NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAI'I

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Communications, Technical and Finance Meeting

Thursday, October 9, 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**

    a. Tim Lay, attorney for IRC (conference call)

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

V.   **Committee Updates by Committee Chairs**

    a. Technical Committee – Victor Ramos

        i.   FirstNet Efforts in Hawaii – General Wong

        ii.   Investigative Regulatory Committee update

        iii.   FCC updates

        iv.   Request authorization:

            1.   Executive Director, FCC 911 Outage Hearing, Wash.DC. October 17, 2014 - $2,000.

        v.   Others

    b. Communications Committee – Steven Schutte

        i.   2015 Legislative Investigative Committee

        ii.   Others

    c. Finance Committee – Kiman Wong

        i.   Review of FY 2015 Cash Flow & Budget Financial report

        ii.   Update on procurement of Independent CPA auditor.

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If you require an auxiliary aid or accommodation due to a disability, please contact 808-447-8919
(voice/tty) or email at ctagupa@keakitech.com.

iii. Review of C&C of Honolulu (DIT) reimbursement refund of $120,314.

iv. Request for Funding Authorization:

1. Executive Director, FCC 911 Outage Hearing, Wash.D.C., October 17, 2014 – $2,000.

v. Others

VI. PSAP Status Updates

a. Kauai – Mark Begley

b. Oahu – Dave Kajihiro

c. Molokai – Victor Ramos

d. Maui – Clayton Tom

e. Hawaii – Marshall Kanehailua
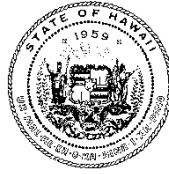
VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

d. Others

VIII. Announcements

1. Next meeting date: *Thursday*, November 13, 2014

(Joint Meeting with Board)

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

1. Tuesday, December 9, 2014

2. Tuesday, January 13, 2015

3. Tuesday, February 10, 2015

4. Tuesday, March 10, 2015

5. Tuesday, April 7, 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

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Meeting Minutes

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

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

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

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

Observers: Dave Kajihiro (HPD), Ryan Freitas (HawTel), Mark Wong (DIT), Jeff Riewer (AT&T), Victoria Garcia (OIMT), Eric Butler (Pictometry), Sean Naito (HPD), Ben Morgan (HawTel), Bonnie Young (MPD), Eleni Papakiristis (HawTel), Robert Gausepohl (KPD), Travis Ing (HawPD), Diana Chun (EMS), Jim Howe (Ocean Safety), Jayne Nantkes (Independent) and Wayne Hirasa (Sandwich Isles).

I. **Call to Order, Public Notice, Quorum**

a. The Board Chair called the meeting to order at 10:10 am.

b. Quorum was present for all committees.

II. **Public testimony on all agenda items**

a. The Board Chair asked if there was anyone present who wishes to provide public testimony on any agenda item to please come forward. There was no one who responded.

III. **Introductions**

   a. **Introductions were made of all in attendance**

   b. Tim Lay, attorney for Investigative Regulatory Committee (IRC) introduced himself via conference call. The Executive Director Thera Bradshaw explained the scope of his engagement with the AG's office that is being funded by Board for the IRC on 911 and telcom matters**.**

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

   a. Roy Irei motioned to approve the meeting minutes for the October 9, 2014 Joint Committee meeting. The meeting minutes were seconded and approved by voice vote by all the committee members present.

V. **Committee Updates by Committee Chairs**

   a. Technical Committee – Victor Ramos

      i. FirstNet Efforts in Hawaii – General Wong

         1. General Wong was not able to attend the meeting and will be rescheduled.

      ii. Investigative Regulatory Committee update

         1. There was no update at this time.

      iii. FCC updates::

         1. The Executive Director provided the FCC report including:

            a. The upcoming hearing on the outages to be held Friday, October 17, 2014.

            b. 911 location accuracy requirements.

               i. The current requirements are 20 years old.

                  1. A press release on the current state of location accuracy in Hawaii was released by Find Me 911. The Executive Director will provide

clarification to the commission regarding the press release.

2. The Executive Director recommended that the Board file our comments on the importance of location accuracy for 911 with the FCC to be part of the record in upcoming hearings on this matter which is likely to be on the December agenda.

iv. Request authorization:

1. Executive Director, FCC 911 Outage Hearing, Wash.DC. October 17, 2014 - $2,000.

a. Clayton Tom motioned to authorize funding to for the Executive Director to attend the FCC Hearing on October 17, 2014 subject to funding approval by the Finance Committee and final approval by the Board. The motion was seconded and approved by voice vote by all the Technical Committee members present.

v. Others

1. Tony Ramirez stated following items:

a. Operational commitments affecting the PSAPs:

i. During the months of August and September there were over 350 new towers installed in Hawaii or just under 1400 sectors.

ii. Each sector will have to be tested which means additional workload.

iii. Akimeka committed to absorb any additional costs to conduct testing.

  b. Continuing updates on the island of Hawaii lava flow have been placed on the power map server.

    i. There were 3 sites identified that may potentially impact 911.

    ii. The wireless carriers are moving Cell Sites on Wheels (COW) in to the distressed areas to provide coverage.

    iii. Since the COWs are coming from Oahu care must be taken by the Hawaii PSAP to distinguish local 911 calls from Oahu calls.

 b. Communications Committee – Steven Schutte

  i. 2015 Legislative Investigative Committee

    1. Paul Ferreira, Committee Chair led the discussion by acknowledging that prepaid wireless will be the key topic for the upcoming legislative session.

    2. The Executive Director stated that location information accuracy on multiline phones should be considered by the committee in the future legislative session. In the interim, the Executive Director recommended a workgroup be formed to research the potential impacts on Hawaii.

    3. Mr. Kerry Yoneshige advised the committee that they would need to also consider legislation for hiring personnel working for the board.

  ii. Others- None

 c. Finance Committee – Kiman Wong

  i. Review of FY 2015 Cash Flow & Budget Financial report

    1. Mr. Courtney Tagupa provided a briefing on the monthly financial status report in the absence of the Finance Chair:

      a. Mr. Tagupa provide the following statistics:

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i. Monthly revenue Receipts: $769,967.

ii. Monthly disbursements: $138,136.

iii. Monthly encumbrance pay down: $127.150.

iv. Net Bank Balance at the end of the month: $13,408,982.

v. Net unencumbered cash balance: $10,715,031.

b. More detailed financial information may be obtained in the Monthly Financial Report that has been provided as a meeting handout as well as posted to the 911 website.

ii. Update on procurement of Independent CPA auditor.

1. There were a couple of delays in the procurement process during the past month. The first was the need to clarify the procurement requirement that the review and selection committee was to be composed of a minimum of three government employees. Ms. Stella Kam of the AG's office stated that the statute does not require a minimum requirement of government employees on the selection/review committees for this procurement. The SPO agreed.

2. Additionally the appointment of a procurement officer for the Board is necessary. Mr. Yoneshige recommended Mr. Keone Kali, E911 Board member and state CIO. A meeting is scheduled with Mr. Kali. With his acceptance, we will then be able to proceed with the procurement of the independent CPA auditor.

iii. Review of C&C of Honolulu (DIT) reimbursement refund of $120,314.

1. Mr. Courtney Tagupa reported that we received a reimbursement adjustment/credit from the City and

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County of Honolulu DIT in the amount $120, 314. The adjustment was for the period of FY2009.

2. This delay of the refund could result in a potential "audit finding" during the FY2015 annual audit.

3. Mr. Kerry Yoneshige recommended that a letter be drafted requesting factual information regarding this situation as a proactive measure.

4. The Executive Director recommended that the counties review their historical reimbursements to ensure all is in order.

5. Mr. Roy Irei also recommended that the Board should consider a tighter reimbursement policy.

6. Mr. Roy Irei motioned to have Mr. Tagupa draft the letter requesting information on the circumstances of the reimbursement refund in the amount of $120,314 requiring a subsequent response within 30 days. The motion was seconded and approved by voice vote by all the Finance Committee members present.

iv. Request for Funding Authorization:

1. Executive Director, FCC 911 Outage Hearing, Wash.D.C. October 17, 2014 – $2,000.

   a. Roy Irei motioned to approve funding in the amount of $2,000 to allow the Executive Director to attend the FCC 911 Outage Hearing in Wash. DC on October 17, 2014 subject to final approval by the Board. The motion was seconded and approved by voice vote by all the Finance Committee members present.

d. Others – None.

1. Mr. Roy Irei stated that the deadline for submission of applications with RCUH for the Executive Director and

Assistant Executive Director positions is October 18, 2014.

VI. PSAP Status Updates

a. Kauai – Mark Begley

    i. Asst. Police Chief Gausepohl stated that three individuals attending the TRICON conference in San Diego were able to view the new CAD, RMS and other new software. These upgrades will not be ready however until 2017. In addition, KPD is still awaiting delivery for their software.

b. Oahu – Dave Kajihiro

    i. Maj. Aaron Correia stated that the HPD CAD and RMS upgrades are still ongoing; however progress was made when the vendor arrived on site to work on outstanding issues. HPD's work on its mobile CAD connectivity and GPS location is also ongoing.

    ii. Ms. Thalia Burns stated that the Honolulu PSAP experienced dropped 911 calls lasting approximately 3 hours. On the morning of the October 7, HT installed a patch to assist in eliminating the problem. HT worked with Intrado and determined that the problem was with the timers. A full report of the dropped calls will be sent to the Board.

    iii. Ms. Thalia Burns recommended that all counties should be notified of the problem in case they are also experiencing the same issues.

c. Molokai – Victor Ramos

    i. The Maui County Counsel has approved an additional senior dispatcher. Ms. Bonnie Young was introduced as the senior dispatcher with responsibilities for Molokai PSAP.

d. Maui – Clayton Tom – Nothing to report

e. Hawaii – Marshall Kanehailua

i. Sgt. Travis Ing stated that the CAD RFP award is being delayed awaiting the county finance department's review of the financial portion of the RFPs.

ii. Sgt. Ing also mentioned that Ms. Tami Barker, Maine NENA Chapter President called acknowledging that the system problems experienced by Hawaii PD is now impacting Maine and other states. Sgt. Travis shared with Ms. Barker, the experience of the State of Hawaii and its solution to the problem.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update – A recurring request for updates to the 911 Timeline was made.

b. Others - None

VIII. Announcements

1. Next meeting date: *Thursday*, November 13, 2014
   (Joint Meeting with Board)

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

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

b. Others - FirstNet Update

i. Ms. Victoria Garcia provided and update to the Joint Committees on the progress of FirstNet including:

1. The deadline for the RFI responses for FirstNet was extended to October 27. Ms. Garcia requested RFI responses as soon as possible before the deadline.

2. The definition of "rural" in the Act is an important consideration in that rural areas of Hawaii cannot be ignored and must be built up along with the urban areas.

3. FirstNet board member, Jeff Johnson will be in Hawaii on November 7.
4. The GAO office requested feedback on how things can be done better with FirstNet.
5. One of the recommendations that surfaced from the Kauai meeting in July was the possible establishment of an additional region consisting of non-contiguous states and the Territories to better address the special needs of these areas.
6. Mr. Kenison Tejada stated that FirstNet not only impacts first responders but other agencies as well. Consequently more discussion is recommended on the reach of FirstNet in Hawaii.

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

   a. Board Chair asked if anyone wishes to provide public comment on issues not on the agenda for consideration on the Board agenda for the next meeting to please come forward. No one came forward.

X. **Adjournment**

   a. The meeting was adjourned at 11:22pm.

