Phase VII project is aimed to identify and correct the spatial accuracy of Street Centerlines throughout the island of Oahu, through a methodical counter-clockwise approach, following the same community correction path in the previous phases, to ultimately increase the accuracy of the data and to be in compliance with NENA standards. Street Centerlines that are corrected through this process will then achieve the NENA recommended standard of being accurate to within 10 feet or less.

Below is the latest Phase VII work effort as of **August 31, 2014**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	IN PROGRESS			
Kaneohe	09/17/14	10/24/14				
Kahaluu	10/27/14	11/04/14				
Kaaawa	11/05/14	11/07/14				
Punaluu	11/10/14	11/11/14				
Hauula	11/12/14	11/17/14				
Laie	11/18/14	11/24/14				
Kahuku	11/25/14	12/02/14				
Sunset	12/03/14	12/10/14				
Haleiwa	12/12/14	12/24/14				
Wahiawa	01/02/15	01/21/15				
Waialua	01/22/15	01/29/15				
Mokuleia	01/30/15	02/05/15				
Makaha	02/06/15	02/13/15				
Waianae	02/16/15	02/25/15				
Maili	02/26/15	03/06/15				
Nanakuli	03/09/15	03/17/15				
Makakilo	03/18/15	04/01/15				
Kapolei	04/02/15	04/24/15				
Kalaeloa	04/27/15	05/12/15				
Ewa Beach	05/13/15	06/30/15				
Iroquois	07/01/15	07/07/15				

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3 Geographic Information System (GIS) – August 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)			
<b>Address Points</b>			
	8/26/2014		Corrected one (1) address point in Waipio.
	8/26/2014		Deleted one (1) address point in Kailua; duplicate address.
	8/25/2014		Corrected two (2) surf break addresses in address points.
		<b>08/22/14</b>	
	8/21/2014		Spatially corrected thirty-nine (39) address points in Kaneohe.
	8/20/2014		Spatially corrected sixty-two (62) address points in Kaneohe.
	8/19/2014		Spatially corrected 106 address points in Kaneohe.
	8/19/2014		Added five (5) new address points in Kaneohe.
	8/14/2014		Updated Lifeguard Station names for OS 6 and OS 6A in Waimanalo
	8/13/2014		Based on the agreement for a new lifeguard station naming convention, updated all lifeguard station names
		<b>08/11/14</b>	
	8/8/2014		Spatially corrected fifty-two (52) address points in Kaneohe.
	8/8/2014		Deleted one (1) address point in Kaneohe; duplicate address point.
	<b>Common Place Name</b>		
8/26/2014			Completed simple analysis of the JUL 1 2014 and AUG 21 2014 TCAD error report: forty-six (46) errors were found on the JUL 1 2014 data and forty-six (46) errors were found on the AUG 21 2014 data. No change in errors or percentage.
8/26/2014			Began correcting TCAD errors from the AUG 21 2014 report; completed two (2) corrections and researched one (1) for follow up. Completed review.
8/26/2014			Modified one (1) MSAG Community to OS 45A in Waianae.
8/26/2014		Added one (1) description to UH Dance Studio Bldg in Manoa.	

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name		08/22/14	
	8/13/2014		Based on the agreement for a new lifeguard station naming convention, updated all lifeguard station names
		08/11/14	
	8/7/2014		Spatially corrected two (2) points of interest in Kaneohe.
Fire Response Areas		08/22/14	
	8/22/2014		Corrected STA17/STA39 boundary
	8/19/2014		Populated color values for the 5 new water rescue boundaries
	8/18/2014		Corrected STA16/STA36 boundary
		08/13/14	
	8/13/2014		Finished creating the new water rescue boundaries for HFD. New boundaries included were BN1 Water Rescue, BN2 Water Rescue, BN3 Water Rescue, BN4 Water Rescue, BN5 HNL Water Rescue, and BN5 North Water Rescue
	8/12/2014		At the request of the Honolulu Fire Department, began creating all new water rescue boundaries
	8/12/2014		Corrected STA19/STA18 boundary
		08/11/14	
Fire Stations			
Major Roads			
MSAG Address Points (aka Pseudo Address Points)			

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
MSAG Communities (aka Towns)		08/22/14	
	8/20/2014		Corrected Kailua/Kaneohe boundary along the H3 Fwy
	8/19/2014		Corrected MCBH/Kailua boundary
	8/19/2014		Corrected Kailua/Kaneohe boundary
		08/11/14	
	8/6/2014		Corrected Ewa Beach/Waipahu boundary
Medic Beats			
Medic Response Areas		08/22/14	
	8/22/2014		Corrected MED3/MED4 boundary
	8/18/2014		Corrected MED12/MED7 boundary
		08/13/14	
		08/11/14	
Medic Stations			
Milepost Markers			
Net_Junctions		08/25/14	
	8/25/2014		Populated with the latest MSAG Community and Police Beat updates
		08/14/14	
	8/14/2014		Populated with the latest MSAG Community and Police Beat updates
Points of Interest			
Police Beats		08/22/14	
		08/11/14	
	8/6/2014		Corrected Beat 878, 879, and began correcting 350 according to the HPD written policies and procedures

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3.4 Mapping Layers Updated (Part IV)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	8/26/2014		Spatially corrected eighteen (18) streets in Kailua
	8/26/2014		Corrected ranges on Maunawili Rd in Kailua
	8/25/2014		Spatially corrected sixty-two (62) streets in Kailua
		<b>08/22/14</b>	
	8/21/2014		Added new street segment of Kapaa Quarry Rd in Kailua
	8/20/2014		Spatially corrected forty-seven (47) streets in Kailua and Kaneohe including the H3E Fwy and H3W Fwy
	8/20/2014		Spatially corrected seventy-one (71) streets in Kailua
	8/19/2014		Corrected ranges on Tutu Pl in Haleiwa
	8/19/2014		Split Kaneohe Bay Dr in Kaneohe
	8/18/2014		Spatially corrected fifty-seven (57) streets in Kailua
	8/15/2014		Spatially corrected eighty-three (83) streets in Kailua
	8/15/2014		Based on a reported discrepancy from HFD, researched and corrected elevation values, causing a routing issue on Ward Ave
	8/13/2014		Spatially corrected streets in Kailua
	8/12/2014		Spatially corrected fifty-two (52) streets in Kailua
		<b>08/11/14</b>	
	8/11/2014		Spatially corrected sixty (60) streets in Kailua
	8/8/2014		Spatially corrected fifty-four (54) streets in Kailua
	8/7/2014		Corrected 2 mixed-parity issues
	8/6/2014		Spatially corrected fifty-nine (59) streets in Ewa Beach and Waipahu on Farrington Hwy, Kunia Rd, and Fort Weaver Rd
	8/5/2014		Spatially corrected fifty-eight (58) streets in Kailua
8/4/2014		Spatially corrected forty-one (41) streets in Kailua	
8/1/2014		Spatially corrected fifty-two (52) streets in Kailua	
8/1/2014		Split Ka Awakea Rd in Kailua at Police Beat 458/456	

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Trails			
WSP Cell Sectors			
	8/27/2014		Per ATTMO CRS
	8/27/2014		Per ATTMO CRS
		<b>08/25/14</b>	
		<b>08/22/14</b>	
	8/22/2014		Per VZW CRS
	8/22/2014		Per MOBI CRS
		<b>08/18/14</b>	
	8/18/2014		Per VZW CRS
	8/18/2014		Per ATTMO CRS
	8/15/2014		Per VZW CRS
		<b>08/11/14</b>	
	8/11/2014		Per VZW CRS
	<b>08/04/14</b>		
	8/4/2014		Per VZW CRS
	8/4/2014		Per VZW CRS
	8/4/2014		Per VZW CRS
WSP Cell Towers			
	8/27/2014		Per ATTMO CRS
	8/27/2014		Per ATTMO CRS



## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)			
WSP Cell Towers		<b>08/25/14</b>	
		<b>08/22/14</b>	
	8/22/2014		Per VZW CRS
	8/22/2014		Per MOBI CRS
		<b>08/18/14</b>	
	8/18/2014		Per VZW CRS
	8/18/2014		Per ATTMO CRS
	8/15/2014		Per VZW CRS
		<b>08/11/14</b>	
	8/11/2014		Per VZW CRS
		<b>08/04/14</b>	
	8/4/2014		Per VZW CRS
	8/4/2014		Per VZW CRS
	8/4/2014		Per VZW CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3.7 Mapping Layers Updated (Part VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Ocean Rescue Boundaries		08/22/14	
		08/13/14	
	8/13/2014		Corrected boundary between Rescue Crafts 3 and 4
		08/11/14	
	8/6/2014		Corrected boundaries for Mobile Responder 203 in Kailua
	8/5/2014		Corrected boundaries for Mobile Responder 203 in Kailua
Ocean Safety (Includes Lifeguard Stands)			
- Dive Locations			
- Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3.8 Mapping Layers Updated (Part VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			
- Dams			
- Ponds			
- Streams (Includes Rivers)			
- Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 3.9 Mapping Layers Updated (Part IX)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
SPECIAL REQUESTS			
Tow Boundaries			

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

## Oahu Civilian E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 3.10 Geographic Information System (GIS) Narrative

#### 3.10.1 GIS Key Activities/Updates

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

Date	Key Activities/Updates
8/25/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
8/25/2014	Net Junctions for Motorola CAD at HPD
8/22/2014	Street Centerlines and Common Places to HPD for Motorola CAD
8/22/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
8/22/2014	Cell Towers, Cell Sectors, ESN, MSAG Communities, Tow Boundaries, Police Response Areas, Fire Response Areas, Medic Response Areas, Streams, Street Centerlines, Address Points, Common Places to Intrado for PowerMap at HPD, HFD, EMS, and Ocean Safety
8/22/2014	Attended meeting at HPD to discuss the HOSES system and the potential for GIS data updates to align with data in the CAD and Mapping Systems
8/18/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
8/14/2014	Net Junctions for Motorola CAD at HPD
8/13/2014	Delivered updated HFD, EMS, and Ocean Safety Response Areas for TriTech CAD updates
8/13/2014	Delivered an updated Ocean Safety Points layer to EMS, which includes the new naming conventions, for the Ocean Safety TriTech CAD system
8/11/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
8/11/2014	Street Centerlines and Common Places to HPD for Motorola CAD
8/11/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
8/11/2014	Cell Towers, Cell Sectors, ESN, MSAG Communities, Tow Boundaries, Police Response Areas, Fire Response Areas, Medic Response Areas, Streams, Street Centerlines, Address Points, Common Places to Intrado for PowerMap at HPD, HFD, EMS, and Ocean Safety
8/5/2014	Updated Federal Geographic Areas to HFD for TriTech CAD
8/4/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

## Oahu Civilian E9-1-1 Status Report

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#### 3.10.2 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.

