NEIL ABERCROMBIE
GOVERNOR

DEAN H. SEKI
COMPTROLLER

MARIA E. ZIELINSKI
DEPUTY COMPTROLLER

STATE OF HAWAIʻI

DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES

Enhanced 911 Communications, Technical and Finance Meeting

Thursday, November 13, 2014
(Joint Meeting with Board)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12:00 noon

Agenda

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

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

III. **Introductions**

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

V. **Committee Updates by Committee Chairs**

a. Technical Committee – Victor Ramos
   i. Investigative Regulatory Committee update
   ii. FCC updates
   iii. Obtaining E911 point address GIS database for use by DCCA and the State GIS Program for the benefit of all State agencies.
   iv. Request authorization:
      1. Oahu PSAP – Smart911 Software $19,200 ($14,000 installation; $5,200 Monthly Recurring Costs)
      2. Executive Director – Travel to Wash DC to participate in the FCC Commission Hearing NPRM 911 Outages; Date (TBD by FCC) - $2,500.
   v. Others

b. Communications Committee – Steven Schutte
   i. 2015 Legislative Investigative Committee

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.

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.

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

iv. Request for Funding Authorization:

1. Oahu PSAP – Smart911 Software $19,200 ($14,000 installation; $5,200 Monthly Recurring Costs).
2. Executive Director – Funding to cover additional travel costs for FCC Commissioner meetings and FCC Commission hearing in DC on October 16 &17, 2014 - $523 ($2,000 previously approved however due to short notice, costs exceeded amount approved)
3. Executive Director – Travel to Wash DC to participate in the FCC Commission Hearing NPRM 911 Outages; Date (TBD by FCC) - $2,500.

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: Tuesday, December 9, 2014

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

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1. Tuesday, January 6, 2015 (Joint Meeting Proposed due to room availability limitations)
2. Tuesday, February 10, 2015
3. Tuesday, March 10, 2015
4. 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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DAVID Y. IGE
GOVERNOR

KERRY K. YONESHIGE
Comptroller

STATE OF HAWAII
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES
P.O. BOX 119, HONOLULU, HAWAII 96810-0119

Enhanced 911 Communications, Technical and Finance Meeting

Thursday, November 13, 2014
(Joint Meeting with Board)
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10 am to 12:00 noon

Meeting Minutes

Communications committee members present: Steven Schulte (Chair), Thalia Burns, Marshall Kanehailua, Davlynn Racadio, Paul Ferreira, Victor Ramos, and Lavina Taovao.
Communications committee member absent: none.

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

Finance committee members present: Kiman Wong (Chair), Paul Ferreira, Lisa Hiraoka (Consumer Advocate Designee), Roy Irei, and Randy Macadangdang,
Finance committee members absent: Mark Begley.

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

Guests: Ken Schulte (TriTech), Wayne Hirasa (Sandwich Isle), Jeff Riewer (AT&T), Eric Butler (Pictometry), Bonnie Young (MPD), Ikaika Soo (AT&T), Liz Gregg (AT&T), Ben Morgan (HawTelcom), Mary Boyd (Intrado), Todd Crosby (OIMT), Allan Nagata (HPD), Sean Naito (HPD), Stanly Aquino (HPD), Thalia Burns (HPD), David Miyasaki (KPD), Rob Gausepohl (KPD), Mark Wong (DIT), Diana Chun (EMS), Jim Howe (Ocean Safety) and Julie Heimkes (Motorola).

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

a. **The Board Chair called the meeting to order at 10:00 am.**

b. **Quorum was present for all committee meetings.**

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

a. **The Board Chair asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one responded.**

III. **Introductions**

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

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

a. **Board member Ryan Freitas motioned to approve the minutes of the November 13, 2014 Joint Committee meeting. The motion was seconded and approved by voice vote by all committee members present.**

V. **Committee Updates by Committee Chairs**

a. Technical Committee – Victor Ramos

i. Investigative Regulatory Committee update – No update at this time.

ii. FCC updates:

1. Executive Director Thera Bradshaw stated that there are two major 911 topics being considered by the FCC: the 911 outage investigations; and 911 location accuracy.
2. The Executive Director distributed the report from the FCC hearing she attended in October which included FCC recommendations.

iii. Obtaining E911 point address GIS database for use by DCCA and the State GIS Program for the benefit of all State agencies.

1. Tony Ramirez acknowledged that Akimeka is obligated to safeguard the information from the ALI and MSAG databases and consequently Akimeka is not authorize to

share the proprietary data that is owned by the county police departments with outside entities.

2. The representative from OIMT stated that the request for access E911 point address GIS database was a result of the needs of several state agencies such as DLNR, DCCA, Tax, etc. OIMT can access other databases but it is costly and less accurate. Akimeka's position is that it cannot provide the requested database for free or with county money. The Executive Director advised these needs are outside the authority of the E911 Board. It was recommended that OIMT discuss the matter with Akimeka and the counties.

iv. Request authorization:

1. Oahu PSAP – Smart911 Software $19,200 ($14,000 installation; $5,200 Monthly Recurring Costs)
    a. Both Maj. Sean Naito and Lt. Aquino provided a PowerPoint presentation of the benefits of the Smart911 software which improves the quality and quantity of information available to 9-1-1 call takers as well as assisting them in making faster and better decisions with shorter response times. Information on the 9-1-1 callers is obtained through <u>voluntary</u> registration by the 9-1-1 caller. Such information may include:
        i. Photos, personal and medical profiles, allergy medications taken, location on-screen, access to gated communities, guard dogs, etc.
        ii. Registration is offered in 80 different languages translated to English at the PSAP.
        iii. Registration is free to the public.

iv. This information can be shared with other counties, cities or other locations that support Smart 911. It was also acknowledged that the software has the full support of Chief of Police Kealoha.
v. Community outreach will include: community events; business partnerships; word-of-mouth; window/vehicle stickers; and sending Smart 911 links via email.
vi. HPD and the Smart 911 vendor have been working with HawTel and Intrado to implement the Smart 911 service.
vii. Texting capability will not be offered initially.

b. Concerns about Smart 911 software:
    i. Proprietary information safeguards:
        1. Information may be compromised and the counties/state may be liable for significant damages.
    ii. What has the sign-up experience been with other states?
    iii. Procurement issues – can the software be offered on a state-wide basis rather than through lengthy county-by-county procurements?
    iv. System stability issues with the Intrado viper system should be resolved before implementation of the software.
    v. Is there any interest in the Smart911 software with other counties?
    vi. Should the recurring costs of the Smart911 software be funded by the Board in lieu of past discussions on reducing <u>recurring</u> costs on future fiscal years' budgets?

c. Tony Ramirez motioned to approve the Smart911 software 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.

2. Executive Director – Travel to Wash DC to participate in the FCC Commission Hearing NPRM; Date (TBD by FCC) - $2,500.

a. Kiman Wong motioned to approve the Executive Director's trip to Wash DC to attend the FCC Hearing NPRM (travel date TBD by FCC) 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 Technical Committee members present.

v. Others-none.

b. Communications Committee – Steven Schutte

i. 2015 Legislative Investigative Committee proposed agenda:

1. Prepaid wireless.
2. Tracfone service fees - We need to ensure that the proposed prepaid legislation includes the collection of fees for that service.
3. The authority for the Board to hire permanent staff positions will be made part of the Administrative Budget Package.

ii. Legislative Leadership – Steven Schutte shared his post-election assessment of the State Senate and House leadership with the committee.

iii. FY 2014 Annual Legislative Report

1. Steven Schulte requested that additional wording be added to the responsibilities of the Executive Director

section in the report. The additional wording was added to the report as noted.

iv. Others-none

c. Finance Committee – Kiman Wong

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

1. Finance Chair, Kiman Wong presented the monthly financial report which included the following statistics:
    a. November Receipts - $765,685.
    b. November Disbursements - $297,935.
    c. November Net Receipts - $467,750.
    d. November Bank Balance - $13,876,496
    e. November Unencumbered bank balance - $11,182,545.

ii. Update on procurement of Independent CPA auditor.

1. Courtney Tagupa presented an update on the status of the procurement of the CPA auditor. He stated the following:
    a. Keoni Kali agreed to be the procurement officer for the Board.
    b. The solicitation for the CPA auditor was reviewed by SPO and some recommended changes were made.
    c. The Solicitation was posted to the SPO website.
    d. The due date for responses to the solicitation is Monday, December 8.
    e. Upon receipt of the responses, the review committee will begin the selection process. It is anticipated the selection will be completed in time for the January Board meeting.

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

1. Mark Wong provided a written summary of the response of DIT to the $120,314 refund received by the Board. Mr. Wong provided an explanation: for the reasons for the resulting refund; the long delay in the refund; and the ongoing investigation of any unreconciled monies that need to be remitted to the E911 Fund.
2. Mr. Wong provided a chart of unreconciled items that if not reconciled will be refunded to the E911 Fund. The potential additional refund amounts to approximately $185k.
3. Mr. Wong stated that it will take a few months to fully reconcile their accounting records and he will provide periodic updates on the progress of the reconciliation.
4. The Finance Committee has accepted the DIT's report and will look forward to periodic updates on the status of the reconciliation.

iv. Request for Funding Authorization:

1. Oahu PSAP – Smart911 Software $19,200 ($14,000 installation; $5,200 Monthly Recurring Costs).
    a. Paul Ferreira motioned to delay funding authorization by the Finance Committee until a budget analysis can be completed. The motion was approved by voice vote by all Finance Committee members present.
2. Executive Director – Funding to cover additional travel costs for FCC Commissioner meetings and Commission hearing in DC on October 16 &17, 2014 - $523 ($2,000 previously approved however due to short notice, costs exceeded amount approved).
    a. Paul Ferreira motioned to approve the additional funding of $523 for the Executive Director's trip to the FCC hearing subject to final approval by the Board. The motion was seconded and approved

by voice vote by all Finance Committee members present.

3. Executive Director – Travel to Wash DC to participate in the FCC Commission Hearing NPRM; Date (TBD by FCC) - $2,500.
    a. Lisa Hiraoka motioned to approve funding for the Executive Director's travel to Wash DC to participate in the FCC Commission Hearing (NPRM, the date TBD by FCC) subject to final approval by the Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

v. Others - None

VI. PSAP Status Updates

a. Kauai – Mark Begley
    i. Asst. Chief Rob Gausepohl stated that Kauai is still experiencing problems with the RMS/FBR and is waiting on the deliverables.

b. Oahu – Dave Kajihiro
    i. System Outages: Ms. Thalia Burns stated that Oahu has experienced significant problems with the Intrado Viper system outages. HPD recorded over 4,000 issues in a year's time. Qualified technical personnel from HT and Intrado have attempted to resolve the system stability issues. HPD remains optimistic for resolution of the issues.
    ii. Text to 911- Network stability remains as the main issue preventing moving forward with text-to-911. Davlynn Racadio has been leading the text-to-911 effort with the PSAPs statewide. A six month notice letter will be sent to the service providers to acknowledge the PSAP's intent to implement Text-to-911 in 2015.

c. Molokai – Victor Ramos- No updates.

d. Maui – Victor Ramos

i. The newly promoted MPD Asst. Chief will become a member of the Board representing Maui beginning next month.

e. Hawaii – Marshall Kanehailua

i. Finalization of Hawaii PSAP's CAD upgrade is moving forward.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update – PSAPs were reminded to submit their success stories particularly in view of the upcoming legislative session.

d. Others - none

VIII. Announcements

1. Next meeting date: Thursday, December 11, 2014

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

1. Tuesday, January 6, 2015 (Joint Meeting Proposed due to room availability limitations)
2. Tuesday, February 10, 2015
3. Tuesday, March 10, 2015
4. Tuesday, April 7, 2015

b. Others – It was recommended that a combined Joint Committee and Board meetings be held on December 11, 2015 and on Tuesday, January 6, 2015.

1. Consideration for combined future meetings was left open for future consideration.

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

a. The Chair requested if any member of the public wishes to comment on issues not on the agenda for consideration for the committee agenda at the next meeting to please come forward. No one came forward.

X. Adjournment

a. The meeting was adjourned at 12 noon.