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

Budget Analysis

FY 2014-15	Actuals		Annual	% of Budget
	September	FY-T-D	Budget	Expended
Receipts:				
Enhanced 911 Surcharge Collection	769,845	2,306,374	9,080,000	25.4%
Interest Income	122	359	2,500	14.4%
Receipts	769,967	2,306,733	9,082,500	25.4%
Disbursements:				
Conference Travel	(18,510)	(29,920)	(158,000)	18.9%
Non-Recurring Expenses	4,505	(8,967)	(1,855,356)	0.5%
Recurring Expenses:				
Administration	(29,403)	(92,118)	(1,246,840)	7.4%
Maintenance	(141,542)	(369,752)	(3,533,551)	10.5%
Telecommunications	46,813	(157,226)	(2,097,998)	7.5%
Other		3,770	(7,600)	-49.6%
Disbursements	(138,136)	(654,213)	(8,899,345)	7.4%
Net Receipts/(Disbursements)	631,830	1,652,520	183,155	

Cash Flow Analysis

Net Receipts/(Disbursements)	$ 631,830	$ 1,652,520		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014	(127,150)	(747,386)		1,523,519
Accounts Receivable (Offset)		(350)		2,952
Net Encumbrance Adds/(Paydown)	(127,150)	(747,736)		
Net Cash Inflow/(Outflow)	504,680	904,784		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		12,504,198		
Net Bank Balance		13,408,982		
Outstanding Ecumb/Accruals		(2,693,951)		
Unencumbered Cash Balance	$ -	$ 10,715,031		

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

MONTH OF SEPTEMBER 2014	Hawaii PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:		-	-	769,967	769,967
DISBURSEMENTS:					
6200 CONFERENCES					
6204 APCO Conference		6,526	11,989	-	18,515
6214 Nena Conference		-	(5)	-	(5)
Total 6200 CONFERENCES		6,526	11,984	-	18,510
6300 Non-RECURRING					
6303 Computers					
6303.08 Microwave Link Equip		-	(4,505)	-	(4,505)
Total 6303 Computers		-	(4,505)	-	(4,505)
Total 6300 Non-RECURRING		-	(4,505)	-	(4,505)
6400 RECURRING EXPENSES					
6401 ADMINISTRATION					
6401.01 Exec Dir. Services		-	-	28,438	28,438
6401.08 Board Member Travel		-	-	965	965
Total 6401 ADMINISTRATION		-	-	29,403	29,403
6402 MAINTENANCE					
6402.02 Imagery Lic Agree		-	102,171	-	102,171
6402.05 Logging RecordMaint		-	(26,038)	-	(26,038)
6402.07 0011 9-1-1MSAG Maint.		18,795	46,615	-	65,409
Total 6402 MAINTENANCE		18,795	122,748	-	141,542
6403 Other RECURRING					
6403.01 Telcom Charges					
6403.0102 Long Distance		28	-	-	28
6403.0109 Telcom Trunk		23,208	(71,712)	-	(48,504)
6403.0110 Ocean Safety					
6403.0110.1 CML		-	1,663	-	1,663
Total 6403.0110 Ocean Safety		-	1,663	-	1,663
Total 6403.01 Telcom Charges		23,236	(70,050)	-	(46,813)
Total 6403 Other RECURRING		23,236	(70,050)	-	(46,813)
Total 6400 RECURRING EXPENSES		42,031	52,698	29,403	124,131
Total Disbursements		48,557	60,177	29,403	138,136

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

FY-TO-DATE SEPT 2014	Hawaii PSAP 3 mos	Kauai PSAP 3 mos	Maui PSAP 3 mos	Oahu PSAP 3 mos	ADMIN 3 mos	TOTAL 3 mos	ANNUAL BUDGET	$ Over/(Under) Budget
Total Receipts	-	-	-	-	2,306,733	2,306,733	-	2,306,733
DISBURSEMENTS:								
6200 CONFERENCES								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	-	(150)
6204 APCO Conference	-	-	6,526	11,989	5,386	23,901	48,786	(24,885)
6213 Navigator	-	-	-	(73)	-	(73)	-	(73)
6214 Nena Conference	-	-	(2)	6,243	-	6,242	-	6,242
6222 TriTech CAD Users	-	-	-	-	-	-	18,000	(18,000)
6200 CONFERENCES - Other	-	-	-	-	-	-	91,214	(91,214)
Total 6200 CONFERENCES	(150)	-	6,525	18,159	5,386	29,920	158,000	(128,080)
6300 Non-RECURRING								
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)
Total 6301 CAD Replac/Upgrade	-	7,356	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	300,000	(300,000)
6303 Computers								
6303.08 Microwave Link Equip	-	-	-	(4,505)	-	(4,505)	-	(4,505)
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
Total 6303 Computers	-	-	-	(4,505)	-	(4,505)	5,000	(9,505)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm								
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	22,000	(22,000)
Total 6306 Training	-	-	-	-	-	-	43,000	(43,000)
Total 6300 Non-RECURRING	-	7,356	-	1,611	-	8,967	1,855,356	(1,846,389)

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

FY-TO-DATE SEPT 2014	Hawaii PSAP 3 mos	Kauai PSAP 3 mos	Maui PSAP 3 mos	Oahu PSAP 3 mos	ADMIN 3 mos	TOTAL 3 mos	TOTAL ANNUAL BUDGET	$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	85,313	85,313	350,625	(265,313)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	3,852	3,852	35,000	(31,148)
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)
Total 6401.09 DB&F Assessments	-	-	-	-	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)
Total 6401.15 WSP Cost Recovery	-	-	-	-	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)
Total 6401 ADMINISTRATION	-	-	-	-	92,118	92,118	1,246,840	(1,154,722)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	102,171	-	102,171	1,116,896	(1,014,725)
6402.05 Logging RecordMaint	-	-	-	(26,038)	-	(26,038)	60,775	(86,813)
6402.07 0011 9-1-1MSAG Maint.	0	-	37,589	93,229	-	130,818	1,312,521	(1,181,703)
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)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	4,607	(4,607)
Total 6402 MAINTENANCE	0	-	37,589	332,163	-	369,752	3,533,551	(3,163,799)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	57	57	112	-	-	226	2,160	(1,934)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	25,529	(9,295)	46,416	86,101	-	148,750	1,643,237	(1,494,487)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	4,988	-	4,988	-	4,988
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)
Total 6403.0110 Ocean Safety	-	-	-	4,249	-	4,249	-	4,249
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)
Total 6403.01 Telcom Charges	25,585	(9,238)	46,528	94,352	-	157,226	2,097,998	(1,940,772)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	25,585	(9,238)	46,528	90,582	-	153,456	2,105,598	(1,952,142)
Total 6400 RECURRING EXPENSES	25,585	(9,238)	84,117	422,744	92,118	615,326	6,885,989	(6,270,663)
Total DISBURSEMENTS	25,435	(1,883)	90,642	442,514	97,504	654,213	8,899,345	(8,245,132)

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

Summary of Encumbrances/Accruals:							July 2014	August 2014	Sep 2014	
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Paydown	Balance
CAD Upgrade:			418,999.59			418,999.59				418,999.59
FY 2012 Encumbrances:						-				
CAD Upgrades:										
EMS/FIRE	56,040.27					56,040.27				56,040.27
HPD	695,392.00					695,392.00				695,392.00
Total FY 2012 Encumbrances	751,432.27	-	-	-	-	751,432.27	-			751,432.27
FY 2014 Accruals										
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		(0.00)
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		(0.00)
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			-
Total FY 2014 Accruals	340,241.52	139,927.49	46,113.51	1,617,683.68	126,938.66	2,270,904.86	455,521.74	164,714.37	127,150.00	1,523,518.75
Total Encumbrances/Accruals	1,091,673.79	139,927.49	465,113.10	1,617,683.68	126,938.66	3,441,336.72	455,521.74	164,714.37	127,150.00	2,693,950.61

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

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		10,500.00				(10,500.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,500.00				(3,500.00)	-	5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)	-	5/15/2014
Executive Director (2) APCO					5,386.11	(5,386.11)	-	6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)	-	6/10/2014
Oahu DIT - (1) APCO		3,500.00				(3,500.00)	-	6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)	-	6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)	-	6/10/2014
KPD- TRICON Conference (Sep28-1Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
EMS-TRICCON Conference added funding (2)		2,000.00				(2,000.00)	-	8/14/2014
HFD - TRICON Conference (1)		6,000.00				(6,000.00)	-	8/14/2014
KPD: Intrado interface				7,356.00			7,356.00	8/14/2014
Executive Director Extension (6 months)					9,375.00		9,375.00	9/11/2014
Administration Budget Adjustment from original Plan					(27,300.00)		(27,300.00)	9/15/2014
Totals	2,510,950.00	2,899,018.00	1,058,138.00	1,087,799.00	1,252,226.11	91,213.89	8,899,345.00	

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

FY-TO-DATE SEPT 2014	Hawaii PSAP		
	3 mos	ANNUAL BUDGET	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
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	-	-	-
Total 6200 CONFERENCES	(150)	7,400	(7,550)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	-	-	-
Total 6301 CAD Replac/Upgrade	-	1,500,000	(1,500,000)
6302 CMLs for Altern Dispat	-	-	-
6303 Computers			
6303.08 Microwave Link Equip	-	-	-
6303.20 Dispatch Software	-	5,000	(5,000)
Total 6303 Computers	-	5,000	(5,000)
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	-	-
Total 6306.12 TriTechCADSystAdm	-	-	-
6306.14 NG Text to 911 Refresh	-	6,000	(6,000)
Total 6306 Training	-	6,000	(6,000)
Total 6300 Non-RECURRING	-	1,511,000	(1,511,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
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)
Total 6402.13 Software Maintenance	-	4,607	(4,607)
Total 6402 MAINTENANCE	0	681,006	(681,006)
6403 Other RECURRING			
6403.01 Telcom Charges			
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	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
Total 6403.01 Telcom Charges	25,585	311,544	(285,959)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	25,585	311,544	(285,959)
Total 6400 RECURRING EXPENSES	25,585	992,550	(966,965)
Total DISBURSEMENTS	25,435	2,510,950	(2,485,515)

FY-TO-DATE SEPT 2014	Kauai PSAP		
	3 mos	ANNUAL BUDGET	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
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	-	-	-
Total 6200 CONFERENCES	-	17,100	(17,100)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	7,356	7,356	(0)
6302 CMLs for Altern Dispat	-	300,000	(300,000)
6303 Computers			
6303.08 Microwave Link Equip	-	-	-
6303.20 Dispatch Software	-	-	-
Total 6303 Computers	-	-	-
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	-	-
Total 6306.12 TriTechCADSystAdm	-	-	-
6306.14 NG Text to 911 Refresh	-	-	-
Total 6306 Training	-	-	-
Total 6300 Non-RECURRING	7,356	307,356	(300,000)
6400 RECURRING EXPENSES			
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	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	-	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	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
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)
Total 6403.01 Telcom Charges	(9,238)	348,710	(357,948)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	(9,238)	348,710	(357,948)
Total 6400 RECURRING EXPENSES	(9,238)	763,343	(772,581)
Total DISBURSEMENTS	(1,883)	1,087,799	(1,089,682)

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

FY-TO-DATE SEPT 2014	Maui PSAP		
	3 mos	ANNUAL BUDGET	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	6,526	7,400	(874)
6213 Navigator	-	-	-
6214 Nena Conference	(2)	-	(2)
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	6,525	7,400	(875)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-	-	-
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	-	-	-
6301.05 Kauai Police Dept	-	-	-
Total 6301 CAD Replac/Upgrade	-	-	-
6302 CMLs for Altern Dispat	-	-	-
6303 Computers			
6303.08 Microwave Link Equip	-	-	-
6303.20 Dispatch Software	-	-	-
Total 6303 Computers	-	-	-
6306 Training			
6306.11 Training (CAD) HPD	-	-	-
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	-	-
Total 6306.12 TriTechCADSystAdm	-	-	-
6306.14 NG Text to 911 Refresh	-	-	-
Total 6306 Training	-	-	-
Total 6300 Non-RECURRING	-	-	-
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	372,263	(372,263)
6402.05 Logging RecordMaint	-	-	-
6402.07 0011 9-1-1MSAG Maint.	37,589	225,500	(187,911)
6402.08 CAD Maintenance	-	170,000	(170,000)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	37,589	767,763	(730,174)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	112	480	(368)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	46,416	278,495	(232,079)
6403.0110 Ocean Safety			
6403.0110.1 CML	-	-	-
6403.0110.2 Centrex	-	-	-
6403.0110.3 Mileage	-	-	-
6403.0110 Ocean Safety - Other	-	-	-
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-	-	-
6403.0113 HPDCMLViper-Alapai	-	-	-
6403.0114 SD Viper (OSL) (3)	-	-	-
6403.0115 Text-to-911 Service	-	4,000	(4,000)
6403.0116 Alt PSAP Call Route	-	-	-
Total 6403.01 Telcom Charges	46,528	282,975	(236,447)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	46,528	282,975	(236,447)
Total 6400 RECURRING EXPENSES	84,117	1,050,738	(966,621)
Total DISBURSEMENTS	90,642	1,058,138	(967,496)