#### 3.10.3 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 August 2014. Akimeka completed an additional three (3) Police Beat (878, 879, and began on 350) 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.

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#### 3.10.4 TriTech CAD System Upgrade

During the month of July 2014, it was requested by the Honolulu Fire Department, for Akimeka to assist with the creation of a boundary layer to help identify the federal properties in the TriTech CAD system, in order to attach caution notes for dispatch purposes.

1. On July 21, 2014, Akimeka received the request and began creating the Geographic Areas based on the MSAG Community's federal properties which have previously been defined with the help and assistance of the PSAPs, including the Regional Dispatch Center at Pearl Harbor.
  - a. The boundaries were provided as requested on July 21, 2014, via Akimeka's ftp site.
  - b. Subsequent to the boundary layer being provided, minor configurations were requested and made throughout the remainder of July 2014.
2. During the month of August 2014, Akimeka continued to assist with updating the Geographic Areas until it met the goal of the Honolulu Fire Department.
  - a. On August 4, 2014, Akimeka performed updates to the multi-part polygon areas of Pearl Harbor, Schofield, and Makalapa. As requested, Akimeka also included the Pearl Harbor water areas into the Geographic Areas.
  - b. On August 5, 2014, the updated Geographic Areas were delivered to HFD to load into the TriTech. Akimeka awaited approval and the return of the color values to be included into the source data, for future deliverable purposes.
3. On August 13, 2014, Akimeka received the Geographic Areas export from HFD and incorporated the color values into the source data.
4. On August 12, 2014, at the request of the Honolulu Fire Department, and due to new fire boat jurisdictions, Akimeka began creating new water rescue boundaries for use in the TriTech CAD.
  - a. The new water rescue boundaries included 2 new boundaries and the renaming and boundary refining of 3 previously existing boundaries.
  - b. Akimeka completed the additions/updates to the Fire Response Areas and returned the GIS data for uploading on August 13, 2014.
  - c. On August 18, 2014, HFD returned the color values for the new response areas. Akimeka included these updates in the source data at that time for future deliverables.

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#### 3.10.5 Ocean Safety Lifeguard Stations

On August 13, 2014, a conference call with Ocean Safety, HPD, HFD, EMS, and Akimeka was held to discuss a naming convention for the Lifeguard Station features in the GIS data, which is now utilized by all agencies.

1. After discussion among all of the public safety agencies, the agreement was made to use a naming standard which will be convenient for all and can be communicated easily among the agencies.
  - a. Lifeguard Stations will include the alpha-numeric identifier and be preceded by “OS” for Ocean Safety. For example; Lifeguard Station 2B will be referred to in the GIS as OS 2B.
  - b. For the unique naming of Lifeguard Station 2D Patrol, it was agreed to name this as OS 2D Patrol.
  - c. Response Station locations will be preceded with “OS” followed by “RESP” for response station, and the information for that jurisdiction. For example Response Station South 1 will be named OS RESP SOUTH1
2. Subsequent to the discussion and agreements, Akimeka performed the necessary updates to all GIS data utilizing this information and provided new Ocean Safety Address Points to EMS to include in their TriTech CAD system.
  - a. On August 14, 2014, Akimeka included the updated naming convention in HPD’s Common Places layer

#### 3.10.6 SPAWAR Meeting on Addressing for MCBH

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



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### 3.10.7 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 July 25, 2014 and August 25, 2014. Below are the results of the comparison.

	First Report 06/01/12	07/25/14	08/25/14	Improvement/ Comments
<b>Total Number of GIS Records</b>	<b>26,602</b>	<b>27,058</b>	<b>27,057</b>	<b>Decreased by 1 record</b>
	<b>Errors Identified</b>			
<b>Zero Errors</b>	5,112	646	629	Further reduced errors by 2.6% (17 errors)
<b>Low &gt; High Errors</b>	3	0	0	No Change
<b>Mixed Parity Errors</b>	1	2	0	Decreased by 2 errors
<b>Changed Parity Errors</b>	105	0	0	No Change
<b>Address Gap Errors</b>	2,629	0	0	No Change
<b>Address Overlap Errors</b>	423	0	0	No Change
<b>Flipped Link Errors</b>	1,030	518	508	Further reduced errors by 1.9% (10 errors)
<b>Total Errors</b>	<b>9,303</b>	<b>1,166</b>	<b>1,137</b>	<b>Further reduced errors by 2.5% (29 errors)</b>

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.

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### **4 E9-1-1 Database Synchronization**

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

#### **Next scheduled Database Synchronization report on October 2014**

**4.1 Audit Summary Results – 2014**

**4.2 Audit Summary Results – 2014 (Part II)**

**4.3 Audit Summary Results – April 1, 2014 MSAG vs. July 1, 2014 MSAG Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 (Part II)**

**4.4 Invalid MSAG Streets and Address Ranges – ESN x99 Records**

**4.5 Automatic Location Identification (ALI) Discrepancy Report**

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## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1 PSAP Operations

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

Source: Intrado Viper

9-1-1 Call Volume																	
HAWAII POLICE PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
August	22244	4572	20.55%	15207	68.36%	49.74%	50.26%	637	2.86%	12	0.05%	0	0.00%	1816	8.16%	0	0.00%

##### 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.

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### 1.2 911 Call Volume Hawaii County PSAPs – Calendar Year 2014

9-1-1 Call Volume																	
Hawaii County PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of Other Calls	% of Total Calls
January	20,517	5,680	27.68%	12,884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1,922	9.37%	0	0.00%
February	17,275	4,716	27.30%	11,352	65.71%	46.41%	53.59%	22	0.13%	14	0.08%	0	0.00%	1,171	6.78%	0	0.00%
March	19,732	4,443	22.52%	12,678	64.25%	51.64%	48.36%	646	3.27%	20	0.10%	0	0.00%	1,945	9.86%	0	0.00%
April	19,216	4,223	21.98%	12,562	65.37%	51.62%	48.38%	715	3.72%	15	0.08%	0	0.00%	1,694	8.82%	7	0.04%
May	19,520	4,459	22.84%	12,892	66.05%	51.61%	48.39%	670	3.43%	15	0.08%	0	0.00%	1,484	7.60%	0	0.00%
June	19,007	4,179	21.99%	12,635	66.48%	52.16%	47.84%	656	3.45%	4	0.02%	0	0.00%	1,533	8.07%	0	0.00%
July	20,960	4,476	21.35%	14,023	66.90%	49.43%	50.57%	769	3.67%	7	0.03%	0	0.00%	1,685	8.04%	0	0.00%
August	22,244	4,572	20.55%	15,207	68.36%	49.74%	50.26%	637	2.86%	12	0.05%	0	0.00%	1,816	8.16%	0	0.00%
September																	
October																	
November																	
December																	
YTD	158,471	36,748		104,233				4,124.00		109		0		13,250		7	
MON AVG	19,809	4,594	23.28%	13,029	65.74%	50.09%	49.91%	515.50	2.57%	13.63	0.07%	0	0.00%	1,656	8.34%	1	0.00%



## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.3 9-1-1 Call Volume by Agency – August 2014

Source: Intrado Viper

9-1-1 Call Volume by Agency										
Hawaii County Police						Hawaii County Fire				
2014	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/Dropped Calls	Number of Other Calls
August	17852	80.26%	0	1793	0	2576	11.58%	0	23	0

#### 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.

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

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

9-1-1 Call Volume by Agency										
2014	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	% of Total Calls
January	16,012	0	1,891		78.04%	2,583	0	31		12.59%
February	13,955	0	1,163		80.78%	2,149	0	8		12.44%
March	15,526	0	1,845		78.68%	2,261	0	100		11.46%
April	15,296	0	1,667	5	79.60%	2,219	0	27	2	11.55%
May	15,829	0	1,462	0	81.07%	2,211	0	22	0	11.32%
June	15,326	0	1,512	0	80.63%	2,148	0	21	0	11.30%
July	16,977	0	1,669	0	81.00%	2,298	0	16	0	10.96%
August	17,852	0	1,793	0	81.00%	2,576	0	23	0	11.58%
September										
October										
November										
December										
<b>YTD</b>	<b>126,773</b>	<b>0</b>	<b>13,002</b>	<b>5</b>		<b>18,445</b>	<b>0</b>	<b>248</b>	<b>2</b>	
<b>MON AVG</b>	<b>15,847</b>	<b>0</b>	<b>1,625</b>	<b>1</b>	<b>80.10%</b>	<b>2,306</b>	<b>0</b>	<b>31</b>	<b>0</b>	<b>11.65%</b>

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.5 Wireless Test – August 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
08/14/14	Verizon Wireless	1	3	Hawaii PSAP	Fail

#### 1.5.1 Wireless Test Notes:

There was scheduled 911 Wireless Test for Hawaii County in August 2014. Test was not successful.

## 2 MSAG

### 2.1 Current Month – August 2014

2014		9-1-1NET REQUESTS											In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				TN CR	ALI-DR	VoIP-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI-DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)						
HAWAII	506	66	6	16	32	12	0	501	433	5	2	891	3	0	0	0	

#### 2.1.1 MSAG Current Month Notes:

A total of 506 MSAG transactions were processed in 9-1-1 Net during the month of August 2014. Sixty-six (66) requests were processed relating to the MSAG database, with 501 customer ANI/ALI (telephone/address) records updated as a direct result. 443 Telephone Number Change Requests (TN CR) transactions, five (5) ALI-DR transactions, and two (2) VoIP-DR transactions were processed and updated in 9-1-1Net. The 443 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 891 TN CRs in Referred Status as of August 31, 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.