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

Budget Analysis				
FY 2014-15	Actuals		Annual	% of Budget
	October	FY-T-D	Budget	Expended
Receipts:				
Enhanced 911 Surcharge Collection	765,650	3,072,024	9,080,000	33.8%
Interest Income	35	394	2,500	15.8%
Receipts	765,685	3,072,418	9,082,500	33.8%
Disbursements:				
Conference Travel	(13,671)	(43,591)	(158,000)	27.6%
Non-Recurring Expenses	-	(8,967)	(1,855,356)	0.5%
Recurring Expenses:				
Administration	(30,693)	(122,811)	(1,248,840)	9.8%
Maintenance	(160,263)	(530,015)	(3,533,551)	15.0%
Telecommunications	(93,308)	(250,535)	(2,097,998)	11.9%
Other	-	3,770	(7,600)	-49.6%
Disbursements	(297,935)	(952,148)	(8,901,345)	10.7%
Net Receipts/(Disbursements)	467,750	2,120,269	181,155	
Cash Flow Analysis				
Net Receipts/(Disbursements)	$ 467,750	$ 2,120,269		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014	$ (235)	$ (747,621)		1,523,519
Accounts Receivable (Offset)		$ (350)		2,952
Net Encumbrance Adds/(Paydown)	$ (235)	$ (747,971)		
Net Cash Inflow/(Outflow)	$ 467,515	$ 1,372,298		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		$ 12,504,198		
Net Bank Balance		$ 13,876,496		
Outstanding Ecumb/Accruals		$ (2,693,951)		
Unencumbered Cash Balance	$ -	$ 11,182,545		

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

MONTH OF OCTOBER 2014	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS:	-	-	-	-	765,685	765,685
DISBURSEMENTS:						
6200 CONFERENCES						
6204 APCO Conference	7,586	6,085	-	-	-	13,671
Total 6200 CONFERENCES	7,586	6,085	-	-	-	13,671
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
6401.08 Board Member Travel	-	-	-	-	2,256	2,256
6401.14 Voided Check	-	-	-	-	-	-
Total 6401 ADMINISTRATION	-	-	-	-	30,693	30,693
6402 MAINTENANCE						
6402.07 0011 9-1-1MSAG Maint.	39,885	54,968	18,795	46,615	-	160,263
Total 6402 MAINTENANCE	39,885	54,968	18,795	46,615	-	160,263
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	28	56	28	-	-	113
6403.0109 Telcom Trunk	25,529	27,849	23,208	-	-	76,586
6403.0112 HPD CML Viper-Kapolei	-	-	-	15,443	-	15,443
6403.0113 HPDCMLViper-Alapai	-	-	-	1,167	-	1,167
Total 6403.01 Telcom Charges	25,557	27,906	23,236	16,609	-	93,308
Total 6403 Other RECURRING	25,557	27,906	23,236	16,609	-	93,308
Total 6400 RECURRING EXPENSES	65,442	82,874	42,031	63,224	30,693	284,265
Total DISBURSEMENTS	73,028	88,959	42,031	63,224	30,693	297,935

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

October 2014 FY-T-Date (4 mos.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total Receipts:	-	-	-	-	3,072,418	3,072,418	-	3,072,418
Disbursements:								
6200 CONFERENCES								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	-	(150)
6204 APCO Conference	7,586	6,085	6,526	11,989	5,386	37,572	48,786	(11,214)
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	7,436	6,085	6,525	18,159	5,386	43,591	158,000	(114,409)
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)

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

October 2014 FY-T-Date (4 mos.)	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	4 mos.	ANNUAL Budget	$ Over/(Under) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	113,750	113,750	350,625	(236,875)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel				-	6,108	6,108	37,000	(30,892)
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	-	-	-	-	122,811	122,811	1,248,840	(1,126,029)
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.	39,885	54,968	56,384	139,844	-	291,081	1,312,521	(1,021,440)
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	39,885	54,968	56,384	378,777	-	530,015	3,533,551	(3,003,536)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	85	113	140	-	-	339	2,160	(1,821)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	51,057	18,554	69,624	86,101	-	225,336	1,643,237	(1,417,901)
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	-	-	-	17,664	-	17,664	140,916	(123,252)
6403.0113 HPDCMLViper-Alapai	-	-	-	2,001	-	2,001	-	2,001
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	51,142	18,667	69,764	110,961	-	250,535	2,097,998	(1,847,463)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	51,142	18,667	69,764	107,191	-	246,765	2,105,598	(1,858,833)
Total 6400 RECURRING EXPENSES	91,028	73,636	126,148	485,968	122,811	899,590	6,887,989	(5,988,399)
Total DISBURSEMENTS	98,464	87,077	132,673	505,738	128,197	952,148	8,901,345	(7,949,197)

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

Summary of Encumbrances/Accruals:									
							Q1	Oct2014	
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Balance
CAD Upgrade:			419,000			419,000	-		419,000
FY 2012 Encumbrances:						-			
CAD Upgrades:									
EMS/FIRE	56,040					56,040	-		56,040
HPD	695,392					695,392	-		695,392
Total FY 2012 Encumbrances	751,432	-	-	-	-	751,432	-	-	751,432
FY 2014 Accruals									
CAD Upgrade	31,000			1,500,000		1,531,000	31,000		1,500,000
CAD Maintenance				66,518		66,518	66,518		-
DB&F Rev. Assessment					8,306	8,306	8,306		-
DB&F Admin. Assessment					55,632	55,632	55,632		-
AG Legal Expenses for IRC					25,000	25,000	1,481	235	23,284
NENA Conference		6,600				6,600	6,600		-
Imagery License Agreement	127,150					127,150	127,150		-
WSP Recovery-Sprint					36,000	36,000	36,000		-
MSAG & GIS	90,290	86,912	27,535	25,637		230,375	230,375		(0)
Microwave Antenna Lease	3,770					3,770	3,770		-
Ocean Safety-Telecom	2,124					2,124	2,124		-
HawTelcom CML Positions	78,907	46,416	18,578	25,529		169,430	169,430		-
HT CML Viper (Kapolei)	5,500					5,500	5,500		-
HT CML Viper (Alapai)	1,500					1,500	1,500		-
Board & Committee Travel					2,000	2,000	2,000		-
Total FY 2014 Accruals	340,242	139,927	46,114	1,617,684	126,939	2,270,905	747,386	235	1,523,284
Total Encumbrances/Accruals	1,091,674	139,927	465,113	1,617,684	126,939	3,441,337	747,386	235	2,693,716

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending October 31, 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
Executive Diretor Travel to Wash.DC for FCC Hearing 10/17/2014					2,000.00		2,000.00	10/9/2014
Totals	2,510,950.00	2,899,018.00	1,058,138.00	1,087,799.00	1,254,226.11	91,213.89	8,901,345.00	

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
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October 2014 FY-T-Date (4 mos.)	Hawaii PSAP 4 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total Receipts:	-	-	-
Disbursements:			
6200 CONFERENCES			
6201 911 Goes to WashDC	(150)	-	(150)
6204 APCO Conference	7,586	7,400	186
6213 Navigator	-	-	-
6214 Nena Conference	-	-	-
6222 TriTech CAD Users	-	-	-
6200 CONFERENCES - Other	-	-	-
Total 6200 CONFERENCES	7,436	7,400	36
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.	39,885	307,647	(267,762)
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	39,885	681,006	(641,121)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	85	1,200	(1,115)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	51,057	306,344	(255,287)
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	51,142	311,544	(260,402)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	51,142	311,544	(260,402)
Total 6400 RECURRING EXPENSES	91,028	992,550	(901,522)
Total DISBURSEMENTS	98,464	2,510,950	(2,412,486)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
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October 2014 FY-T-Date (4 mos.)	Maui PSAP 4 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total Receipts:	-	-	-
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.	56,384	225,500	(169,116)
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	56,384	767,763	(711,379)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-
6403.0102 Long Distance	140	480	(340)
6403.0103 Mileage	-	-	-
6403.0109 Telcom Trunk	69,624	278,495	(208,871)
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	69,764	282,975	(213,211)
6403.02 EMS Tower Lease	-	-	-
Total 6403 Other RECURRING	69,764	282,975	(213,211)
Total 6400 RECURRING EXPENSES	126,148	1,050,738	(924,590)
Total DISBURSEMENTS	132,673	1,058,138	(925,465)

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

October 2014 FY-T-Date (4 mos.)	Oahu PSAP 4 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total Receipts:	-	-	-
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.	139,844	559,374	(419,531)
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	378,777	1,670,149	(1,291,372)
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	17,664	140,916	(123,252)
6403.0113 HPDCMLViper-Alapai	2,001	-	2,001
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	110,961	1,154,769	(1,043,808)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
Total 6403 Other RECURRING	107,191	1,162,369	(1,055,178)
Total 6400 RECURRING EXPENSES	485,968	2,832,518	(2,346,550)
Total DISBURSEMENTS	505,738	2,899,018	(2,393,280)

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

October 2014 FY-T-Date (4 mos.)	ADMIN 4 mos.	ANNUAL Budget	$ Over/(Under) Budget
Total Receipts:	3,072,418	-	3,072,418
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)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	113,750	350,625	(236,875)
6401.02 ElectronSignatur	-	200	(200)
6401.05 Audit Expense	-	12,500	(12,500)
6401.06 Bank Charge	-	100	(100)
6401.08 Board Member Travel	6,108	37,000	(30,892)
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	122,811	1,248,840	(1,126,029)
Total 6400 RECURRING EXPENSES	122,811	1,248,840	(1,126,029)
Total DISBURSEMENTS	128,197	1,345,440	(1,217,243)

Oahu Civilian E9-1-1

Status Report

October 1, 2014 – October 31, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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October 1, 2014 - October 31, 2014

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – OCTOBER 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
OCT	84,570	19,434	22.98%	62,556	73.97%	51.93%	22.04%	2,546	3.01%	34	0.04%	1,869	2.21%	14,694	17.37%	478	0.57%

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	84,570	19,434	22.98%	62,556	73.97%	51.93%	22.04%	2,546	3.01%	34	0.04%	1,869	2.21%	14,694	17.37%	478	0.57%
NOV																	
DEC																	
YTD	830,949	196,701		603,784				20,696		12,543		18,850		123,601		4,244	
MON AVG	83,095	19,670	23.35%	60,378	72.62%	53.03%	19.59%	2,070	2.46%	1,254	1.57%	1,885	2.27%	12,360	14.90%	424	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.**

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

9-1-1 CALL VOLUME BY AGENCY – OCTOBER 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
OCT	74,412	87.99%	21,275	37,396	1,047	14,694	0	1,912	2.26%	97	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
OCT	7,746	9.16%	705	102	0	22	0.03%	20	3	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	74,412	87.99%	21,275	37,396	1,047	14,694	1,912	2.26%	97	0	7,746	9.16%	705	102	22	0.03%	20	3
NOV																		
DEC																		
YTD	725,994		212,747	380,691	9,381	111,128	20,583		1,528	85	79,634		7,472	1,307	494		469	45
MON AVG	72,599	89.99%	21,275	38,069	938	12,348	2,058	2.48%	153	9	7,963	9.60%	747	131	49	0.06%	47	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.**
- ***All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.***

WIRELESS PSAP TESTING – OCTOBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
10/01/14	Sprint	1			Fail
10/02/14	AT&T	1	12	Oahu PSAP	Pass*
10/10/14	Sprint	1	1	Oahu PSAP	Pass**

NOTES:

- **10/01/14 test failed due to vendor equipment problems.**
- **10/02/14 * re-test of failed site in September.**
- **10/10/14 ** unscheduled re-test of failed site which passed. Scheduled test site not tested.**

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – OCTOBER 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	405	37	10	4	11	8	4	763	357	10	1	31	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 405 MSAG transactions were processed during the month of October 2014. Thirty-seven 9-1-1Net requests were processed relating to the MSAG database, with 763 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 357 Telephone Number Change Requests (TN CR), ten ALI-DR, and one VoIP-DR were processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

There are 31 TN CRs in Referred status as of October 31, 2014. (See chart in the next section "TNCR Current Status")

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 October 31, 2014.

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

There are no Suspended Records as of October 31, 2014.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 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

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	405	37	10	4	11	8	4	763	357	10	1	31	0	0	0	0
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	**5,420**	**2,878**	**2,444**	**61**	**114**	**39**	**220**	**127,620**	**2,500**	**32**	**10**					
AVG PER MO	**542**	**288**	**244**	**6**	**11**	**4**	**22**	**12,762**	**250**	**3**	**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 199 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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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 31, 2014

NOTE:

- 9-1-1 NET is a software application that manages MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado.
- TNCRs are not requests to change actual telephone numbers. It is a corrective procedure within 9-1-1 NET to place the location of a telephone number to a valid MSAG address.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

PSAP	TOTAL TNCRs INITIATED	PENDING STATUS	REFERRED STATUS	TOTAL OPEN TNCR RECORDS STATUS
OAHU	**743**	**10**	**31**	**702**

NOTE:

- **New chart initiated October 2014.**

STATUS

TOTAL TNCRs INITIATED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.

PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.

REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.