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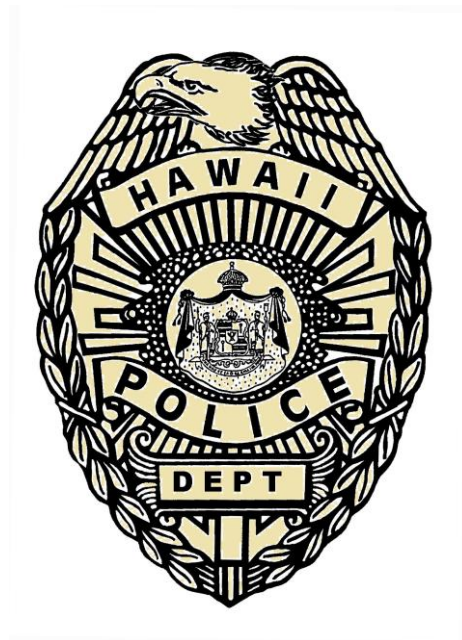### For month ending September 30, 2014

FY-TO-DATE SEPT 2014	Oahu PSAP		
	3 mos	ANNUAL BUDGET	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	11,989	17,500	(5,511)
6213 Navigator	(73)	-	(73)
6214 Nena Conference	6,243	-	6,243
6222 TriTech CAD Users	-	12,000	(12,000)
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	18,159	29,500	(11,341)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-
6301.04 Honolulu Police	(833)	-	(833)
6301.05 Kauai Police Dept	-	-	-
Total 6301 CAD Replac/Upgrade	6,116	-	6,116
6302 CMLs for Altern Dispat	-	-	-
6303 Computers			
6303.08 Microwave Link Equip	(4,505)	-	(4,505)
6303.20 Dispatch Software	-	-	-
Total 6303 Computers	(4,505)	-	(4,505)
6306 Training			
6306.11 Training (CAD) HPD	-	16,000	(16,000)
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	16,000	(16,000)
Total 6306 Training	-	37,000	(37,000)
Total 6300 Non-RECURRING	1,611	37,000	(35,389)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	102,171	250,000	(147,829)
6402.05 Logging RecordMaint	(26,038)	60,775	(86,813)
6402.07 0011 9-1-1MSAG Maint.	93,229	559,374	(466,145)
6402.08 CAD Maintenance	162,801	800,000	(637,199)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-	-	-
Total 6402.13 Software Maintenance	-	-	-
Total 6402 MAINTENANCE	332,163	1,670,149	(1,337,986)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	-	-	-
6403.0103 Mileage	946	11,353	(10,407)
6403.0109 Telcom Trunk	86,101	947,000	(860,899)
6403.0110 Ocean Safety			
6403.0110.1 CML	4,988	-	4,988
6403.0110.2 Centrex	1,184	-	1,184
6403.0110.3 Mileage	202	-	202
6403.0110 Ocean Safety - Other	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	4,249	-	4,249
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	-	-	-
Total 6403.01 Telcom Charges	94,352	1,154,769	(1,060,417)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	90,582	1,162,369	(1,071,787)
Total 6400 RECURRING EXPENSES	422,744	2,832,518	(2,409,774)
Total DISBURSEMENTS	442,514	2,899,018	(2,456,504)

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

FY-TO-DATE SEPT 2014	ADMIN		
	3 mos	ANNUAL BUDGET	$ Over/(Under) Budget
DISBURSEMENTS:			
6200 CONFERENCES			
6201 911 Goes to WashDC	-	-	-
6204 APCO Conference	5,386	5,386	-
6213 Navigator	-	-	-
6214 Nena Conference	-	-	-
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	91,214	(91,214)
Total 6200 CONFERENCES	5,386	96,600	(91,214)
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	85,313	350,625	(265,313)
6401.02 ElectronSignatur	-	200	(200)
6401.05 Audit Expense	-	12,500	(12,500)
6401.06 Bank Charge	-	100	(100)
6401.08 Board Member Travel	3,852	35,000	(31,148)
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)
Total 6401.09 DB&F Assessments	31	627,500	(627,469)
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)
Total 6401.15 WSP Cost Recovery	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)
Total 6401 ADMINISTRATION	92,118	1,246,840	(1,154,722)
Total 6400 RECURRING EXPENSES	92,118	1,246,840	(1,154,722)
Total DISBURSEMENTS	97,504	1,343,440	(1,245,936)

Hawaii County E9-1-1 Status Report

September 1, 2014 – September 30, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

TABLE CONTENTS

Hawaii County E9-1-1 Status Report

September 1, 2014 - September 30, 2014

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – SEPTEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
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 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
SEPT	20,128	3,975	19.75%	13,947	69.29%	51.70%	48.30%	553	2.75%	7	0.03%	0	0.00%	1,646	8.18%	0	0.00%

9-1-1 CALL VOLUME – 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 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	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%
SEPT	20,128	3,975	19.75%	13,947	69.29%	51.70%	48.30%	553	2.75%	7	0.03%	0	0.00%	1,646	8.18%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	178,599	40,723		118,180				4,677		116		0		14,896		7	
MON AVG	19,844	4,525	22.88%	13,131	66.13%	50.27%	49.73%	520	2.59%	12.89	0.06%	0	0.00%	1,655	8.32%	1	0.00%

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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9-1-1 CALL VOLUME BY AGENCY – SEPTEMBER 2014

2014	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/ Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/ Dropped Calls	Number of Other Calls
September	16,251	80.74%	0	1,621	0	2,231	11.08%	0	25	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2014

2014	9-1-1 Call Volume by Agency									
	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	16,251	0	1,621	0	80.74%	2,231	0	25	0	11.08%
October										
November										
December										
YTD	143,024	0	14,623	5		20,676	0	273	2	
MON AVG	15,892	0	1,625	1	80.17%	2,297	0	30	0	11.59%

PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless counts respectively.**

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WIRELESS PSAP TESTING – SEPTEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
09/25/14	AT&T	2	6	Hawaii PSAP	Pass*

NOTES:

*There were 5 Towers and 21 Sectors scheduled for testing on 9/25/14. Only 1 Tower scheduled with 3 sectors, and 1 unscheduled Tower with 3 sectors were successfully tested. Rescheduling in progress.

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

| 2014 | | 9-1-1 NET REQUESTS | | | | | | | | | | In Referred Status as of Report Month End (d) | | | In Suspended Status as of Report Month End (e) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | | | |
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
HAWAII COUNTY	554	120	37	14	42	11	16	1,877	421	8	5	869	2	1	0	0

MSAG CURRENT MONTH NOTES:

A total of 554 MSAG transactions were processed in 9-1-1 Net during the month of September 2014. 120 requests were processed relating to the MSAG database, with 1,877 customer ANI/ALI (telephone/address) records updated as a direct result. 421 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were eight (8) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, and five (5) VoIP Discrepancy Requests (VoIP DR) submitted to Time Warner Cable for correction, as the result of a 911 calls from both residences and businesses. 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 869 TN CRs in Referred Status as of September 30, 2014, which are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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

There are three (3) ALI-DRs in Referred Status as of September 30, 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.

There is one (1) VoIP DR in Referred Status as of September 30, 2014

The VoIP DR was the result of a 911 call made from a residence displaying the incorrect name and address of the caller. The discrepancy was submitted to Time Warner Cable (TWCBL). Time Warner will notify Akimeka when the caller's information is updated.

There are no records in Suspended Status as of September 30, 2014.

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

HAWAII COUNTY		9-1-1 NET 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) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
DEC																
NOV																
OCT																
SEPT	554	120	37	14	42	11	16	1,877	421	8	5	869	2	1	0	0
AUG	506	66	6	16	32	12	0	501	433	5	2	891	3	0	0	0
JULY	288	59	13	2	28	11	5	234	226	3	0	552	0	0	0	0
JUNE	326	65	13	2	28	16	6	67	255	4	2	427	1	3	0	0
MAY	333	76	21	5	22	25	3	592	246	8	3	476	0	1	0	0
APR	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0
MAR	338	312	201	0	103	6	2	2,344	17	9		486	4		1	1
FEB	171	64	12	28	16	7	1	1,571	96	11		383	2		0	0
JAN	313	141	22	39	61	15	4	64	164	8		670	1		0	0
TOTAL YTD	3,230	1,045	396	110	380	114	45	8,027	2,110	60	15					
AVG PER MO	359	116	44	12	42	13	5	892	234	7	3					

NOTES:

Revised categories and report format changes effective May 2012 with new Intrado TNCR function.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2014

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.

	HAWAII		
Type of Layer	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
	CALLER LOCATION		
Address Points		**09/23/14**	
	9/22/2014		Completed monthly update on address points.
	9/22/2014		Changed street name to 64 address points from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/22/2014		Added five (5) new address points in Captain Cook.
	9/22/2014		Added one (1) new address point (550759 Hawi Rd) in Hawi.
	9/22/2014		Added five (5) new address points in Hilo.
	9/22/2014		Added two (2) new address points (770492 Kalamauka St and 744833 Mamalahoa Hwy) in Holualoa.
	9/22/2014		Added one (1) new address point (281796 Old Mamalahoa Hwy) in Honomu.
	9/22/2014		Added 70 new address points in Kailua Kona.
	9/22/2014		Added one (1) new address point (640645 Kiiaina Alanui) in Kamuela.
	9/22/2014		Added two (2) new address points (540519 and 540594 Kapaau Rd) in Kapaau.
	9/22/2014		Added ten (10) new address points in Keaau.
	9/22/2014		Added seven (7) new address points in Kurtistown.
	9/22/2014		Added seven (7) new address points in Mountain View.
	9/22/2014		Added two (2) new address points (945806 Aouli Pl and 946306 Mark Twain St) in Naalehu.
	9/22/2014		Added twelve (12) new address points in Ocean View.
	9/22/2014		Added one (1) new address point (421017 Hawaii Belt Rd) in Paauilo.
	9/22/2014		Added 24 new address points in Pahoa.
	9/22/2014		Added six (6) new address points in Volcano.
	9/19/2014		Corrected Street Name to 379 Address Points from Hawaii Belt Rd to Mamalahoa Hwy in Kealakekua
	9/19/2014		Corrected street name to one (1) address point (229 Makana Nui Ln) in Hilo.
	9/19/2014		Changed street name to 60 address points from Hawaii Belt Rd to Mamalahoa Hwy in Honaunau.
	9/18/2014		Changed street name to 667 address points from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.