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 2.1.2 MSAG Current Month Notes (Part II):

**There are three (3) ALI-DRs in Referred Status as of August 31, 2014**

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

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

**There are no VoIP DRs in Referred Status as of August 31, 2014**

**There are no records in Suspended Status as of August 31, 2014.**

### 2.1.3 Definitions for Year-To-Date Summary

<b>Definitions:</b>	(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.

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2.2 Year-to-Date (YTD) Summary – 2014

**Note:** Revised categories and report format changes effective June 2012 with new Intrado TN CR unctinality.

HAWAII COUNTY		9-1-1NET REQUESTS											In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)		
		MSAG TRANSACTIONS							ALI TRANSACTIONS				TN CR	ALI-DR	VoIP	# of Transactions	TNs Affected	
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)							
December																		
November																		
October																		
September																		
August	506	66	6	16	32	12	0	501	433	5	2	891	3	0	0	0	0	
July	288	59	13	2	28	11	5	234	226	3	0	552	0	0	0	0	0	
June	326	65	13	2	28	16	6	67	255	4	2	427	1	3	0	0	0	
May	333	76	21	5	22	25	3	592	246	8	3	476	0	1	0	0	0	
April	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0	0	
March	338	312	201	0	103	6	2	2,344	17	9		486	4		1	1	1	
February	171	64	12	28	16	7	1	1,571	96	11		383	2		0	0	0	
January	313	141	22	39	61	15	4	64	164	8		670	1		0	0	0	
<b>TOTAL YTD</b>	<b>2,676</b>	<b>925</b>	<b>359</b>	<b>96</b>	<b>338</b>	<b>103</b>	<b>29</b>	<b>6,150</b>	<b>1,689</b>	<b>52</b>	<b>10</b>							
<b>AVG PER MO</b>	<b>335</b>	<b>116</b>	<b>45</b>	<b>12</b>	<b>42</b>	<b>13</b>	<b>4</b>	<b>769</b>	<b>211</b>	<b>7</b>	<b>2</b>							

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3 GIS Mapping Layers – August 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*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>CALLER LOCATION</b>			
<b>Address Points</b>		<b>08/26/14</b>	
	8/25/2014		Spatially corrected 14 address points in Hawi.
	8/25/2014		Added building number to two (2) address points (552251 Kynnersley Rd 1 and 552253 Kynnersley Rd 1) in Hawi.
	8/25/2014		Added three (3) new address points (571811 Kohala Mountain Rd, 552251 Kynnersley Rd 3 and 552253 Kynnersley Rd 2) in Hawi.
	8/22/2014		Assigned building number to 79 address points in Kamuela.
	8/22/2014		Corrected Full Address attribute to one (1) address point (467 Wainaku St) in Hilo.
	8/20/2014		Spatially corrected five (5) address points in Kailua Kona.
	8/20/2014		Added one (1) new address at 744945 Kealakaa St in Kailua Kona.
	8/19/2014		Added two (2) new address points (882751 Honomalino Dr and 881561 Umi Ave) in Captain Cook.
	8/19/2014		Added six (6) new address points in Hilo.
	8/19/2014		Added eight (8) new address points in Kailua Kona.
	8/19/2014		Added five (5) new address points in Kamuela.
	8/19/2014		Added 15 new address points in Keaau.
	8/19/2014		Added four (4) new address points (161807 34th Ave, 161944 Aloha Ct, 162103 Coconut Dr and 160251 Laniuma St) in Kurtistown.
	8/19/2014		Added one (1) new address point (362331 Old Mamalahoa Hwy) in Laupahoehoe.
	8/19/2014		Added nine (9) new address points in Mountain View.
	8/19/2014		Added three (3) new address points (946518 Makaleka Rd, 946235 Palaoa Rd and 941746 Wakea Ave) in Naalehu.
	8/19/2014		Added seven (7) new address points in Ocean View.
	8/19/2014		Added one (1) new address point (442285 Kaapahu Rd) in Paauilo.
	8/19/2014		Added five (5) new address points in Pahoa.
	8/19/2014		Added ten (10) new address points in Volcano.
	8/19/2014		Completed monthly update on address points.
	8/18/2014		Spatially corrected ten (10) address points in Pahoa.
	8/18/2014		Added one (1) new address point at 152768 Pahoa Village Rd in Pahoa.
	8/15/2014		Spatially corrected, corrected routing id and changed address from 937104 Kamaoa Rd to 932019 South Point Rd in Naalehu.
			<b>08/12/14</b>
8/12/2014			Spatially corrected 45 address points in Hilo.
8/4/2014			Spatially corrected eight (8) address points in Kamuela.
8/4/2014			Spatially corrected five (5) address points in Kurtistown.

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 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*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>CALLER LOCATION</b>			
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)		08/26/14	
		08/12/14	
	8/12/2014		Spatially corrected Paukaa Kingdom Hall and Smithsonian Astrophysical in Hilo.
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers	8/27/2014		Per ATT CRS
		08/26/14	
	8/25/2014		Per MOBI CRS
	8/18/2014		Per ATTMO CRS
	8/18/2014		Per ATTMO CRS
	8/18/2014		Per ATTMO CRS
	8/18/2014		Per VZW CRS
	8/4/2014	08/12/14	Per TMOB CRS

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### 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*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<i>CALLER LOCATION</i>			
<i>DISPATCH AND RESPONSE</i>			
ESZ/ESN			
Fire Beats (Includes Medic Beats)			
Fire Districts (Includes Medic Districts)			
Fire Response Areas			
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts			
Police Response Areas			



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### 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*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>CALLER LOCATION</b>			
<b>DISPATCH AND RESPONSE</b>			
<b>WSP Cell Sectors</b>	8/27/2014		Per ATT CRS
		<b>08/26/14</b>	
	8/25/2014		Per MOBI CRS
	8/18/2014		Per ATTMO CRS
	8/18/2014		Per ATTMO CRS
	8/18/2014		Per ATTMO CRS
	8/18/2014		Per VZW CRS
		<b>08/12/14</b>	
	8/4/2014		Per TMOB CRS
<b>RESPONSE ROUTING</b>			
<b>Street Centerlines</b>		<b>08/26/14</b>	
	8/26/2014		Spatially corrected 24 streets segments in Hawi.
	8/22/2014		Corrected range to three (3) street segments of Kohola St in Hilo.
	8/20/2014		Corrected range to one (1) segment of Kealalaka St in Kailua Kona.
	8/19/2014		Corrected range to three (3) segments of Hualalai Rd in Holualoa/Kailua Kona.
	8/19/2014		Completed monthly update on street centerlines.
	8/15/2014		Added Puka Pa St and split Pakui St in Kailua Kona.
		<b>08/12/14</b>	
	8/8/2014		Corrected range to four (4) street segments of Mamalahoa Hwy in Kamuela.
	8/5/2014		Corrected range to ten (10) street segments in Kamuela.
	8/4/2014		Corrected range to four (4) street segments of Kamamalu St in Kamuela.
	8/4/2014		Spatially corrected two (2) segments of Kaawalii Rd in Ookala.
	8/4/2014		Corrected parity to two (2) segments of Kaawalii Rd in Ookala.

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### 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*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<i>CALLER LOCATION</i>			
<i>VISUAL REFERENCE</i>			
Coastline			
Major Roads			
Parcels			
Trails			
<b>SPECIAL REQUESTS</b>			
Correctional Facilities			

### 3.6 CAD/Mapping System GIS Upload Process

#### 3.6.1 Current Month GIS Activities – August 2014

- 08/26/14      Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
- 08/12/14      Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers 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.*

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### 4 Mapping Layers Updated/Loaded Into GIS – August 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 June 2014, 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 **August 19, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		<b>3</b>
# of Street Segments Removed		<b>0</b>
# of New Addresses Added	<b>76</b>	
# of Addresses Removed	<b>0</b>	
# of Street Segment Range Changes		<b>3</b>
# of Street Segment Name Changes		<b>0</b>
# of Address Street Name Changes	<b>1</b>	
# of Address Street Number Changes	<b>0</b>	

**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.

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### 5 Geographic Information System (GIS)

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

Mamalahoa Hwy Project 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 August 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	New Streets	1 Added	Street was in Kailua Kona
Street Centerlines	Range/Parity	27 Corrected	Majority were in Kamuela
Street Centerlines	Spatial Correction	26 Corrected	To increase spatial accuracy, majority were in Hawi
Street Centerlines	Splits	1 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Address Points	New Address Points	81 Added	Throughout County in 14 communities
Address Points	Spatial Correction	88 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Hilo

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<b>Address Points</b>	Added Building Number	81 Added	Majority were in Kamuela
<b>Address Points</b>	Routing ID	1 Corrected	To ensure proper routing to address, address was in Naalehu
<b>Address Points</b>	Changed Address	1 Modified	Address was in Naalehu
<b>Address Points</b>	Full Address Attribute	1 Corrected	Address was in Hilo
<b>Points of Interest</b>	Spatial Correction	2 Corrected	Corrected location of Point of Interest, recalculated x/y, both were in Hilo

### 5.2 Mamalahoa Hwy Project

During June 2014, Akimeka performed research and an analysis of the naming discrepancies between Mamalahoa Hwy and Hawaii Belt Rd. Akimeka identified discrepancies regarding the addresses that are used on these streets as well as the street signs posted along them versus the naming of the streets on which they are located.