TOTAL OPEN TNCR RECORDS STATUS - The request is submitted by the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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MSAG COMMUNITIES PROJECT

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 **October 31, 2014**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14			
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) – OCTOBER 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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		**10/31/14**	
	10/31/2014		Added one (1) new address point in Kaaawa
	10/30/2014		Deleted five (5) address points in Kaneohe
	10/30/2014		Added eight (8) new address points in Kaneohe
	10/30/2014		Spatially corrected twenty-nine (29) address points in Kaneohe
	10/28/2014		Added nine (9) new address points in Kaneohe
	10/28/2014		Spatially corrected thirty-five (35) address points in Kaneohe
	10/27/2014		Spatially corrected thirty (30) address points in Kaneohe
	10/27/2014		Added five (5) new address points in Kaneohe
	10/27/2014		Spatially corrected location of Heeia Neighborhood Park in Kaneohe
	10/24/2014		Added ten (10) new address points in Kaneohe
	10/24/2014		Spatially corrected forty-nine (49) address points in Kaneohe
	10/23/2014		Added twenty-four (24) new address points in Kaneohe
	10/23/2014		Spatially corrected fifty-eight (58) address points in Kaneohe
	10/23/2014		Added alias to record for Koolau Farmers Market
	10/22/2014		Added twenty-four (24) new address points in Kaneohe
	10/22/2014		Spatially corrected thirty-six (36) address points in Kaneohe
	10/20/2014		Added three (3) new address points in Kaneohe
		10/17/14	
	10/17/2014		Spatially corrected three (3) address points in Kaneohe
	10/17/2014		Spatially corrected location of Ft Ruger Market in Kapahulu
	10/16/2014		Added six (6) new address points in Kaneohe
	10/15/2014		Spatially corrected ninety-six (96) address points in Kaneohe
	10/15/2014		Added seven (7) new address points in Kaneohe
	10/14/2014		Spatially corrected one hundred seventy-one (171) address points in Kaneohe
	10/14/2014		Added routing ID to ten (10) address points on Apuakea St in Kaneohe
	10/10/2014		Spatially corrected thirty-one (31) address points in Kaneohe
	10/9/2014		Spatially corrected forty-nine (49) address points in Kaneohe
	10/9/2014		Added three (3) address points in Kaneohe
	10/8/2014		Spatially corrected fifty-one (51) address points in Kaneohe
	10/7/2014		Spatially corrected twenty (20) address points in Kaneohe
	10/7/2014		Standardized three thousand nine hundred thirty-eight (3,938) building field values to be NENA compliant.

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
		10/03/14	
Bus Stops	10/21/2014		Per EMS request, worked on creating Bus Stops layer
Common Place Name		**10/31/14**	
	10/29/2014		Verified and updated address for Hawaii Youth Challenge Academy
	10/28/2014		Added five (5) new common places per the GIS Corrections spreadsheet
	10/28/2014		Corrected two (2) addresses per the GIS Corrections spreadsheet
	10/28/2014		Spatially corrected two (2) addresses per the GIS Corrections spreadsheet
	10/28/2014		Deleted duplicate CP record for Puuohulu Beach
	10/22/2014		Added sixteen (16) new points for buildings at Windward Community College in Kaneohe
	10/22/2014		Spatially corrected one (1) record for Mokapu Elementary School in MCBH
	10/20/2014		Spatially corrected sixty-six (66) address points in Kaneohe
		10/17/14	
	10/17/2014		Updated CP name for Next Step Shelter in Kakaako per GIS Corrections spreadsheet
	10/17/2014		Added alias to thirty-nine (39) ocean safety locations per the GIS Corrections spreadsheet
	10/17/2014		Spatially corrected location of Ft Ruger Market in Kapahulu
	10/17/2014		Added new CP for Aloha Gas Station in Kapahulu per the GIS Corrections spreadsheet
	10/17/2014		Deleted CP record for Post Office Chinatown per GIS Corrections spreadsheet
	10/17/2014		Added new CP for Kapolei Commons per GIS Corrections spreadsheet
	10/17/2014		Spatially corrected five (5) points near the Harano Tunnel portion of H3 in Kaneohe
	10/17/2014		Spatially corrected two (2) points near the Harano Tunnel portion of H3 in Aiea
		10/03/14	
	10/2/2014		Spatially corrected Garst Seed Co in Kunia
ESN	10/15/2014		Completed boundaries for new ESN layer, pending approval by HPD

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Fire Response Areas		**10/31/14**	
	10/21/2014		Corrected STA42/STA20 boundary
		10/17/14	
	10/16/2014		Corrected STA30/STA32 boundary
		10/03/14	
Fire Stations			
Major Roads			
MSAG Communities (aka Towns)		**10/31/14**	
	10/22/2014		Corrected Pearl City boundary
	10/21/2014		Corrected the Waipahu/Waipio/Pearl City boundary
		10/17/14	
	10/15/2014		Corrected boundary at Waipahu/Ewa Beach boundary
		10/03/14	
Medic Beats			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Net_Junctions		**10/20/14**	
	10/20/2014		Populated with the latest MSAG Community and Police Beat updates
		10/07/14	
	10/7/2014		Populated with the latest MSAG Community and Police Beat updates

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Points of Interest			
Police Beats		**10/31/14**	
	10/28/2014		Corrected Beat boundary for 363 according to the HPD written policies and procedures
	10/23/2014		Merged two duplicate Police beat boundaries
	10/22/2014		Corrected Beat boundary for 360 according to the HPD written policies and procedures
	10/21/2014		Corrected Beat boundary for 353 and continued on 360 according to the HPD written policies and procedures
		10/17/14	
	10/9/2014		Corrected Beat boundary for 351 according to the HPD written policies and procedures
		10/03/14	
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		**10/31/14**	
	10/31/2014		Added two (2) new ingress street segments in Kaaawa
	10/31/2014		Spatially corrected sixteen (16) segments in Kaaawa
	10/30/2014		Corrected ranges on three (3) street segments of Kakala St in Kapolei

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	10/30/2014		Spatially corrected thirty-nine (39) segments in Kaaawa
	10/29/2014		Spatially corrected seventy-four (74) street segments in Kahaluu
	10/29/2014		Added eight (8) new street segments in Kahaluu
	10/29/2014		Spatially corrected two (2) street segments in Kaaawa
	10/29/2014		Split one (1) street segment of Kapolei Pkwy in Ewa Beach
	10/28/2014		Added twelve (12) new street segments for new development in Ewa Beach
	10/28/2014		Spatially corrected three (3) street segments in Ewa Beach
	10/28/2014		Spatially corrected one (1) segment on H1E Exit 8B in Waipio
	10/27/2014		Spatially corrected one hundred sixty-five (165) street segments in Kaneohe
	10/24/2014		Spatially corrected one hundred forty-nine (149) street segments in Kaneohe
	10/24/2014		Corrected ranges on Holopeki St in Kaneohe
	10/23/2014		Spatially corrected one hundred ninety-one (191) street segments in Kaneohe
	10/22/2014		Spatially corrected ninety-five (95) street segments in Kaneohe
	10/21/2014		Corrected ranges on four (4) street segments in Kapolei
	10/21/2014		Spatially corrected ten (10) street segments in Kaneohe
	10/21/2014		Spatially corrected twenty (20) street segments in Waipahu
	10/21/2014		Spatially corrected sixteen (16) street segments in Waipio

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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.

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	10/20/2014		Added forty-five (45) ingress street segments at the Windward Community College in Kaneohe
	10/20/2014		Spatially corrected eighty-two (82) street segments in Kaneohe
		10/17/14	
	10/17/2014		At the request of EMS and a result of an addressing discrepancy during a 911 call, added the Street Name for A St and added street ranges in MCBH
	10/17/2014		Added three (3) street segments on Anoi Rd in Kaneohe
	10/17/2014		Spatially Corrected thirty-two (32) street segments in Kaneohe
	10/16/2014		Spatially corrected one (1) street segment in Kaneohe
	10/16/2014		Spatially corrected two (2) street segment in Airport
	10/16/2014		Corrected ranges on Aolele St in Airport
	10/15/2014		Corrected street ranges for four (4) street segments on Sand Island Acc Rd in Kalihi
	10/15/2014		Spatially corrected two (2) street segments in Kalihi
	10/15/2014		Corrected street ranges on Robinson Ave in PC PEN
	10/15/2014		Corrected ranges on Snyder Ct in Miller Pk
	10/14/2014		Split segment of Kam Hwy in Kaneohe
	10/14/2014		Spatially corrected sixty-four (64) street segments in Kaneohe
	10/10/2014		Added twenty (20) new street segments for the Hawaiian Memorial Park in Kaneohe
	10/10/2014		Spatially corrected one hundred seventeen (117) street segments in Kaneohe

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Trails			
WSP Cell Sectors			
		10/31/14	
	10/28/2014		Per VZW CRS
	10/24/2014		Per ATT CRS
		10/17/14	
	10/17/2014		Per VZW CRS
	10/15/2014		Per ATT CRS
	10/7/2014		Per MOBI CRS
	10/6/2014		Per VZW CRS
		10/03/14	
WSP Cell Towers			
		10/31/14	
	10/28/2014		Per VZW CRS
	10/24/2014		Per ATT CRS
		10/17/14	
	10/17/2014		Per VZW CRS
	10/15/2014		Per ATT CRS
	10/7/2014		Per MOBI CRS
	10/6/2014		Per VZW CRS
		10/03/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries		**10/31/14**	
	10/28/2014		Corrected Mobile Responder 303 along Kam Hwy in Kahaluu
	10/27/2014		Corrected Mobile Responder 303 along Kam Hwy in Kaneohe
		10/17/14	
Ocean Safety (Includes Lifeguard Stands)			
Dive Locations			
Surf Breaks			
Parcels			
Parks (Includes National Parks)			

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			
Government Buildings			
Helipads			
Hydrology Layers			

Oahu Civilian E9-1-1 Status Report

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MAPPING LAYERS UPDATED (PART X)

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

OAHU CIVILIAN			
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date Uploaded to ftp Site**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Dams			
Ponds			
Streams (Includes Rivers)			
Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			
SPECIAL REQUESTS			
Tow Boundaries			

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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
10/31/2014	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
10/31/2014	Street Centerlines and Common Places to HPD for Motorola CAD
10/31/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
10/27/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
10/20/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
10/17/2014	Street Centerlines and Common Places to HPD for Motorola CAD
10/17/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
10/17/2014	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
10/14/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
10/3/2014	Street Centerlines and Common Places to HPD for Motorola CAD
10/3/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
10/3/2014	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

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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.

On October 14, 2014, the issues with the display of Phase 1 wireless calls in the PowerMap mapping system were resolved with the assistance of Hawaiian Telcom technical support. No further issues have been reported. In November 2014, the display of Phase 1 wireless calls will continue to be monitored.

POLICE BEATS CORRECTIONS

Background

The Police Beats was previously identified as a layer requiring corrective action in preparation for the ESZ/ESN project and ensuring spatial accuracy.

Subsequent to the Police Beat corrections that took place during the month of August 2013, upon loading the GIS data for Street Centerlines in the current Motorola Premier CAD, HPD PMT confirmed that there were no issues with regards to the CAD system recommendations. HPD PMT also reviewed the Police Beats corrections worksheet and confirmed that there were no issues with the document. As such, Akimeka proceeded to make corrections to the Police Beats layer utilizing HPD's written Policies and Procedures document for boundary descriptions.

Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of October 2014. Akimeka completed an additional four (4) Police Beats (351, 360, 353, 363 and began on 370) boundary correction.

Upload Process

It was agreed that the Police Beats layer will not be uploaded to the current Motorola CAD system and will only be uploaded to the new Motorola PremierOne CAD system. Although the Police Beats layer (with the corrections) will not be uploaded to the current CAD system, the Street Centerlines are impacted by these boundary updates.

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

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

TRITECH CAD SYSTEM UPGRADE

During the month of October, 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 October 2014 and were provided as part of the normal data deliverable schedule.

Akimeka had received feedback from Ocean Safety with regards to their recent CAD system upgrade, and reported that the data is working well and no issues to report.

BUS STOPS PROJECT

Subsequent to receiving the request from EMS in August 2014 for a new Bus Stop layer, approval was provided shortly after in September 2014 by HPD. During September 2014 Akimeka had begun gathering information for a new Bus Stops layer to provide for the TriTech CAD system at EMS.

During October 2014, Akimeka created a new Bus Stop layer and began applying pseudo-addresses which correspond with the accurate 911 data in order to geocode correct locations. In November 2014, Akimeka will be finishing the Bus Stops layer with information provided by Oahu Transit Services (OTS) and plans to include this in the scheduled GIS deliverables.

SPAWAR MEETING ON ADDRESSING FOR MCBH

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

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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 September 22, 2014 October 20, 2014. Below are the results of the comparison.

	First Report 06/01/12	09/22/14	10/20/14	Improvement/ Comments
Total Number of GIS Records	**26,602**	**27,101**	**27,258**	**Increased by 157 records**
	Errors Identified			
Zero Errors	5,112	616	612	Further reduced errors by .6% (4 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	6	0	Decreased by 6
Address Overlap Errors	423	1	0	Decreased by 1
Flipped Link Errors	1,030	508	510	Increased by .4% (2 errors)
Total Errors	**9,303**	**1,131**	**1,122**	**Further reduced errors by .8% (9 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.

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

STREET UTILITY CHECK (CONTINUED)

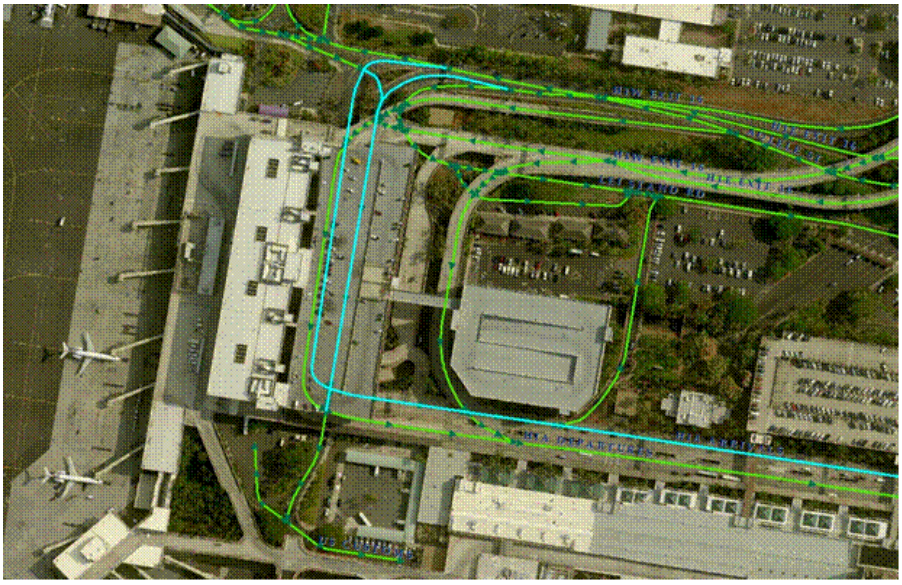
Akimeka plans to continue its work effort to complete corrections of the discrepancies identified and/or identify any valid exceptions which Akimeka will tag with the proper information so the CAD system will accept the record(s) and not jeopardize the full functionality of the CAD system from the upload 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 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.
        i. Akimeka will follow up with EMS in November 2014 to close this request



Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 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)

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on October 1, 2014, against the PSAP's 911 GIS Street Centerline data. A total number of **7,524** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on October 1, 2014 for the Oahu Civilian PSAP are reported below.

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

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

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUDIT SUMMARY RESULTS – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 1, 2014		As of April 1, 2014		As of July 1, 2014		As of October 1, 2014	
		9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,336		7,509		7,511		7,524	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	118	1.6%	11	0.1%
Net 9-1-1 MSAG Records Eligible for Comparison		**7,330**		**6,560**		**7,393**		**7,513**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**7,082**	**96.6%**	**6,430**	**98.0%**	**7,364**	**99.6%**	**7,474**	**99.5%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	166	11.6%	57	0.9%	34	0.5%	19	0.3%
9-1-1 MSAG Record With No Matching GIS Record	(3)	82	1.1%	73	1.1%	7	0.1%	20	0.3%
Total 9-1-1 MSAG Records No Match		**248**	**3.4%**	**130**	**2.0%**	**41**	**0.6%**	**39**	**0.5%**

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

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate remained consistent from July 2014 with a 99.6% Match Rate to a 99.5% Match Rate as of October 2014

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.**

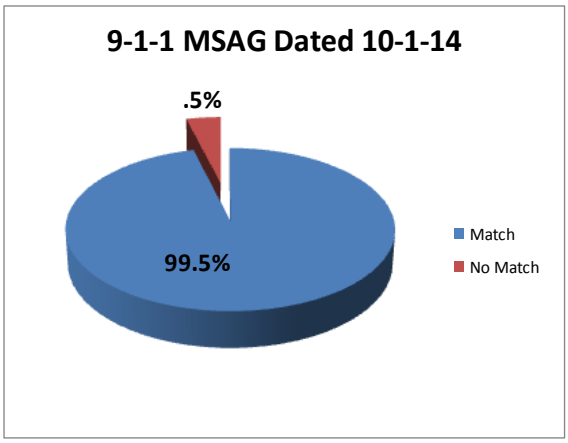
- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

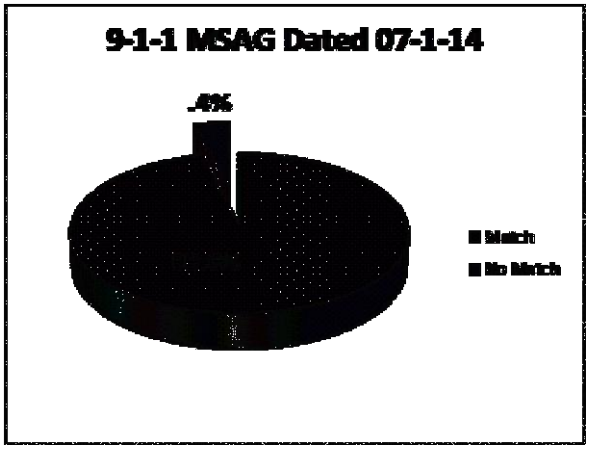
- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUDIT SUMMARY RESULTS – OCTOBER 1, 2014 MSAG VS. JULY 1, 2014 MSAG





Oahu Civilian's level of accuracy or 9-1-1 Match percentage remained consistent with a 99.6% as of July 1, 2014 to 99.5% as of October 1, 2014.

The majority of the remaining MSAG and GIS discrepancies are in the Honolulu MSAG Community.

- As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- "MSAG - GIS Minor Corrections" were further reduced by **44%** (34 to 19) from July 2014 to October 2014 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUDIT SUMMARY RESULTS – JULY 1, 2014 MSAG VS. OCTOBER 1, 2014 MSAG CONTINUED

- "MSAG Record With No GIS Record" increased from 7 to 20 from July 2014 to October 2014 respectively. The increase in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the January 2015 re-analysis.

- "GIS MSAG Records With No Matching E9-1-1 MSAG Record" increased from 2 to 3 records from July 2014 to October 2014. The increase in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies' databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the January 2015 re-analysis.

- "GIS – MSAG Minor Corrections" were further reduced by **54.3%** (46 to 21) from July 2014 to October 2014 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.

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

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

- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records							
	9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 199	238	3.1%	220	2.8%	209	2.7%	205	2.6%

These invalid MSAG records represent **2.6%** of the Total MSAG records for the City & County of Honolulu as of the October 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

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

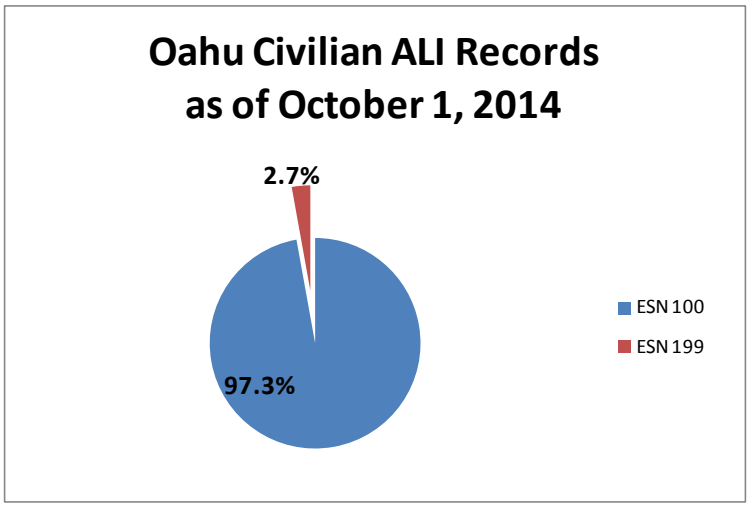
Oahu Civilian E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of September 30, 2014, there are **1,513** ALI records with an assigned ESN of 199, representing **2.7%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



The number of Ali records with an ESN 199 records decreased by **3.5%** (1,568 to 1,513) from July 2014 to October 2014 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

Although the ESN 199 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

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

Maui County E9-1-1 Status Report

October 1, 2014 – October 31, 2014

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Maui County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – OCTOBER 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
OCT	13339	2251	16.88%	8564	64.20%	64.84%	35.16%	305	2.29%	527	3.95%	0	0.00%	1688	12.65%	4	0.03%

Note: On Oct 8, 2014, 911 calls were re-routed from the Molokai PSAP to the Maui PSAP between 5:06 pm and 9:30 pm due to a power outage at the Puunana CO (central office). No 911 calls were lost during this time.

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	13,339	2,251	16.88%	8,564	64.20%	64.84%	35.16%	305	2.29%	527	3.95%	0	0.00%	1,688	12.65%	4	0.03%
NOV																	
DEC																	
YTD	111,595	20,521		71,038				2086		3,813		0		14,133		4	
MON AVG	11,160	2,052	18.09%	7,104	60.50%	66.79%	33.21%	209	1.64%	381	3.33%	0	0.00%	1,413	16.43%	0.4	0.00%

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CALL VOLUME MAUI COUNTY PSAP NOTES:

The high number of Calls with No ALI for the Maui PSAPs is 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. Testing of the trunk lines continues per Hawaiian Tel as of October 31, 2014.

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.

9-1-1 CALL VOLUME MOLOKAI PSAP – OCTOBER 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
OCT	579	115	19.86%	214	36.96%	55.61%	44.39%	0	0.00%	136	23.49%	0	0.00%	114	19.69%	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	597	115	19.86%	214	36.96%	55.61%	44.39%	0	0.00%	136	23.49%	0	0.00%	114	19.69%	0	0.00%
NOV																	
DEC																	
YTD	3,717	1112		1792				8		297		0		490		0	
MON AVG	372	111	30.48%	179	50.52%	57.47%	42.53%	0.80	0.28%	30	6.84%	0	0.00%	49	11.87%	0	0.00%

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – OCTOBER 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
OCT	13,918	2,366	17.00%	8,778	63.07%	64.62%	35.38%	305	2.19%	663	4.76%	0	0.00%	1,802	12.95%	4	0.03%

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	13,918	2,366	17.00%	8,778	63.07%	64.62%	35.38%	305	2.19%	663	4.76%	0	0.00%	1,802	12.95%	4	0.03%
NOV																	
DEC																	
YTD	120,869	23,342		76,530				2094		4110		1		15,430		4	
MON AVG	12,087	2,334	19.83%	7,653	63.52%	60.25%	29.75%	209	1.60%	411	3.25%	0.10	0.00%	1,543	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.**
- ***All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.***
- ***Outgoing 911 calls are included in the totals. These are ringback or callback 911calls made from the Viper System.***

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WIRELESS PSAP TESTING – OCTOBER 2014

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

NOTES:

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

Maui County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – OCTOBER 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	209	23	3	4	7	7	2	110	186	0	0	380	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 209 MSAG transactions were processed during the month of October 2014. Twenty-three (23) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 110 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 186 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 380 TN CRs in Referred status as of October 31, 2014. (See chart in the next section "TNCR Current Status")

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 October 31, 2014.

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

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399 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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October 1, 2014 - October 31, 2014

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	209	23	3	4	7	7	2	110	186	0	0	380	0	0	0	0
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	**1,523**	**483**	**244**	**30**	**121**	**69**	**19**	**5,929**	**1,034**	**6**	**0**					
AVG PER MO	**152**	**48**	**24**	**3**	**12**	**7**	**2**	**593**	**103**	**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.

Maui County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 31, 2014

NOTE:

- 9-1-1 NET is a software application that manages MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado.
- TNCRs are not requests to change actual telephone numbers. It is a corrective procedure within 9-1-1 NET to place the location of a telephone number to a valid MSAG address.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

PSAP	TOTAL TNCRs INITIATED	PENDING STATUS	REFERRED STATUS	TOTAL OPEN TNCR RECORDS STATUS
MAUI	**341**	**32**	**45**	**264**
MOLOKAI	**39**	**3**	**1**	**35**
TOTAL	**380**	**35**	**46**	**299**

NOTE:

- **New chart initiated October 2014.**

STATUS

TOTAL TNCRs INITIATED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.

PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.

REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.

TOTAL OPEN TNCR RECORDS STATUS - The request is submitted by the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Maui County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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.

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	10/31/2014		Added three (3) addresses received from DSA in Haiku
	Maui/Lanai	10/31/2014		Spatially corrected one (1) address point in Haiku
	Maui/Lanai	10/31/2014		Added one (1) address received from DSA in Waikapu
	Maui/Lanai	10/31/2014		Added one (1) address from the DSA Address layer in Paia
	Molokai	10/31/2014		Added one (1) address received from DSA in Kaunakakai
	Maui/Lanai	10/30/2014		Spatially corrected four (4) address points in Haiku
	Maui/Lanai	10/30/2014		Spatially corrected one (1) address point in Kahului
	Maui/Lanai	10/30/2014		Spatially corrected one (1) address point in Pukalani
	Maui/Lanai	10/30/2014		Spatially corrected twenty-six (26) address points in Wailuku
	Maui/Lanai	10/30/2014		Added two (2) addresses in Haiku
	Maui/Lanai	10/30/2014		Added six (6) addresses in Kahului
	Maui/Lanai	10/30/2014		Added one (1) address in Kula
	Maui/Lanai	10/30/2014		Added one (1) address in Pukalani
	Maui/Lanai	10/30/2014		Added one (1) address in Wailuku
			10/29/14	
	Maui/Lanai	10/29/2014		Spatially corrected one (1) address point in Makawao
	Maui/Lanai	10/29/2014		Added twelve (12) addresses in Wailuku
	Maui/Lanai	10/29/2014		Changed one (1) house number in Makawao per DSA
	Molokai	10/29/2014		Added one (1) new address received from DSA
	Maui/Lanai	10/28/2014		Added one (1) address in Kahului from the DSA Address layer
	Maui/Lanai	10/28/2014		Corrected one (1) address street name in Hana
	Maui/Lanai	10/28/2014		Added one (1) address in Haiku received from DSA
	Maui/Lanai	10/28/2014		Spatially corrected eight (8) address points in Wailuku
	Maui/Lanai	10/28/2014		Spatially corrected two (2) address points in Pukalani
	Maui/Lanai	10/28/2014		Spatially corrected thirteen (13) address points in Makawao
	Maui/Lanai	10/28/2014		Spatially corrected three (3) address points in Lanai
	Maui/Lanai	10/28/2014		Spatially corrected one (1) address point in Lahaina
	Maui/Lanai	10/28/2014		Spatially corrected three (3) address points in Kula
	Maui/Lanai	10/28/2014		Spatially corrected three (3) address points in Kahului
	Maui/Lanai	10/28/2014		Spatially corrected two (2) address points in Haiku
	Molokai	10/28/2014		Spatially corrected one (1) address points in Kaunakakai

Maui County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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.

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	10/27/2014		Added seven (7) addresses in Kihei from the DSA Address layer
	Maui/Lanai	10/27/2014		Spatially corrected five (5) address points in Kahului
	Maui/Lanai	10/27/2014		Spatially corrected fourteen (14) address points in Kihei
	Maui/Lanai	10/27/2014		Spatially corrected five (5) address points in Wailuku
	Maui/Lanai	10/27/2014		Spatially corrected four (4) address points in Napili
	Maui/Lanai	10/27/2014		Spatially corrected eight (8) address points in Makawao
	Maui/Lanai	10/27/2014		Spatially corrected twenty-four (24) address points in Kula
	Maui/Lanai	10/24/2014		Spatially corrected six (6) address points in Wailuku
	Maui/Lanai	10/24/2014		Spatially corrected seven (7) address points in Lahaina
	Maui/Lanai	10/24/2014		Spatially corrected twelve (12) address points in Kula
	Maui/Lanai	10/24/2014		Spatially corrected three (3) address points in Kihei
	Maui/Lanai	10/24/2014		Spatially corrected three (3) address points in Kahului
	Maui/Lanai	10/24/2014		Spatially corrected three (3) address points in Haliimaile
	Maui/Lanai	10/24/2014		Spatially corrected two (2) address points in Haiku
	Maui/Lanai	10/24/2014		Added three (3) addresses in Wailuku from the DSA Address layer
	Maui/Lanai	10/24/2014		Added two (2) addresses in Lahaina from the DSA Address layer
	Maui/Lanai	10/24/2014		Added two (2) addresses in Kula from the DSA Address layer
	Maui/Lanai	10/24/2014		Added one (1) address in Kihei from the DSA Address layer
	Maui/Lanai	10/23/2014		Spatially corrected five (5) address points in Haiku, one (1) in Kahului, four (4) in Kula, fourteen (14) in Lahaina, seven (7) on Lanai, four (4) in Napili, one (1) in Paia and one (1) in Wailuku
	Maui/Lanai	10/23/2014		Added fifty-seven (57) addresses received from DSA. Added one (1) address in Pukalani, two (2) in Haiku, and one (1) in Kula from the DSA Address layer.
	Maui/Lanai	10/22/2014		Added eleven (11) address points in Lahaina, one (1) in Hana, one (1) in Waiehu, and five (5) in Haiku from the DSA Address layer
	Maui/Lanai	10/22/2014		Spatially corrected nine (9) address points in Haiku, fourteen (14) in Hana, three (3) in Kihei, twelve (12) in Kihei, seventeen (17) in Lahaina and two (2) in Wailuku
	Molokai	10/22/2014		Added two (2) address points in Kaunakakai, one (1) in Hoolehua
	Molokai	10/22/2014		Spatially corrected one (1) address point in Hoolehua and four (4) in Kaunakakai

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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.

MAUI COUNTY				
Type of Layer	**Island**	**Akimeka GIS Server** Date Created/ Edits Performed	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	10/21/2014		Spatially corrected two (2) address points in Haiku and twenty (20) in Kihei
	Maui/Lanai	10/21/2014		Added two (2) addresses in Haiku, three (3) in Kihei and one (1) in Lahaina
	Molokai	10/21/2014		Spatially corrected four (4) address points in Kaunakakai
	Molokai	10/21/2014		Added one (1) address received from DSA
	Maui/Lanai	10/20/2014		Spatially corrected one (1) address point in Haiku, seven (7) in Kihei, fifteen (15) in Kula, eleven (11) in Lahaina, fourteen (14) on Lanai, one (1) in Paia and one (1) in Wailuku
	Maui/Lanai	10/20/2014		Added one (1) address in Haiku, two (2) in Lahaina and three (3) in Napili from the DSA Address layer
	Molokai	10/20/2014		Added one (1) address received from DSA
	Molokai	10/20/2014		Spatially corrected two (2) address points in Kaunakakai
	Maui/Lanai	10/17/2014		Spatially corrected three (3) address points in Haiku, eighteen (18) in Haliimaile, three (3) in Kihei, eight (8) in Kula, three (3) in Lanai and one (1) in Wailuku
	Maui/Lanai	10/17/2014		Added four (4) address in Haiku and three (3) in Kihei from the DSA Address layer
	Molokai	10/17/2014		Spatially corrected four (4) address points in Hoolehua
	Molokai	10/17/2014		Added one (1) address in Kualapuu from the DSA Address layer
	Maui/Lanai	10/16/2014		Added five (5) addresses for MSAG, added four (4) addresses received from DSA
	Maui/Lanai	10/16/2014		Corrected three (3) Emergency Callbox addresses
	Maui/Lanai	10/16/2014		Spatially corrected two (2) addresses in Haiku, one (1) in Kahului and two (2) in Wailuku
			10/15/14	
	Maui/Lanai	10/14/2014		Corrected forty-five (45) Emergency Callbox addresses
	Maui/Lanai	10/14/2014		Spatially corrected two (2) Emergency Callbox addresses
	Maui/Lanai	10/10/2014		Added thirteen (13) addresses
	Molokai	10/10/2014		Added one (1) address received from DSA
DISPATCH AND RESPONSE				

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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				
ESZ/ESN				
	Maui/Lanai	10/8/2014		Corrected boundaries for ESN 315/327, 317/322 and 311/312.
			10/15/14	
Emergency Callboxes	Maui/Lanai	10/16/2014		Corrected the address for three (3) callboxes
	Maui/Lanai	10/14/2014		Corrected the address for forty-nine (49) callboxes and spatially corrected two (2).
Fire Beats			**10/15/14**	
	Maui/Lanai	10/8/2014		Corrected boundary between Engine 5 & 10.
Fire Districts				
Fire Response Areas				
	Maui/Lanai	10/8/2014		Corrected boundary between RA 1000 & 1003, RA 900 & 1100.
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo				
MSAG Communities (aka Towns)				
Medic Beats				

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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.

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				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beats				
			10/15/14	
	Maui/Lanai	10/8/2014		Corrected boundaries between RA 30 & 57, 32 & 57, and 86
	Maui/Lanai	10/6/2014		Modified RA 45, 47-49, 51, 53, 72-75, 79 & 80 with spatially corrected Street Centerlines
	Maui/Lanai	10/3/2014		Modified Police RA's 36, 37, 38, & 40 with spatially corrected Street Centerlines
	Maui/Lanai	10/2/2014		Modified Police RA's 35, 36, & 37 with spatially corrected Street Centerlines
	Maui/Lanai	10/1/2014		Modified Police RA's 30, 31, 32, 33, 34, 36, 39, 46, & 87 with spatially corrected Street Centerlines
Police Districts				
Police Response Areas				

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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.

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				
	Maui/Lanai	10/30/2014		Per ATT CRS
			10/29/14	
Schools				
Street Centerlines				
	Molokai	10/31/2014		Added one (1) new street in Kaunakakai
	Maui/Lanai	10/30/2014		Spatially corrected two (2) street centerline segments in Wailuku
			10/29/14	
	Maui/Lanai	10/28/2014		Spatially corrected nine (9) street centerline segments in Kahului
	Maui/Lanai	10/28/2014		Spatially corrected two (2) street centerline segments in Wailuku
	Maui/Lanai	10/27/2014		Spatially corrected one (1) street centerline segment in Kihei
	Maui/Lanai	10/27/2014		Spatially corrected one (1) street centerline segment in Kula
	Maui/Lanai	10/27/2014		Spatially corrected two (2) street centerline segments in Wailuku
	Molokai	10/27/2014		Spatially corrected three (3) street centerline segments in Kaunakakai
	Maui/Lanai	10/23/2014		Spatially corrected three (3) street centerline segments in Lahaina
	Maui/Lanai	10/23/2014		Spatially corrected three (3) street centerline segments in Waikapu.
	Maui/Lanai	10/23/2014		Spatially corrected three (3) street centerline segments in Waikapu.
	Maui/Lanai	10/23/2014		Split one (1) segment in Waikapu
	Maui/Lanai	10/23/2014		Added four (4) new street centerline segments in Waikapu

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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.

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				
Street Centerlines	Maui/Lanai	10/22/2014		Spatially corrected one (1) street centerline segment in Kihei and one (1) in Wailuku
	Maui/Lanai	10/21/2014		Spatially corrected thirteen (13) street centerline segments in Kihei
	Maui/Lanai	10/20/2014		Spatially corrected two (2) street centerline segments in Kula, seven (7) in Kihei, one (1) in Lahaina, five (5) in Wailuku
	Maui/Lanai	10/20/2014		Spatially corrected two (2) street centerline segments in Kaunakakai
	Maui/Lanai	10/17/2014		Spatially corrected one (1) street centerline segment in Kahului, three (3) in Makawao and forty-two (42) in Haliimaile
			10/15/14	
	Maui/Lanai	10/14/2014		Removed alias street name for Keolani Pl per Dispatch
	Maui/Lanai	10/14/2014		Partial spatial correction on three (3) street centerline segments in Lahaina
	Maui/Lanai	10/10/2014		Spatially corrected seventeen (17) street centerline segments in Kahului and partial spatial correction of two (2) segments in Waikapu
	Maui/Lanai	10/6/2014		Spatially corrected one (1) street centerline segment in Kapalua, two (2) in Haiku, eighteen (18) in Kihei and one (1) in Napili. Partial spatial correction of two (2) segments in Hana, five (5) in Kihei, one (1) in Makawao, two (2) in Napili and one (1) in Wailea. Split one (1) street centerline segment in Hana and one (1) in Lahaina at a Police RA boundary.
	Maui/Lanai	10/3/2014		Spatially corrected thirty-one (31) street centerline segments in Makawao and one (1) in Haiku. Partial spatial correction of four (4) segments in Makawao.
	Maui/Lanai	10/2/2014		Spatially corrected eight (8) street centerline segments in Makawao and one (1) in Pukalani. Split one (1) street centerline in Makawao at a Police Boundary.
	Maui/Lanai	10/1/2014		Spatially corrected seventeen (17) street centerline segments in Kula and three (3) in Pukalani. Partial spatial correction of one (1) segment in Haliimaile, two (2) in Makawao, two (2) in Pukalani and four (4) in Kula.

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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.

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				
Trails				
WSP Cell Towers				
	Maui/Lanai	10/30/2014		Per ATT CRS
			10/29/14	
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 IX)

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)				
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 X)

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)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
Dams				
Ponds				

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MAPPING LAYERS UPDATED (PART XI)

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)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Streams (Includes Rivers)				
Waterfalls				
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	Maui/Lanai	10/10/2014		Modified against spatially corrected Street Centerlines
	Maui/Lanai	10/9/2014		Modified against spatially corrected Street Centerlines

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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.**

10/29/2014	Updated PowerMap with Address Points, Street Centerlines, WSP Cell Towers and WSP Cell Sectors
10/29/2014	Delivered the following for the Intergraph CAD Map: Maui Cell Coverage .csv, .map, .str, .rte, and map database which included updated Address Points, Street Centerlines, and WSP Cell Towers.
10/29/2014	Updated PowerMap with the following: Address Points, Street Centerlines, WSP Cell Towers and WSP Cell Sectors
10/16/2014	Uploaded the following data for a PowerMap update: Address Points, Emergency Callboxes, Fire Beats, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
10/15/2014	Uploaded the following data for a PowerMap update: Address Points, Emergency Callboxes, Fire Beats, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
10/8/2014	Delivered the following for the Intergraph CAD Map: Address Points, Coastal Names, Fire Beats, Fire Response Areas, Police Beats, Police Response Areas, Street Centerlines, WSP Cell Towers, and Maui Cell Coverage csv. Also delivered the .map, .str, .rte, .ply and map database.

NOTE:

- **Due to the upcoming Holidays, Akimeka's GIS Deliverables will be rescheduled as follows:**
  November 12, 2014 and November 25, 2014
  December 3, 2014 and December 17, 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 October 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	174	Addresses assigned by DSA, DSA Address layer, MSAG and field verifications
Address Points	Correction/Change	49/1	Correction or change of address
Address Points	Spatial Correction	390	Corrected location of address point, recalculated x/y
Street Centerlines	Split	3	Split segment at Police, Fire or Medic Boundary
Street Centerlines	Add	5	New segments
Street Centerlines	Spatial Correct/Partial Spatial Correction	218/18	Corrected using Pictometry

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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.

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

INTERGRAPH CAD UPGRADE

There are no pending action items at this time for the Intergraph CAD system upgrade. Throughout October 2014, aesthetic work continued with de-cluttering and removing overlapping labels in the map display.

1. During October 2014, GIS deliverables for the Intergraph CAD Map remained on a bi-monthly basis
    a. The .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv were also delivered.

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

Maui County E9-1-1 Status Report

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – OCTOBER 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	0	0	0	0	0	0	0	0	0	0	0
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	0	0	0	0	0	0	0	0	0	0	0
September	0	0	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	0	0	0	0	0	0	0	0	0	0	0
March	0	0	0	0	0	0	0	0	0	0	0
February	1	1	0	0	0	1	1	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
TOTAL	**1**	**1**	**0**	**0**	**0**	**1**	**1**	**0**	**0**	**0**	**0**

NOTE:

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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization report December 2014

AUDIT SUMMARY RESULTS – 2014 – TBA

MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2014 – SEPTEMBER 1, 2014 – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

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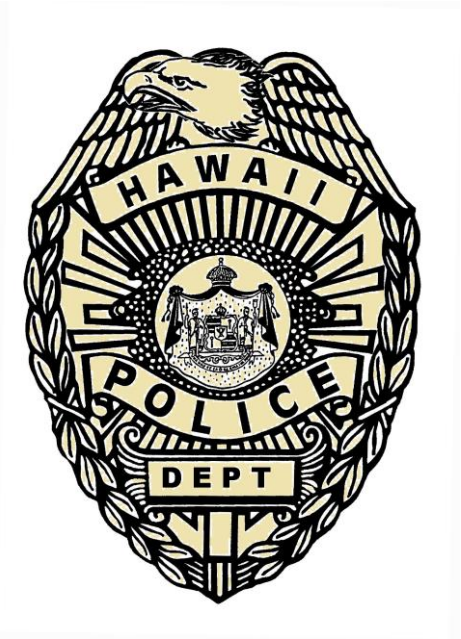

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1. PSAP OPERATIONS

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

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII POLICE PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
Oct	20,513	3,962	19.31%	13,945	67.98%	50.69%	49.31%	707	3.45%	9	0.04%	0	0.00%	1,890	9.21%	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	20,513	3,962	19.31%	13,945	67.98%	50.69%	49.31%	707	3.45%	9	0.04%	0	0.00%	1,890	9.21%	0	0.00%
NOV																	
DEC																	
YTD	199,112	44,685		132,125				5,384		125		0		16,786		7	
MON AVG	19,911	4,469	22.53%	13,213	66.32%	50.31%	49.69%	538	2.68%	12.50	0.06%	0	0.00%	1,679	8.41%	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 – OCTOBER 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
October	16,532	80.59%	0	1,872	0	2,091	10.19%	0	18	0

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

9-1-1 Call Volume by Agency										
2014	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	% of Total Calls
January	16,012	0	1,891		78.04%	2,583	0	31		12.59%
February	13,955	0	1,163		80.78%	2,149	0	8		12.44%
March	15,526	0	1,845		78.68%	2,261	0	100		11.46%
April	15,296	0	1,667	5	79.60%	2,219	0	27	2	11.55%
May	15,829	0	1,462	0	81.07%	2,211	0	22	0	11.32%
June	15,326	0	1,512	0	80.63%	2,148	0	21	0	11.30%
July	16,977	0	1,669	0	81.00%	2,298	0	16	0	10.96%
August	17,852	0	1,793	0	81.00%	2,576	0	23	0	11.58%
September	16,251	0	1,621	0	80.74%	2,231	0	25	0	11.08%
October	16,532	0	1,872	0	80.59%	2,091	0	18	0	10.19%
November										
December										
YTD	159,556	0	16,495	5		22,767	0	291	2	
MON AVG	15,956	0	1,650	1	80.21%	2,277	0	29	0	11.45%

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.**
- ***All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.***

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WIRELESS PSAP TESTING – OCTOBER 2014

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

NOTES:

There was no scheduled Wireless 911 Tests for the month of October 2014.

Hawaii County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – OCTOBER 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	475	96	13	3	75	4	1	409	372	7	0	825	3	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 475 MSAG transactions were processed in 9-1-1 Net during the month of October 2014. 96 requests were processed relating to the MSAG database, with 409 customer ANI/ALI (telephone/address) records updated as a direct result. 372 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 seven (7) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, 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 825 TN CRs in Referred Status as of October 31, 2014. (See chart in the next section "TNCR Current Status")

The TNCRs 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.

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

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

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

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

There are no records in Suspended Status as of October 31, 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	475	96	13	3	75	4	1	409	372	7	0	825	3	0	0	0
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	**3,705**	**1,141**	**409**	**113**	**455**	**118**	**46**	**8,436**	**2,482**	**67**	**15**					
AVG PER MO	**371**	**114**	**41**	**11**	**46**	**12**	**5**	**844**	**248**	**7**	**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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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- OCTOBER 2014

NOTE:

- 9-1-1 NET is a software application that manages MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado.
- TNCRs are not requests to change actual telephone numbers. It is a corrective procedure within 9-1-1 NET to place the location of a telephone number to a valid MSAG address.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

PSAP	TOTAL TNCRs INITIATED	PENDING STATUS	REFERRED STATUS	TOTAL OPEN TNCR RECORDS STATUS
HAWAII	**825**	**84**	**62**	**679**

NOTE:

- **New chart initiated October 2014.**

STATUS

TOTAL TNCRs INITIATED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.

PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.

REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.

TOTAL OPEN TNCR RECORDS STATUS - The request is submitted by the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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			
		10/28/14	
	10/24/2014		Completed monthly update on address points
	10/24/2014		Added five (5) address points in Captain Cook
	10/24/2014		Added three (3) address points (290204 Chin Chuck Rd, 292291 Hanamalo Loop and 293792 Hawaii Belt Rd) in Hakalau
	10/24/2014		Added ten (10) address points in Hilo
	10/24/2014		Added one (1) address point (451501 Lukiana Pl) in Honokaa
	10/24/2014		Added sixteen (16) address points in Kailua Kona
	10/24/2014		Added five (5) address points in Kamuela
	10/24/2014		Added sixteen (16) address points in Keaau
	10/24/2014		Added eight (8) address points in Kurtistown
	10/24/2014		Added thirteen (13) address points in Mountain View
	10/24/2014		Added three (3) address points (941480 Kaulua Cir, 946547 Makaniakua Rd and 931621 South Point Rd) in Naalehu
	10/24/2014		Added six (6) address points in Ocean View
	10/24/2014		Added twelve (12) address points in Pahoa
	10/24/2014		Added two (2) address points (270207 Kaapoko Homestead Rd and 270273 Kaieie Rd) in Papaiko
	10/24/2014		Added one (1) address point (281119 Oheala Rd) in Pepeekeo
	10/24/2014		Added six (6) address points in Volcano
	10/21/2014		Added one (1) address point (40 Ulili St) in Hilo
	10/21/2014		Corrected street name and number to one (1) address point (734332 Malu Pl) in Kailua Kona
	10/21/2014		Corrected street name and number to one (1) address point (1205 Pomaikai Way) in Hilo
	10/16/2014		Added one (1) address point (955534 Mamalahoa Hwy) in Naalehu
	10/16/2014		Added one (1) address point (841178 Telephone Exchange Rd) 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.

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		**10/14/14**	
	10/9/2014		Corrected Address to two (2) address points (870297 Kaohe Rd and 835850 Rabbit Hill Rd) in Captain Cook
	10/9/2014		Corrected address to four (4) address points (163 Chain of Craters Rd, 980845 Hawaii Belt Rd, 38 Hilina Pali Rd and 127 Mauna Loa Rd) in HVNP
	10/9/2014		Corrected address to three (3) address points (740427 Kealakehe Pkwy, 711916 Queen Kaahumanu Hwy and 734942 Queen Kaahumanu Hwy) in Kailua Kona
	10/9/2014		Corrected address to two (2) address points (445630 Daniel K Inouye Hwy and 443478 Kalaniai Rd) in Paauilo
	10/9/2014		Corrected address to one (1) address point (136323 Kalapana Kapoho Beach Rd) in Pahoa
	10/8/2014		Spatially corrected four (4) address points (140 Rainbow Dr, 1180 Waianuenue Ave, 1190 Waianuenue Ave and 1300 Waianuenue Ave) in Hilo
	10/8/2014		Corrected address to four address points (445860 Daniel K Inouye Hwy, 446115 Daniel K Inouye Hwy, 446336 Daniel K Inouye Hwy and 446669 Daniel K Inouye Hwy) in Paauilo
	10/8/2014		Corrected address to two (2) address points (136005 Kalapana Kapoho Beach Rd and 130106 Pohoiki Rd) in Pahoa
	10/7/2014		Added one new address point (786800 Keaupuni St) in Keauhou
	10/2/2014		Corrected street name to nine (9) address points in Hilo
	10/2/2014		Corrected street number to one (1) address point (2654 Waianuhea Pl) in Hilo
	10/2/2014		Corrected routing id to one (1) address point (110 Waianuhea Pl) in Hilo
Emergency Callboxes		**10/14/14**	
	10/8/2014		Corrected address to eighteen (18) Emergency Callboxes
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.

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			
Points of Interest (POI)		**10/28/14**	
	10/16/2014		Spatially corrected Iglesia Ni Cristo in Naalehu
	10/16/2014		Added Alias to Iglesia Ni Cristo in Naalehu
		10/14/14	
	10/10/2014		Added five (5) points of interest in Paauilo
	10/10/2014		Corrected address to thirteen (13) points of interest
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		**10/28/14**	
	10/15/2014		Per ATT CRS
		10/14/14	
	10/8/2014		Per MOBI CRS
	10/7/2014		Per SPPCS CRS
	10/3/2014		Per ATT CRS
DISPATCH AND RESPONSE			
ESZ/ESN			

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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.

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)			
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		**10/28/14**	
	10/27/2014		Corrected boundary to Police Beat 140
Police Districts			
Police Response Areas			
WSP Cell Sectors		**10/28/14**	
	10/15/2014		Per ATT CRS
		10/14/14	
	10/8/2014		Per MOBI CRS
	10/7/2014		Per SPPCS CRS
	10/3/2014		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		**10/28/14**	
	10/24/2014		Completed monthly update on street centerlines
	10/22/2014		Corrected range to one (1) segment of Holoholo Ku Way in Kamuela
	10/22/2014		Corrected range to one (1) segment of Kaimu Chain of Craters Rd in Pahoa
	10/22/2014		Corrected street name to one (1) segment of Kaimu Chain of Craters Rd in Pahoa
	10/21/2014		Added one (1) segment of Kuwili Lani Pl in Laupahoehoe
	10/21/2014		Added two (2) segments of Kahi Nani Rd and split one (1) segment of Iliopua Rd in Honomu
		10/14/14	
	10/7/2014		Spatially corrected five (5) street segments in Keauhou
	10/6/2014		Spatially corrected four (4) street centerlines (2 segments of North Rd, 1 segment of Kaohe Homestead Rd and 1 segment of Middle Rd) in Pahoa
	10/2/2014		Corrected street name to two (2) street segments of Waianuhea Pl in Hilo
	10/2/2014		Corrected range to one (1) street segment of Waianuhea Pl in Hilo
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			
SPECIAL REQUESTS			
Correctional Facilities			

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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.

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.**

NOTE:

- **Due to the upcoming Holidays, Akimeka's GIS Deliverables will be rescheduled as follows:**
  November 10, 2014 and November 24, 2014
  December 2, 2014 and December 16, 2014

Hawaii County E9-1-1 Status Report

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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.

10/28/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Police Beats and Puna Lava Flow 2014.
10/14/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Emergency Callboxes and Puna Lava Flow 2014.

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

On a routine basis, upon receipt of Hawai'i County Planning Department's Address Points and Street Centerlines layer updates, Akimeka compares and incorporates any of the County's additions, changes, and deletions into the Akimeka Address Points and Street Centerlines layers. In the month of June 2014, Akimeka added a process to identify changes to the Street Segment Names which has been included in the chart below.

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

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		**5**
# of Street Segments Removed		**0**
# of New Addresses Added	**107**	
# of Addresses Removed	**0**	
# of Street Segment Range Changes		**2**
# of Street Segment Name Changes		**1**
# of Address Street Name Changes	**2**	
# 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.

Hawaii County E9-1-1 Status Report

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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 October 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	3 Added	Streets were in Honomu and Laupahoehoe
Street Centerlines	Street Name	3 Corrected	Streets were in Hilo and Pahoa
Street Centerlines	Range/Parity	3 Corrected	Streets were in Hilo, Kamuela and Pahoa
Street Centerlines	Spatial Correction	9 Corrected	To increase spatial accuracy, streets were in Keauhou and Pahoa
Street Centerlines	Splits	1 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Address Points	New Address Points	111 Added	Throughout County in 16 communities
Address Points	Spatial Correction	4 Corrected	Corrected location of Address Point, recalculated x/y, address points were in Hilo
Address Points	Address	30 Corrected	Majority were in Hilo and Paauilo
Address Points	Routing ID	1 Corrected	To ensure proper routing to address, address was in Hilo
Points of Interest	Address	13 Corrected	Majority were in HVNP, Kailua Kona and Pahoa
Points of Interest	Spatial Correction	1 Corrected	Corrected location of Point of Interest, recalculated x/y, Point of Interest was in Naalehu
Points of Interest	New Points of Interest	5 Added	Points of Interest were in Paauilo
Points of Interst	Alias	1 Corrected	Point of Interest was in Naalehu
Emergency Callboxes	Address	18 Corrected	Majority were in Paauilo and HVNP
Police Beats	Boundary	1 Corrected	Police Beat 140

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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.
    d. During October 2014, there were no new updates needed for the Mamalahoa project.
        1) This section will be removed from the MSR in November 2014's report.

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.

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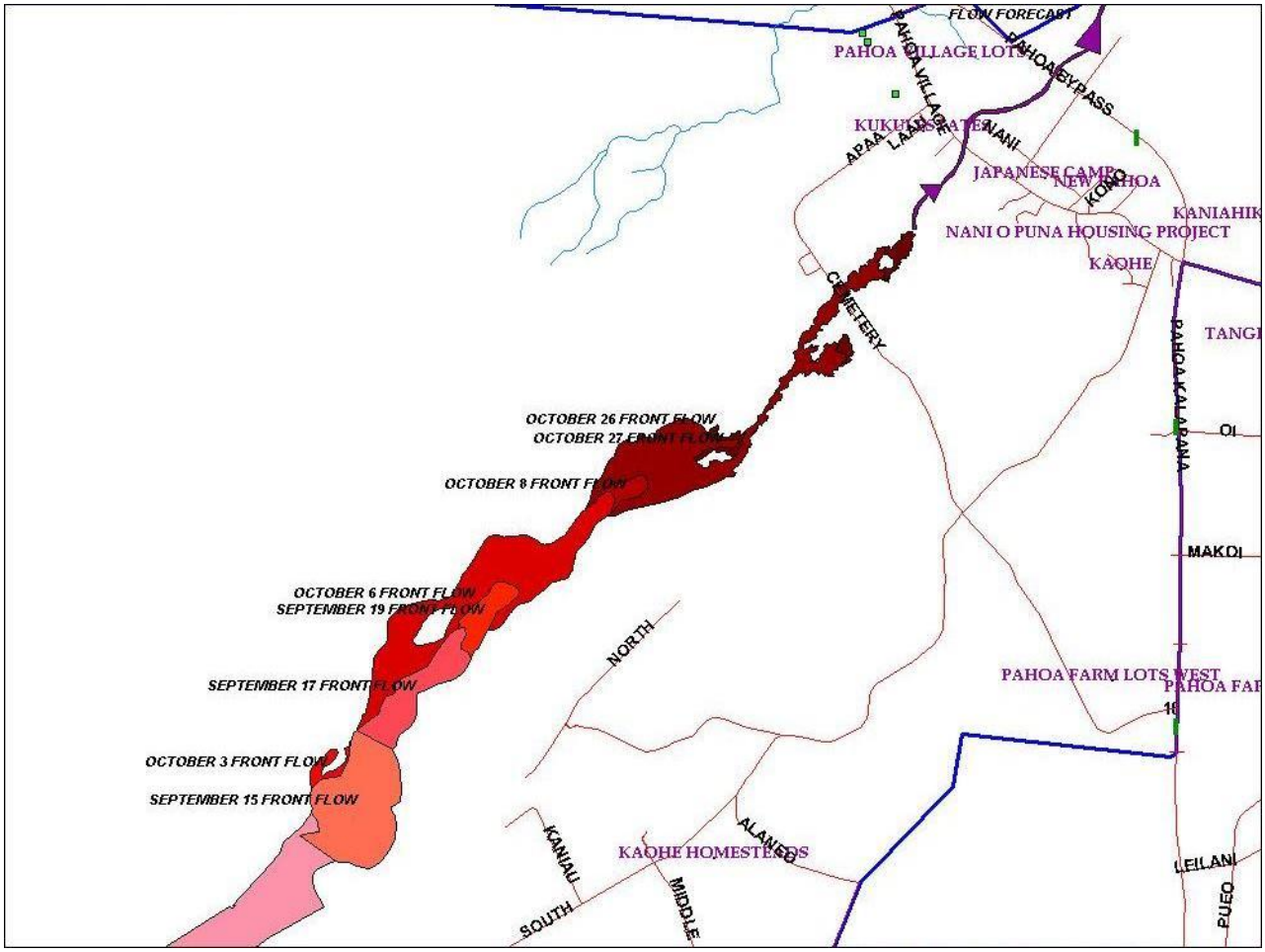
LAVA FLOW AND ALTERNATE ROUTES …CONTINUED

d. During October 2014, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on October 14th and October 28th 2014.

e. Akimeka will continue to monitor the activity of the lava flow and will update the Puna Lava Flow 2014 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.

f. 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 Puna Lava Flow 2014 and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.



Screenshot of the lava flows in Puna as of the last GIS deliverable in October 2014. Source of lava flow information was received by USGS as updates were provided.

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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. On October 14th 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.

FIRE DEPARTMENT'S POWERMAP

There are no pending issues with the Hawaii Fire Department PowerMap system as of October 31, 2014

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – OCTOBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
2	08/19/14	717	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
3	10/06/14	739	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN

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

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

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December											
November											
October	7	7	3	0	0	7	7	0	0	0	0
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	**95**	**94**	**3**	**0**	**0**	**95**	**94**	**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

Hawaii County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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 November 2014

AUDIT SUMMARY RESULTS – NOVEMBER 2014 - TBA

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

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – OCTOBER 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	% 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
Oct	5,125	796	15.53%	3,352	65.40%	51.14%	48.86%	130	2.54%	64	1.25%	0	0.00%	783	15.28%	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	5,125	796	15.53%	3,352	65.40%	51.14%	48.84%	130	2.54%	64	1.25%	0	0.00%	783	15.28%	0	0.00%
NOV																	
DEC																	
YTD	50,754	8,275	16.30%	33,206				1009		420		0		7844		0	
MON AVG	5,075	828	16.48%	3,321	65.34%	52.96%	47.03%	101	1.95%	42	0.83%	0	0.00%	784	15.40%	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.**
- ***All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.***

WIRELESS PSAP TESTING – OCTOBER 2014

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

NOTES:

- **There was no scheduled Wireless 911 test in October, 2104.**

Kauai County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – OCTOBER 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	161	6	2	0	1	2	1	45	155	0	0	154	0	0	0	0

MSAG CURRENT MONTH NOTES:

A total of 161 MSAG transactions were processed during the month of October 2014. Six (6) 9-1-1Net requests were processed relating to the MSAG database, with 45 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 155 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 154 TN CRs in Referred status as of October 31, 2014. (See chart in the next section "TNCR Current Status")

154 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 October 31, 2014.

There are no VoIP Drs in Referred status as of October 31, 2014.

There are no Suspended Records as of October 31, 2014.

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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	161	6	2	0	1	2	1	45	155	0	0	154	0	0	0	0
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	**896**	**146**	**41**	**11**	**50**	**35**	**9**	**1,409**	**742**	**5**	**3**					
AVG PER MO	**90**	**15**	**4**	**1**	**5**	**4**	**1**	**141**	**74**	**1**	**0**					

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 499 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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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – OCTOBER 31, 2014

NOTE:

- 9-1-1 NET is a software application that manages MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado.
- TNCRs are not requests to change actual telephone numbers. It is a corrective procedure within 9-1-1 NET to place the location of a telephone number to a valid MSAG address.

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)

PSAP	TOTAL TNCRs INITIATED	PENDING STATUS	REFERRED STATUS	TOTAL OPEN TNCR RECORDS STATUS
KAUAI	**154**	**22**	**63**	**69**

NOTE:

- **New chart initiated October 2014.**

STATUS

TOTAL TNCRs INITIATED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.

PENDING STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.

REFERRED STATUS - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.

TOTAL OPEN TNCR RECORDS STATUS - The request is submitted by the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – OCTOBER 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.

KAUAI			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		**10/30/14**	
	10/30/2014		Spatially corrected one (1) address point (4486 Niu St) in Kapaa.
	10/30/2014		Corrected Location Name to one (1) address point (4486 Niu St) in Kapaa.
		10/15/14	
	10/15/2014		Corrected address to one (1) address point (404739 Kuhio Hwy) in Kapaa.
	10/15/2014		Corrected address to two (2) address points (201201 and 202101 Kaumualii Hwy) in Eleele.
	10/15/2014		Corrected address to two (2) address points (506914 and 507934 Kuhio Hwy) in Haena.
	10/15/2014		Corrected address to two (2) address points (4867 and 5100 Maalo Rd) in Hanamaulu.
	10/15/2014		Corrected address to one (1) address point (102877 Kaumualii Hwy) in Hanapepe.
	10/15/2014		Corrected address to one (1) address point (502972 Kuhio Hwy) in Kalihiwai.
	10/15/2014		Corrected address to one (1) address point (401168 Kuhio Hwy) in Kapaa.
	10/15/2014		Corrected address to two (2) address points (402217 and 403032 Kuhio Hwy) in Kealia.
	10/15/2014		Corrected address to three (3) address points (6490, 7807 and 8631 Kaumualii Hwy) in Kekaha.
	10/15/2014		Corrected address to two (2) address points (500804 and 501873 Kuhio Hwy) in Kilauea.
	10/15/2014		Corrected address to three (3) address points (66, 86 and 102 Kokee Rd) in Kokee.
	10/15/2014		Corrected address to two (2) address points (241052 and 276546 Kaumualii Hwy) in Koloa.
	10/15/2014		Corrected address to one (1) address point (203456 Kaumualii Hwy) in Lawai.
	10/15/2014		Corrected address to one (1) address points (4844 Kaumualii Hwy) in Mana.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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.

KAUAI			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	10/15/2014		Corrected address to two (2) address points (405999 and 474221 Kuhio Hwy) in Moloaa.
	10/15/2014		Corrected address to one (1) address point (3314 Waapa Rd) in Nawiliwili.
	10/15/2014		Corrected address to one address point (11291 Kaumualii Hwy) in Olokele.
	10/15/2014		Corrected address to one (1) address point (204451 Kaumualii Hwy) in Omao.
	10/15/2014		Corrected address to one (1) address point (10783 Kaumualii Hwy) in Pakala.
	10/15/2014		Corrected address to one (1) address point (4331 Waialo Rd) in Port Allen.
	10/15/2014		Corrected address to two (2) address points (503506 and 504590 Kuhio Hwy) in Princeville.
	10/15/2014		Corrected address to one (1) address point (301301 Kaumualii Hwy) in Puhi.
	10/15/2014		Corrected address to five (5) address points in Wailua.
	10/15/2014		Corrected address to three (3) address points (9173 Kaumualii Hwy, 22 and 54 Waimea Canyon Dr) in Waimea.
	10/15/2014		Corrected address to three (3) address points (505754, 506246 and 506399 Kuhio Hwy) in Wainiha.
	10/15/2014		Spatially corrected one (1) address point (404739 Kuhio Hwy) in Anahola.
	10/15/2014		Spatially corrected two (2) address points (201201 and 202101 Kaumualii Hwy) in Eleele.
	10/15/2014		Spatially corrected two (2) address points (506914 and 507934 Kuhio Hwy) in Haena.
	10/15/2014		Spatially corrected two (2) address points (4867 and 5100 Maalo Rd) in Hanamaulu.
	10/15/2014		Spatially corrected one (1) address point (102877 Kaumualii Hwy) in Hanapepe.
	10/15/2014		Spatially corrected one (1) address point (502972 Kuhio Hwy) in Kalihiwai.
	10/15/2014		Spatially corrected one (1) address points (401168 Kuhio Hwy) in Kapaa.
	10/15/2014		Spatially corrected two (2) address points (402217 and 403032 Kuhio Hwy) in Kealia.
	10/15/2014		Spatially corrected three (3) address points (6490, 7807 and 8631 Kaumualii Hwy) in Kekaha.
	10/15/2014		Spatially corrected two (2) address points (500804 and 501873 Kuhio Hwy) in Kilauea.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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.

KAUAI			
Type of Layer	**Akimeka GIS Server Date Created/ Edits Performed**	**Date Loaded Into PSAP GIS Server**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	10/15/2014		Spatially corrected three (3) address points (66, 86 and 102 Kokee Rd) in Kokee.
	10/15/2014		Spatially corrected two (2) address points (241052 and 276546 Kaumualii Hwy) in Koloa.
	10/15/2014		Spatially corrected one (1) address point (203456 Kaumualii Hwy) in Lawai.
	10/15/2014		Spatially corrected one (1) address point (4844 Kaumualii Hwy) in Mana.
	10/15/2014		Spatially corrected two (2) address points (405999 and 474221 Kuhio Hwy) in Moloaa.
	10/15/2014		Spatially corrected one (1) address point (3314 Waapa Rd) in Nawiliwili.
	10/15/2014		Spatially corrected one (1) address point (11291 Kaumualii Hwy) in Olokele.
	10/15/2014		Spatially corrected one (1) address point (204451 Kaumualii Hwy) in Omao.
	10/15/2014		Spatially corrected one (1) address point (10783 Kaumualii Hwy) in Pakala.
	10/15/2014		Spatially corrected one (1) address point (4331 Waialo Rd) in Port Allen.
	10/15/2014		Spatially corrected two (2) address points (503506 and 504590 Kuhio Hwy) in Princeville.
	10/15/2014		Spatially corrected one (1) address point (301301 Kaumualii Hwy) in Puhi.
	10/15/2014		Spatially corrected five (5) address points in Wailua.
	10/15/2014		Spatially corrected three (3) address points (9173 Kaumualii Hwy, 22 and 54 Waimea Canyon Dr) in Waimea.
	10/15/2014		Spatially corrected three (3) address points (505754, 506246 and 506399 Kuhio Hwy) in Wainiha.
	10/9/2014		Added one (1) address point (10615 Kaumualii Hwy) in Pakala.
DISPATCH AND RESPONSE			
ESZ/ESN			

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October 1, 2014 - October 31, 2014

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			
Emergency Callboxes		**10/15/14**	
	10/15/2014		Corrected address to 45 Emergency Callboxes.
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Districts			

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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)			
DISPATCH AND RESPONSE			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest			
		10/30/14	
	10/30/2014		Corrected address to one (1) Point of Interest (Kapaa Police Substation) in Kapaa.
	10/30/2014		Spatially corrected one (1) Point of Interest (Kapaa Police Substation) in Kapaa.
		10/15/14	
	10/15/2014		Corrected address to 45 points of interest.
Police Beats			
	10/21/2014		Corrected boundary to two (2) Police Beats (Beats 453 and 456).
	10/20/2014		Corrected boundary to two (2) Police Beats (Beats 450 and 556).
Police Districts			
Police Response Areas			
Police Stations	10/30/2014		Corrected address to Kapaa Police Station.
	10/30/2014		Spatially corrected Kapaa Police Station.
Schools			

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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.

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			
Street Centerlines		**10/30/14**	
	10/29/2014		Spatially corrected seventeen (17) street centerlines in Princeville.
	10/23/2014		Spatially corrected six (6) streets in Princeville.
		10/15/14	
	10/2/2014		Spatially corrected one (1) street centerline of Kaumualii Hwy in
Trails			
WSP Cell Sectors		**10/30/14**	
	10/23/2014		Per VZW CRS
	10/21/2014		Per VZW CRS
		10/15/14	
WSP Cell Towers (Points)		**10/30/14**	
	10/23/2014		Per VZW CRS
	10/21/2014		Per VZW CRS
		10/15/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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.

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)			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Medical Facilities			
Parcels			
Parks			
Parks Polygon			
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges		**10/15/14**	
	10/6/2014		Added fire attributes (Fire Beat, Fire Response Area and Fire Agency ID) to 55 bridges.
	10/3/2014		Added three (3) bridges (Hanamaulu Stream Bridge, Hanamaulu Viaduct and Uhelekawawa Canal Bridge).
	10/3/2014		Spatially corrected 13 bridges.
	10/3/2014		Added height to one (1) bridge (Hanalei River).
	10/3/2014		Added weight to 25 bridges.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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.

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)			
Bridges	10/2/2014		Added two (2) bridges (Lawai Bridge Makai Deck and Maalo Road Railroad Overpass).
	10/2/2014		Spatially corrected eleven (11) bridges.
	10/2/2014		Added height to three (3) bridges (Kaumualii Hwy Eleele, Kaumualii Hwy Kaumakani and Kaumualii Hwy Olokele).
	10/2/2014		Added weight to 16 bridges.
Coastline			
Coastal Names			
Communications			
Emergency Shelters			
Emergency Operation Centers (EOC)			
Government Buildings			
Harbors			
Helipads			
Hydrants			
Hydrology Layers			
Dams			
Ponds			

Kauai County E9-1-1 Status Report

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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.

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)			
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			

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.**
- **Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.**
- ***Due to the upcoming Holidays, Akimeka's GIS Deliverables will be rescheduled as follows:***
  November 13, 2014 and November 25, 2014 (to avoid Thanksgiving Day)
  December 4, 2014 and December 18, 2014 (to avoid Christmas Day)

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

10/30/2014	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, Police Stations and Flood Zones for GeoComm.
10/30/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Flood Zones.
10/16/2014	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, Bridges and Emergency Callboxes for GeoComm.
10/15/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Emergency Callboxes and Bridges.

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. On October 31, 2014, Akimeka received an approved Draft copy of the implementation of Police Beat (Sector) 453 from the Captain of the Patrol Division. Procedure and personnel to upload this implementation into the CAD system is currently under inquiry. It is recommended that the PowerMap and CAD systems be updated simultaneously to avoid any Police Beat discrepancies for dispatching.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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. On October 15th 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.

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.

2. As of October 31, 2014, Akimeka is currently awaiting finalized information from the County regarding the weight attribute fields and weight measurement scales, as well as information on other attributes that should be included in the Bridges layer.

    a. The updates to the Bridges layer is anticipated to be completed during the month of November and will be uploaded into PowerMap and be available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system in November 2014.

FLOOD ZONE:

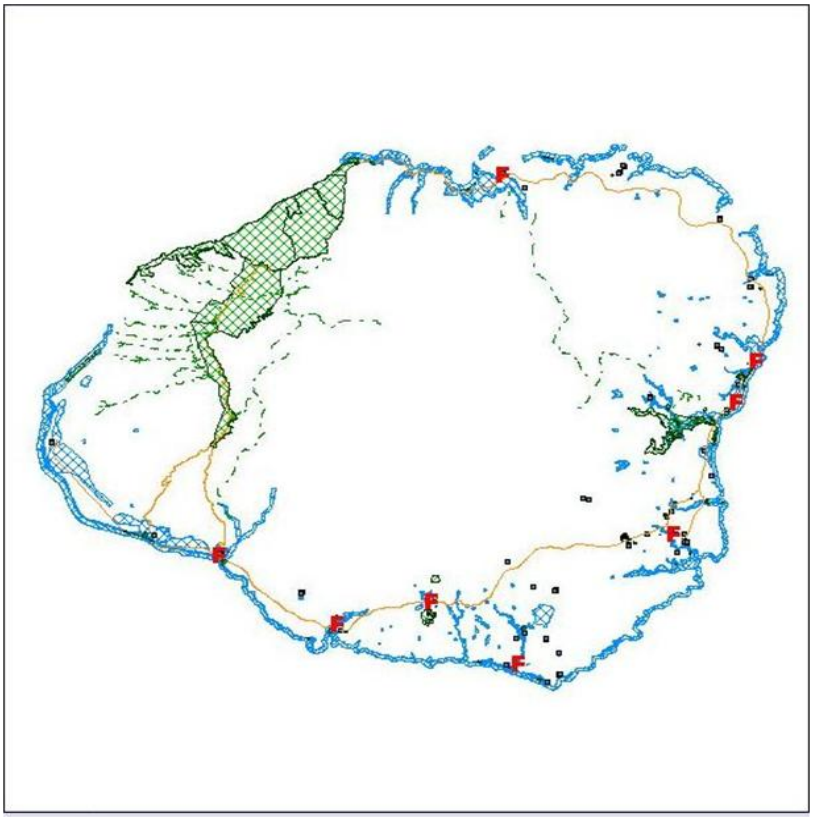
During the month of October 2014, per special request of the Kauai Police Department, Akimeka created a Flood Zone layer.

1. During October 2014, Akimeka created a Flood Zone layer which displays the area of Kauai that falls within the 100-year flood zone.

    a. The new Flood Zone layer was uploaded into PowerMap and made available to the dispatchers on October 30th 2014.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014



Screenshot of the Kauai Flood Zone layer, source of information provided from NOAA and County of Kauai and prepared by Akimeka for the 911 mapping systems.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – OCTOBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

- **There are no open service requests for October 2014**

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

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

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

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 a database synchronization audit for Kauai County in October 2014.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on October 1, 2014, against its 9-1-1 GIS Street Centerline data. A total number of **1,271** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on **October 1, 2014** for Kauai County are reported below.

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

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

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUDIT SUMMARY RESULTS – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of January 7, 2014		As of April 1, 2014		As of July 1, 2014		As of October 1 , 2014	
		9-1-1 MSAG Dated 01-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,266		1,264		1,268		1,271	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.4%	56	4.4%	60	4.7%	63	5.0%
Net 9-1-1 MSAG Records Eligible for Comparison		**1,210**		**1,208**		**1,208**		**1,208**	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		**1,204**	**99.5%**	**1,205**	**99.8%**	**1,202**	**99.5%**	**1,205**	**99.8%**
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	6	0.5%	3	0.2%	5	0.4%	3	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	0	0.0%	1	0.1%	0	0.0%
Total 9-1-1 MSAG Records No Match		**6**	**0.5%**	**3**	**0.2%**	**6**	**0.5%**	**3**	**0.2%**

Objective: *NENA Recommended Match Rate = 98%*

The two-way (MSAG – GIS) database synchronization audit completed

for Kauai County resulted in a 99.8% 9-1-1 Match percentage

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.**

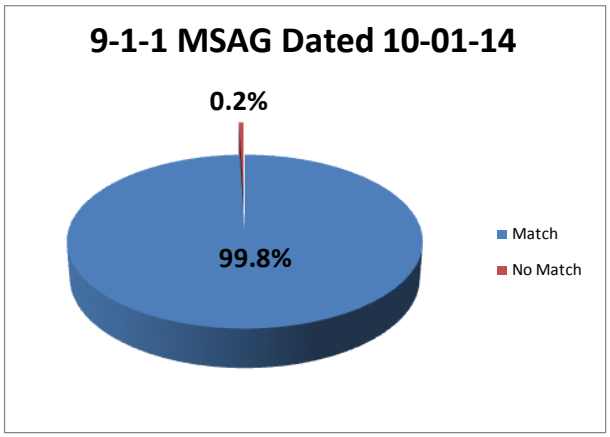
- **An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).**

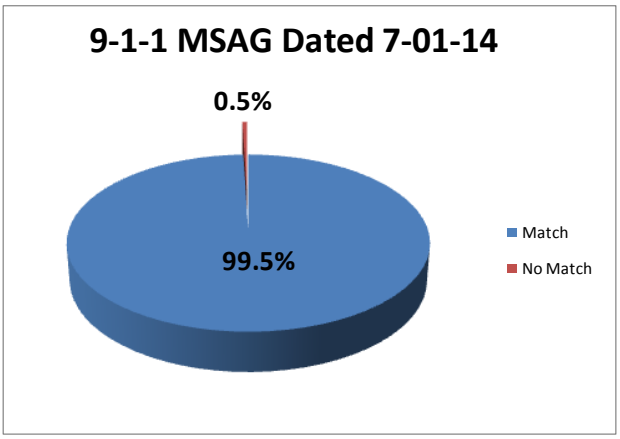
- **An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.**

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUDIT SUMMARY RESULTS – OCTOBER 1, 2014 MSAG VS. JULY 1, 2014 MSAG





Kauai County's level of accuracy or 9-1-1 Match percentage

as of October 2014 was 99.8%.

The NENA recommended minimum match rate of 98% has been met

consistently in 2013 and continues in 2014.

- Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is "last modified".
- There is three (3) MSAG record that don't match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the to the end of the month. These records have been corrected and will be reflected in the October 2014 re-analysis.

Kauai County E9-1-1 Status Report

October 1, 2014 - October 31, 2014

AUDIT SUMMARY RESULTS CONTINUED

- There is one (1) MSAG record with missing GIS record. The missing record was due to MSAG correction request not being completed prior to the end of month. This record has been completed and will be reflected in the October 2014 re-analysis.
- Five (5) minor MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines, and will be reflected in the October 2014 re-analysis.
- Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records							
	9-1-1 MSAG Dated 1-01-14		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14	
	# 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)	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	112	8.2%	103	7.5%	85	6.3%	65	4.9%

These invalid MSAG records represent **4.9%** of the Total MSAG records for Kauai County as of the October 1, 2014 MSAG as compared to **6.3%** as of the July 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

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

Kauai County E9-1-1 Status Report

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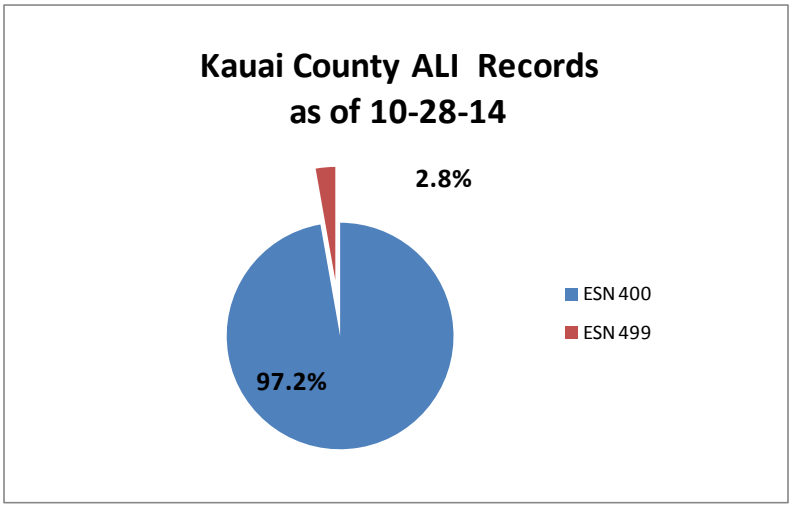
AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of October 28, 2014, there are **704** ESN 499 ALI records, representing **2.8%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **21%** (890 to 704) from July 23, 2014 to October 28, 2014 respectively.



The total number of ALI records remains relatively consistent.

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

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