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MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
CALLER LOCATION			
Address Points	9/17/2014		Corrected Location Name for 443480 Kalaniai Rd (Kalopa Park) in Paauilo.
	9/16/2014		Spatially corrected one (1) address point (1 Emer Callbox06) in Pahoa.
	9/15/2014		Corrected routing id to four (4) address points (0, 145363, 145395 and 145461 Kalapana Kapoho Beach Rd) in Pahoa.
	9/15/2014		Spatially corrected one (1) address point (1 Emer Callbox07) in Pahoa.
	9/15/2014		Spatially corrected one (1) address point (1 Emer Callbox01) in HVNP.
		09/09/14	
	9/9/2014		Spatially corrected 28 address points in Pahoa.
	9/5/2014		Changed street name and number to one (1) address (474788 Old Mamalahoa Hwy) in Honokaa.
	9/5/2014		Changed street name and number to one (1) address (922754 Island Blvd) in Ocean View.
	9/4/2014		Spatially corrected four (4) address points (553472 Akoni Pule Hwy, 553474 Akoni Pule Hwy, 553476 Akoni Pule Hwy and 553478 Akoni Pule Hwy) in Hawi.
	9/3/2014		Added two (2) new addresses (94 Awapuhi St and 540 Wainaku St) in Hilo.
Emergency Callboxes		09/23/14	
	9/16/2014		Spatially corrected one (1) emergency callbox (Emergency Callbox06) in Pahoa.
	9/15/2014		Spatially corrected two (2) emergency callboxes (Emergency Callbox01 and Emergency Callbox07).
Fire Stations			
Medic Stations			
Milepost Markers			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
CALLER LOCATION			
Points of Interest (POI)		09/23/14	
	9/17/2014		Corrected address to Kalopa Park in Paauilo.
	9/16/2014		Spatially corrected one (1) point of interest (Emergency Callbox06) in Pahoa.
	9/15/2014		Spatially corrected one (1) point of interest (Emergency Callbox07) in Pahoa.
	9/15/2014		Spatially corrected one point of interest (Emergency Callbox01) in HVNP.
		09/09/14	
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers	9/29/2014		Per VZW CRS
	9/25/2014		Per ATT CRS
	9/24/2014		Per VZW CRS
		09/23/14	
	9/23/2014		Per MOBI CRS
	9/16/2014		Per ATT CRS
		09/09/14	
	9/8/2014		Per ATT CRS
DISPATCH AND RESPONSE			
ESZ/ESN			

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
DISPATCH AND RESPONSE			
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			
WSP Cell Sectors	9/29/2014		Per VZW CRS
	9/25/2014		Per ATT CRS
	9/24/2014		Per VZW CRS
		09/23/14	
	9/23/2014		Per MOBI CRS
	9/16/2014		Per ATT CRS
		09/09/14	
	9/8/2014		Per ATT CRS

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MAPPING LAYERS UPDATED (PART V)

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

	HAWAII		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**		
	RESPONSE ROUTING		
Street Centerlines		**09/23/14**	
	9/23/2014		Added one (1) segment of Kehau Rd and split one (1) segment of Railroad Ave in Pahoa.
	9/22/2014		Changed street name to three (3) street centerlines from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/22/2014		Completed monthly update on street centerlines.
	9/19/2014		Added Kohai Pl and split Old Government Main Rd in Captain Cook.
	9/19/2014		Corrected street name and range to two (2) street segments of Makana Nui Ln in Hilo.
	9/19/2014		Corrected range to one (1) street segment of Aukai Pl in Kailua Kona.
	9/19/2014		Corrected range to one (1) street segment of Paipo Kane Rd in Kapaau.
	9/18/2014		Changed street name to 16 street segments from Hawaii Belt Rd to Mamalahoa Hwy in Kealakekua.
	9/17/2014		Corrected range to three (3) street segments of Kealakehe Pkwy in Kailua Kona.
	9/17/2014		Corrected range to twelve (12) street centerlines in HVNP.
	9/16/2014		Corrected range to 13 street segments in HVNP.
	9/15/2014		Spatially corrected one (1) street segment of Mauna Loa Rd in HVNP.
	9/15/2014		Corrected speed limit to one (1) street segment of Pohoiki Rd in Pahoa.
	9/15/2014		Added one (1) street segment and split one (1) street segment of Kalapana Kapoho Beach Rd in Pahoa.
	9/15/2014		Spatially corrected four (4) street segments of Kalapana Kapoho Beach Rd in Pahoa.
	9/12/2014		Changed street name to 23 street segments from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/12/2014		Changed street name to five (5) street segments from Hawaii Belt Rd to Mamalahoa Hwy in Honaunau.
	9/12/2014		Changed street name to 15 street segments from Hawaii Belt Rd to Mamalahoa Hwy in Kealakekua.
	9/10/2014		Changed street name to five (5) street segments from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
HAWAII			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
RESPONSE ROUTING			
Street Centerlines		09/09/14	
	9/8/2014		Changed street name to one (1) street segment from Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/5/2014		Spatially corrected one (1) segment of Chain of Craters Rd in Pahoa.
	9/4/2014		Spatially corrected 26 street segments in Hawi.
	9/4/2014		Added one (1) segment of Akoni Pule Hwy and split one (1) segment of Akoni Pule Hwy in Hawi.
	9/3/2014		Changed street name to 19 street segments of Hawaii Belt Rd to Mamalahoa Hwy in Captain Cook.
	9/3/2014		Spatially corrected one (1) segment of Awapuhi St in Hilo.
	9/3/2014		Corrected range to one (1) segment of Awapuhi St in Hilo.
	9/2/2014		Spatially corrected 28 streets in Hawi.
	9/2/2014		Split five (5) street segments in Hawi.
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

NOTE:

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

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

9/23/2014   Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Emergency Callboxes, September 2014 Lava Flow and Alternate Routes Lower Puna.

9/9/2014   Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawaiʻi 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 Hawaiʻi County Planning Department on **September 22, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		3
# of Street Segments Removed		0
# of New Addresses Added	156	
# of Addresses Removed	0	
# of Street Segment Range Changes		3
# of Street Segment Name Changes		1
# of Address Street Name Changes	1	
# of Address Street Number Changes	0	

NOTE:

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

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NEXT GENERATION 911 (NG9-1-1) GIS REQUIREMENTS

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

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

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

During the month of September 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	4 Added	Streets were in Pahoa, Captain Cook and Hawi
Street Centerlines	Street Name	89 Corrected	Majority were in Captain Cook and Kealakekua
Street Centerlines	Range/Parity	33 Corrected	Majority were in HVNP
Street Centerlines	Spatial Correction	61 Corrected	To increase spatial accuracy, majority were in Hawi
Street Centerlines	Splits	9 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Street Centerlines	Speed Limit	1 Corrected	Street was in Pahoa
Address Points	New Address Points	158 Added	Throughout County in 16 communities
Address Points	Spatial Correction	35 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Pahoa
Address Points	Street Name	1173 Corrected	Majority were in Captain Cook and Kealakekua
Address Points	Street Number	2 Corrected	Addresses were in Honokaa and Ocean View

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NG9-1-1 GIS Data Corrections (continued)			
Address Points	Routing ID	4 Corrected	To ensure proper routing to address, addresses were in Pahoa
Address Points	Location Name	1 Corrected	Address was in Paauilo
Points of Interest	Address	1 Corrected	Point of Interest was in Paauilo
Points of Interest	Spatial Correction	3 Corrected	Corrected location of Point of Interest, recalculated x/y, Points of Interest were in Pahoa and HVNP
Emergency Callboxes	Spatial Correction	3 Corrected	Corrected location of Emergency Callboxes, recalculated x/y,

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 Hwy Renaming Project and identified a correction process which involves renaming certain segments of Hawaii Belt Rd to Mamalahoa Hwy.

    a. This project was aimed to correct 556 TNs in Kealakekua 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.

    c. During September 2014, Akimeka completed the Mamalahoa Hwy Renaming Project. The updates were made in the GIS and MSAG Databases where necessary.

        1) In the MSAG Communities of Captain Cook, Kealakekua and Honaunau, a total of 82 Street Centerline segments and 1170 Address Points were changed from Hawaii Belt Rd to Mamalahoa Hwy.

        2) The updated Street Centerlines and Address Points were uploaded into PowerMap and made available to the dispatchers on September 23rd 2014.

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LAVA FLOW AND ALTERNATE ROUTES

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

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoa, Akimeka created two new layers to support the PSAP, "September 2014 Lava Flow" and "Alternate Routes Lower Puna" to be utilized by the PSAPs.

    a. Akimeka created the layer "September 2014 Lava Flow", which details the current progress of the lava flow as well as the flow forecast up to October 3rd 2014.

    b. Akimeka also created the layer "Alternate Routes Lower Puna", which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.

    c. The two new layers were uploaded into PowerMap on September 23rd 2014 and are available to the dispatchers.

    d. Akimeka will continue to monitor the activity of the lava flow and will update the September 2014 Lava Flow layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.

    e. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoa and the Pacific Ocean, Akimeka will upload the September 2014 Lava Flow and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.

EMERGENCY CALLBOXES

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Hawaii so they would fall within valid GIS and MSAG ranges.

    a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

    b. The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, will be uploaded into PowerMap and will be available to the dispatchers on October 14th 2014.

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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.

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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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – SEPTEMBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN TN in Referred status as of 9/26/2014. RN
2	08/19/14	717	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN TN in Referred status as of 9/26/2014. RN
3	09/16/14	724	Updated Address	MSAG	Normal	Submitted information to TWCBL on 9/11/2014. RN TN is Referred to TWCBL as of 9/26/2014. RN

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

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2014

| | HAWAII | | | SERVICE REQUEST CATEGORIES | | | | | | | |
| | TOTAL | | Open* | 911 Map | | MSAG | | Request Training | | Suggestions | |
2014	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October											
September	13	13	3	0	0	13	13	0	0	0	0
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
TOTAL	**88**	**87**	**3**	**0**	**0**	**88**	**87**	**0**	**0**	**0**	**0**

NOTE:

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

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)

<u>Next scheduled Database Synchronization report on November 2014</u>

AUDIT SUMMARY RESULTS – 2014

AUDIT SUMMARY RESULTS – 2014 (PART II)

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)

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – SEPTEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
KAUAI 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	% Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
Sept	6015	793	13.18%	4051	67.35%	53.20%	46.80%	155	2.58%	42	0.70%	0	0.00%	974	16.19%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2014

9-1-1 Call Volume																	
KAUAI 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 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	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%
SEPT	6,015	793	13.18%	4,051	67.35%	53.20%	46.80%	155	2.58%	42	0.70%	0	0.00%	974	16.19%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	45,629	7,479	16.39%	29,854				879		356		0		7061		0	
MON AVG	5,070	831	16.58%	3,317	65.34%	53.17%	46.83%	98	1.88%	40	0.78%	0	0.00%	785	15.42%	0	0.00%

CALL VOLUME KAUAI 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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PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless counts respectively.**

WIRELESS PSAP TESTING – SEPTEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
09/11/14	Sprint	1	1	Kauai PSAP	Pass

NOTES:

- **There was one (1) scheduled Wireless 911 test in September which was successfully performed by the PSAP.**

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

| 2014 | | 9-1-1 NET REQUESTS | | | | | | | | | | In Referred Status as of Report Month End (d) | | | In Suspended Status as of Report Month End (e) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | | | |
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
KAUAI COUNTY	131	22	2	1	15	3	1	160	105	2	2	149	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 131 MSAG transactions were processed during the month of September 2014. Twenty-two (22) 9-1-1Net requests were processed relating to the MSAG database, with 160 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 105 Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 149 TN CRs in Referred status as of September 30, 2014.

149 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 September 30, 2014.

There are no Suspended Records as of September 30, 2014

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

KAUAI COUNTY		9-1-1 NET 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
DEC																
NOV																
OCT																
SEPT	131	22	2	1	15	3	1	160	105	2	2	149	0	0	0	0
AUG	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
APR	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	1
MAR	124	11	2	1	5	3	0	82	113	0		217	0		0	0
FEB	38	9	7	2	0	0	0	443	27	2		155	0		0	0
JAN	46	15	3	2	5	2	3	42	31	0		139	0		0	0
TOTAL YTD	735	140	39	11	49	33	8	1,364	587	5	3					
AVG PER MO	82	16	4	1	5	4	1	152	65	1	1					

NOTES:

- Revised categories and report format changes effective May 2012 with new Intrado TNCR function.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2014

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Address Points	9/26/2014		Added 1957 Kahili Quarry Rd in Kilauea.
		09/25/14	
	9/25/2014		Added 9837 Kii Rd in Waimea.
	9/17/2014		Added one (1) new address point at 4959 Kuawa Rd in Kilauea.
		09/11/14	
	9/10/2014		Corrected Full Address attribute to three (3) address points (5280 Ka Haku Rd, 5300 Ka Haku Rd and 5301 Ka Haku Rd) in Princeville
	9/10/2014		Spatially corrected two (2) address points (5451 Ka Haku Rd and 5454 Ka Haku Rd) in Princeville.
	9/10/2014		Added 40 new address points in Princeville.
	9/8/2014		Spatially corrected three (3) address points (4919 Pepelani Loop, 4970 Pepelani Loop and 3838 Wyllie Rd) in Princeville.
	9/8/2014		Added 59 new address points in Princeville.
	9/3/2014		Spatially corrected two (2) address points (4875 Kapaka St B and 4875 Kapaka St C) in Princeville.
	9/3/2014		Added 31 new address points in Princeville.
DISPATCH AND RESPONSE			
ESZ/ESN			
Emergency Callboxes		**09/25/14**	
	9/12/2014		Spatially corrected one (1) emergency callbox (550S10-5) in Kokee.
		09/11/14	
	9/10/2014		Corrected MSAG Community attribute to two (2) emergency callboxes.