1. During June 2014, Akimeka initiated the research for a Mamalahoa Renaming Project and identified a correction process which involves renaming certain segments of Hawaii Belt Rd to Mamalahoa Hwy.
  - a. This project will correct 556 TNs in Kealahou and 345 TNs in Captain Cook for a total of 901 TNs.
  - b. On August 20, 2014, Akimeka received approval to proceed with the project. During the month of September 2014 the updates will be made in the GIS and MSAG Databases.
    - 1) Once the corrections have been made the updates will be reflected into the PowerMap and available to the dispatchers.
  - c. Akimeka plans to have the Mamalahoa Hwy Project completed by the end of September 2014 and will begin with the community of Captain Cook followed by the communities of Honaunau and Kealahou.

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### 5.3 Fire Department's PowerMap

Beginning around the March 2014 timeframe, there had been several occurrences of technical issues occurring with the Hawaii County Fire Department's PowerMap not receiving ANI/ALI data on all four (4) of their positions.

1. On March 19, 2014, it was brought to Akimeka's attention that the Hawaii Fire Department was experiencing a network connection issue with the GIS Server. The PowerMap positions at Fire were not receiving ANI/ALI data from the PowerMap Server located in the Police building. The PowerMap positions in the Police Department were working without issue, as were the Fire Station Viper and Intergraph systems. The following day on March 20, 2014, all Fire Powermap positions were fully operational.
  - a. Since March 19, 2014, the above issue had repeated many times. At first it seemed to occur following PowerMap updates performed by Akimeka. Akimeka had been communicating with Scott Uehara and the Hawaii Fire Department to investigate the cause and help to find a solution to this technical issue. It had come to light that the issue had nothing to do with the PowerMap updates performed by Akimeka and that the issue would occur and be resolved for no known reason and at times unrelated to when PowerMap updates were performed.
  - b. On June 24, 2014, Akimeka was informed that a couple of weeks prior to June 24, 2014 the Hawaii County IT had performed some technical work on the issue and the Fire Department's PowerMap had been functioning properly since then with the exception of one short interruption.
  - c. Akimeka will continue to monitor the performance of the Fire Department's PowerMap and if technical issues should occur again, Akimeka will continue to help investigate the cause and help to find a solution.
  - d. Throughout July and August 2014, the Fire Department's PowerMap has not incurred any further technical difficulties. Akimeka will continue monitoring its performance and be ready to help with any possible issues that may arise.

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### 6 Service Requests Transactions

#### 6.1 Open Service Requests – August 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
2	08/19/14	717	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
3	08/28/14	718	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN

Note\* There are three (3) opened service requests pending for August 2014

#### 6.2 Service Request Year-to-Date (YTD) Summary – 2014

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	9	6	3	0	0	9	6	0	0	0	0
July	3	7	0	0	0	3	7	0	0	0	0
June	7	4	4	0	0	7	4	0	0	0	0
May	12	13	1	0	0	12	13	0	0	0	0
April	10	17	2	0	0	10	17	0	0	0	0
March	11	5	9	0	0	11	5	0	0	0	0
February	14	13	3	0	0	14	13	0	0	0	0
January	9	9	2	0	0	9	9	0	0	0	0
2013 Carryover			2	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>75</b>	<b>74</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>75</b>	<b>74</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

Note: \*The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 7 E9-1-1 Database Synchronization

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

As part of Akimeka's value added services, Akimeka conducted a quarterly database synchronization audit for Hawai'i County in August 2014.

The database synchronization effort included comparing Hawai'i County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,416** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on August 1, 2014 for Hawai'i County are reported below.

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

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

#### 7.1 Audit Summary Results – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2014		As of May 1, 2014		As of August 1, 2013	
		9-1-1 MSAG Dated 02-01-14		9-1-1 MSAG Dated 05-01-13		9-1-1 MSAG Dated 08-01-13	
		# of Records	%	# of Records	%	# of Records	%
<b>Total 9-1-1 MSAG Records Reviewed</b>		<b>4,420</b>		<b>4,385</b>		<b>4,416</b>	
<b>Less: 9-1-1 MSAG Exception Records</b>	(1)	6	0.1%	6	0.1%	6	0.1%
<b>Net 9-1-1 MSAG Records Eligible for Comparison</b>		<b>4,414</b>		<b>4,379</b>		<b>4,410</b>	
<b>Total 9-1-1 MSAG Records Match (9-1-1 MSAG – GIS Match – No Corrections Required)</b>		<b>4,379</b>	<b>98.98%</b>	<b>4,345</b>	<b>99.2%</b>	<b>4,375</b>	<b>99.2%</b>
<b>9-1-1 MSAG -- GIS No Match Minor Correction Required</b>	(2)	49	1.1%	34	0.8%	25	0.6%
<b>9-1-1 MSAG Record With No GIS Record</b>	(3)	5	0.1%	7	0.2%	10	0.2%
<b>Total 9-1-1 MSAG Records No Match</b>		<b>54</b>	<b>1.2%</b>	<b>41</b>	<b>0.9%</b>	<b>35</b>	<b>0.8%</b>



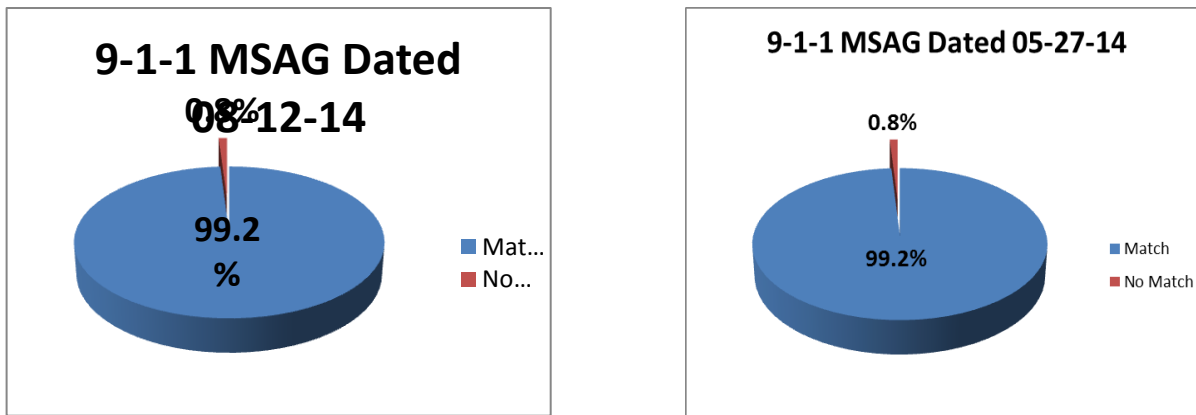
## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 7.2 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.

### 7.3 Audit Summary Result Comparison – August 1, 2014 MSAG vs. May 1, 2014 MSAG



***Hawai'i County's level of accuracy or 9-1-1 percentage was 99.2% as of August 12, 2014 which remained consistent with the May 27, 2014 work effort.***

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ "MSAG - MSAG with Missing GIS Records" increased by three records (7 to 10) from May 2014 to August 2014 respectively. Akimeka investigated and verified these records exist in the database. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the November 2014 re-analysis.
- ❖ "MSAG - GIS Minor Corrections" decreased by 26% (34 to 25) from May 2014 to August 2014 respectively. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Akimeka will research and correct the remaining twenty-five (25) records to ensure they are processed in 9-1-1Net prior to the November 2014 re-analysis.

## Hawai'i County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 7.4 Audit Summary Result Comparison Notes – August 1, 2014 MSAG vs May 1, 2014 MSAG.

- ❖ “GIS Record With No Matching MSAG Record” decreased by 25% (36 to 27) from May 2014 to August 2014 respectively. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the remaining 27 records may also be a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the November re-analysis
- ❖ “GIS Record With No MSAG Record” decreased by one (5 to 4) from May 2014 to August 2014 respectively. A combination of corrections MSAG database have been processed in order to meet NG9-1-1 requirements, and will be reflected in the November 2014 re-analysis.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “touched”.

### 7.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

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

HAWAII	Invalid MSAG Records						
	# of Records (Baseline Starting Point)	9-1-1 MSAG Dated 02-01-14		9-1-1 MSAG Dated 05-01-14		9-1-1 MSAG Dated 08-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
<b>ESN 299</b>	<b>2,150</b>	<b>1,450</b>	<b>24.7%</b>	<b>1,285</b>	<b>22.7%</b>	<b>1,199</b>	<b>21.5%</b>

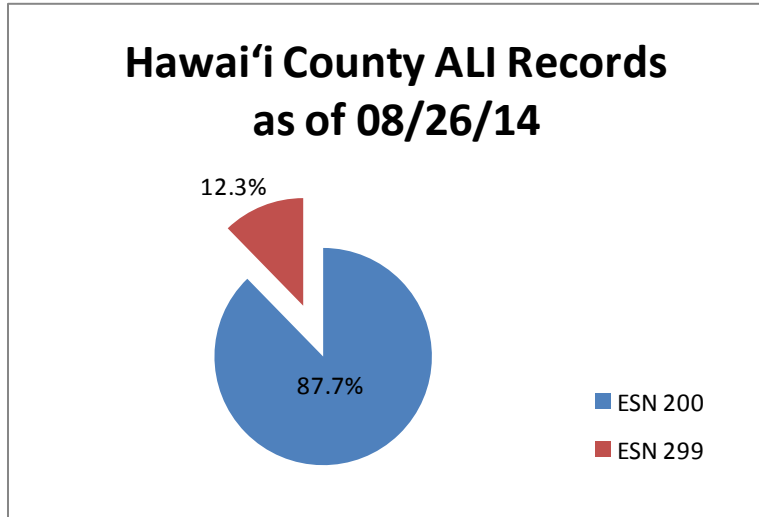
These invalid MSAG records represent **21.5%** of the Total MSAG records for Hawai'i County. The individual ALI records associated with these records are provided below.

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

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### 7.6 Automatic Location Identification (ALI) Discrepancy Reports

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of August 26, 2014, **9,083** ESN 299 records, representing **12.3%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.



The total number of ALI records decreased by .7% (74,414 to 73,891) while the number of ESN 299 records decreased from 9,520 to 9,083 (4.5%) from May 2014 to August 2014 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 299 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

The goal, which requires the cooperation among all service providers, is to clean-up all ESN 299 MSAG records to a valid Hawai'i County ESN and valid MSAG address.

# Kauai County 9-1-1 Status Report

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## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1 PSAP Operations

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

Source: Intrado Viper

9-1-1 Call Volume																	
KAUA'I PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
August	5236	747	14.27%	3545	67.70%	53.12%	46.88%	135	2.58%	60	1.15%	0	0.00%	749	14.30%	0	0.00%

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

9-1-1 Call Volume																	
KAUA'I PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	5,059	1,034	20.44%	3,107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881	17.41%	0	0.00%
February	4,091	806	19.70%	2,703	66.07%	50.06%	49.94%	6	0.15%	28	0.68%	0	0.00%	548	13.40%	0	0.00%
March	4,717	857	18.17%	2,977	63.11%	51.06%	48.94%	97	2.06%	32	0.68%	0	0.00%	754	15.98%	0	0.00%
April	4,819	819	17.00%	3,001	62.27%	53.52%	46.48%	125	2.59%	55	1.14%	0	0.00%	819	17.00%	0	0.00%
May	4,966	806	16.23%	3,379	68.04%	56.38%	43.62%	110	2.22%	27	0.54%	0	0.00%	644	12.97%	0	0.00%
June	4,900	778	15.88%	3,191	65.12%	55.31%	44.69%	128	2.61%	48	0.98%	0	0.00%	755	15.41%	0	0.00%
July	5,826	839	14.40%	3,900	66.94%	54.21%	45.79%	116	1.99%	34	0.58%	0	0.00%	937	16.08%	0	0.00%
August	5,236	747	14.27%	3,545	67.70%	53.12%	46.88%	135	2.58%	60	1.15%	0	0.00%	749	14.30%	0	0.00%
September																	
October																	
November																	
December																	
YTD	39,614	6,686	16.88%	25,803				724		314		0		6087		0	
MON AVG	4,952	836	17.01%	3,225	65.08%	53.16%	46.84%	91	1.79%	39	0.79%	0	0.00%	761	15.32%	0	0.00%

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 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 does not provide a break-out of "Abandoned" calls between "Wireline" and "Wireless" calls.

### 1.3 Wireless Test – August 2014

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

There were no scheduled Wireless 911 Testing for Kauai County in August 2014.



## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2 MSAG

#### 2.1 Current Month – August 2014

2014		9-1-1NET REQUESTS											In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS				TN CR	ALI DR	VoIP-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)						
KAUAI	138	11	3	0	3	5	0	131	127	0	0	225	0	0	0	0	

##### 2.1.1 MSAG Notes for August 2014

A total of 138 MSAG transactions were processed during the month of August 2014. Eleven (11) 9-1-1Net requests were processed relating to the MSAG database, with 131 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka’s address research and GIS validation process. 127 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.

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 2.1.2 MSAG Notes for August 2014 (Part II)

**There are 225 TN CRs in Referred status as of August 31, 2014.**

225 TN CRs that remain in "Referred" status are a direct result of the ESN 499 clean-up and are awaiting approval from end user Hawaiian Telcom customer in order to update the ALI records. No explanation has been provided by HTI as to why these TN CRs have not been processed for 9-1-1 purposes.

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

**There are no ALI DRs in Referred status as of August 31, 2014.**

**There are no Suspended Records as of August 31, 2014**

### 2.1.3 Definitions for Year-To-Date Summary

<b>Definitions:</b>	(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.

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2.2 Year-to-Date (YTD) Summary – 2014

KAUAI		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
		Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)					
2014	TOTAL															
December																
November																
October																
September																
August	138	11	3	0	3	5	0	131	127	0	0	225	0	0	0	0
July	51	12	2	2	2	6	0	94	38	1	0	142	0	0	0	0
June	62	30	7	2	15	5	1	102	32	0	0	121	0	0	0	0
May	59	20	8	1	3	8	0	107	39	0	0	239	0	0	2	2
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
February	38	9	7	2	0	0	0	443	27	2		155	0		0	0
January	46	15	3	2	5	2	3	42	31	0		139	0		0	0
<b>TOTAL YTD</b>	<b>604</b>	<b>118</b>	<b>37</b>	<b>10</b>	<b>34</b>	<b>30</b>	<b>7</b>	<b>1,204</b>	<b>482</b>	<b>3</b>	<b>1</b>					
<b>AVG PER</b>	<b>76</b>	<b>15</b>	<b>5</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>1</b>	<b>151</b>	<b>60</b>	<b>0</b>	<b>0</b>					

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

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3 GIS Mapping Layers – August 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.*

KAUAI				
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
	Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
		<b>08/28/14</b>		
<b>Address Points</b>	8/27/2014		Added one (1) new address point at 5335 Kapaka St in Princeville.	
	8/27/2014		Spatially corrected four (4) address points (4277 Anini Vista Dr A, 4277 Anini Vista Dr C, 4036 Kaikioewa Pl and 4873 Kapaka St) in Princeville.	
	8/21/2014		Spatially corrected two (2) address points (5071 Opelu St and 4881 Weke Rd E) in Hanalei.	
	8/21/2014		Added three (3) new address points (5225 Hanalei Plantation Rd, 5225 Hanalei Plantation Rd M and 5071 Opelu St A) in Hanalei.	
	8/21/2014		Corrected routing id to 77 address points in Hanalei.	
	8/20/2014		Spatially corrected seven (7) address points in Waimea.	
	8/20/2014		Added one (1) new address point at 5360 Menehune Rd in Waimea.	
	8/20/2014		Added five (5) new address points in Hanalei.	
	8/20/2014		Added building number to three (3) address points (505373 Kuhio Hwy 2E, 505475 Kuhio Hwy 1 and 5277 Malolo Pl 1) in Hanalei.	
	8/20/2014		Spatially corrected four (4) address points (505085 Kuhio Hwy, 505085 Kuhio Hwy A, 505435 Kuhio Hwy H and 505475 Kuhio Hwy 1) in Hanalei.	
	8/18/2014		Spatially corrected five (5) address points in Hanalei.	
	8/18/2014		Assigned routing id and apartment number to 5380 Weke Rd A in Hanalei.	
	8/18/2014		Spatially corrected and corrected address number to 5380 Weke Rd in Hanalei.	
			<b>08/14/14</b>	
		8/12/2014		Spatially corrected six (6) address points in Kapaa.
		8/12/2014		Added one (1) new address point at 4865 Lae Rd in Kalaheo.
		8/11/2014		Changed routing id and assigned alias to 1 Keneke St (alias is now 2575 Ala Namahana Pkwy) in Kilauea.
		8/11/2014		Spatially corrected 1631 Kanepoonui Rd in Kapaa.
		8/11/2014		Added 7182 Kahuna Rd in Kapaa.
		8/6/2014		Spatially corrected 4741 Kuawa Rd in Kilauea.
	8/6/2014		Corrected Full Address attribute to 5595 Hauaala Rd in Kapaa.	
	8/6/2014		Added new address point at 4810 Kahau Rd in Kapaa.	
	8/6/2014		Added new address point at 300825 Kaumualii Hwy in Koloa.	

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### 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.*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<i>DISPATCH AND RESPONSE</i>			
ESZ/ESN			
	8/27/2014		Corrected boundary to ESNs 403 and 404.
Emergency Callboxes			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3.3 Updated/Loaded Into GIS (Part III)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<i>DISPATCH AND RESPONSE</i>			
<b>MSAG Communities (aka Towns)</b>		<b>08/28/14</b>	
	8/27/2014		Corrected boundary to MSAG Communities Hanalei and Princeville.
	8/21/2014		Spatially corrected two (2) MSAG Communities (Hanalei and Princeville).
		<b>08/14/14</b>	
<b>Medic Districts</b>			
<b>Medic Response Areas</b>			
<b>Medic Stations</b>			
<b>Milepost Markers</b>			
<b>Points of Interest</b>			
<b>Police Beats</b>			
<b>Police Districts</b>			
<b>Police Response Areas</b>			
<b>Police Stations</b>			
<b>Schools</b>			

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>DISPATCH AND RESPONSE</b>			
<b>Street Centerlines</b>			
		<b>08/28/14</b>	
	8/27/2014		Corrected range to one (1) street segment of Kuhio Hwy in Hanalei.
	8/27/2014		Split one (1) street segment of Kuhio Hwy in Hanalei/Princeville.
	8/27/2014		Split and corrected parity to one (1) segment of Kamehameha Rd in Princeville.
	8/21/2014		Spatially corrected three (3) street segments (one of Kuhio Hwy, one of Kumu Rd and one of Ohiki Rd) in Hanalei.
	8/21/2014		Added three (3) new street segments (two of Kuhio Hwy and one of Weke Rd) and split two street segments (one of Kuhio Hwy and one of Weke Rd) in Hanalei.
		<b>08/14/14</b>	
	8/11/2014		Changed name and range, assigned alias, flipped and merged Ala Namahana Pkwy (previously Keneke St) in Kilauea.
	<b>Trails</b>		
<b>WSP Cell Sectors</b>			
		<b>08/28/14</b>	
	8/28/2014		Per VZW CRS
	8/28/2014		Per VZW CRS
	8/27/2014		Per ATTMO CRS
		<b>08/14/14</b>	
	8/5/2014		Per VZW CRS

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<i>DISPATCH AND RESPONSE</i>			
<b>WSP Cell Towers (Points)</b>		<b>08/28/14</b>	
	8/28/2014		Per VZW CRS
	8/28/2014		Per VZW CRS
	8/27/2014		Per ATTMO CRS
		<b>08/14/14</b>	
	8/5/2014		Per VZW CRS
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>Churches</b>			
<b>Gas Stations</b>			
<b>Food &amp; Beverage</b>			
<b>Hospitals</b>			
<b>Lodging</b>			
<b>Medical Facilities</b>			
<b>Parcels</b>			
<b>Parks</b>			
<b>Parks Polygon</b>			



## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
Post Offices			
Subdivisions			
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Airports			
Bridges			
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
Dams			

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>			
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>			
Ponds			
Streams (Includes Rivers)			
Waterfalls			
Ocean Rescue Boundaries			
Ocean Safety (Includes Lifeguard Stands)			
Tsunami Evacuation Zones			
Tsunami Heights			
United States National Grid			
Waste Water Plants			
<b>SPECIAL REQUESTS</b>			
KCC Building Outline			
KCC Callboxes			

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

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

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 3.8 CAD/Mapping System GIS Upload Process

#### 3.8.1 Current Month Key GIS Activities and Updates – August 2014

- 8/28/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Parks Polygon.
- 8/28/2014 Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, ESN, MSAG Communities for GeoComm.
- 8/14/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Parks Polygon.
- 8/14/2014 Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, Coastline, ESN, Fire Beats, Fire Districts, Medic Beats, MSAG Communities, Parks Polygon, Police Beats and Police Districts for GeoComm.