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MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			

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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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
KAUAI			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
DISPATCH AND RESPONSE			
Points of Interest		09/25/14	
	9/12/2014		Spatially corrected one (1) point of interest (emergency callbox 550S10-5) in Kokee.
		09/11/14	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	9/26/2014		Corrected range to Kahili Quarry Rd in Kilauea.
		09/25/14	
	9/25/2014		Corrected range to one (1) street segment of Kuhio Hwy in Kapaa.
	9/17/2014		Corrected range to one (1) street (Kuawa Rd) in Kilauea.
		09/11/14	
	9/11/2014		Corrected range to one (1) segment of Waimea Canyon Dr in Waimea.
	9/11/2014		Corrected range to 16 segments and split one (1) segment of Kokee Rd in Kokee.
Trails			
WSP Cell Sectors		09/25/14	
		09/11/14	
WSP Cell Towers (Points)		09/25/14	
		09/11/14	

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MAPPING LAYERS UPDATED (PART IV)

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

	KAUAI		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
DISPATCH AND RESPONSE			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI			
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**			
DISASTER/HOMELAND SECURITY LAYERS **(Listed Alphabetically)**			
Airports			
Bridges	9/30/2014		Added four (4) bridges (Akulikuli Bridge, Anini Bridge 2, Kiaki Bridge and Nawiliwili Bridge).
	9/30/2014		Spatially corrected and added weight to two (2) bridges (Olohena 1 and Wailana Stream 4).
	9/29/2014		Added six (6) new bridges.
	9/26/2014		Added nine (9) new bridges.
		09/25/14	
	9/25/2014		Added three (3) bridges (Hanapepe Bridge, Kainahola Bridge and Kamalu Bridge).
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			

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MAPPING LAYERS UPDATED (PART VI)

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

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

NOTE:

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

Kauai County E9-1-1 Status Report

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

9/25/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Emergency Callboxes.
9/25/2014	Delivered Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers and Emergency Callboxes for GeoComm.
9/11/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Medic Stations and Emergency Callboxes.
9/11/2014	Delivered Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, Medic Stations and Emergency Callboxes for GeoComm.

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.

    e. As of September 30th, 2014, Akimeka is still waiting for the approved Standard Operational Procedures (SOPs) to proceed with the data upload process.

EMERGENCY CALLBOXES:

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all 45 Emergency Callboxes on Kauai so they would fall within valid GIS and MSAG ranges.

    a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

    b. The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, will be uploaded into PowerMap and delivered to the FTP site for use in GeoComm on October 16th 2014.

BRIDGES:

During the month of September 2014, per special request of the Kauai Fire Department, Akimeka began updating the Bridges layer with weight limits to be used in their MDTs Map.

1. During September 2014, Akimeka began updating the weight limits to the Bridges layer based on County and State information provided by the Kauai Fire Department.

    a. During this process, bridges were added to the layer to make the layer as comprehensive as possible and to support KFD's operations. Weight Limits are being added to the attributes as well as Fire Beats, Fire Response Areas, Height Limitations and Date Updated.

    b. The updates to the Bridges layer will be completed during the first half of October 2014 and will be uploaded into PowerMap and be delivered to the FTP site for use in GeoComm on October 16th 2014.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – SEPTEMBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

- **There are no open requests for September 2014**

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2014

2014	KAUAI		Open*	SERVICE REQUEST CATEGORIES							
	TOTAL			**911 Map**		**MSAG**		**Request Training**		**Suggestions**	
	Created	**Closed**		**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**	**Created**	**Closed**
December											
November											
October											
September	4	4	0	0	0	4	4	0	0	0	0
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
TOTAL	**9**	**9**	**0**	**0**	**0**	**9**	**9**	**0**	**0**	**0**	**0**

NOTE:

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

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

AUDIT SUMMARY RESULTS – 2014

AUDIT SUMMARY RESULTS – 2014 (PART II)

AUDIT SUMMARY RESULTS – APRIL 1, 2014 MSAG VS. JULY 1, 2014 MSAGAUDIT SUMMARY RESULTS –

JULY 1, 2014 MSAG VS. APRIL 1, 2014 (PART II)

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – SEPTEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
SEPT	12,809	2,175	16.98%	8,258	64.47%	65.12%	34.88%	279	2.18%	475	3.71%	0	0.00%	1,622	12.66%	0	0.00%

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2014

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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	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%
SEPT	12,809	2,175	16.98%	8,258	64.47%	65.12%	34.88%	279	2.18%	475	3.71%	0	0.00%	1,622	12.66%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	98,256	18,270		62,474				1781		3,286		0		12,445		0	
MON AVG	10,917	2,030	18.22%	6,942	60.09%	67.01%	32.99%	198	1.57%	365	3.26%	0	0.00%	1,383	16.85%	0	0.00%

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CALL VOLUME MAUI COUNTY PSAP NOTES:

The high number of Calls with No ALI for the Maui PSAPs are currently being researched through a trouble ticket created on September 8, 2014 by Intrado and Hawaiian Telcom. The Viper System is not recognizing non 808 area code numbers such as 800, 877, and 888, and is defaulting these calls to an N/A (No Record Found) call type. These area codes are used primarily by Mainland Alarm Company's which also includes services such as On Star and Lifeline.

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.

9-1-1 CALL VOLUME MOLOKAI PSAP – SEPTEMBER 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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
SEPT	430	117	27.21%	200	46.51%	58.50%	41.50%	1	0.23%	53	12.33%	0	0.00%	59	13.72%	0	0.00%

9-1-1 CALL VOLUME MOLOKAI PSAP – 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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	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%
SEPT	430	117	27.21%	200	46.51%	58.50%	41.50%	1	0.23%	53	12.33%	0	0.00%	59	13.72%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	3,120	997		1578				8		161		0		376		0	
MON AVG	347	111	31.66%	175	52.02%	57.68%	42.32%	0.89	0.31%	18	5.00%	0	0.00%	41.778	11.00%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – SEPTEMBER 2014

9-1-1 Call Volume																
MAUI COUNTY PSAPs		Wireline		Wireless				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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
SEPT	13,239	2,292	17.31%	8,458	63.89%	64.97%	35.03%	280	2.11%	528	3.99%	0	0.00%	1,681	12.70%	0	0.00%

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2014

9-1-1 Call Volume																
MAUI 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 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	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%
SEPT	13,239	2,292	17.31%	8,458	63.89%	64.97%	35.03%	280	2.11%	528	3.99%	0	0.00%	1,681	12.70%	0	0.00%
OCT																	
NOV																	
DEC																	
YTD	106,951	20,976		67,752				1789		3447		1		13,628		0	
MON AVG	11,883	2,331	20.15%	7,528	63.57%	59.76%	29.13%	199	1.53%	383	3.08%	0.11	0.00%	1,514	13.01%	0	0.00%

PSAP OPERATION NOTES:

- **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.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless counts respectively.**

WIRELESS PSAP TESTING – SEPTEMBER 2014

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

NOTES:

There were no scheduled Wireless 911 Testing in September for the Maui and Molokai PSAPs.

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
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	143	31	6	1	15	7	2	265	111	1	0	285	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 143 MSAG transactions were processed during the month of September 2014. Thirty-one (31) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 265 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 111 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.

There are 285 TN CRs in Referred status as of September 30, 2014.

The TN CRs in "Referred" status are a direct result of the ESN 359/399 clean-up and are awaiting approval from Hawaiian Telcom, Inc (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 September 30, 2014.

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

There are no records in Suspended status as of September 30, 2014.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

MAUI COUNTY		9-1-1 NET 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
DEC																
NOV																
OCT																
SEPT	143	31	6	1	15	7	2	265	111	1	0	285	0	0	0	0
AUG	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
APR	159	31	17	2	1	10	1	775	128	0	0	209	0	0	0	0
MAR	123	95	63	5	12	13	2	951	26	2		195	0		0	0
FEB	136	48	34	4	5	0	5	959	87	1		176	0		0	0
JAN	83	65	44	2	13	6	0	743	16	2		147	0		0	0
TOTAL YTD	1,314	460	241	26	114	62	17	5,819	848	6	0					
AVG PER MO	146	51	27	3	13	7	2	647	94	1	0					

NOTES:

Revised categories and report format changes effective May 2012 with new Intrado TNCR function.

Added Referred Status results to MSAG chart effective with 2013; back dated to January 2013.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – SEPTEMBER 2014

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.

Type of Layer	Island	Akimeka GIS Server — Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	9/29/2014		Added five (5) addresses received from DSA
	Maui/Lanai	9/29/2014		Spatially corrected three (3) address points in Pukalani
	Molokai	9/26/2014		Added one (1) address received from DSA
	Molokai	9/26/2014		Spatially corrected two (2) address points in Pukoo
	Maui/Lanai	9/25/2014		Added forty-five (45) addresses received from DSA
	Maui/Lanai	9/25/2014		Added one (1) address from MSAG
	Molokai	9/25/2014		Added one (1) address received from DSA
			09/24/14	
	Maui/Lanai	9/24/2014		Added one (1) address received from DSA
	Maui/Lanai	9/24/2014		Spatially corrected one (1) address point in Pukalani
	Molokai	9/24/2014		Spatially corrected two (2) address points in Kaunakakai
	Molokai	9/24/2014		Added common name, Molokai Wines N Spirit in Kaunakakai
	Maui/Lanai	9/23/2014		Added eight (8) addresses received from DSA and changed one (1) address received from DSA. Added one (1) MSAG address.
	Maui/Lanai	9/22/2014		Added one (1) address received from DSA. Added one (1) address from KivaNet.
	Maui/Lanai	9/22/2014		Spatially corrected one (1) address point in Haiku and one (1) in Pukalani.
	Maui/Lanai	9/22/2014		Corrected address for one (1) address in Haiku.
			09/10/14	
	Maui/Lanai	9/9/2014		Added five (5) addresses received from DSA
	Maui/Lanai	9/9/2014		Added four (4) addresses in Kaunakakai and one (1) in Kualapuu
DISPATCH AND RESPONSE				
ESZ/ESN	Maui/Lanai	9/22/2014		ESN 318, 319, 322
Emergency Callboxes				

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MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Fire Beats			09/24/14	
	Maui/Lanai	9/22/2014		Engine 1, 10 & 2
	Maui/Lanai	9/12/2014		Made topology corrections
Fire Districts			09/10/14	
	Maui/Lanai	9/15/2014		Modified to match corrected Fire Beats
Fire Response Areas				
	Maui/Lanai	9/22/2014		RA 200, 201, 501 & 1000
	Maui/Lanai	9/15/2014		Modified to match corrected Fire Beats
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo				
MSAG Communities (aka Towns)	Maui/Lanai	9/9/2014		Corrected topology error between Wailuku and Waikapu
Medic Beats			09/24/14	
	Maui/Lanai	9/12/2014		Modified boundaries that intersect with Street Centerlines
			09/10/14	
	Maui/Lanai	9/10/2014		Modified boundary's for Medic 1, 2, 3 & 5.
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				

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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.