#### 3.8.2 Creation of Police Beat 453

During the month of June 2014, per special request of the Kauai Police Department, Akimeka began creating Police Beat 453.

1. Throughout July 2014, Akimeka completed the draft boundary for Police Beat 453 based on the boundary descriptions provided by the Kauai Police Department.
  - a. During this process, the boundaries for Police Beats 450, 456 and 556 were modified to accommodate for the new Police Beat 453.
  - b. Two (2) maps were created by Akimeka in July detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.
  - c. In August 2014, the maps previously provided to the Kauai Police Department were reviewed. It was decided that based on the complexity of the CAD configurations for a new beat implementation, the Kauai Police Department will assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there are minor boundary updates that will take place in September. Akimeka will continue to monitor the progress of the boundary updates made by the Kauai Police Department and will update the GIS accordingly.
  - d. Subsequent to approval, the Police Beats layer will be uploaded into PowerMap and will be available to the dispatchers, potentially in September.

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

### 4 Service Requests Transactions

#### 4.1 Open Service Requests – August 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

**Note:** Open Service Requests reflect what is in pending status at the end of the report month.  
There are no open service requests for August 2014.

#### 4.2 Service Request Year-To-Date (YTD) Summary – 2014

KAUAI				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September											
August	0	0	0	0	0	0	0	0	0	0	0
July	1	1	0	0	0	1	1	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	1	0	0	0	0	1	0	0	0	0
April	1	1	1	0	0	1	1	0	0	0	0
March	0	0	1	0	0	0	0	0	0	0	0
February	3	2	1	0	0	3	2	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

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

## Kauai County 9-1-1 Status Report August 1, 2014 – August 31, 2014

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### **5 E9-1-1 Database Synchronization**

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

#### **Next scheduled Database Synchronization report on October 2014**

##### **5.1 Audit Summary Results – 2014**

##### **5.2 Audit Summary Results – (Part II)**

##### **5.3 Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 MSAG**

##### **5.4 Audit Summary Results – July 1, 2014 MSAG vs. April 1, 2014 MSAG (Part II)**

##### **5.4.1 Invalid MSAG Streets and Address Ranges – ESN x99 Records**

##### **5.5 Automatic Location Identification (ALI) Discrepancy Report**

# Maui County 9-1-1 Status Report

*August 1, 2014 – August 31, 2014*

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## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1 PSAP Operations

#### 1.1 9-1-1 Call Volume (Maui) – August 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
August	13627	2370	17.39%	8661	63.56%	67.91%	32.09%	324	2.38%	472	3.46%	0	0.00%	1800	13.21%	0	0.00%

**Note\*** The high number of Calls with No ALI for the Maui PSAPs are currently being researched by HawaiianTel and Intrado. Although it represents only 3.46% of all 911 calls for service for the month, resolving 911 trunk or switch issues should decrease the total number considerably.

#### 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 a Intrado Viper System outage.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.2 9-1-1 Call Volume (Maui) – Calendar Year 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Maui PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
February	9,876	2,169	21.96%	6,385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%
March	12,054	2,441	20.25%	7,378	61.21%	70.05%	29.95%	333	2.76%	357	2.96%	0	0.00%	1,545	12.82%	0	0.00%
April	11,510	2,242	19.48%	7,234	62.85%	69.28%	30.72%	0	0.00%	462	4.01%	0	0.00%	1,572	13.66%	0	0.00%
May	12,495	2,252	18.02%	7,940	63.55%	67.46%	32.54%	332	2.66%	408	3.27%	0	0.00%	1,563	12.51%	0	0.00%
June	12,069	2,106	17.45%	7,926	65.67%	64.94%	35.06%	225	1.86%	335	2.78%	0	0.00%	1,477	12.24%	0	0.00%
July	13,000	2,401	18.47%	8,448	64.98%	66.62%	33.38%	248	1.91%	396	3.05%	0	0.00%	1,507	11.59%	0	0.00%
August	13,627	2,370	17.39%	8,661	63.56%	67.91%	32.09%	324	2.38%	472	3.46%	0	0.00%	1,800	13.21%	0	0.00%
September																	
October																	
November																	
December																	
<b>YTD</b>	<b>85,447</b>	<b>16,095</b>		<b>54,216</b>				<b>1502</b>		<b>2,811</b>		<b>0</b>		<b>10,823</b>		<b>0</b>	
<b>MON AVG</b>	<b>10,681</b>	<b>2,012</b>	<b>18.37%</b>	<b>6,777</b>	<b>59.55%</b>	<b>67.25%</b>	<b>32.75%</b>	<b>188</b>	<b>1.50%</b>	<b>351</b>	<b>3.20%</b>	<b>0</b>	<b>0.00%</b>	<b>1,353</b>	<b>17.38%</b>	<b>0</b>	<b>0.00%</b>

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.3 9-1-1 Call Volume (Molokai) – Calendar Year 2014

Source: Intrado Viper

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned/Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls
August	387	133	34.37%	193	49.87%	55.96%	44.04%	0	0.00%	18	4.65%	0	0.00%	43	11.11%	0	0.00%

#### 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.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.4 9-1-1 Call Volume (Molokai) – Calendar Year 2014

9-1-1 Call Volume																	
Molokai PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	187	67	35.83%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%
February	182	37	20.33%	131	71.98%	55.73%	44.27%	3	1.65%	11	6.04%	0	0.00%	0	0.00%	0	0.00%
March	323	115	35.60%	165	51.08%	70.91%	29.09%	0	0.00%	7	2.17%	0	0.00%	36	11.15%	0	0.00%
April	374	130	34.76%	173	46.26%	56.65%	43.35%	1	0.27%	18	4.81%	0	0.00%	52	13.90%	0	0.00%
May	355	120	33.80%	181	50.99%	53.59%	46.41%	0	0.00%	11	3.10%	0	0.00%	43	12.11%	0	0.00%
June	435	144	33.10%	223	51.26%	53.81%	46.19%	1	0.23%	9	2.07%	0	0.00%	58	13.33%	0	0.00%
July	447	134	29.98%	214	47.87%	58.88%	41.12%	2	0.45%	27	6.04%	0	0.00%	70	15.66%	0	0.00%
August	387	133	34.37%	193	49.87%	55.96%	44.04%	0	0.00%	18	4.65%	0	0.00%	43	11.11%	0	0.00%
September																	
October																	
November																	
December																	
<b>YTD</b>	<b>2,690</b>	<b>880</b>		<b>1378</b>				<b>7</b>		<b>108</b>		<b>0</b>		<b>317</b>		<b>0</b>	
<b>MON AVG</b>	<b>336</b>	<b>110</b>	<b>32.22%</b>	<b>172</b>	<b>52.71%</b>	<b>57.58%</b>	<b>42.42%</b>	<b>0.88</b>	<b>0.32%</b>	<b>14</b>	<b>4.08%</b>	<b>0</b>	<b>0.00%</b>	<b>39.625</b>	<b>10.66%</b>	<b>0</b>	<b>0.00%</b>

#### 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

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 1.5 9-1-1 Call Volume (Combined Maui & Molokai) – August 2014

9-1-1 Call Volume																	
Maui County		Wireline Calls		Wireless Calls				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned / Dropped Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of VoIP Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned Calls	% of Total Calls	Other Calls	% of Total Calls
August	14014	2503	17.86%	8854	63.18%	67.65%	32.35%	324	2.31%	490	3.50%	0	0.00%	1843	13.15%	0	0.00%

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

9-1-1 Call Volume																	
Maui County		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Calls Abandoned by Caller	% of Total Calls	Other	% of Total Calls
January	6,578	1,890	28.73%	4,207	63.96%	0.00%	0.00%	0	0.00%	27	0.41%	1	0.02%	1,260	19.15%	0	0.00%
February	10,058	2,206	21.93%	6,516	64.78%	67.96%	32.04%	43	0.43%	372	3.70%	0	0.00%	921	9.16%	0	0.00%
March	12,377	2,556	20.25%	7,378	61.21%	70.06%	29.94%	333	2.69%	364	2.94%	0	0.00%	1,581	12.77%	0	0.00%
April	11,884	2,372	19.96%	7,407	62.33%	68.99%	31.01%	1	0.01%	480	4.04%	0	0.00%	1,624	13.67%	0	0.00%
May	12,850	2,372	18.46%	8,121	63.20%	67.15%	32.85%	332	2.58%	419	3.26%	0	0.00%	1,606	12.50%	0	0.00%
June	12,504	2,250	17.99%	8,149	65.17%	64.63%	35.37%	226	1.81%	344	2.75%	0	0.00%	1,535	12.28%	0	0.00%
July	13,447	2,535	18.85%	8,662	64.42%	66.43%	33.57%	250	1.86%	423	3.15%	0	0.00%	1,577	11.73%	0	0.00%
August	14,014	2,503	17.86%	8,854	63.18%	67.65%	32.35%	324	2.31%	490	3.50%	0	0.00%	1,843	13.15%	0	0.00%
September																	
October																	
November																	
December																	
<b>YTD</b>	<b>93,712</b>	<b>18,684</b>		<b>59,294</b>				<b>1509</b>		<b>2919</b>		<b>1</b>		<b>11,947</b>		<b>0</b>	
<b>MON AVG</b>	<b>11,714</b>	<b>2,336</b>	<b>20.50%</b>	<b>7,412</b>	<b>63.53%</b>	<b>59.11%</b>	<b>28.39%</b>	<b>189</b>	<b>1.46%</b>	<b>365</b>	<b>2.97%</b>	<b>0.13</b>	<b>0.00%</b>	<b>1,493</b>	<b>13.05%</b>	<b>0</b>	<b>0.00%</b>

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 1.7 Wireless Test – August 2014

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

There were no scheduled 911 wireless testing for the Maui or Molokai PSAPs in August 2014.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2 MSAG

#### 2.1 Current Month – August 2014

2014		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI DR	VoIP DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)	TN CR	ALI DR	VoIP DR	# of Transactions	TNs Affected
MAUI COUNTY	132	38	9	8	14	5	2	122	94	0	0	188	0	0	0	0

A total of 132 MSAG transactions were processed during the month of August 2014. Thirty-eight (38) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 122 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. Ninety-four (94) Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net for updates and corrections relating to the ESN 359/399 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user HawaiianTelcom customer before updating the ALI record.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 2.1.1 MSAG Current Month Notes:

**There are 188 TN CRs in Referred status as of August 31, 2014.**

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

**There are no VoIP DR records in Referred status as of August 31, 2014.**

**There are no ALI DR records in Referred status as of August 31, 2014.**

**There are no records in Suspended status as of August 31, 2014.**

### 2.1.2 Definitions for Year-To-Date Summary

<b>Definitions:</b>	(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.



## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 2.2 Year-to-Date (YTD) –2014

MAUI COUNTY		9-1-1NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)					
December																
November																
October																
September																
August	132	38	9	8	14	5	2	122	94	0	0	188	0	0	0	0
July	262	51	12	2	26	10	1	780	211	0	0	239	0	0	0	0
June	157	55	31	0	17	6	1	885	102	0	0	183	0	0	1	1
May	119	46	25	2	11	5	3	339	73	0	0	124	0	0	1	1
April	159	31	17	2	1	10	1	775	128	0	0	209	0	0	0	0
March	123	95	63	5	12	13	2	951	26	2		195	0		0	0
February	136	48	34	4	5	0	5	959	87	1		176	0		0	0
January	83	65	44	2	13	6	0	743	16	2		147	0		0	0
<b>TOTAL YTD</b>	<b>1,171</b>	<b>429</b>	<b>235</b>	<b>25</b>	<b>99</b>	<b>55</b>	<b>15</b>	<b>5,554</b>	<b>737</b>	<b>5</b>	<b>0</b>					
<b>AVG PER MO</b>	<b>146</b>	<b>54</b>	<b>29</b>	<b>3</b>	<b>12</b>	<b>7</b>	<b>2</b>	<b>694</b>	<b>92</b>	<b>1</b>	<b>0</b>					

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

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3 GIS Mapping Layers – August 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*

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
		Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>					
<b>Address Points</b>					
		Maui/Lanai	8/28/2014		Corrected ESN for one (1) address in Haiku
				<b>08/27/14</b>	
		Maui/Lanai	8/26/2014		Added one (1) address received from DSA
		Molokai	8/26/2014		Added one (1) address received from DSA
		Maui/Lanai	8/25/2014		Added two (2) addresses received from DSA
		Maui/Lanai	8/25/2014		Added cpn Kings BBQ per dispatch
		Maui/Lanai	8/25/2014		Spatially corrected one (1) address point in Haiku
		Molokai	8/25/2014		Added three (3) addresses received from DSA
				<b>08/14/14</b>	
		Maui/Lanai	8/14/2014		Added three (3) addresses received from DSA
		Molokai	8/14/2014		Added three (3) addresses received from DSA
		Maui/Lanai	8/12/2014		Added two (2) addresses received from DSA
		Molokai	8/12/2014		Added one (1) address received from DSA
		Maui/Lanai	8/5/2014		Added two (2) addresses received from DSA and one (1) address in Wailea
		Maui/Lanai	8/5/2014		Spatially corrected one (1) address point in Kula and twenty (20) in Wailea
		Maui/Lanai	8/4/2014		Added two (2) addresses received from DSA
		Maui/Lanai	8/1/2014		Added thirty-four (34) addresses in Napili from KivaNet and one (1) in Wailea from the DSA Address layer
		Maui/Lanai	8/1/2014		Spatially corrected thirty-two (32) address points in Wailea
		Molokai	8/1/2014		Added two (2) address received from DSA. Added two (2) addresses from the DSA Address layer in Kaunakakai.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 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*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)				
<b>DISPATCH AND RESPONSE</b>				
<b>ESZ/ESN</b>	Maui/Lanai	8/28/2014		Modified boundary between ESN 318 and 319 at W Kuiaha Rd
	Maui/Lanai	8/19/2014		Modified ESN 315, 327, 328 at N Kihei Rd and Lower Maalaea Rd
<b>Emergency Callboxes</b>				
<b>Fire Beats</b>	Maui/Lanai	8/28/2014		Modified boundary between Engine 2 and 5 at W Kuiaha Rd
	Maui/Lanai	8/21/2014	<b>08/27/14</b>	Modified Engine 2 & 5 at Kokomo Rd
			<b>08/14/14</b>	
<b>Fire Districts</b>				
<b>Fire Response Areas</b>	Maui/Lanai	8/28/2014		Modified boundary between RA 200 abd 501 at W Kuiaha Rd
	Maui/Lanai	8/21/2014		Modified RA 200 & 501 at Kokomo Rd
	Maui/Lanai	8/19/2014		Modified RA 600, 1000 and 1004 at N Kihei Rd and Lower Maalaea Rd
<b>Fire Stations</b>				
<b>Major Roads</b>				
<b>MSAG Address Points (aka Pseudo)</b>				
<b>MSAG Communities (aka Towns)</b>				

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
<b>Medic Beats</b>			<b>08/27/14</b>		
	Maui/Lanai	8/19/2014		Modified boundary of Medic 3 & 15 at North Kihei Rd and Lower Maalaea Rd	
<b>Points of Interest</b>			<b>08/27/14</b>		
	Maui/Lanai	8/25/2014		Corrected name for Kings BBQ with alias Squeakys as requested by Maui Dispatch	
	Maui/Lanai	8/22/2014		Added Oheo Park Headquarters, Oheo Campgrounds, and Kipahulu Ranger Station	
			<b>08/14/14</b>		
		8/29/2014		Modified boundary between Beat 1-31 and Beat 1-34 along W Kuiaha Rd and Kaupakalua Rd	
<b>Police Beats</b>	Maui/Lanai	8/28/2014		Modified boundary between Beat 1-31 and Beat 1-34 along W Kuiaha Rd	
			<b>08/27/14</b>		
	Maui/Lanai	8/26/2014		Modified boundary between Beat 1-31 and Beat 1-34 and spatially corrected Haiku Rd and W Kuiaha Rd	
	Maui/Lanai	8/25/2014		Modified boundary between 1-31 & 1-32 and spatially corrected Baldwin Ave and Makawao Ave	
	Maui/Lanai	8/22/2014		Modified Beat 1-30 & 1-31 along Kokomo Rd and Kaluanui Rd and Beat 1-32 at Kaluanui Rd and Baldwin Ave	
	Maui/Lanai	8/21/2014		Modified Beat 1-30 & 1-31 along Kokomo Rd	
	Maui/Lanai	8/20/2014		Modified Beat 1-22 & 1-34 along Haiku Rd and 1-22 & 6-40 at Lower & Upper Kihei Rd. Modified Beat 1-11 and 1-20 and spatially corrected Kanaloa Ave, Beat 1-21- & 1-22 and spatially corrected Lower Maalaea Rd, Upper Maalaea Rd, E Waiko Rd and Waikapu Cane Haul Rd and Beat 6-40 at N Kihei Rd	
	Maui/Lanai	8/19/2014		Modified Beat 1-11 and 1-20 along Kanaloa Ave and Beat 1-21 & 1-22 at Lower & Upper Maalaea Rd, E Waiko Rd, and Waikapu Cane Haul Rd	
	Maui/Lanai	8/18/2014		Modified Beat 1-11 and spatially corrected Lower Main St, Waiale Rd, and Kaohu St and Beat 1-12. Spatially corrected Waiale Rd and Kaohu St	
	Maui/Lanai	8/15/2014		Modified Beat 1-11 & 1-12 and spatially corrected Kaahumanu Ave and Beat 1-21 and spatially corrected S Kamehameha Ave	
				<b>08/14/14</b>	
	Maui/Lanai	8/12/2014		Modified Beat 1-21 & 1-22 at Amala Pl and Hobron Ave	
	Maui/Lanai	8/8/2014		Modified Beat 6-40 & 6-41 at Piilani Hwy and Kaonoulu St, Beat 6-41 & 6-42 at S Kihei Rd & Lipoa St and the Tech Park, Beat 6-42 & 6-43 at the Monsanto Driveway Rd.	
	Maui/Lanai	8/7/2014		Modified Beat 1-10 & 1-11 and spatially corrected Mill St. Beat 1-20 & 1-21 at S Kamehameha Ave and N Puunene	
Maui/Lanai	8/6/2014		Modified Beat 1-12 & 1-20 and spatially corrected Mahalani St		

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
<b>DISPATCH AND RESPONSE</b>				
Police Districts	Maui/Lanai	8/19/2014		Modified Wailuku and Kihei District at N Kihei Rd and Lower Maalaea Rd
Police Response Areas			<b>08/27/14</b>	
	Maui/Lanai	8/20/2014		Modified RA 21, 22, 26, 27, 28 and 41
	Maui/Lanai	8/19/2014		Modified RA 11 & 45 at N Kihei Rd and Lower Maalae Rd
				<b>08/14/14</b>
	Maui/Lanai	8/12/2014		Hobron Ave
Police Stations				
WSP Cell Sectors				
				<b>08/27/14</b>
	Maui/Lanai	8/27/2014		Per ATT CRS
	Molokai	8/27/2014		Per ATT CRS
	Maui/Lanai	8/22/2014		Per VZW CRS
				<b>08/14/14</b>
Schools				
Street Centerlines				
	Maui/Lanai	08/29/14		Spatially corrected street segments in Haiku
	Maui/Lanai	08/28/14		Spatially corrected three (3) street segments in Haiku
				<b>08/27/14</b>
	Maui/Lanai	8/26/2014		Spatially corrected fourteen (14) street centerline segments in Haiku and partial spatial correction of five (5) segments in Haiku
	Maui/Lanai	8/25/2014		Spatially corrected nine (9) street centerline segments and partial spatial correction of four (4) segments in Haiku. Spatially corrected fifteen (15) street centerline segments and partial spatial correction of two (2) segments in Makawao.
	Maui/Lanai	8/22/2014		Spatially corrected Kaluanui Rd, Haiku
Maui/Lanai	8/21/2014		Spatially corrected forty-seven (47) street centerline segments in Kahului, Kihei, Haiku, Maalaea and Makawao.	

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
		Date Created/ Edits Performed			
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>					
<b>DISPATCH AND RESPONSE</b>					
<b>Street Centerlines</b>	Maui/Lanai	8/20/2014		Spatially corrected nine (9) street centerline segments in Haiku and partial spatial correction on twenty-six (26) segments in Kahului, Kihei, Kula, Paia and Spreckelsville	
	Maui/Lanai	8/19/2014		Spatially corrected nine (9) street centerline segments and partial spatial correction on six (6) segments in Kahului, partial spatial correction on seven (7) segments in Kahului, four (4) in Kihei, one (1) in Kula, four (4) in Paia and Spreckelsville.	
	Maui/Lanai	8/15/2014		Spatially corrected two (2) street centerline segments and partial spatial correction on fourteen (14) segments in Wailuku. Spatially corrected thirty-two (32) segments in Kahului.	
				<b>08/14/14</b>	
	Maui/Lanai	8/14/2014		Changed range for three (3) segments of Coconut Grove Ln, Napili for Intergraph CAD requirement	
	Maui/Lanai	8/12/2014		Spatially corrected one (1) street centerline segment in Wailuku and three (3) in Kahului	
	Maui/Lanai	8/11/2014		Spatially corrected ten (10) street centerline segments and partial spatial correction on two (2) segments in Wailuku. Spatially corrected forty-three (43) street centerline segments in Kahului.	
	Maui/Lanai	8/8/2014		Modified one (2) street centerline range segment in Kahului and one (1) in Kihei	
	Maui/Lanai	8/8/2014		Spatially corrected one (1) street centerline segment in Kihei	
	Maui/Lanai	8/7/2014		Split Halia Nakoia St, Wailuku at Police Beat boundary	
	Maui/Lanai	8/6/2014		Spatially corrected two (2) street centerline segments in Wailea and two (2) in Kahului/Wailuku. Partial spatial correction on one (1) segment in Kahului, one (1) in Wailuku and one (1) in Kahului/Wailuku.	
	Maui/Lanai	8/5/2014		Spatially corrected eleven (11) street centerline segments and partial spatial correction on eight (8) segments in Wailea	
	Maui/Lanai	8/1/2014		Modified three (3) street centerline segment ranges in Napili and six (6) segments in Wailea	

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
<b>DISPATCH AND RESPONSE</b>				
<b>Street Centerlines</b>	Maui/Lanai	8/1/2014		Corrected the street name of one (1) street centerline segment in Napili
	Maui/Lanai	8/1/2014		Spatially corrected twenty-one (21) street centerline segments and partial spatial correction to six (6) segments in Wailea
<b>Trails</b>				
<b>WSP Cell Towers</b>			<b>08/27/14</b>	
	Maui/Lanai	8/27/2014		Per ATT CRS
	Molokai	8/27/2014		Per ATT CRS
	Maui/Lanai	8/22/2014		Per VZW CRS
				<b>08/14/14</b>
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)</b>				
<b>Buildings</b>				
<b>Churches</b>				
<b>Gas Stations</b>				
<b>Food &amp; Beverage</b>			<b>08/27/14</b>	
	Maui/Lanai	8/25/2014		Spatially corrected Kings BBQ
<b>Hospitals</b>			<b>08/14/14</b>	

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 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*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/Edits Performed		
<b>CRITICAL 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)				
<b>OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS</b> (Listed Alphabetically)				
Lodging				
Medical Facilities				
Parcels				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
<b>DISASTER/HOMELAND SECURITY LAYERS</b> (Listed Alphabetically)				
Airports				
Bridges				
Coastline				



## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3.8 Updated/Loaded Into GIS (Part VIII)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>				
Coastal Names	Maui/Lanai	8/19/2014	08/27/14	Corrected Mai Poina Oe Iau Beach Park
			08/14/14	
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
Dams				
Ponds				
Streams (Includes Rivers)				
Waterfalls				
Ocean Rescue Boundaries				

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 3.9 Updated/Loaded Into GIS (Part IX)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
<b>DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)</b>				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid				
United States National Grid				
Waste Water				
<b>SPECIAL REQUESTS</b>				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

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

**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.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 3.10 CAD/Mapping System GIS Upload Process

#### 3.10.1 Current Month Key GIS Activities and Updates – August 2014

- 8/27/2014 Delivered the following data for the Intergraph CAD Map: Address Points, Common place name look up table, Coastal Names, Fire Beats, Food & Beverage, Medic Beats, Points of Interest, Police Beats, Police Districts, Police Response Areas, Street Centerlines, Cell Coverage.csv, and WSP Cell Towers. Also delivered was the .map, .str, .rte, .ply and map database.
- 8/27/2014 Uploaded the following data into for PowerMap: Address Points, Coastal Names, Fire Beats, Food & Beverage, Medic Beats, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
- 8/14/2014 Delivered Intergraph CAD Map which included the following updated data: Address Points, Street Centerlines, WSP Cell Towers, Fire Beats, Police Beats, Police Response Areas, and Common name look up table. Files prepared and delivered were the mdf, ldf, str, rte, map and ply file.
- 8/14/2014 Uploaded the following data to PowerMap: Address Points, Fire Beats, Police Beats, 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.*

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 4 Geographic Information System (GIS)

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

##### 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 August 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Address Points	Added	60	Addresses received from DSA, DSA Address layer, MSAG and field verifications
Address Points	Corrections	1	Correction to address, MSAG Community, ESN or Routing ID
Address Points	Spatially Corrected	54	Corrected location of address point, recalculated x/y
Street Centerlines	Split	1	
Street Centerlines	Range Segments Corrected	15	Ranges modified according to address point locations
Street Centerlines	Spatially Corrected/Partial Spatial Correction	237/94	

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 4.2 Intergraph CAD Upgrade

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

1. During August aesthetic work was done on the Intergraph CAD Map. Overlapping and duplicate labels of Street Centerlines, Highway Shields and Streams were deleted or moved to de-clutter the map. There is still more work to be done.
2. On August 14, 2014, the following data was prepared and delivered for an Intergraph CAD Map update:
  - a. Address Points, Fire Beats, Police Beats, and Police Response Areas, Street Centerlines, and WSP Cell Towers, and Common name look up table.
  - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
3. On August 19, 2014, Tony LaSoya from MPD IT reported an issue with the functionality of the Graphic Location Entry. Jeff Warren of Intergraph identified the problem was that the sp\_ad and/or co\_pl tables were missing within the Publish map. It was not clear as to the action Akimeka needed to take. Mr. Warren was not available to assist Akimeka, so Tony LaSoya was instructed to file an SR with Intergraph's Help Desk. After several emails and multiple calls between Akimeka and Intergraph's Help Desk, due to the unavailability of Intergraph personnel and unfamiliarity of Maui's CAD Map, Jeff Warren assisted Akimeka on August 27, 2014. The sp\_ad was added to the Publish map and was included on the CAD Map update. The functionality of the Graphic Location Entry still requires testing at Maui Dispatch.
4. Akimeka successfully delivered an updated Intergraph CAD map on August 27, 2014 which included:
  - a. Address Points, Coastal Names, Fire Beats, Food & Beverage, Medic Beats, Points of Interest, Police Beats, Police Districts, Police Response Areas, Street Centerlines, WSP Cell Towers, and Common name look up table.
  - b. The .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv were also delivered.
5. Akimeka is waiting on an updated Maui Custom Map Workflow document. Tony LaSoya agreed to combine the corrections and updates Akimeka contributed with edits MPD IT made.

During September 2014, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

### 5 Service Requests Transactions

#### 5.1 Open Service Requests – August 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

There are no Open Service Requests for Maui County.

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

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

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

#### 5.2 Maui Service Request Year-To-Date (YTD) Summary – 2014

2014	MAUI PSAP			SERVICE REQUEST CATEGORIES								
	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions		
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed	
December												
November												
October												
September												
August	0	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0	0
April	1	2	0	1	1	0	1	0	0	0	0	0
March	3	2	1	0	0	3	2	0	0	0	0	0
February	1	2	0	0	1	1	1	0	0	0	0	0
January	2	2	1	1	0	1	2	0	0	0	0	0
2013 Carryover			1	0	0	1	0	0	0	0	0	0
<b>TOTAL</b>	<b>7</b>	<b>8</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**Note:** The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

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### 5.3 Molokai Service Request Year-To-Date (YTD) Summary – 2014

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

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

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

## Maui County E9-1-1 Status Report August 1, 2014 – August 31, 2014

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### 6 E9-1-1 Database Synchronization

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

### **Next scheduled Database Synchronization report on September 2014**

#### 6.1 Audit Summary Results – 2014

#### 6.2 Audit Summary Notes:

#### 6.3 MSAG Audit Summary Results – March 1, 2014 vs June 1, 2014

#### 6.4 MSAG Audit Summary Results Notes –

#### 6.5 Invalid MSAG Streets and Address Ranges – ESN x99 Records

#### 6.6 Automatic Location Identification (ALI) Discrepancy Reports