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
		MAUI COUNTY		
		CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
		DISPATCH AND RESPONSE		
Points of Interest				
			09/24/14	
	Maui/Lanai	9/15/2014		Corrected topology
	Maui/Lanai	9/12/2014		Made topology corrections
			09/10/14	
	Molokai	9/9/2014		Finished modifying boundary between Beat 5-10 and 5-20 along Kalae Hwy
	Maui/Lanai	9/8/2014		Modified boundary between Between 2-10 & 2-20 along Keomuku Hwy
Police Beats	Maui/Lanai	9/8/2014		Modified boundary between Beat 5-10 & 5-20 along Maunaloa Hwy and Kalae Hwy
	Maui/Lanai	9/5/2014		Modified boundary between Beat 2-10 & 2-20 along Keomuku Hwy
	Maui/Lanai	9/4/2014		Modified boundary between Between 2-10 & 2-20 along Lanai Ave and Kaumalapau Hwy
	Maui/Lanai	9/3/2014		Modified Beat 1-10, 1-33, 3-10, 3-11, 4-40 and 4-50.
	Maui/Lanai	9/2/2014		Modified boundary between Beat 1-31 & 1-34 along Kaupakalua Rd
Police Districts				
	Maui/Lanai	9/15/2014		Modified to match corrected Police Beats
Police Response Areas	Maui/Lanai	9/30/2014		Modified Police RA's 26, 29, 30, 31, 32 & 57 with spatially corrected Street Centerlines
	Maui/Lanai	9/19/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/18/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/17/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/16/2014		Modified according to corrected Police Beats
	Maui/Lanai	9/15/2014		Corrected Topology

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MAPPING LAYERS UPDATED (PART IV)

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

		MAUI COUNTY		
Type of Layer	**Island**	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date Loaded Into** **PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
DISPATCH AND RESPONSE				
Police Stations				
WSP Cell Sectors			**09/24/14**	
	Maui/Lanai	9/22/2014		Per ATT CRS
	Maui/Lanai	9/18/2014		Per VZW CRS
Schools			**09/10/14**	
Street Centerlines	Maui/Lanai	9/30/2014		Spatially corrected thirteen (13) street centerline segments and partial spatial correction of six (6) segments in Kula
	Maui/Lanai	9/29/2014		Modified four (4) street centerline range segments of Haleakala Hwy, Kahului according to corresponding addresses
	Maui/Lanai	9/25/2014		Modified five (5) street centerline range segments according to newly assigned addresses
			09/24/14	
	Molokai	9/24/2014		Spatially corrected twenty-two (22) street centerline segments and partial spatial correction of four (4) segments in Kaunakakai
	Maui/Lanai	9/23/2014		Modified the range of one (1) street centerline segment in Haiku according to a newly assigned address
	Maui/Lanai	9/22/2014		Split Kahikili Hwy, Waihee at Fire Boundary
	Maui/Lanai	9/19/2014		Spatially corrected five (5) street centerline segments in Kahului and one (1) in Paia. Partial spatial correction of three (3) segments in Kahului, one (1) in Paia and one (1) in Makawao.
	Maui/Lanai	9/17/2014		Spatially corrected nineteen (19) street centerline segments in Waikapu, one (1) in Wailuku and fifty-three (53) in Kahului. Partial spatial correction of one (1) segment in Waikapu and twenty-one (21) in Kahului.
	Maui/Lanai	9/16/2014		Spatially corrected seven (7) street centerline segments in Wailuku

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MAPPING LAYERS UPDATED (PART V)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS **(Listed Alphabetically)**				
DISPATCH AND RESPONSE				
			09/10/14	
Street Centerlines	Maui/Lanai	9/10/2014		Spatially corrected one (1) street centerline segment and partial spatial correction on eleven (11) segments, and split one (1) segment at a Medic Boundary in Kahului. Partial spatial correction on two (2) segments in Paia and split two (2) segments at a Medic Boundary in Waihee.
	Molokai	9/9/2014		Spatially corrected the last street centerline segment of Kalae Hwy
	Maui/Lanai	9/8/2014		Spatially corrected two (2) street centerline segments and partial spatial correction of two (2) segments in Lanai
	Molokai	9/8/2014		Spatially corrected four (4) street centerline segments and partial spatial correction of three (3) segments inKaunakakai. Spatially corrected fourteen (14) street centerline segments and partial spatial correction of two (2) segments in Kualapuu.
	Maui/Lanai	9/5/2014		Spatially corrected two (2) street centerline segments and partial spatial correction of one (1) segment in Lanai
	Maui/Lanai	9/4/2014		Spatially corrected thirty-one (31) street centerline segments and partial spatial correction of two (2) segments in Lanai
	Maui/Lanai	9/3/2014		Spatially corrected five (5) street centerline segments and partial spatial correction on three (3) segments in Hana. Spatially corrected twenty (20) street centerline segments, partial spatial correction on eleven (11) segments and split one (1) segment at the Police Boundary in Kihei. Partial spatial correction on three (3) segments in Kula and one (1) in Makawao. Split one (1) segment at the Police Boundary in Napili. Spatially corrected two (2) segments in Wailuku.
	Maui/Lanai	9/2/2014		Spatially corrected sixteen (16) street centerline segments and partial spatial correction of four (4) segments in Haiku
Trails				

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
WSP Cell Towers			09/24/14	
	Maui/Lanai	9/22/2014		Per ATT CRS
	Maui/Lanai	9/18/2014		Per VZW CRS
			09/10/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				

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MAPPING LAYERS UPDATED (PART VII)

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

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

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MAPPING LAYERS UPDATED (PART VIII)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
	MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
Dams				
Ponds				
Streams (Includes Rivers)				
Waterfalls				

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MAPPING LAYERS UPDATED (PART IX)

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

Type of Layer	Island	Akimeka GIS Server Date Created/ Edits Performed	Date Loaded Into PSAP GIS Server	Other/Remarks
MAUI COUNTY				
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid				
United States National Grid				
Waste Water				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

NOTE:

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

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

9/24/2014	Uploaded the following for a PowerMap update: Address Points, Medic Beats, Police Beats, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
9/24/2014	Prepared the following for an Intergraph CAD Map deliverable: Address Points, Medic Beats, Police Beats, Police Response Areas, Street Centerlines, WSP Cell Towers, Common name lookup table, and Maui Cell Coverage csv. Also delivered the .map, .str, .rte, .ply and map database.
9/24/2014	Uploaded the following for a PowerMap update: Address Points, Medic Beats, Police Beats, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers.
9/11/2014	Delivered the following data for the Intergraph CAD Map: Address Points, Common place name look up table, Fire Beats, Fire Response Areas, Police Beats, Street Centerlines, Cell Coverage.csv, and WSP Cell Towers. Also delivered the .map, .str, .rte, .ply and map database.
9/10/2014	Updated PowerMap with Address Points, Fire Beats, Police Beats, Street Centerlines, WSP Cell Sectors, and WSP Cell Towers

EMERGENCY CALLBOXES:

During the month of September 2014, in an effort to standardize the entire State of Hawaii's Emergency Callboxes and to elevate the level of accuracy, Akimeka re-addressed the Emergency Callboxes to fall within the more applicable street ranges.

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Maui so they would fall within valid GIS and MSAG ranges.

    a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

    b. The updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, will be uploaded into PowerMap on October 15th 2014.

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NEXT GENERATION 911 (NG9-1-1) GIS REQUIREMENTS

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

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

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

During the month of September 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	Add	75	Addresses assigned by DSA, DSA Address layer, MSAG and field verifications
Address Points	Correction	2	Correction to address, MSAG Community, ESN or Routing ID
Address Points	Spatial Correction	10	Corrected location of address point, recalculated x/y
Street Centerlines	Split	6	Split segment at Police, Fire or Medic Boundary
Street Centerlines	Range Segment Correction	15	Ranges modified according to address point locations
Street Centerlines	Spatial Correct/Partial Spatial Correction	219/82	Corrected using Pictometry

Maui County E9-1-1 Status Report

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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. In August, MPD IT Personnel reported that the Graphic Location Entry function was not working. Akimeka worked with Intergraph to identify and resolve the issue, however subsequent to this effort, MPD IT reported that this function was not fixed with the August 27, 2014 deliverable. Akimeka worked with Intergraph and the Dispatch Supervisor, Susan Egdamin, to better understand the issue. The sp_ad symbol which affects the Graphic Location Entry function was made visible and appeared when zoomed farther out.

2. During September 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. This is work in progress.

3. On September 11, 2014, the following data was prepared and delivered for an Intergraph CAD Map update:

    a. Address Points, Fire Beats, Fire Response Areas, Police Beats, 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

4. On September 16, 2014, MPD IT, Tony LaSoya reported that the Graphic Location Entry was working properly. On September 22, 2014, Susan Egdamin confirmed this function was working but the symbols were too cluttered, and required adjustment.

    a. Subsequently, Akimeka made the minor adjustments to the symbols in an effort to help de-clutter the map display.

5. Akimeka successfully delivered an updated Intergraph CAD map on September 24, 2014 which included:

    a. Address Points, Medic Beats, 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.

    c. The symbol for the sp_ad which had been adjusted to be less cluttered and be visible when zoomed farther into the CAD map were also provided.

During October 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.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – SEPTEMBER 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Maui PSAP.

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Molokai PSAP.

MAUI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2014

MAUI 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	1	1	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	1	2	0	1	1	0	1	0	0	0	0
March	3	2	1	0	0	3	2	0	0	0	0
February	1	2	0	0	1	1	1	0	0	0	0
January	2	2	1	1	0	1	2	0	0	0	0
2013 Carryover			1	0	0	1	0	0	0	0	0
TOTAL	8	9	0	2	2	6	6	0	0	0	0

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NOTE:

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

MOLOKAI PSAP 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	0	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0	0
February	1	1	0	0	0	1	1	0	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**1**	**1**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**	**0**

NOTE:

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

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

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted the next quarterly database synchronization audit for Maui County in September 2014.

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,577 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on September 1, 2014 for Maui 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.

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AUDIT SUMMARY RESULTS – 2014

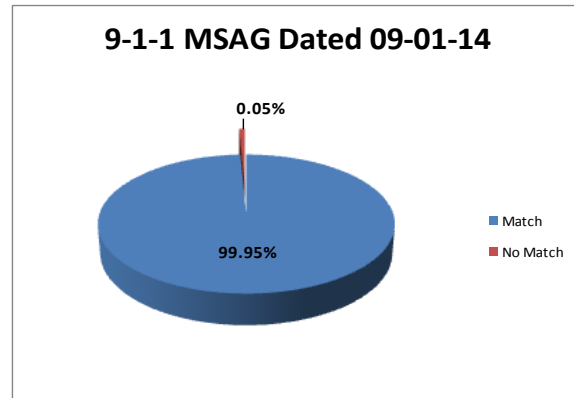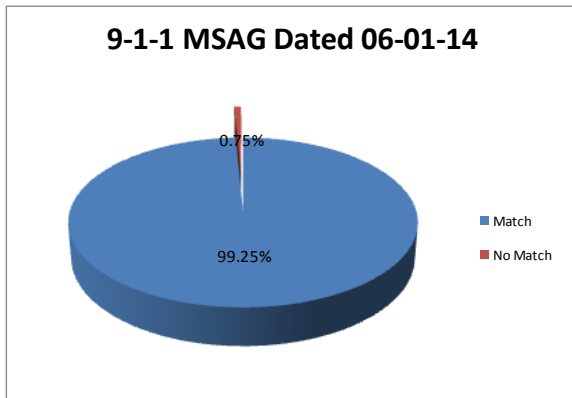| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 24, 2014 9-1-1 MSAG Dated 03-01-14		As of June 1, 2014 9-1-1 MSAG Dated 06-01-14		As of September 1, 2014 9-1-1 MSAG Dated 9-01-14	
		# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,689		2,678		2,653	
Less: 9-1-1 MSAG Exception Records	(1)	61	2.3%	61	2.3%	72	2.7%
Net 9-1-1 MSAG Records Eligible for Comparison		2,628		2,617		2,581	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,609	99.3%	2,608	99.7%	2,577	99.8%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	14	0.5%	8	0.3%	4	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	11	0.4%	10	0.4%	0	0.0%
Total 9-1-1 MSAG Records No Match		25	1.0%	18	0.7%	4	0.2%

AUDIT SUMMARY NOTES:

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

- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

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MSAG AUDIT SUMMARY RESULTS – JUNE 1, 2014 – SEPTEMBER 1, 2014

9-1-1 MSAG Dated 06-01-14

0.75%

99.25%

■ Match
■ No Match

9-1-1 MSAG Dated 09-01-14

0.05%

99.95%

■ Match
■ No Match

NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant

from 99.25% as of June 1, 2014 to 99.95% as of September 1, 2014

NENA Recommended Match Rate = 98%

MSAG AUDIT SUMMARY RESULTS NOTES:

- **"MSAG - GIS Minor Corrections" decreased by 50% (8 to 4) from June 2014 to September 2014 respectively. The decrease is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.**
- **"MSAG Record with No GIS Record" decreased by 100% (1 to 0) from June 2014 to September 2014 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.**
- **"GIS Record with Minor Corrections" decreased by 30% (10 to 7) from June 2014 to September 2014 respectively. Low and high address ranges, street suffix, and MSAG Community will be adjusted in the GIS to correspond with the MSAG record prior to the December 2014 re-analysis.**
- **"MSAG records that don't match GIS" decreased by 56% (9 to 4) from June 2014 to September 2014 respectively. The decrease in the number of MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.**
- **The non-match condition September also be a result in which MSAG records submitted in 9-1-1Net were not completed prior to the running of the end of month report. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the September 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 "last modified".**

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

Hawaiian Telcom, Inc. (HTI) provides Maui County and Akimeka, as the PSAP's agent, with access and visibility to the ESN 359/399 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:
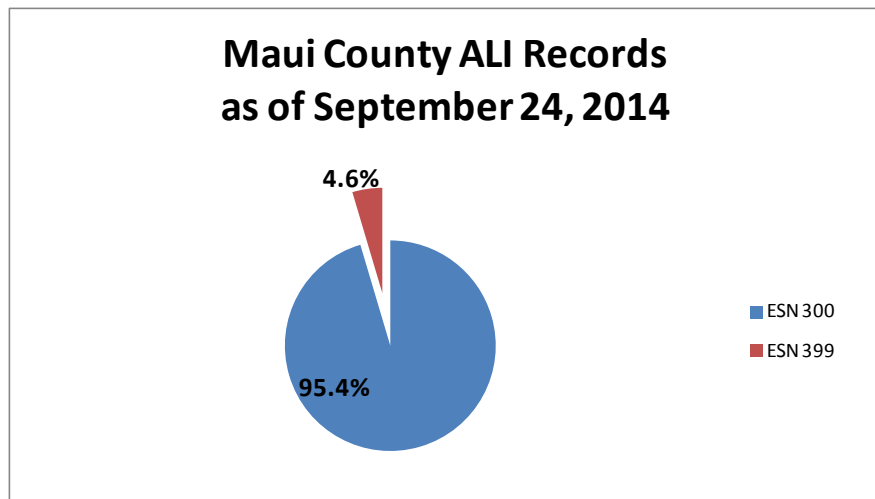
PSAP	ESN	Invalid MSAG Records					
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14		9-1-1 MSAG Dated 09-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	194	7.3%	184	7.0%	162	6.7%
MOLOKAI	359	68	23.5%	61	22.0%	49	22.0%
TOTAL MAUI COUNTY		**262**	**8.9%**	**245**	**8.4%**	**211**	**7.9%**

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AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of September 24, 2014, 3,176 ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing 4.6% of Maui County's total ALI records, require research and corrective action, if needed.

**Maui County ALI Records
as of September 24, 2014**

- 4.6%
- 95.4%

Legend:
- ESN 300
- ESN 399

THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

NOTES:

The number of ESN 359/399 ALI records decreased from 3,418 to 3,176 from June 2014 to September 2014 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in June 2014. Extensive research has gone into verifying the invalid TNs against current County data.   This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Oahu Civilian E9-1-1 Status Report

September 1, 2014 - September 30, 2014

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – SEPTEMBER 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 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
SEPT	83,039	19,356	23.31%	61,117	73.60%	54.21%	19.39%	2,558	3.08%	8	0.01%	1,666	2.01%	12,223	14.72%	381	0.46%

9-1-1 CALL VOLUME – CALENDAR YEAR 2014

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
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 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	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%
FEB	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%
MAR	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%
APR	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%
AUG	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%
SEPT	83,039	19,356	23.31%	61,117	73.60%	54.21%	19.39%	2,558	3.08%	8	0.01%	1,666	2.01%	12,223	14.72%	381	0.46%
OCT																	
NOV																	
DEC																	
YTD	746,379	177,267		541,228				18,150		12,509		16,981		108,907		3,766	
MON AVG	82,931	19,696	23.39%	60,136	72.47%	53.15%	19.32%	2,017	2.40%	1,390	1.74%	1,887	2.28%	12,101	14.62%	418	0.51%

NOTE:

- **Total Calls include Administrative calls that are not direct 9-1-1 calls.**
- **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.**
- **No call volume stats between 12:00 pm on September 22, 2014 and 8:15 am September 23, 2014 while the PSAPs were on the 9-1-1 back-up system due to a router upgrade.**

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9-1-1 CALL VOLUME BY AGENCY – SEPTEMBER 2014

2014	9-1-1 Call Volume by Agency											
	Honolulu Police Department							Honolulu Fire Department				
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
SEPT	72,567	87.39%	21,557	38,036	751	12,223	0	2,250	2.71%	84	0	0

2014	9-1-1 Call Volume by Agency									
	Emergency Medical Services					Ocean Safety				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
SEPT	7,798	9.39%	789	98	0	43	0.05%	42	1	0

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2014

2014	9-1-1 Call Volume by Agency																		
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	70,176	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
FEB	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
MAR	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
APR	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%	22828	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
AUG	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
SEPT	72,567	87.39%	21,557	38,036	751	12,223	2,250	2.71%	84	0	7,798	9.39%	789	98	43	0.05%	42	1
OCT																		
NOV																		
DEC																		
YTD	651,582		191,472	343,295	8,334	96,434	18,671		1,431	85	71,888		6,767	1,205	472		449	42
MON AVG	72,398	90.21%	21,275	38,144	926	12,054	2,075	2.50%	159	9	7,988	9.65%	752	134	52	0.06%	50	5

NOTE:

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

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PSAP OPERATION NOTES:

- **Total call volumes include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.**
- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are included in the Wireline and Wireless counts respectively.**

WIRELESS PSAP TESTING – SEPTEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
09/12/14	AT&T	2	24	Oahu PSAP	Pass
09/12/14	Sprint	1	1	Oahu PSAP	Pass
09/16/14	Sprint	1	1	Oahu PSAP	Pass
09/17/14	AT&T	1	5	Oahu PSAP	Pass
09/26/14	Sprint				No Show *
09/26/14	AT&T	1	12	Oahu PSAP	Fail **

NOTES:

- ***** **Sprint field tester was a no show no call. Later discovered that he was on the wrong site. Testing is rescheduled for October.**
- ****** **12 sectors passed Phase II testing however; ring back functionality was not tested due to the tester using an uninitialized test phone. Rescheduling in process.**

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2. MSAG

CURRENT MONTH – SEPTEMBER 2014

| 2014 | | 9-1-1 NET REQUESTS | | | | | | | | | | In Referred Status as of Report Month End (d) | | | In Suspended Status as of Report Month End (e) | |
| | | MSAG TRANSACTIONS | | | | | | | ALI TRANSACTIONS | | | | | | | |
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
OAHU CIVILIAN	241	128	87	7	17	8	9	2,073	111	2	0	31	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 241 MSAG transactions were processed during the month of September 2014. 128 9-1-1Net requests were processed relating to the MSAG database, with 2,073 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 111 Telephone Number Change Requests (TN CR), and two ALI-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 31 TN CRs in Referred status as of September 30, 2014.

Thirty-one (31) 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 September 30, 2014.

There are no VoIP DRs in Referred status as of September 30, 2014.

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Oahu Civilian E9-1-1 Status Report

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MSAG YEAR-TO-DATE (YTD) SUMMARY – 2014

OAHU CIVILIAN		9-1-1 NET 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
DEC																
NOV																
OCT																
SEPT	241	128	87	7	17	8	9	2,073	111	2	0	31	0	0	0	0
AUG	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
APR	780	465	421	7	2	2	33	16,682	314	1	0	38	0	0	0	0
MAR	500	499	396	13	19	5	66	27,257	0	1		6	0		0	0
FEB	405	287	274	0	0	3	10	33,576	115	3		6	0		0	0
JAN	470	434	363	14	1	3	53	23,748	29	7		1	0		0	0
TOTAL YTD	5,015	2,841	2,434	57	103	31	216	126,857	2,143	22	9					
AVG PER MO	557	316	270	6	11	3	24	14,095	238	2	2					

NOTES:

- **Revised categories and report format changes effective May 2012 with new Intrado TNCR function.**

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

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MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE II STATUS

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

Below is the latest status of the Phase II work effort as of **September 30, 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.

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE II STATUS (CONTINUED)

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 -- 1/30/14**	One record did not receive the new community name due to the overlapping with existing records (2 TNs).
Tripler AMC	TRIPLER	116	116	**COMPLETED -- 2/18/14**	
Wheeler AFB	SCHOFIELD	11	11	**COMPLETED -- 2/20/14**	
Hickam Air Force Base	HICKAM	3	3	**COMPLETED -- 2/24/14**	
Wheeler	SCHOFIELD	75	75	**COMPLETED -- 4/28/14**	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 -- 6/23/14**	
Hickam AFB	HICKAM	474	474	**COMPLETED -- 9/03/14**	Two record did not receive the new community name due to the overlapping with existing records (2 TNs).

PHASE II NOTES:

- **As of September 3, 2014, Phase II is _100% Complete_. A total of 2,467 MSAG transactions were processed during the Phase II Military MSAG Community and Street Segment Sweep.**
- **The Phase II chart and section will be removed from the next Monthly Status Report.**

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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 **September 30, 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	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	IN PROGRESS			
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				

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – AUGUST 2014

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
		OAHU CIVILIAN	
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)		
Address Points	9/23/2014		Added Routing ID for 1 address in Kaneohe
	9/23/2014		Corrected address for 1 record in Airport
		09/19/14	
	9/19/2014		Spatially corrected 3 addresses in Kalihi
	9/19/2014		Corrected location name for Tsunamis in Waikiki
	9/18/2014		Added new address point for Pearl Harbor Elementary School in Moanalua
	9/17/2014		Added Routing IDs to 27 addresses in Kaneohe
	9/9/2014		Spatially corrected Royal Hawaiian GC in Kailua
		09/05/14	
Common Place Name	9/29/2014		Corrected address for EMS Kuakini
		09/19/14	
	9/19/2014		Corrected names of 4 locations
	9/19/2014		Spatially corrected 6 in Waikiki and Kaneohe
	9/19/2014		Added Liliha Bakery Nimitz and Hilo Hattie in Kalihi
	9/18/2014		Spatially corrected Pearl Harbor ES in Moanalua
	9/11/2014		Spatially corrected Pali Lookout
	9/9/2014		Spatially corrected Royal Hawaiian GC in Kailua
		09/05/14	
Fire Response Areas		09/19/14	
	9/17/2014		Corrected STA17/STA19 boundary
	9/12/2014		Corrected boundary for STA12/STA42
		09/05/14	
Fire Stations			
Major Roads			

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MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
MSAG Communities (aka Towns)		09/19/14	
	9/15/2014		Corrected Waipahu/Waipio boundary along Waikele Stream
		09/05/14	
Medic Beats			
Medic Response Areas		09/19/14	
	9/12/2014		Corrected boundary for MED10/MED22
		09/05/14	
Medic Stations			
Milepost Markers			
Net_Junctions		09/22/14	
	9/22/2014		Populated with the latest MSAG Community and Police Beat updates
		09/08/14	
	9/8/2014		Populated with the latest MSAG Community and Police Beat updates
Points of Interest			
Police Beats		09/19/14	
	9/18/2014		Continued correcting 351 according to the HPD written policies and procedures - pending description update
	9/17/2014		Corrected Beat boundary for 464/462 on Kaneohe Bay Dr
	9/15/2014		Corrected Beat 362 and continued correcting 351, and 360 according to the HPD written policies and procedures
	9/12/2014		Corrected Beat 350 and began correcting 351, 360, 362 according to the HPD written policies and procedures
	9/11/2014		Corrected Beat 573/572 at the Pali Tunnels
		09/05/14	

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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.

Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	9/30/2014		Spatially corrected one hundred sixteen (116) streets in Kaneohe
	9/30/2014		Corrected ranges on Pouhanuu Pl to align with Address Points in Kaneohe
	9/29/2014		Added 4 new segments of Paiea St in Airport
	9/29/2014		Corrected elevation values on Aolele Onto H1E, Kam Hwy, and H1E Fwy in
	9/29/2014		Spatially corrected ten (10) streets in Airport
	9/29/2014		Split street segments of Kahuapaani St, H1E Fwy, H1W Fwy, Kam Hwy, and
	9/25/2014		Added 18 new street segments at the Airport on Aolele St, Koapaka St, Paiea
	9/25/2014		Corrected range on 18 streets in Airport on Aolele St, Koapaka St, Aopoko Pl,
	9/25/2014		Spatially corrected thirty-two (32) streets in Airport
	9/24/2014		Added 34 new street segments at the Airport on HIA Arrivals, Lei Stand Rd,
	9/24/2014		Corrected One Way codes for H1W Exit 16
	9/24/2014		Spatially corrected forty (40) streets in Airport
	9/24/2014		Split Ualena St, Aolele St, HIA Arrivals, Airport onto H1, and H1E Exit 16 in
	9/23/2014		Added 5 street segments of Namoku St and 3 segments of Neepapa Pl In
	9/23/2014		At the request of EMS for ingress segments onto the Honolulu International
	9/23/2014		Added segments for HIA Arrivals, Lei Stand Rd, and Airport onto H1 in Airport
	9/22/2014		Added segment of Kokokahi Pl in Kaneohe
	9/22/2014		Added segment of Kokokahi Pl in Kaneohe
	9/22/2014		Spatially Corrected twenty-nine (29) streets in Kaneohe
		09/19/14	

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	9/19/2014		Corrected ranges on Ashley Ave in PC PEN
	9/19/2014		Corrected ranges on Hunalewa St in Kaimuki
	9/19/2014		Corrected ranges on Kuhio Ave in Waikiki
	9/18/2014		Added street segment of De Haven St in Moanalua and spatially corrected
	9/18/2014		Split Malulani St in Kaneohe
	9/18/2014		Spatially corrected nineteen (19) streets in Kaneohe
	9/17/2014		Added new ingress segments on Hako St and Kahinani Pl in Kaneohe
	9/17/2014		Spatially corrected thirty-seven (37) streets in Kaneohe
	9/17/2014		Split segments on Kahinani Pl and Hako St in Kaneohe
	9/16/2014		Added 4 ingress segments of Nilu St, Olina St, and Laha St in Kaneohe
	9/16/2014		Spatially corrected twenty-two (22) streets in Kaneohe
	9/15/2014		Spatially corrected seven (7) segments of Kam Hwy in Waipio
	9/12/2014		Spatially corrected twenty-six (26) streets in Waipahu
	9/12/2014		Spatially corrected sixteen (16) streets in Waipio
	9/11/2014		Added 18 ingress segments in Kailua HS in Kailua
	9/11/2014		Spatially corrected nineteen (19) streets in Kailua/Nuuanu at the Pali Tunnels
	9/11/2014		Split 2 segments of Pali Hwy at the Pali Tunnels in Kailua/Nuuanu
	9/10/2014		Spatially corrected twenty-six (26) streets in Kailua
	9/9/2014		Spatially corrected fifty-seven (57) streets in Kailua
	9/9/2014		Added ingresses on Auloa Rd in Kailua
	9/9/2014		Split segment of Auloa Rd for ingress
		09/05/14	
Trails			
WSP Cell Sectors		09/30/14	
	9/25/2014		Per TMOB CRS
	9/24/2014		Per VZW CRS
	9/23/2014		Per VZW CRS
		09/22/14	
	9/22/2014		Per VZW CRS

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MAPPING LAYERS UPDATED (PART V)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Sectors	9/22/2014		Per MOBI CRS
	9/18/2014		Per VZW CRS
	9/17/2014		Per VZW CRS
	9/16/2014		Per ATT CRS
	9/16/2014		Per VZW CRS
		09/15/14	
	9/15/2014		Per VZW CRS
		09/08/14	
	9/8/2014		Per TMOB CRS
	9/8/2014		Per ATT CRS
	9/8/2014		Per VZW CRS
	9/5/2014		Per ATT CRS
		09/02/14	
	9/2/2014		Per TMOB CRS
	9/2/2014		Per VZW CRS
WSP Cell Towers		09/30/14	
	9/25/2014		Per TMOB CRS
	9/24/2014		Per VZW CRS
	9/23/2014		Per VZW CRS
		09/22/14	
	9/22/2014		Per VZW CRS
	9/22/2014		Per MOBI CRS
	9/18/2014		Per VZW CRS
	9/17/2014		Per VZW CRS
	9/16/2014		Per ATT CRS
	9/16/2014		Per VZW CRS
		09/15/14	
	9/15/2014		Per VZW CRS
		09/08/14	
	9/8/2014		Per TMOB CRS
	9/8/2014		Per ATT CRS

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MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers	9/8/2014		Per VZW CRS
	9/5/2014		Per ATT CRS
		09/02/14	
	9/2/2014		Per TMOB CRS
	9/2/2014		Per VZW CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries		**09/19/14**	
	9/11/2014		Corrected Mobile Responder 203 boundary
		09/05/14	
Ocean Safety (Includes Lifeguard Stands)			

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MAPPING LAYERS UPDATED (PART VII)

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

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)			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Dive Locations			
Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			

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MAPPING LAYERS UPDATED (PART VIII)

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

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date Uploaded to ftp Site	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
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			

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MAPPING LAYERS UPDATED (PART IX)

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

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)			
SPECIAL REQUESTS			
Tow Boundaries			

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
9/30/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
9/22/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
9/22/2014	Net Junctions for Motorola CAD at HPD
9/19/2014	Street Centerlines and Common Places to HPD for Motorola CAD
9/19/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
9/19/2014	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
9/15/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
9/8/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
9/8/2014	Net Junctions for Motorola CAD at HPD
9/8/2014	Populated with the latest MSAG Community and Police Beat updates

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Date	Key Activities/Updates (continued)
9/5/2014	Street Centerlines and Common Places to HPD for Motorola CAD
9/5/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
9/5/2014	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
9/2/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

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.

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 September 2014. Akimeka completed an additional two (2) Police Beats (362, 351, and began on 360, 361) boundary correction.

POLICE BEATS CORRECTIONS (CONTINUED)

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.

TRITECH CAD SYSTEM UPGRADE

During the month of September, 2014, no major projects regarding the TriTech CAD system were requested. GIS data deliverables remained on schedule and no issues were reported. Minor updated to Fire Response Areas, Medic Response Areas, and Ocean Response Areas were made during September 2014 and were provided as part of the normal data deliverable schedule.

SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered August 25, 2014 and September 22, 2014. Below are the results of the comparison.

	First Report 06/01/12	08/25/14	09/22/14	Improvement/ Comments
Total Number of GIS Records	**26,602**	**27,057**	**27,101**	**Increased by 44 records**
Errors Identified				
Zero Errors	5,112	629	616	Further reduced errors by 2.1% (13 errors)
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	0	6	Increased by 6
Address Overlap Errors	423	0	1	Increased by 1
Flipped Link Errors	1,030	508	503	Further reduced errors by 1.0% (5 errors)
Total Errors	**9,303**	**1,137**	**1,126**	**Further reduced errors by 1.0% (11 errors)**

In addition to Akimeka's internal validation tools, Akimeka will continue to utilize the various CAD reports to further identify and correct the multitude of discrepancies in the GIS data. This is an ongoing and routine process which Akimeka has been using to improve the accuracy of the GIS data for Public Safety.

Akimeka plans to continue its work effort to complete corrections of the discrepancies identified and/or identify any valid exceptions which Akimeka will tag with the proper information so the CAD system will accept the record(s) and not jeopardize the full functionality of the CAD system from the upload to RMS. Akimeka plans to complete all Street Utility Check errors prior to the implementation of the Motorola PremierOne CAD "go live" date.

Due to the MSAG Community and Street Sweep – Phase VII project, Akimeka expects there to be fluctuation in the results of the Street Check Utility moving forward, especially with regards to Zero Errors, Flipped Link Errors, Address Gap Errors, and Address Overlap Errors. These errors are as a direct result of the spatial corrections made on the Street Centerline network, where many new

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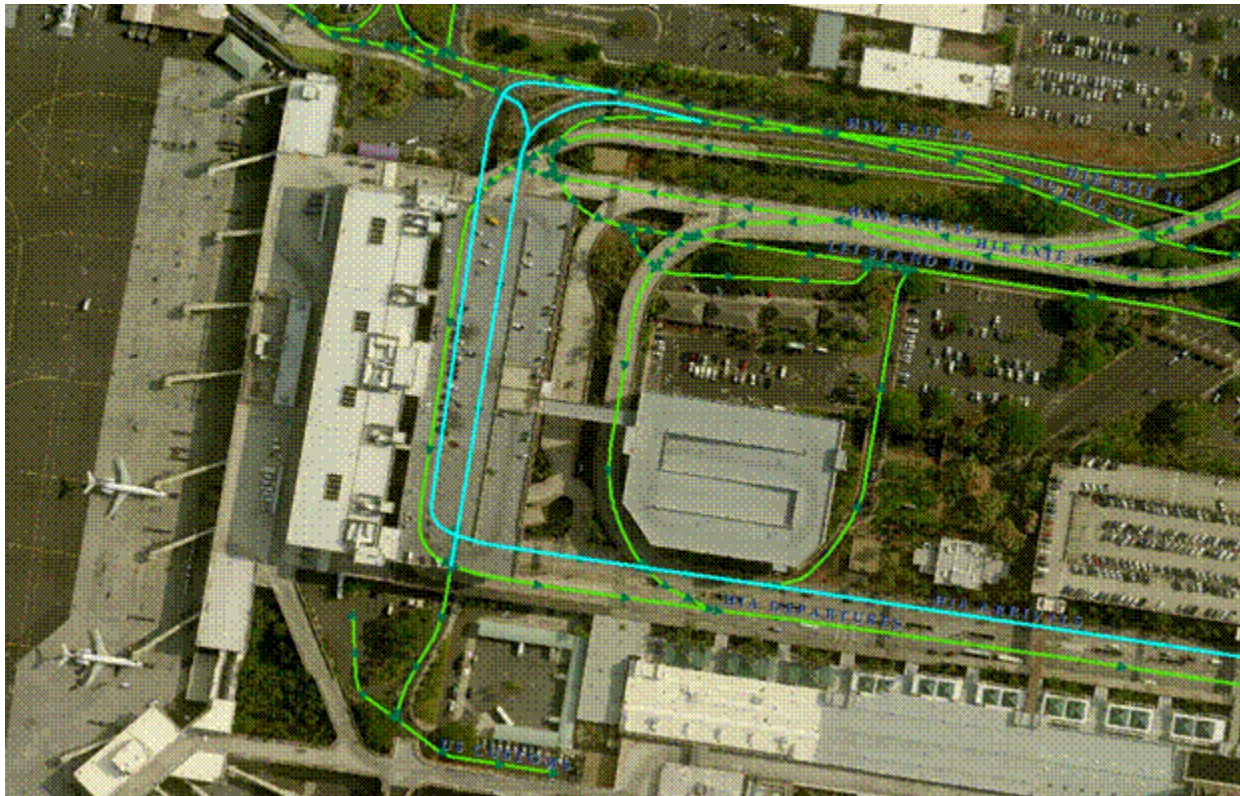
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STREET UTILITY CHECK (CONTINUED)

ingress segments are added. The preference is that the system can generate these non-impacting and non-critical errors instead of overriding them beforehand. The errors that are identified through this process are subsequently corrected based on the results of the Street Check.

AIRPORT STREET SEGMENT PROJECT

On September 23, 2014, at the request of the Honolulu Emergency Medical Services to include the various entrances at the Honolulu International Airport onto the tarmac in the Street Centerline layer, and approved by the Honolulu Police Department, Akimeka began working on including this information into the GIS layer.

1. Akimeka began the project immediately upon approval by researching and identifying the areas in need of updates. It was initially identified that approximately 95 new street segments were required around the Honolulu International Airport in order for routing of the 911 vehicles to be successful with the AVL systems.
    a. Numerous street segments including access to the various terminals for arrivals and departures were also included into the Street Centerline network. A total of 78 new Street segments were added in this process and 74 other Street segments were spatially corrected, ranges updated, and elevation values modified.
    b. Akimeka plans to have this requested project completed by the end of October 2014.

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

AUDIT SUMMARY RESULTS – OCTOBER 2014 - TBA

AUDIT SUMMARY RESULTS – 2014 (PART II) - TBA

AUDIT SUMMARY RESULTS – JULY 1, 2014 VS OCTOBER 2014 – TBA

MSAG AUDIT SUMMARY RESULTS JULY 1, 2014 VS. OCTOBER 1, 2014 - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA