

**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, December 11, 2014  
(Joint Meeting with Board)  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
9:00 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. Request authorization:
      1. 911 Goes to WashDC Conference, February 22-26, 2015:
        - a. MPD (2) - \$7,000
        - b. HPD (3) - \$9,000
        - c. Board members (3) - \$9,000.
        - d. Executive Director (1) - \$2,500.
    - iv. Others
  - b. Communications Committee – Steven Schutte
    - i. 2015 Legislative Investigative Committee
    - ii. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of FY 2015 Cash Flow & Budget Financial report

- ii. Update on procurement of Independent CPA auditor.
- iii. Budget analysis of proposed funding of Smart911 Software requested by HPD.
- iv. Request for Funding Authorization:
  - 1. 911 Goes to WashDC Conference, February 22-26, 2015:
    - a. MPD (2) - \$7,000.
    - b. HPD (3) - \$9,000.
    - c. Board members (3) - \$9,000.
    - d. Executive Director (1) - \$2,500.
- v. Authorization for approval for E911 Fund check signatories:
  - 1. Ryan Freitas
  - 2. Jeffrey Ono
  - 3. Kiman Wong
  - 4. Thera Bradshaw

## **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**

- i. Meeting dates (9am – 12noon).
  - 1. Tuesday, January 6, 2015 (Joint Meeting)
  - 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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9:00 am to 12:00 noon**

**Meeting Minutes**

**Communications committee members present:** Steven Schutte (Chair), Paul Ferreira, Marshall Kanehailua, Davlynn Racadio, Victor Ramos, and Lavina Taovao.

**Communications committee members absent:** None

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

**Technical committee members absent:** Gary Lum.

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

**Finance Committee members absent:** None

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

**Observers:** Travis Ing (KPD), Jayne Nantkes (independent), Wayne Hiras (Sandwich Isle), Ah Lan Leong (HPD), Todd Crosby (OIMT), Jeff Riewer (AT&T), Liz Gregg (AT&T), Sean Naito (HPD), Robert Gausepohl (KPD), Ryan Freitas (HawTel), and Bonnie Young (MPD).

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

- a. The meeting was called to order at 10:10 am.
- b. Quorum was present for all committees.

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

- a. The Board Chair asked if anyone wishes to provide public testimony on any agenda item to please come forward. No one came forward.

**III. Introductions**

- a. Introductions were made of all in attendance.

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

- a. Mr. Roy Irei motioned to accept the meeting minutes of the December 11, 2014 meeting minutes. 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:
    - 1. Asst. Chief Marshall Kanehailua stated that he will be convening the Investigative Regulatory Committee next month.
  - ii. FCC updates :
    - 1. The Executive Director stated that she sent out the Washington State Utilities Commission report on Outages in April which generated the FCC investigation which is still ongoing.
    - 2. The second major topic before the FCC is location accuracy on wireless calls. The response from the Board has been filed with the FCC. The report articulates the need to be able to have accurate location accuracy for both indoor and outdoor in mobile environments. Reply comments are estimated to be due back on December 24, 2014.
  - iii. Request authorization:

1. 911 Goes to Wash.D.C Conference, February 22-26, 2015:

- a. MPD (2) - \$7,000
- b. HawPD (2) - \$7,000
- c. HPD (3) - \$9,318
- d. Board members (4) - \$12,000.
- e. Executive Director (1) - \$2,500.
- f. Total Funding Requested - \$37,818.
- g. Mr. Steven Schutte motioned to authorize travel to the 911 Goes to Wash.D.C. Conference for the PSAPs, Board members and Executive Director listed above. The motion was seconded and approved by voice vote subject to funding by the Finance Committee and final approval by the Board.

iv. Others - None

b. Communications Committee – Steven Schutte

i. 2015 Legislative Investigative Committee

- 1. Deputy Chief Paul Ferreira stated his desire to convene the Legislative Investigative Committee in January 2015 to assure appropriate representation. It was also stated that the following items will be on the agenda for FY 2015.

- a. Hiring of permanent personnel.
- b. Prepaid surcharge

The Executive Director recommended the Legislative Investigative Committee be convened every year in order to promote the boards 911 agenda.

ii. Others - None

c. Finance Committee – Kiman Wong

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

- 1. Mr. Kiman Wong provide the monthly financial status for November 2014:

- a. Total Receipts for the month- \$772,740.
  - b. Total Disbursements for the month - \$641,427.
  - c. Net monthly receipts were -\$131,313.
  - d. Bank balance for the month - \$14,007,808.
  - e. Unencumbered cash balance for the month - \$11,314,093.
- ii. Update on procurement of Independent CPA auditor.
  - 1. Mr. Kiman Wong provided an update of the procurement process for the CPA auditor by stating the following:
    - a. The procurement effort has resulted in responses from nine CPA firms.
    - b. The selection committee will convene following the Board meeting to initiate the selection process and due diligence on the selected CPA firm.
    - c. We are on track to complete the selection process by the January Board meeting in order to obtain Board authorization to engage the CPA firm and fund the contractual agreement.
- iii. Budget analysis of proposed funding of Smart911 Software requested by HPD.
  - 1. Mr. Courtney Tagupa provided an overview of the financial impact Smart911 Software places on the Strategic Budget Plan (SBP). The estimated funding requirements for the Smart911 software is within the strategic budget plan within the \$9M legislative ceiling.
- iv. Request for Funding Authorization:
  - 1. 911 Goes to Wash.D.C Conference, February 22-26, 2015:
    - a. Mr. Roy Irei motioned to increase the total funding due to the addition of two attendees from Hawaii PD and one Board member. The total amount increased to \$37,818 as itemized below. The

motion was seconded and approved by voice vote by all committee members present.

- b. MPD (2) - \$7,000
- c. HawPD (2) - \$7,000
- d. HPD (3) - \$9,318
- e. Board members (4) - \$12,000.
- f. Executive Director (1) - \$2,500.
- g. Total Funding Requested - \$37,818.
- h. Mr. Roy Irei motioned to approve funding in the amount of \$37,818 for the above PSAPs, Board members and Executive Director subject to final approval by the Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

- 2. HPD Smart911 Software - \$14,000 nonrecurring; \$62,400 annual recurring charge.

- a. Mr. Roy Irei motioned to approve funding for the recurring and nonrecurring totaling \$76,400 for FY 2015. Smart911 software expenses are subject to final approval by the Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

- v. Authorization for approval for E911 Fund check signatories:

- 1. Ryan Freitas, Board member.
- 2. Jeffrey Ono, Board member.
- 3. Kiman Wong, Board member.
- 4. Thera Bradshaw, Executive Director.
- 5. Mr. Roy Irei motioned to approve the named signatories for check approval for the E911 Fund subject to final approval by the Board. The motion was seconded and approved by voice vote by all Finance Committee members present.

## **VI. PSAP Status Updates**



- a. Kauai – Mark Begley
  - i. Rob Gausepohl provided an update on the on the ongoing Kauai CAD update.
- b. Oahu – Dave Kajihira
  - i. Asst. Chief Randy Macadangdang provided the following updates:
    - 1. Motorola has requested formalization for the extension in their deadline for HPD's CAD project completion to August 2015.
    - 2. Major Aaron Correia is retiring at the end of the year. Major A. Lum will be on special assignment to the CAD project to ensure the project is completed in August 2015.
  - ii. Major Sean Naito provided an update on the Text-9-1-1.
    - 1. After a meeting with Hawaiian Telcom and Intrado, HPD is estimating that Text – 9-1-1 should be ready by April 2015.
    - 2. The request letter for Text-911 from the PSAP's to the wireless carriers has been drafted by the Executive Director and provided to the PSAP's which is now under their legal review. The FCC has established a six month timeframe window for implementing Text-9-1-1 for the wireless carriers once the request letter is received.
- c. Molokai – Victor Ramos – nothing to report
- d. Maui – Victor Ramos
  - i. Asst. Chief John Jakubczak will be the Mayor's appointee for Maui PSAP replacing retired Chief Clayton Tom beginning January 2015.
- e. Hawaii – Marshall Kanehailua
  - i. Asst. Chief Marshall Kanehailua stated that the Hawaii PSAP CAD update vendor selection is in the final stage.
  - ii. Sgt. Travis Ing stated that HawTel and Intrado visited the Hawaii PSAP and found the cause of the audio reading issue was

attributable to both personnel and hardware. Hawaii PSAP will continue to monitor equipment for any further problems.

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

- a. 911 Timeline update – no update.
- d. Others – no update.

**VIII. Announcements**

- i. Meeting dates (9am – 12noon).
  - 1. Tuesday, January 6, 2015 (Joint Meeting)
  - 2. Tuesday, February 10, 2015
  - 3. Tuesday, March 10, 2015
  - 4. Tuesday, April 7, 2015
- b. Others – Video Conferencing
  - i. Mr. Courtney Tagupa reported that Mr. Todd Crosby offered the option to utilize video conferencing capabilities in the Kalanimoku Building as an alternative to traveling from the neighbor islands for meeting purposes. The Board Chair requested this matter be investigated for consideration.
  - ii. The Executive Director recommended consideration of combined meetings as a means of reducing the need for an additional travel day and reduction overall meeting hours each month. The combined meetings have worked well over several months while gaining efficiencies at a reduced cost.

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

- a. The Board Chair requested if anyone in attendance who wishes to comment on issues not on the agenda for consideration for next month's meeting agenda to please come forward. No one came forward.

**X. Adjournment**

- a. The meeting was adjourned at 10:50 pm.

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

<b>Budget Analysis</b>				
<b>FY 2014-15</b>	<b>Actuals</b>		<b>Annual Budget</b>	<b>% of Budget Expended</b>
	<b>NOVEMBER</b>	<b>FY-T-D</b>		
<b><i>Receipts:</i></b>				
Enhanced 911 Surcharge Collection	772,691	3,844,715	9,080,000	42.3%
Interest Income	48	442	2,500	17.7%
<i>Receipts</i>	772,740	3,845,157	9,082,500	42.3%
<b><i>Disbursements:</i></b>				
Conference Travel	(10,096)	(53,693)	(158,000)	34.0%
Non-Recurring Expenses	-	(13,472)	(1,855,356)	0.7%
Recurring Expenses:				
Administration	(260,465)	(383,276)	(1,261,192)	30.4%
Maintenance	(85,352)	(659,459)	(3,533,551)	18.7%
Telecommunications	(285,514)	(607,761)	(2,097,998)	29.0%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement		120,314	120,314	100.0%
<i>Disbursements</i>	(641,427)	(1,593,576)	(8,793,383)	18.1%
<i>Net Receipts/(Disbursements)</i>	131,313	2,251,582	289,117	
<b>Cash Flow Analysis</b>				
<i>Net Receipts/(Disbursements)</i>	\$ 131,313	\$ 2,251,582		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014		\$ (747,621)		1,523,284
Accounts Receivable (Offset)		\$ (350)		2,952
Net Encumbrance Adds/(Paydown)	\$ -	\$ (747,971)		
Net Cash Inflow/(Outflow)	\$ 131,313	\$ 1,503,611		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		\$ 12,504,198		
Net Bank Balance		\$ 14,007,808		
Outstanding Ecumb/Accruals		\$ (2,693,716)		
Unencumbered Cash Balance	\$ -	\$ 11,314,093		

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

<b>MONTH OF NOVEMBER 2014</b>		<b>Hawaii PSAP</b>	<b>Maui PSAP</b>	<b>KAUAI PSAP</b>	<b>Oahu PSAP</b>	<b>ADMIN</b>	<b>TOTAL</b>
<b>Total RECEIPTS</b>		-	-		-	772,740	772,740
<b>DISBURSEMENTS:</b>							
<b>6200 CONFERENCES</b>							
	6204 APCO Conference	-	-		3,166	-	3,166
	6222 TriTech CAD Users	-	-		4,408	-	4,408
	6227 FCC Hearings	-	-		-	2,522	2,522
<b>Total 6200 CONFERENCES</b>		-	-		7,574	2,522	10,096
<b>6400 RECURRING EXPENSES</b>							
<b>6401 ADMINISTRATION</b>							
	6401.01 Exec Dir. Services	-	-		-	28,438	28,438
	6401.08 Board Member Travel	-	-		-	1,076	1,076
	6401.09 DB&F Assessments						
	6401.0101 DB&F Admin. Assess	-	-		-	26,865	26,865
	6401.0102 DB&F Rev Assessment	-	-		-	189,043	189,043
<b>Total 6401.09 DB&amp;F Assessments</b>		-	-		-	215,908	215,908
	6401.18 AG Legal Fees	-	-		-	691	691
	6401.20 RCUH Contract	-	-		-	14,352	14,352
<b>Total 6401 ADMINISTRATION</b>		-	-		-	260,465	260,465
<b>6402 MAINTENANCE</b>							
	6402.07 0011 9-1-1MSAG Maint.	19,943	18,795		46,615		85,352
<b>Total 6402 MAINTENANCE</b>		19,943	18,795		46,615	-	85,352
<b>6403 Other RECURRING</b>							
	6403.01 Telcom Charges						
	6403.0102 Long Distance	28	28		-	-	57
	6403.0109 Telcom Trunk	25,529	23,208		236,720	-	285,457
<b>Total 6403.01 Telcom Charges</b>		25,557	23,236		236,720	-	285,514
<b>Total 6403 Other RECURRING</b>		25,557	23,236		236,720	-	285,514
<b>Total 6400 RECURRING EXPENSES</b>		45,500	42,031		283,335	260,465	631,331
<b>Total DISBURSEMENTS</b>		45,500	42,031		290,909	262,987	641,427

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
<b>FY-T-DATE NOVEMBER 2014</b>	<b>5 MOS.</b>	<b>5 MOS.</b>	<b>5 MOS.</b>	<b>5 MOS.</b>	<b>5 MOS.</b>	<b>5 MOS.</b>	<b>ANNUAL Budget</b>	<b>Over/(Under) Budget</b>
Total RECEIPTS	-	-	-	-	3,845,157	3,845,157	-	3,845,157
DISBURSEMENTS:								
6200 CONFERENCES								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	-	(150)
6204 APCO Conference	7,586	6,085	6,526	15,155	5,386	40,738	46,286	(5,548)
6213 Navigator	-	-	-	(73)	-	(73)	-	(73)
6214 Nena Conference	-	-	(2)	6,248	-	6,247	-	6,247
6222 TriTech CAD Users	-	-	-	4,408	-	4,408	18,000	(13,592)
6227 FCC Hearings	-	-	-	-	2,522	2,522	5,023	(2,501)
6200 CONFERENCES - Other	-	-	-	-	-	-	88,691	(88,691)
Total 6200 CONFERENCES	7,436	6,085	6,525	25,738	7,908	53,693	158,000	(104,307)
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								
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
Total 6303 Computers	-	-	-	-	-	-	5,000	(5,000)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSystAdm								
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
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	-	6,116	-	13,472	1,855,356	(1,841,884)

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

	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN		TOTAL	
FY-T-DATE NOVEMBER 2014	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	5 MOS.	ANNUAL Budget	Over/(Under) Budget
<b>6400 RECURRING EXPENSES</b>								
<b>6401 ADMINISTRATION</b>								
6401.01 Exec Dir. Services	-	-	-	-	142,188	142,188	350,625	(208,438)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	7,184	7,184	35,000	(27,816)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	26,896	26,896	175,000	(148,104)
6401.0102 DB&F Rev Assessment	-	-	-	-	189,043	189,043	452,500	(263,457)
<b>Total 6401.09 DB&amp;F Assessments</b>	-	-	-	-	215,939	215,939	627,500	(411,561)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	400	400	200	200
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	2,522	2,522	-	2,522
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	70,000	(70,000)
<b>Total 6401.15 WSP Cost Recovery</b>	-	-	-	-	2,522	2,522	70,000	(67,478)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	691	691	100,000	(99,309)
6401.19 Public Education	-	-	-	-	-	-	50,000	(50,000)
6401.20 RCUH Contract	-	-	-	-	14,352	14,352	14,352	-
<b>Total 6401 ADMINISTRATION</b>	-	-	-	-	383,276	383,276	1,261,192	(877,916)
<b>6402 MAINTENANCE</b>								
6402.02 Imagery Lic Agree	-	-	-	120,225	-	120,225	1,116,896	(996,671)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	59,828	54,968	75,179	186,459	-	376,434	1,312,521	(936,088)
6402.08 CAD Maintenance	-	-	-	162,801	-	162,801	1,038,752	(875,951)
6402.13 Software Maintenance								
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402.13 Software Maintenance</b>	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402 MAINTENANCE</b>	59,828	54,968	75,179	469,484	-	659,459	3,533,551	(2,874,092)
<b>6403 Other RECURRING</b>								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	113	113	169	-	-	395	2,160	(1,765)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	76,586	18,554	92,832	394,534	-	582,506	1,643,237	(1,060,731)
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)
<b>Total 6403.0110 Ocean Safety</b>	-	-	-	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)
<b>Total 6403.01 Telcom Charges</b>	76,699	18,667	93,000	419,394	-	607,761	2,097,998	(1,490,237)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-	-	-	-	(120,314)	(120,314)	(120,314)	-
<b>Total 6403 Other RECURRING</b>	76,699	18,667	93,000	415,624	(120,314)	483,676	1,985,284	(1,501,607)
<b>Total 6400 RECURRING EXPENSES</b>	136,527	73,636	168,179	885,108	262,961	1,526,411	6,780,027	(5,253,615)
<b>Total DISBURSEMENTS</b>	143,963	87,077	174,704	916,962	270,870	1,593,576	8,793,383	(7,199,807)

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

Summary of Encumbrances/Accruals:									
							Q1	Oct2014	
<i>FY 2011 Encumbrances:</i>	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Balance
CAD Upgrade:			419,000			419,000	-		419,000
<i>FY 2012 Encumbrances:</i>						-			
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
<i>FY 2014 Accruals</i>									
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 November 30, 2014**

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		9,000.00				(9,000.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,000.00				(3,000.00)	-	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		3,000.00				(3,000.00)	-	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 (Sep28-10Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
RCUH Contract					14,352.00		14,352.00	7/1/2014
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
Prior Period C&CHNL Reimbursement					(120,314.44)		(120,314.44)	
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					2,523.00	(2,523.00)	-	10/9/2014
Executive Diretor Travel to Wash.DC for FCC Hearing (TBD)					2,500.00	(2,500.00)		11/13/2014
Totals	2,510,950.00	2,896,518.00	1,058,138.00	1,087,799.00	1,151,286.67	88,690.89	8,793,382.56	



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

FY-T-DATE NOVEMBER 2014		Hawaii PSAP		
		5 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>		-		
<b>DISBURSEMENTS:</b>				
<b>6200 CONFERENCES</b>				
6201	911 Goes to WashDC	(150)		
6204	APCO Conference	7,586	7,400	186
6213	Navigator	-		
6214	Nena Conference	-		
6222	TriTech CAD Users	-		
6227	FCC Hearings	-		
6200	CONFERENCES - Other	-		
<b>Total 6200 CONFERENCES</b>		7,436	7,400	36
<b>6300 Non-RECURRING</b>				
<b>6301 CAD Replac/Upgrade</b>				
6301.01	EMS	-		
6301.02	Hawai'i Police Dept	-	1,500,000	(1,500,000)
6301.04	Honolulu Police	-		
6301.05	Kauai Police Dept	-		
<b>Total 6301 CAD Replac/Upgrade</b>		-	1,500,000	(1,500,000)
<b>6302 CMLs for Altern Dispat</b>		-		
<b>6303 Computers</b>				
6303.20	Dispatch Software	-	5,000	(5,000)
<b>Total 6303 Computers</b>		-	5,000	(5,000)
<b>6306 Training</b>				
6306.11	Training (CAD) HPD	-		
6306.12	TriTechCADSystAdm	-		
6306.122	CAD TriTech EMS	-		
<b>Total 6306.12 TriTechCADSystAdm</b>		-		
6306.14	NG Text to 911 Refresh	-	6,000	(6,000)
<b>Total 6306 Training</b>		-	6,000	(6,000)
<b>Total 6300 Non-RECURRING</b>		-	1,511,000	(1,511,000)
<b>6400 RECURRING EXPENSES</b>				
<b>6402 MAINTENANCE</b>				
6402.02	Imagery Lic Agree	-	300,000	(300,000)
6402.05	Logging RecordMaint	-		
6402.07	0011 9-1-1MSAG Maint.	59,828	307,647	(247,819)
6402.08	CAD Maintenance	-	68,752	(68,752)
6402.13	Software Maintenance	-		
6402.131	Integrgraph DB S/W Maint	-	4,607	(4,607)
<b>Total 6402.13 Software Maintenance</b>		-	4,607	(4,607)
<b>Total 6402 MAINTENANCE</b>		59,828	681,006	(621,178)
<b>6403 Other RECURRING</b>				
<b>6403.01 Telcom Charges</b>				
6403.0101	Alt. PSAP 9-1-1 Del	-		
6403.0102	Long Distance	113	1,200	(1,087)
6403.0103	Mileage	-		
6403.0109	Telcom Trunk	76,586	306,344	(229,758)
6403.0110	Ocean Safety	-		
6403.0110.1	CML	-		
6403.0110.2	Centrex	-		
6403.0110.3	Mileage	-		
6403.0110	Ocean Safety - Other	-		
<b>Total 6403.0110 Ocean Safety</b>		-		
6403.0112	HPD CML Viper-Kapolei	-		
6403.0113	HPDCMLViper-Alapai	-		
6403.0114	SD Viper (OSL) (3)	-		
6403.0115	Text-to-911 Service	-	4,000	(4,000)
6403.0116	Alt PSAP Call Route	-		
<b>Total 6403.01 Telcom Charges</b>		76,699	311,544	(234,845)
<b>6403.02 EMS Tower Lease</b>		-		
<b>6403.03 Prior Period Reimb.</b>		-		
<b>Total 6403 Other RECURRING</b>		76,699	311,544	(234,845)
<b>Total 6400 RECURRING EXPENSES</b>		136,527	992,550	(856,023)
<b>Total DISBURSEMENTS</b>		143,963	2,510,950	(2,366,987)

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

					Kauai PSAP		
FY-T-DATE NOVEMBER 2014					5 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>					-		
<b>DISBURSEMENTS:</b>							
6200 CONFERENCES							
6201 911 Goes to WashDC					-		
6204 APCO Conference					6,085	11,100	(5,015)
6213 Navigator					-		
6214 Nena Conference					-		
6222 TriTech CAD Users					-	6,000	(6,000)
6227 FCC Hearings					-		
6200 CONFERENCES - Other					-		
<b>Total 6200 CONFERENCES</b>					6,085	17,100	(11,015)
6300 Non-RECURRING							
6301 CAD Replac/Upgrade							
6301.01 EMS					-		
6301.02 Hawai'i Police Dept					-		
6301.04 Honolulu Police					-		
6301.05 Kauai Police Dept					7,356	7,356	(0)
<b>Total 6301 CAD Replac/Upgrade</b>					7,356	7,356	(0)
6302 CMLs for Altern Dispat					-	300,000	(300,000)
6303 Computers							
6303.20 Dispatch Software					-		
<b>Total 6303 Computers</b>					-	-	-
6306 Training							
6306.11 Training (CAD) HPD					-		
6306.12 TriTechCADSystAdm							
6306.122 CAD TriTech EMS					-		
<b>Total 6306.12 TriTechCADSystAdm</b>					-		
6306.14 NG Text to 911 Refresh					-		
<b>Total 6306 Training</b>					-		
<b>Total 6300 Non-RECURRING</b>					7,356	307,356	(300,000)
6400 RECURRING EXPENSES							
6402 MAINTENANCE							
6402.02 Imagery Lic Agree					-	194,633	(194,633)
6402.05 Logging RecordMaint					-		
6402.07 0011 9-1-1MSAG Maint.					54,968	220,000	(165,032)
6402.08 CAD Maintenance					-		
6402.13 Software Maintenance							
6402.131 Integraph DB S/W Maint					-		
<b>Total 6402.13 Software Maintenance</b>					-		
<b>Total 6402 MAINTENANCE</b>					54,968	414,633	(359,665)
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0101 Alt. PSAP 9-1-1 Del					-	232,132	(232,132)
6403.0102 Long Distance					113	480	(367)
6403.0103 Mileage					-		
6403.0109 Telcom Trunk					18,554	111,398	(92,844)
6403.0110 Ocean Safety							
6403.0110.1 CML					-		
6403.0110.2 Centrex					-		
6403.0110.3 Mileage					-		
6403.0110 Ocean Safety - Other					-		
<b>Total 6403.0110 Ocean Safety</b>					-		
6403.0112 HPD CML Viper-Kapolei					-		
6403.0113 HPDCMLViper-Alapai					-		
6403.0114 SD Viper (OSL) (3)					-		
6403.0115 Text-to-911 Service					-	4,100	(4,100)
6403.0116 Alt PSAP Call Route					-	600	(600)
<b>Total 6403.01 Telcom Charges</b>					18,667	348,710	(330,043)
6403.02 EMS Tower Lease					-		
6403.03 Prior Period Reimb.					-		
<b>Total 6403 Other RECURRING</b>					18,667	348,710	(330,043)
<b>Total 6400 RECURRING EXPENSES</b>					73,636	763,343	(689,707)
<b>Total DISBURSEMENTS</b>					87,077	1,087,799	(1,000,722)

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

FY-T-DATE NOVEMBER 2014					Maui PSAP		
					5 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>					-		
<b>DISBURSEMENTS:</b>							
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					-		
6227 FCC Hearings					-		
6200 CONFERENCES - Other					-		
<b>Total 6200 CONFERENCES</b>					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					-		
<b>Total 6301 CAD Replac/Upgrade</b>					-		
6302 CMLs for Altern Dispat					-		
6303 Computers							
6303.20 Dispatch Software					-		
<b>Total 6303 Computers</b>					-		
6306 Training							
6306.11 Training (CAD) HPD					-		
6306.12 TriTechCADSystAdm					-		
6306.122 CAD TriTech EMS					-		
<b>Total 6306.12 TriTechCADSystAdm</b>					-		
6306.14 NG Text to 911 Refresh					-		
<b>Total 6306 Training</b>					-		
<b>Total 6300 Non-RECURRING</b>					-		
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.					75,179	225,500	(150,321)
6402.08 CAD Maintenance					-	170,000	(170,000)
6402.13 Software Maintenance							
6402.131 Integraph DB S/W Maint					-		
<b>Total 6402.13 Software Maintenance</b>					-		
<b>Total 6402 MAINTENANCE</b>					75,179	767,763	(692,584)
6403 Other RECURRING							
6403.01 Telcom Charges							
6403.0101 Alt. PSAP 9-1-1 Del					-		
6403.0102 Long Distance					169	480	(311)
6403.0103 Mileage					-		
6403.0109 Telcom Trunk					92,832	278,495	(185,663)
6403.0110 Ocean Safety							
6403.0110.1 CML					-		
6403.0110.2 Centrex					-		
6403.0110.3 Mileage					-		
6403.0110 Ocean Safety - Other					-		
<b>Total 6403.0110 Ocean Safety</b>					-		
6403.0112 HPD CML Viper-Kapolei					-		
6403.0113 HPDCMLViper-Alapai					-		
6403.0114 SD Viper (OSL) (3)					-		
6403.0115 Text-to-911 Service					-	4,000	(4,000)
6403.0116 Alt PSAP Call Route					-		
<b>Total 6403.01 Telcom Charges</b>					93,000	282,975	(189,975)
6403.02 EMS Tower Lease					-		
6403.03 Prior Period Reimb.					-		
<b>Total 6403 Other RECURRING</b>					93,000	282,975	(189,975)
<b>Total 6400 RECURRING EXPENSES</b>					168,179	1,050,738	(882,559)
<b>Total DISBURSEMENTS</b>					174,704	1,058,138	(883,434)

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

FY-T-DATE NOVEMBER 2014					Oahu PSAP		
					5 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
<b>Total RECEIPTS</b>					-		
<b>DISBURSEMENTS:</b>							
<b>6200 CONFERENCES</b>							
6201 911 Goes to WashDC					-		
6204 APCO Conference					15,155	15,000	155
6213 Navigator					(73)		(73)
6214 Nena Conference					6,248		6,248
6222 TriTech CAD Users					4,408	12,000	(7,592)
6227 FCC Hearings					-		
6200 CONFERENCES - Other					-		
<b>Total 6200 CONFERENCES</b>					25,738	27,000	(1,262)
<b>6300 Non-RECURRING</b>							
<b>6301 CAD Replac/Upgrade</b>							
6301.01 EMS					6,949		6,949
6301.02 Hawai'i Police Dept					-		-
6301.04 Honolulu Police					(833)		(833)
6301.05 Kauai Police Dept					-		-
<b>Total 6301 CAD Replac/Upgrade</b>					6,116	-	6,116
6302 CMLs for Altern Dispat					-		
<b>6303 Computers</b>							
6303.20 Dispatch Software					-		
<b>Total 6303 Computers</b>					-		
<b>6306 Training</b>							
6306.11 Training (CAD) HPD					-	16,000	(16,000)
6306.12 TriTechCADSystAdm							
6306.122 CAD TriTech EMS					-	5,000	(5,000)
<b>Total 6306.12 TriTechCADSystAdm</b>					-	5,000	(5,000)
6306.14 NG Text to 911 Refresh					-	16,000	(16,000)
<b>Total 6306 Training</b>					-	37,000	(37,000)
<b>Total 6300 Non-RECURRING</b>					6,116	37,000	(30,884)
<b>6400 RECURRING EXPENSES</b>							
<b>6402 MAINTENANCE</b>							
6402.02 Imagery Lic Agree					120,225	250,000	(129,775)
6402.05 Logging RecordMaint					-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.					186,459	559,374	(372,916)
6402.08 CAD Maintenance					162,801	800,000	(637,199)
6402.13 Software Maintenance							
6402.131 Integrph DB S/W Maint					-		
<b>Total 6402.13 Software Maintenance</b>					-		
<b>Total 6402 MAINTENANCE</b>					469,484	1,670,149	(1,200,665)
<b>6403 Other RECURRING</b>							
<b>6403.01 Telcom Charges</b>							
6403.0101 Alt. PSAP 9-1-1 Del					-		
6403.0102 Long Distance					-		
6403.0103 Mileage					946	11,353	(10,407)
6403.0109 Telcom Trunk					394,534	947,000	(552,466)
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)
<b>Total 6403.0110 Ocean Safety</b>					4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei					17,664	140,916	(123,252)
6403.0113 HPDCMLViper-Alapai					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					-		
<b>Total 6403.01 Telcom Charges</b>					419,394	1,154,769	(735,375)
6403.02 EMS Tower Lease					(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.					-		
<b>Total 6403 Other RECURRING</b>					415,624	1,162,369	(746,745)
<b>Total 6400 RECURRING EXPENSES</b>					885,108	2,832,518	(1,947,410)
<b>Total DISBURSEMENTS</b>					916,962	2,896,518	(1,979,556)

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

					ADMIN		
FY-T-DATE NOVEMBER 2014					5 MOS.	ANNUAL Budget	\$ Over/(Under) Budget
Total RECEIPTS					3,845,157	-	3,845,157
DISBURSEMENTS:							
6200 CONFERENCES							
	6201	911	Goes to WashDC		-		
	6204	APCO	Conference		5,386	5,386	-
	6213	Navigator			-		
	6214	Nena	Conference		-		
	6222	TriTech	CAD Users		-		
	6227	FCC	Hearings		2,522	5,023	(2,501)
	6200	CONFERENCES	- Other		-	88,691	(88,691)
Total 6200 CONFERENCES					7,908	99,100	(91,192)
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
	6401.01	Exec Dir.	Services		142,188	350,625	(208,438)
	6401.02	Electron	Signatur		-	200	(200)
	6401.05	Audit	Expense		-	12,500	(12,500)
	6401.06	Bank	Charge		-	100	(100)
	6401.08	Board	Member Travel		7,184	35,000	(27,816)
	6401.09	DB&F	Assessments				
		6401.0101	DB&F Admin. Assess		26,896	175,000	(148,104)
		6401.0102	DB&F Rev Assessment		189,043	452,500	(263,457)
Total 6401.09 DB&F Assessments					215,939	627,500	(411,561)
	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		691	100,000	(99,309)
	6401.19	Public	Education		-	50,000	(50,000)
	6401.20	RCUH	Contract		14,352	14,352	-
Total 6401 ADMINISTRATION					383,276	1,261,192	(877,916)
	6403.03	Prior	Period Reimb.		(120,314)	(120,314)	-
Total 6403 Other RECURRING					(120,314)	(120,314)	-
Total 6400 RECURRING EXPENSES					262,961	1,140,878	(877,916)
Total DISBURSEMENTS					270,870	1,239,978	(969,108)

# Oahu Civilian E9-1-1

## Status Report

*November 1, 2014 – November 30, 2014*

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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# Oahu Civilian E9-1-1 Status Report

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# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – NOVEMBER 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
November	81,916	19,570	23.89%	59,717	72.90%	49.76%	23.49%	2,548	3.11%	82	0.10%	1,687	2.06%	14,080	17.19%	612	0.75%

### 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	26.61%	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	81,916	19,570	23.89%	59,717	72.90%	49.76%	23.49%	2,548	3.11%	82	0.10%	1,687	2.06%	14,080	17.19%	612	0.75%
DEC																	
YTD	912,865	216,271		663,501				23,244		12,625		20,537		137,681		4,856	
MON AVG	82,988	19,661	23.40%	60,318	72.65%	52.73%	19.94%	2,113	2.52%	1,148	1.44%	1,867	2.25%	12,516	15.11%	441	0.53%

#### 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

## November 1, 2014 - November 30, 2014

### 9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 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
November	71,819	87.67%	21,228	35,594	917	14,080	0	1,997	2.44%	81	3	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
November	7,459	9.11%	662	146	0	29	0.04%	27	6	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%	22,828	39,363	1,015	12,47	2,403	2.79%	333	0	8,031	9.32%	669	153	63	0.07%	61	2
JUNE	73,876	89.74%	22,021	38,346	901	12,608	0	0.00%	0	0	8,021	9.74%	721	152	31	0.04%	30	13
JULY	79,990	113.98%	25,633	39,876	1,154	13,327	2,512	2.75%	135	0	8,299	9.09%	711	150	70	0.08%	70	2
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	71,819	87.67%	21,228	35,594	917	14,080	1,997	2.44%	81	3	7,459	9.11%	662	146	29	0.04%	27	6
DEC																		
YTD	797,813		233,975	416,285	10,298	125,208	22,580		1,609	88	87,093		8,134	1,453	523		496	51
MON AVG	72,528	89.78%	21,270	37,844	936	12,521	2,053	2.47%	146	8	7,918	9.56%	739	132	48	0.06%	45	5

#### NOTE:

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

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 – NOVEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
11/13/14	AT&T	1	2	Oahu PSAP	Pass
11/26/14	AT&T	1	6	Oahu PSAP	Pass

## NOTES:

- 11/13/14 1 tower 2 sectors tested.
- 11/26/14 1 tower (COW) and 6 sectors tested.

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 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	171	15	6	0	4	5	0	397	154	1	1	121	0	0	0	0

### MSAG CURRENT MONTH NOTES:

A total of **171** MSAG transactions were processed during the month of November 2014. Fifteen (15) 9-1-1Net requests were processed relating to the MSAG database, with 397 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 154 Telephone Number Change Requests (TN CR), one 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 121 TN CRs in Referred status as of November 30, 2014.**

121 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 November 30, 2014.**

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

**There are no Suspended Records as of November 30, 2014.**

<b>Definitions:</b>	(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.

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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	171	15	6	0	4	5	0	397	154	1	1	121	0	0	0	0
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	5,591	2,893	2,450	61	118	44	220	128,017	2,654	33	11					
AVG PER MO	508	263	223	6	11	4	20	11,638	241	3	1					

### NOTES:

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

<b>Definitions:</b>	(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.

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 30, 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 TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
OAHU	605	8	121	476

### NOTE:

- New chart initiated October 2014.

### STATUS

**TOTAL TNCRs SUBMITTED** - 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 UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 **November 30, 2014**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
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	11/05/14			
Hauula	11/12/14	11/17/14	11/06/14		11/14/14	11/21/14
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14		11/28/14	
Sunset	12/03/14	12/10/14	IN PROGRESS			
Haleiwa	12/12/14	12/24/14				
Wahiawa	01/02/15	01/21/15				
Waiialua	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				
Kalaheo	04/27/15	05/12/15				
Ewa Beach	05/13/15	06/30/15				
Iroquois	07/01/15	07/07/15				

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		11/28/14	
	11/26/2014		Deleted one (1) address point in Kaaawa
	11/26/2014		Spatially corrected ninety-two (92) address points in Kaaawa
	11/26/2014		Added one (1) new address point on Kaaawa
	11/25/2014		Spatially corrected one hundred seventy-four (174) address points in Kaaawa
	11/25/2014		Added five (5) new address points in Kaaawa
	11/24/2014		Spatially corrected fifty-three (53) address points in Kahaluu
	11/24/2014		Added twelve (12) new address points in Kahaluu
	11/21/2014		Spatially corrected seventy-seven (77) address points in Kahaluu
	11/21/2014		Spatially corrected two (2) address points in Kaneohe
	11/21/2014		Added eleven (11) new address points in Kahaluu
	11/21/2014		Deleted five (5) address points in Kahaluu
	11/20/2014		Spatially corrected twenty-two (22) address points in Kahaluu
	11/20/2014		Added three (3) new address points in Kahaluu
	11/19/2014		Spatially corrected twenty-three (23) address points in Kahaluu
	11/19/2014		Added one (1) new address point in Kahaluu
	11/18/2014		Spatially corrected one hundred twenty-seven (127) address points in Kahaluu
	11/18/2014		Added eighteen (18) address points in Kahaluu
	11/17/2014		Spatially corrected two (2) address points in Kahaluu
		11/14/14	
	11/14/2014		Spatially corrected fifty-four (54) address points in Kahaluu
	11/14/2014		Added five (5) new address points in Kahaluu
	11/13/2014		Added eighty-six (86) new address points in Laie
	11/13/2014		Spatially corrected eighty-six (86) address points in Laie
	11/12/2014		Spatially corrected sixty-six (66) address points in Kahaluu
	11/12/2014		Added one (1) new address point in Maili
	11/12/2014		Added five (5) new address points in Kaneohe
	11/12/2014		Spatially corrected three (3) address points in Kahaluu
	11/10/2014		Spatially corrected twenty-six (26) address points in Kalihi



# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	11/7/2014		Spatially corrected fifty-nine (59) address points in Kahaluu
	11/7/2014		Added two (2) new address points in Kahaluu
	11/7/2014		Deleted one (1) address point in Kahaluu
	11/5/2014		Spatially corrected seventy-nine (79) address points in Kahaluu
	11/5/2014		Added four (4) new address points in Kahaluu
	11/3/2014		Spatially corrected seventy-five (75) address points in Kahaluu
	11/3/2014		Added four (4) new address points in Kahaluu
	11/3/2014		Deleted three (3) address points in Kahaluu
Bus Stops			
	11/17/2014		Worked on layer configuration for the TriTech CAD system
	11/14/2014		Worked on layer configuration for the TriTech CAD system
Common Place Name			
		11/28/14	
	11/25/2014		Updated name for Mililani Town Center per the GIS Corrections spreadsheet
	11/25/2014		Corrected address for one (1) location in Kapolei per the GIS Corrections spreadsheet
		11/14/14	
	11/14/2014		Added twenty-eight (28) new common places in Laie
	11/13/2014		Added thirty (30) new common places in Laie
	11/10/2014		Added three (3) new common places in Maili per the GIS corrections spreadsheet
	11/10/2014		Added two (2) new common places in Kapolei per the GIS corrections spreadsheet
	11/10/2014		Updated name for 16 common places in Kalihi per the GIS Corrections spreadsheet
	11/10/2014		Spatially corrected sixteen (16) common places in Kalihi
	11/10/2014		Updated name for one (1) common place in Kakaako per the GIS Corrections spreadsheet
	11/10/2014		Added one (1) new common place in Honolulu per the GIS Corrections spreadsheet
	11/10/2014		Updated name for one (1) CP name in Waipio per the GIS Corrections spreadsheet

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
ESN			
	11/26/2014		Updated new ESN layer boundaries
Fire Response Areas		11/28/14	
	11/26/2014		Corrected STA20/STA38 boundary
	11/26/2014		Corrected STA38/STA42 boundary
		11/14/14	
Fire Stations			
Major Roads			
MSAG Communities (aka Towns)		11/28/14	
	11/26/2014		Corrected Manana/Pearl City boundary to the fence line
	11/24/2014		Corrected boundary at Airport/Hickam to fence line
		11/14/14	
Medic Beats			
Medic Response Areas		11/28/14	
	11/26/2014		Corrected MED14/MED22 boundary
		11/14/14	
Medic Stations			
Milepost Markers			
Net_Junctions		11/19/14	
	11/19/2014		Populated with the latest MSAG Community and Police Beat updates
		11/03/14	
	11/3/2014		Populated with the latest MSAG Community and Police Beat updates

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Points of Interest			
Police Beats		11/28/14	
	11/26/2014		Corrected Beat 370 according to the HPD written policies and procedures and began on 371, 372, 373, and 374
		11/14/14	
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		11/28/14	
	11/26/2014		Spatially corrected eighteen (18) street segments in Pearl City
	11/25/2014		Spatially corrected sixty-four (64) street segments in Kahuku
	11/25/2014		Split Kam Hwy in Kahuku for Charlie Rd
	11/24/2014		Split FAA Access Rd at the Hickam/Airport boundary
	11/24/2014		Added pseudo ranges on FAA Access Rd in Airport
	11/21/2014		Spatially corrected twenty-three (23) street segments in Kahuku
	11/20/2014		Reviewed new developments in Kapolei from DPP. No updates required
	11/19/2014		Corrected routing discrepancies identified by HFD on the H1 Fwy in Pearl City and Manoa

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	11/18/2014		Spatially corrected forty-six (46) street segments in Kahuku
	11/17/2014		Spatially corrected three (3) street segments in Kahuku
		11/14/14	
	11/14/2014		Corrected One Way values on Waimanu St in Ala Moana
	11/14/2014		Corrected One Way values on Waimanu St in Honolulu
	11/14/2014		Spatially corrected sixteen (16) street segments in Kahuku
	11/13/2014		Spatially corrected twenty-nine (29) street segments in Laie
	11/13/2014		Added three (3) new ingress street segments for Can Haul Rd and Malaekahana Bike Path in Laie
	11/13/2014		Split three (3) street segments in Laie
	11/13/2014		Corrected ranges on Lanihuli St in Laie
	11/12/2014		Spatially corrected twenty-four (24) street segments in Laie
	11/12/2014		Split Kam Hwy in Laie for new ingresses
	11/12/2014		Added twelve (12) new ingress street segments in Laie for BYU campus
	11/12/2014		Corrected ranges on Ahilama Rd in Kahaluu
	11/10/2014		Spatially corrected forty-one (41) street segments in Laie
	11/10/2014		Added three (3) new street segments of Nanila Loop in Laie
	11/10/2014		Corrected ranges on Apuupuu Rd in Maili
	11/7/2014		Spatially corrected thirteen (13) street segments in Laie

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	11/6/2014		Spatially corrected seventy-five (75) street segments in Hauula
	11/6/2014		Corrected gap on Kapolei Pkwy in Ewa Beach
	11/5/2014		Spatially corrected twenty-four (24) street segments in Punaluu
	11/4/2014		Corrected ranges on twelve (12) street segments in Ewa Beach
Trails			
WSP Cell Sectors		11/28/14	
		11/24/14	
	11/24/2014		Per VZW CRS
	11/19/2014		Per ATT CRS
	11/19/2014		Per VZW CRS
		11/17/14	
	11/17/2014		Per VZW CRS
		11/14/14	
	11/12/2014		Per ATT CRS
	11/12/2014		Per VZW CRS
		11/10/14	
WSP Cell Towers		11/03/14	
		11/28/14	
		11/24/14	
	11/24/2014		Per VZW CRS
	11/19/2014		Per ATT CRS
	11/19/2014		Per VZW CRS
		11/17/14	
	11/17/2014		Per VZW CRS
		11/14/14	
	11/12/2014		Per ATT CRS
	11/12/2014		Per VZW CRS

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
		11/10/14	
		11/03/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries		11/28/14	
	11/28/2014		Corrected boundary for Mobile Responder 303 in Sunset
	11/26/2014		Corrected boundary for Mobile Responder 303 in Kahuku
		11/14/14	
	11/14/2014		Corrected boundary for Mobile Responder 303 in Laie
	11/7/2014		Corrected boundary for Mobile Responder 303 in Punaluu and Hauula
Ocean Safety (Includes Lifeguard Stands)			

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Dive Locations			
Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon	11/17/2014		Worked on spatially correcting boundaries of the parks polygon layer.
Post Offices			
Subdivisions			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Airports			
Bridges			
Coastline			
Coastal Names			
Critical Infrastructure			
Emergency Shelters			

# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)			
Government Buildings			
Helipads			
Hydrology Layers			
Dams			
Ponds			
Streams (Includes Rivers)			
Waterfalls			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
United States National Grid			
Volcano Hazard Zones			
Wharfs			



# Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
SPECIAL REQUESTS			
Tow Boundaries			

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
11/28/2014	Street Centerlines and Common Places to HPD for Motorola CAD
11/28/2014	Street Centerlines to HFD, EMS, and Ocean Safety for TriTech CAD
11/28/2014	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
11/24/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/19/2014	Net Junctions with the latest MSAG Community and Police Beat updates
11/17/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/17/2014	Worked on layer configuration for the TriTech CAD system

## Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

Date	Key Activities/Updates - continued
11/14/2014	Street Centerlines and Common Places to HPD for Motorola CAD
11/14/2014	Street Centerlines and Bus Stops to HFD, EMS, and Ocean Safety for TriTech CAD
11/14/2014	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
11/14/2014	Worked on layer configuration for the TriTech CAD system
11/10/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/3/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
11/3/2014	Net Junctions with the latest MSAG Community and Police Beat updates
11/3/2014	Address Points, BROW, MSAG Communities, Common Places, Parks, Police, Report Districts, Streams, Streets, Tow, Zip codes, Common Place Alias table for Motorola Premier One CAD system

### 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 throughout November 2014. In December 2014, the display of Phase 1 wireless calls will continue to be monitored.

## Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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### 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 November 2014. Akimeka completed an additional one (1) Police Beat (370 and began on 371, 372, and 373) 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.

### 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.

No further issues reported in November 2014.

# Oahu Civilian E9-1-1 Status Report

**November 1, 2014 - November 30, 2014**

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## 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 finished the Bus Stops layer with information provided by Oahu Transit Services (OTS) and scheduled the delivery of the GIS data with the deliverable on November 14, 2014.

1. Shortly after the deliverable was provided, some discrepancies were identified by HFD with regards to some duplicate bus sign numbers. After some research by Akimeka, it was identified that an issue had occurred with the deliverable of the data and began correcting the discrepancies.
  - a. On November 20, 2014 the updated Bus Stops layer was provided to HFD and EMS for the TriTech CAD system.
  - b. It was communicated back to Akimeka that there were no duplicate Bus Stop numbers and the data looked accurate.
2. During November 2014, there were some discussions with regards to a naming convention of the Bus Stop numbers and how it should appear at the PSAPs. The display of information is important for searching capability and how the queried results will be returned.
  - a. It was proposed by HFD that the Bus Stop sign numbers would work best in the TriTech CAD system is it was displayed with a preceding Bus Stop description tag of "BS" followed by the sign number. This would also not include a space which would provide more accurate results in the queries. An example of this would be BS1525 versus 1525 or Bus Stop 1525.
  - b. HPD has proposed spelling out the word Bus Stop or including the space after "BS" so that it would align with the naming conventions of ERLs and Ocean Safety lifeguard stations.
  - c. More discussion is scheduled to take place on December 1, 2014 where the PSAP representatives will discuss the naming convention and come to agreement so that the Bus Stops layer can work with all of the departments, to ensure consistency.

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## 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

November 1, 2014 - November 30, 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 October 20, 2014 and November 19, 2014. Below are the results of the comparison.

	First Report 06/01/12	10/20/14	11/19/14	Improvement/ Comments
Total Number of GIS Records	26,602	27,258	27,363	Increased by 105 records
	Errors Identified			
Zero Errors	5,112	612	608	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	0	0	No Change
Address Overlap Errors	423	0	0	No Change
Flipped Link Errors	1,030	510	523	Increased by 2.5% (13 errors)
Total Errors	9,303	1,122	1,131	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

**November 1, 2014 - November 30, 2014**

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### 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.

## Oahu Civilian E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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### 4. E9-1-1 DATABASE SYNCHRONIZATION

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

**Next scheduled Database Synchronization report January 2014**

AUDIT SUMMARY RESULTS – 2014 – TBA

AUDIT SUMMARY RESULTS – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

# Maui County E9-1-1 Status Report

*November 1, 2014 – November 30, 2014*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.



# Maui County E9-1-1 Status Report

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# Maui County E9-1-1 Status Report

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## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – NOVEMBER 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
NOV	12,138	2,253	18.56%	7,773	64.04%	62.25%	37.75%	349	2.88%	325	2.68%	0	0.00%	1,438	11.85%	0	0.00%

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
FEB	9,876	2,169	21.96%	6,385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%
MAR	12,054	2,441	20.25%	7,378	61.21%	70.05%	29.95%	333	2.76%	357	2.96%	0	0.00%	1,545	12.82%	0	0.00%
APR	11,510	2,242	19.48%	7,234	62.85%	69.28%	30.72%	0	0.00%	462	4.01%	0	0.00%	1,572	13.66%	0	0.00%
MAY	12,495	2,252	18.02%	7,940	63.55%	67.46%	32.54%	332	2.66%	408	3.27%	0	0.00%	1,563	12.51%	0	0.00%
JUNE	12,069	2,106	17.45%	7,926	65.67%	64.94%	35.06%	225	1.86%	335	2.78%	0	0.00%	1,477	12.24%	0	0.00%
JULY	13,000	2,401	18.47%	8,448	64.98%	66.62%	33.38%	248	1.91%	396	3.05%	0	0.00%	1,507	11.59%	0	0.00%
AUG	13,627	2,370	17.39%	8,661	63.56%	67.91%	32.09%	324	2.38%	472	3.46%	0	0.00%	1,800	13.21%	0	0.00%
SEPT	12,809	2,175	16.98%	8,258	64.47%	65.12%	34.88%	279	2.18%	475	3.71%	0	0.00%	1,622	12.66%	0	0.00%
OCT	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	12,138	2,253	18.56%	7,773	64.04%	62.25%	37.75%	349	2.88%	325	2.68%	0	0.00%	1,438	11.85%	0	0.00%
DEC																	
YTD	123,733	22,774		78,811				2435		4,138		0		15,571		4	
MON AVG	11,248	2,070	18.13%	7,165	60.83%	66.38%	33.62%	221	1.76%	376	3.27%	0	0.00%	1,416	16.02%	0.364	0.00%

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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. Current 911 trunks are scheduled to be moved to new trunks on November 24, 2014 to address this problem. Results should be reflected in the December 2014 report.

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 – NOVEMBER 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
NOV	373	128	34.32%	143	38.34%	53.85%	46.15%	0	0.00%	50	13.40%	0	0.00%	52	13.94%	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	373	128	34.32%	143	38.34%	53.85%	46.15%	0	0.00%	50	13.40%	0	0.00%	52	13.94%	0	0.00%
DEC																	
YTD	4,090	1240		1935				8		347		0		542		0	
MON AVG	372	113	30.83%	176	49.41%	57.14%	42.86%	0.73	0.26%	32	7.44%	0	0.00%	49.273	12.06%	0	0.00%

# Maui County E9-1-1 Status Report

## November 1, 2014 - November 30, 2014

### 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – NOVEMBER 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
NOV	12,511	2,381	19.03%	7,916	63.27%	62.10%	37.90%	349	2.79%	375	3.00%	0	0.00%	1,490	11.91%	0	0.00%

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	6,578	1,890	28.73%	4,207	63.96%	0.00%	0.00%	0	0.00%	27	0.41%	1	0.02%	1,260	19.15%	0	0.00%
FEB	10,058	2,206	21.93%	6,516	64.78%	67.96%	32.04%	43	0.43%	372	3.70%	0	0.00%	921	9.16%	0	0.00%
MAR	12,377	2,556	20.25%	7,378	61.21%	70.06%	29.94%	333	2.69%	364	2.94%	0	0.00%	1,581	12.77%	0	0.00%
APR	11,884	2,372	19.96%	7,407	62.33%	68.99%	31.01%	1	0.01%	480	4.04%	0	0.00%	1,624	13.67%	0	0.00%
MAY	12,850	2,372	18.46%	8,121	63.20%	67.15%	32.85%	332	2.58%	419	3.26%	0	0.00%	1,606	12.50%	0	0.00%
JUNE	12,504	2,250	17.99%	8,149	65.17%	64.63%	35.37%	226	1.81%	344	2.75%	0	0.00%	1,535	12.28%	0	0.00%
JULY	13,447	2,535	18.85%	8,662	64.42%	66.43%	33.57%	250	1.86%	423	3.15%	0	0.00%	1,577	11.73%	0	0.00%
AUG	14,014	2,503	17.86%	8,854	63.18%	67.65%	32.35%	324	2.31%	490	3.50%	0	0.00%	1,843	13.15%	0	0.00%
SEPT	13,239	2,292	17.31%	8,458	63.89%	64.97%	35.03%	280	2.11%	528	3.99%	0	0.00%	1,681	12.70%	0	0.00%
OCT	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	12,511	2,381	19.03%	7,916	63.27%	62.10%	37.90%	349	2.79%	375	3.00%	0	0.00%	1,490	11.91%	0	0.00%
DEC																	
YTD	133,380	25,723		84,446				2443		4485		1		16,920		4	
MON AVG	12,125	2,338	19.76%	7,677	63.50%	60.41%	30.49%	222	1.71%	408	3.23%	0.09	0.00%	1,538	12.91%	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 911 calls made from the Viper System.

## Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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### WIRELESS PSAP TESTING – NOVEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
11/13/14	AT&T	*2	6	Maui PSAP	Pass

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#### NOTES:

There was one (1) scheduled Wireless 911 Test in November for the Maui and Molokai PSAPs. \*Two Towers and six (6) sectors were tested on Lanai by the Maui PSAP.

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 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			TN CR	ALI DR	VoIP DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)					
MAUI COUNTY	156	34	4	2	19	7	2	159	122	0	0	366	0	0	0	0

### MSAG CURRENT MONTH NOTES:

A total of **156** MSAG transactions were processed during the month of November 2014. Thirty-four (34) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 159 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 122 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 Hawaiian Telcom customer before updating the ALI record.

**There are 366 TN CRs in Referred status as of November 30, 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 November 30, 2014.**

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

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

<b>Definitions:</b>	(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.



# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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	156	34	4	2	19	7	2	159	122	0	0	366	0	0	0	0
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	1,679	517	248	32	140	76	21	6,088	1,156	6	0					
AVG PER MO	153	47	23	3	13	7	2	553	105	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

November 1, 2014 - November 30, 2014

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 30, 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 TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	296	33	47	216
MOLOKAI	70	3	1	66
TOTAL	366	36	48	282

#### NOTE:

- New chart initiated October 2014.

### STATUS

**TOTAL TNCRs SUBMITTED** - 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 UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	11/26/2014		Spatially corrected seventeen (17) address points in Haiku
	Maui/Lanai	11/26/2014		Added six (6) addresses in Haiku
	Maui/Lanai	11/26/2014		Spatially corrected seventy-eight (78) address points in Waiehu
	Maui/Lanai	11/26/2014		Spatially corrected eighteen (18) address points in Wailuku
			11/25/14	
	Maui/Lanai	11/24/2014		Spatially corrected thirty-five (35) address points in Haiku
	Maui/Lanai	11/24/2014		Added three (3) addresses in Haiku
	Maui/Lanai	11/24/2014		Spatially corrected three (3) address points in Haliimaile
	Maui/Lanai	11/24/2014		Spatially corrected eleven (11) address points in Kaunakakai
	Maui/Lanai	11/24/2014		Spatially corrected seven (7) address points in Kula
	Maui/Lanai	11/24/2014		Spatially corrected one (1) address point in Kula
	Maui/Lanai	11/24/2014		Spatially corrected seventeen (17) address points in Pukalani
	Maui/Lanai	11/24/2014		Spatially corrected eight (8) address points in Waiehu
	Maui/Lanai	11/21/2014		Spatially corrected one (1) address point in Kula
	Molokai	11/21/2014		Spatially corrected two (2) address points in Hoolehua
	Maui/Lanai	11/20/2014		Spatially corrected seventy-seven (77) address points in Haliimaile
	Maui/Lanai	11/20/2014		Added one (1) address in Haliimaile
	Molokai	11/20/2014		Spatially corrected five (5) address points in Kaluakoi
	Maui/Lanai	11/19/2014		Spatially corrected five (5) address points in Haliimaile
	Maui/Lanai	11/19/2014		Spatially corrected one (1) address point in Kihei
	Maui/Lanai	11/19/2014		Spatially corrected one (1) address point in Kula
	Maui/Lanai	11/19/2014		Added one (1) new address in Kihei received from DSA
	Molokai	11/19/2014		Spatially corrected twenty-four (24) address points in Hoolehua
	Molokai	11/19/2014		Added thirteen (13) addresses in Hoolehua
	Molokai	11/19/2014		Spatially corrected two (2) address points in Maunaloa
	Molokai	11/19/2014		Added one (1) new address in Kualapuu received from DSA
	Molokai	11/19/2014		Added one (1) address in Maunaloa
	Maui/Lanai	11/18/2014		Spatially corrected nineteen (19) address points in Kaunakakai
	Maui/Lanai	11/18/2014		Spatially corrected eleven (11) address points in Kula

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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 Loaded Into PSAP GIS Server	Other/Remarks	
		Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
Address Points	Maui/Lanai	11/18/2014		Spatially corrected six (6) address points in Wailea	
	Molokai	11/18/2014		Spatially corrected five (5) address points in Hoolehua	
	Molokai	11/18/2014		Added five (5) addresses in Hoolehua	
	Molokai	11/18/2014		Added one (1) address in Kaunakakai	
	Maui/Lanai	11/17/2014		Spatially corrected six (6) address points in Kula	
	Maui/Lanai	11/17/2014		Spatially corrected six (6) address points in Maunaloa	
	Maui/Lanai	11/17/2014		Added five (5) addresses in Wailea	
	Maui/Lanai	11/17/2014		Spatially corrected seventeen (17) address points in Wailea	
	Maui/Lanai	11/17/2014		Corrected one (1) address in Wailea	
	Molokai	11/17/2014		Added three (3) addresses in Maunaloa	
	Molokai	11/14/2014		Spatially corrected twenty-three (23) address points in Kaluakoi	
	Molokai	11/14/2014		Added six (6) addresses in Kaluakoi	
	Maui/Lanai	11/13/2014		Spatially corrected one (1) address point in Pukalani	
	Maui/Lanai	11/13/2014		Spatially corrected six (6) address points in Makawao	
	Maui/Lanai	11/13/2014		Spatially corrected thirty-eight (38) address points in Lahaina	
	Maui/Lanai	11/13/2014		Corrected one (1) address in Lahaina	
	Maui/Lanai	11/13/2014		Added two (2) addresses in Makawao	
	Maui/Lanai	11/13/2014		Added two (2) addresses in Lahaina	
	Maui/Lanai	11/13/2014		Spatially corrected seven (7) address points in Kula	
	Maui/Lanai	11/13/2014		Added two (2) addresses in Kahului	
	Maui/Lanai	11/13/2014		Spatially corrected twenty (20) address points in Kahului	
	Maui/Lanai	11/13/2014		Added four (4) addresses in Haiku	
	Maui/Lanai	11/13/2014		Spatially corrected thirteen (13) address points in Haiku	
	Molokai	11/13/2014		Spatially corrected seven (7) address points in Kaunakakai	
	Molokai	11/13/2014		Added four (4) addresses in Kaluakoi	
	Molokai	11/13/2014		Spatially corrected four (4) address points in Kaluakoi	
	Molokai	11/13/2014		Added three (3) addresses in Hoolehua	
	Molokai	11/13/2014		Spatially corrected two (2) address points in Hoolehua	
				11/12/14	
	Maui/Lanai	11/12/2014			Spatially corrected three (3) address points in Kula
	Maui/Lanai	11/10/2014			Spatially corrected one (1) address point in Haiku
	Maui/Lanai	11/10/2014			Spatially corrected one (1) address point in Kahului
	Maui/Lanai	11/10/2014			Spatially corrected seven (7) address points in Kihei
	Maui/Lanai	11/10/2014			Added three (3) addresses in Kihei

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	11/10/2014		Spatially corrected twenty-seven (27) address points in Kula
	Maui/Lanai	11/10/2014		Added three (3) addresses in Kula from the DSA Address layer
	Maui/Lanai	11/10/2014		Spatially corrected five (5) address points in Lahaina
	Maui/Lanai	11/10/2014		Spatially corrected three (3) address points on Lanai
	Maui/Lanai	11/10/2014		Spatially corrected one (1) address point in Makawao
	Maui/Lanai	11/10/2014		Spatially corrected one (1) address point in Paia
	Maui/Lanai	11/10/2014		Spatially corrected one (1) address point in Paia
	Maui/Lanai	11/10/2014		Spatially corrected three (3) address points in Wailuku
	Maui/Lanai	11/10/2014		Added two (2) addresses in Lahaina
	Maui/Lanai	11/10/2014		Corrected one (1) address in Lahaina
	Maui/Lanai	11/10/2014		Corrected one (1) address in Paia
	Maui/Lanai	11/7/2014		Spatially corrected nine (9) address points in Haiku
	Maui/Lanai	11/7/2014		Added one (1) address in Hana
	Maui/Lanai	11/7/2014		Spatially corrected one (1) address point in Kahului
	Maui/Lanai	11/7/2014		Spatially corrected eleven (11) address points in Kihei
	Maui/Lanai	11/7/2014		Spatially corrected twenty-two (22) address points in Kula
	Maui/Lanai	11/7/2014		Added four (4) addresses in Kihei
	Maui/Lanai	11/7/2014		Added three (3) addresses in Kula
	Maui/Lanai	11/7/2014		Added three (3) addresses in Lahaina
	Maui/Lanai	11/7/2014		Spatially corrected three (3) address points in Lahaina
	Maui/Lanai	11/6/2014		Spatially corrected six (6) address points in Haiku
	Maui/Lanai	11/6/2014		Spatially corrected six (6) address points in Hana
	Maui/Lanai	11/6/2014		Spatially corrected two (2) address points in Kula
	Maui/Lanai	11/6/2014		Spatially corrected seven (7) address points in Napili
	Maui/Lanai	11/6/2014		Spatially corrected one (1) address point in Waihee
	Maui/Lanai	11/6/2014		Spatially corrected two (2) address points in Wailuku
	Maui/Lanai	11/6/2014		Added two (2) addresses in Waikapu
	Maui/Lanai	11/6/2014		Added six (6) addresses in Wailuku
	Molokai	11/6/2014		Added one (1) address in Kaunakakai
	Molokai	11/6/2014		Spatially corrected five (5) address points in Kaunakakai
	Maui/Lanai	11/5/2014		Spatially corrected one (1) address points in Kihei
	Maui/Lanai	11/5/2014		Spatially corrected two (2) address points in Kahului
	Maui/Lanai	11/5/2014		Spatially corrected two (2) address points in Lahaina
	Maui/Lanai	11/5/2014		Spatially corrected one (1) address point in Waikapu

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	11/5/2014		Added five (5) addresses in Waikapu
	Maui/Lanai	11/5/2014		Spatially corrected nine (9) address points in Wailuku
	Maui/Lanai	11/5/2014		Added eighteen (18) address points in Wailuku
	Maui/Lanai	11/4/2014		Spatially corrected three (3) address points in Haiku
	Maui/Lanai	11/4/2014		Added one (1) address in Haiku from the DSA Address layer
	Maui/Lanai	11/4/2014		Added two (2) addresses in Kahului from the DSA Address layer
	Maui/Lanai	11/4/2014		Added six (6) addresses in Kihei from the DSA Address layer
	Maui/Lanai	11/4/2014		Spatially corrected ten (10) address points in Wailuku
	Maui/Lanai	11/4/2014		Added seven (7) addresses in Wailuku from the DSA Address layer and Kiva Net
	Maui/Lanai	11/3/2014		Spatially corrected five (5) address points in Haiku
	Maui/Lanai	11/3/2014		Spatially corrected eleven (11) address points in Kahului
	Maui/Lanai	11/3/2014		Added three (3) addresses in Haiku from the DSA Address layer
	Maui/Lanai	11/3/2014		Spatially corrected nine (9) address points in Kula
	Maui/Lanai	11/3/2014		Added five (5) addresses in Kahului from the DSA Address layer and field checks
	Maui/Lanai	11/3/2014		Spatially corrected twelve (12) address points on Lanai
	Maui/Lanai	11/3/2014		Spatially corrected three (3) address points in Makawao
	Maui/Lanai	11/3/2014		Spatially corrected two (2) address points in Wailea
	Maui/Lanai	11/3/2014		Spatially corrected one (1) address point in Wailuku
DISPATCH AND RESPONSE				
ESZ/ESN				
Emergency Callboxes				
Fire Beats				

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Fire Districts	Maui/Lanai	11/17/2014		Updated boundaries
Fire Response Areas	Maui/Lanai	11/17/2014		Updated boundaries
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo				
MSAG Communities (aka Towns)				
Medic Beats				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest			11/25/14	
	Maui/Lanai	11/18/2014		Added private schools
			11/12/14	

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
WSP Cell Sectors			11/25/14	
	Maui/Lanai	11/19/2014		Per ATT CRS
	Maui/Lanai	11/17/2014		Per VZW CRS
			11/12/14	
Schools				
	Maui/Lanai	11/18/2014		Corrected location of school and school names
Street Centerlines	Maui/Lanai	11/26/2014		Spatially corrected one (1) street centerline segment in Waiehu
	Maui/Lanai	11/26/2014		Partial spatial correction of one (1) street centerline segment in Haiku
	Maui/Lanai	11/26/2014		Modified two (2) street centerline range segments in Haiku
			11/25/14	
	Maui/Lanai	11/24/2014		Spatially corrected one (1) street centerline segment in Kula



# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Street Centerlines	Maui/Lanai	11/17/2014		Modified two (2) street centerline range segments in Kahului
	Maui/Lanai	11/17/2014		Changed ESN in one (1) street centerline segment in Kahului
	Molokai	11/17/2014		Spatially corrected one (1) street centerline segment in Maunaloa
	Molokai	11/17/2014		Modified two (2) street centerline range segments in Maunaloa
	Maui/Lanai	11/14/2014		Modified two (2) street centerline range segments in Kaluakoi
	Maui/Lanai	11/13/2014		Spatially corrected three (3) segments in Kahului
	Maui/Lanai	11/13/2014		Spatially corrected four (4) segments in Haiku
	Maui/Lanai	11/13/2014		Spatially corrected one (1) segment in Makawao
	Maui/Lanai	11/13/2014		Spatially corrected one (1) segment in Kula
			11/12/14	
	Maui/Lanai	11/10/2014		Spatially corrected one (1) street centerline segment in Kihei
	Maui/Lanai	11/10/2014		Modified range on one (1) street centerline segment in Lahaina
	Maui/Lanai	11/10/2014		Spatially corrected one (1) street centerline segment in Makawao
	Maui/Lanai	11/7/2014		Spatially corrected one (1) street centerline segment in Kula
	Maui/Lanai	11/7/2014		Spatially corrected two (2) street centerline segments in Kahului
	Maui/Lanai	11/7/2014		Spatially corrected one (1) street centerline segment and partial spatial correction on (1) segment in Kihei
	Maui/Lanai	11/3/2014		Spatially corrected one (1) street centerline segment on Lanai
Trails				

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
WSP Cell Towers			11/25/14	
	Maui/Lanai	11/19/2014		Per ATT CRS
	Maui/Lanai	11/17/2014		Per VZW CRS
			11/12/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Lodging				
Medical Facilities				
Parcels				

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

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

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Parks (Includes National Parks)				
Park Polygon				
Post Offices				
Subdivisions				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Airports				
Bridges				
Coastline				
Coastal Names				
Emergency Operation Centers (EOC)				
Emergency Shelters				

# Maui County E9-1-1 Status Report

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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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISASTER/HOMELAND SECURITY LAYERS (Listed Alphabetically)				
Government Buildings				
Harbors				
Helipads				
Hydrology Layers				
Dams				
Ponds				
Streams (Includes Rivers)				
Waterfalls				
Ocean Rescue Boundaries				
Ocean Safety (Includes Lifeguard Stands)				
Tsunami Evacuation Zones				
Tsunami Heights				
United States National Grid				

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## MAPPING LAYERS UPDATED (PART XII)

*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 Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
SPECIAL REQUESTS				
Gate Codes			11/25/14	
	Maui/Lanai	11/19/2014		Changed gate code for Pineapple Hill per Dispatch
	Maui/Lanai	11/6/2014		Updated the gate code for Central Maui Baseyard and Piihola Farms Subdivision III per Maui Dispatch
			11/12/14	
HCS Monsanto Fields				
Tow Jurisdictions				

### NOTE:

- The Parcels layer is provided by Maui County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.
- Every time the GIS Update tool is used, the Indexes and Cache have to be built. The Positron PowerMap system configurator is adjusted each time a GIS layer is loaded or updated in the PowerMap database. Each PowerMap position is updated accordingly.

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

11/25/2014	Uploaded the following for a PowerMap update: Address Points, Gate Codes, Street Centerlines, Points of Interest, Schools, WSP Cell Sectors and WSP Cell Towers.
11/25/2014	Delivered the following for Intergraph CAD: Maui Cell Coverage .csv, Fire Response Area .ply, .str, .rte and .map which included updated Address Points, Gate Codes, Street Centerlines, Points of Interest, WSP Cell Towers and Common name look up table.
11/25/2014	Uploaded the following for a PowerMap update: Address Points, Gate Codes, Street Centerlines, Points of Interest, Schools, WSP Cell Sectors and WSP Cell Towers.
11/18/2014	Worked on Fire Beat map requested by MFD
11/17/2014	Worked on Fire Beat map requested by MFD
11/14/2014	Worked on Fire Beat map requested by MFD
11/12/2014	Updated PowerMap with Address Points, Gate Codes, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. The clocks on the PowerMap computer were corrected.
11/12/2014	Delivered the following for the Intergraph CAD Map: Maui Cell Coverage .csv, .map, .str, .rte, and map database which included updated Address Points, Common name lookup table, Gate Codes, Street Centerlines, and WSP Cell Towers.
11/12/2014	Updated PowerMap with Address Points, Gate Codes, Street Centerlines, WSP Cell Sectors and WSP Cell Towers. The clocks on the PowerMap computer were also corrected.

### 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

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 November 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	138	Addresses assigned by DSA, DSA Address layer, MSAG and field verifications
Address Points	Correction/Change	4/0	Correction or change of address
Address Points	Spatial Correction	703	Corrected location of address point, recalculated x/y
Street Centerlines	Range	9	Modification of range due to new addresses added
Street Centerlines	ESN	1	ESN correction
Street Centerlines	Spatial Correct/Partial Spatial Correction	19/2	Corrected using Pictometry



## Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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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 15<sup>th</sup> 2014.

There were no reported Emergency Callbox discrepancies in November 2014.

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### INTERGRAPH CAD UPGRADE

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

1. During November aesthetic work continued on the Intergraph CAD Map. Overlapping and duplicate labels of Street Centerlines, Highway Shields and Streams were deleted or moved to de-clutter the map. This is work in progress.
2. On November 12, 2014, the following data was prepared and delivered for an Intergraph CAD Map update:
  - a. Address Points, Gate Codes, Street Centerlines, and WSP Cell Towers, and Common name look up table.
  - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
3. Akimeka successfully delivered an updated Intergraph CAD map on November 25, 2014 which included:
  - a. Address Points, Gate Codes, Points of Interest, Street Centerlines, WSP Cell Towers, and Common name look up table.
  - b. The .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv were also delivered.

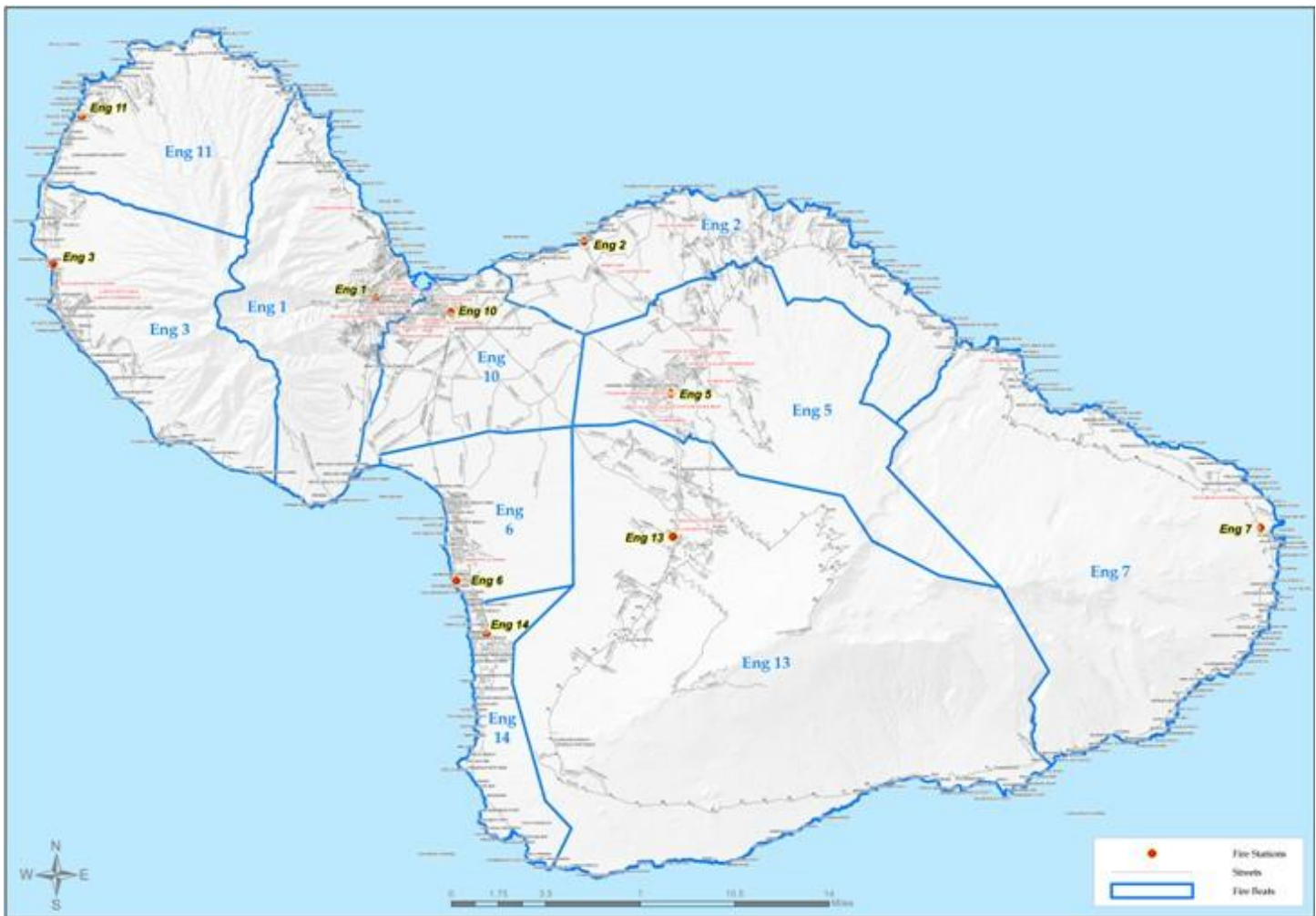
During December 2014, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## MAUI FIRE DEPARTMENT BEAT BOUNDARIES

During the month of November 2014, Akimeka created a map document detailing the boundary of the new Fire Beat, at the request of the Assistant Fire Chief. Akimeka provided the map to the Maui Fire Department, sized for printing on a plotter and including Street Centerlines, Points of Interest, Mile Markers, and Schools for a reference point.



Maui County Fire Department  
Fire Beat Boundaries

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – NOVEMBER 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

There are no Open Service Requests for the Maui PSAP.

MOLOKAI 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	0	0	0	0	0	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>8</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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	0	0	0	0	0	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## NOTE:

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

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

## Maui County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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### 5. E9-1-1 DATABASE SYNCHRONIZATION

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

### **Next Scheduled Database Synchronization report December 2014**

AUDIT SUMMARY RESULTS – 2014 – TBA

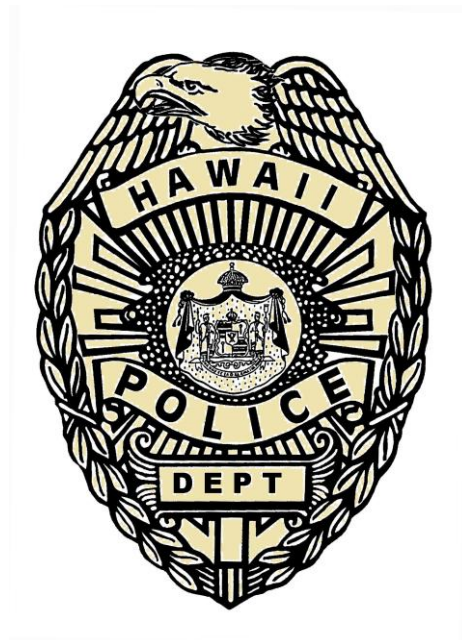
MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2014 – SEPTEMBER 1, 2014 – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

# Hawaii County E9-1-1 Status Report

*November 1, 2014 – November 30, 2014*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – NOVEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
NOV	18,688	3,938	21.07%	12,473	66.74%	48.56%	51.44%	717	3.84%	13	0.07%	0	0.00%	1,547	8.28%	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	18,688	3,938	21.07%	12,473	66.74%	48.56%	51.44%	717	3.84%	13	0.07%	0	0.00%	1,547	8.28%	0	0.00%
DEC																	
YTD	217,800	48,623		144,598				6,101		138		0		18,333		7	
MON AVG	19,800	4,420	22.39%	13,145	66.36%	50.16%	49.84%	555	2.78%	12.55	0.06%	0	0.00%	1,667	8.40%	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.

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 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
November	16,712	89.43%	0	1,529	0	1,976	10.57%	0	18	0

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

2014	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	% of Total Calls
January	16,012	0	1,891		78.04%	2,583	0	31		12.59%
February	13,955	0	1,163		80.78%	2,149	0	8		12.44%
March	15,526	0	1,845		78.68%	2,261	0	100		11.46%
April	15,296	0	1,667	5	79.60%	2,219	0	27	2	11.55%
May	15,829	0	1,462	0	81.07%	2,211	0	22	0	11.32%
June	15,326	0	1,512	0	80.63%	2,148	0	21	0	11.30%
July	16,977	0	1,669	0	81.00%	2,298	0	16	0	10.96%
August	17,852	0	1,793	0	81.00%	2,576	0	23	0	11.58%
September	16,251	0	1,621	0	80.74%	2,231	0	25	0	11.08%
October	16,532	0	1,872	0	80.59%	2,091	0	18	0	10.19%
November	16,712	0	1,529	0	89.43%	1,976	0	18	0	10.57%
December										
YTD	176,268	0	18,024	5		24,743	0	309	2	
MON AVG	16,024	0	1,639	1	81.05%	2,249	0	28	0	11.37%

### 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.

## Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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### WIRELESS PSAP TESTING – NOVEMBER 2014

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

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#### NOTES:

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

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 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	147	96	9	0	80	6	1	80	45	3	3	648	2	5	0	0

### MSAG CURRENT MONTH NOTES:

A total of **147** MSAG transactions were processed in 9-1-1 Net during the month of November 2014. 96 requests were processed relating to the MSAG database, with 80 customer ANI/ALI (telephone/address) records updated as a direct result. 45 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 three (3) 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 648 TN CRs in Referred Status as of November 30, 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 two (2) ALI-DRs in Referred Status as of November 30, 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 five (5) VoIP DRs in Referred Status as of November 30, 2014**

The VoIP DRs were the result of 911 calls made from residences displaying the incorrect name and/or address of the caller. The discrepancies were submitted to Time Warner Cable (TWCBL) for correction. Time Warner will notify Akimeka when the caller's information has been updated.

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

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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	147	96	9	0	80	6	1	80	45	3	3	648	2	5	0	0
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	3,852	1,237	418	113	535	124	47	8,516	2,527	70	18					
AVG PER MO	350	112	38	10	49	11	4	774	230	6	2					

### NOTES:

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

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

## Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- NOVEMBER 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 TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	648	96	65	487

#### NOTE:

- New chart initiated October 2014.

STATUS
<b><u>TOTAL TNCRs SUBMITTED</u></b> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<b><u>PENDING STATUS</u></b> - 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.
<b><u>REFERRED STATUS</u></b> - 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.
<b><u>TOTAL UNOPENED TNCR RECORDS STATUS</u></b> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points	11/28/2014		Added one (1) address point (740895 Kealakehe St) in Kailua Kona.
	11/25/2014		Added one (1) address point (174060 Kukui Camp Rd) in Mountain View.
		11/24/14	
	11/21/2014		Completed monthly update on address points.
	11/20/2014		Added two (2) address points (812125 Haku Nui Rd and 870320 Kaohe Rd) in Captain Cook.
	11/20/2014		Added four (4) address points (254 Anela St, 1202 and 1206 Kamokoloa Pl and 122 Nahale A Ave) in Hilo.
	11/20/2014		Added four (4) address points (734718 Hina Lani St, 764319 Kekuanaoa Pl, 734623 Puhili Loop and 734219 Ulu Wini Pl) in Kailua Kona.
	11/20/2014		Added eight (8) address points in Kamuela.
	11/20/2014		Added one (1) address point (520214 Niulii Pl) in Kapaa.
	11/20/2014		Added six (6) address points in Keaau.
	11/20/2014		Added seven (7) address points in Kurtistown.
	11/20/2014		Added ten (10) address points in Mountain View.
	11/20/2014		Added one (1) address point (945788 Kilo Moana Pl) in Naalehu.
	11/20/2014		Added seven (7) address points in Ocean View.
	11/20/2014		Added one (1) address point (443565 Kukuipapa Rd) in Paauilo.
	11/20/2014		Added five (5) address points in Pahoa.
	11/20/2014		Added one (1) address point (270325 Government Rd A) in Papaikou.
	11/20/2014		Added one (1) address point (280472 Souza Rd) in Pepeekeo.
	11/20/2014		Added ten (10) address points in Volcano.
	11/19/2014		Corrected address to three (3) address points (645222, 645236 and 645250 Aina Lani Pl) in Kamuela.
	11/19/2014		Corrected address to three (3) address points (952823, 952844 and 952846 Io Maka Rd) in Naalehu.
		11/10/14	
	11/10/2014		Added location name and alias to one (1) address point (153016 Kauhale St) in Pahoa.
Emergency Callboxes			

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Fire Stations		11/24/14	
	11/10/2014		Added one (1) fire station (Pahoa Village Fire Station) in Pahoa.
Medic Stations			
Milepost Markers			
Points of Interest (POI)	11/28/2014		Corrected location name to one (1) Point of Interest (Jack Hall Apartments) in Kailua Kona.
	11/28/2014		Corrected address to one (1) Point of Interest (Jack Hall Apartments) in Kailua Kona.
	11/28/2014		Spatially corrected one (1) Point of Interest (Jack Hall Apartments) in Kailua Kona.
		11/24/14	
		11/10/14	
	11/10/2014		Added one (1) point of interest (Pahoa Village Fire Station) in Pahoa.
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		11/24/14	
	11/24/2014		Per VZW CRS
	11/20/2014		Per VZW CRS
	11/19/2014		Per VZW CRS
	11/12/2014		Per VZW CRS
		11/10/14	
	11/4/2014		Per VZW CRS



# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

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

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
WSP Cell Sectors		11/24/14	
	11/24/2014		Per VZW CRS
	11/20/2014		Per VZW CRS
	11/19/2014		Per VZW CRS
	11/12/2014		Per VZW CRS
		11/10/14	
	11/4/2014		Per VZW CRS
RESPONSE ROUTING			
Street Centerlines	11/28/2014		Added one (1) segment and split one (1) segment of Kealakehe St in Kailua Kona.
		11/24/14	
	11/21/2014		Completed monthly update on street centerlines.
	11/20/2014		Corrected range to one (1) street segment of Souza Rd in Pepeekeo.
	11/20/2014		Added one street (Io Maka Rd) and split one segment of Mamalahoa Hwy in Naalehu.
	11/20/2014		Spatially corrected one (1) street segment of Ekela St in Hilo.
	11/20/2014		Added one (1) street (Kamokoloa Pl) and split one segment of Haihai St in Hilo.
	11/19/2014		Corrected range to one (1) street segment of Kahana Dr in Honokaa.
	11/19/2014		Spatially corrected seven (7) street segments in Honomu.
	11/19/2014		Spatially corrected one (1) street segment (Aoloa St) in Kamuela.
	11/19/2014		Spatially corrected five (5) streets segments in Paauhau.
		11/10/14	
VISUAL REFERENCE			
Coastline			
Major Roads			
Parcels			
Trails			

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 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.*

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
SPECIAL REQUESTS			
Correctional Facilities			

### NOTE:

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

### 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

**November 1, 2014 - November 30, 2014**

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

- 11/24/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014.
- 11/10/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Fire Stations 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 **November 21, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		<b>8</b>
# of Street Segments Removed		<b>0</b>
# of New Addresses Added	<b>68</b>	
# of Addresses Removed	<b>0</b>	
# of Street Segment Range Changes		<b>1</b>
# of Street Segment Name Changes		<b>0</b>
# of Address Street Name Changes	<b>6</b>	
# of Address Street Number Changes	<b>4</b>	

### NOTE:

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

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 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 November 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 Hilo, Kailua Kona and Naalehu
Street Centerlines	Range/Parity	2 Corrected	Streets were in Honokaa and Pepeekeo
Street Centerlines	Spatial Correction	14 Corrected	To increase spatial accuracy, majority were in Honomu and Paauhau
Street Centerlines	Splits	3 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets
Address Points	New Address Points	70 Added	Throughout County in 15 communities
Address Points	Location Name	1 Corrected	Address was in Pahoa
Address Points	Address	6 Corrected	Addresses were in Kamuela and Naalehu
Address Points	Alias	1 Corrected	Address was in Pahoa

## Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

NG9-1-1 GIS Data Corrections - continued			
Points of Interest	Address	1 Corrected	Point of Interest was in Kailua Kona
Points of Interest	Spatial Correction	1 Corrected	Corrected location of Point of Interest, recalculated x/y, Point of Interest was in Kailua Kona
Points of Interest	New Points of Interest	1 Added	Point of Interest was in Pahoa
Points of Interest	Location Name	1 Corrected	Point of Interest was in Kailua Kona
Fire Stations	New Fire Station	1 Corrected	Fire Station was in Pahoa

### LAVA FLOW AND ALTERNATE ROUTES

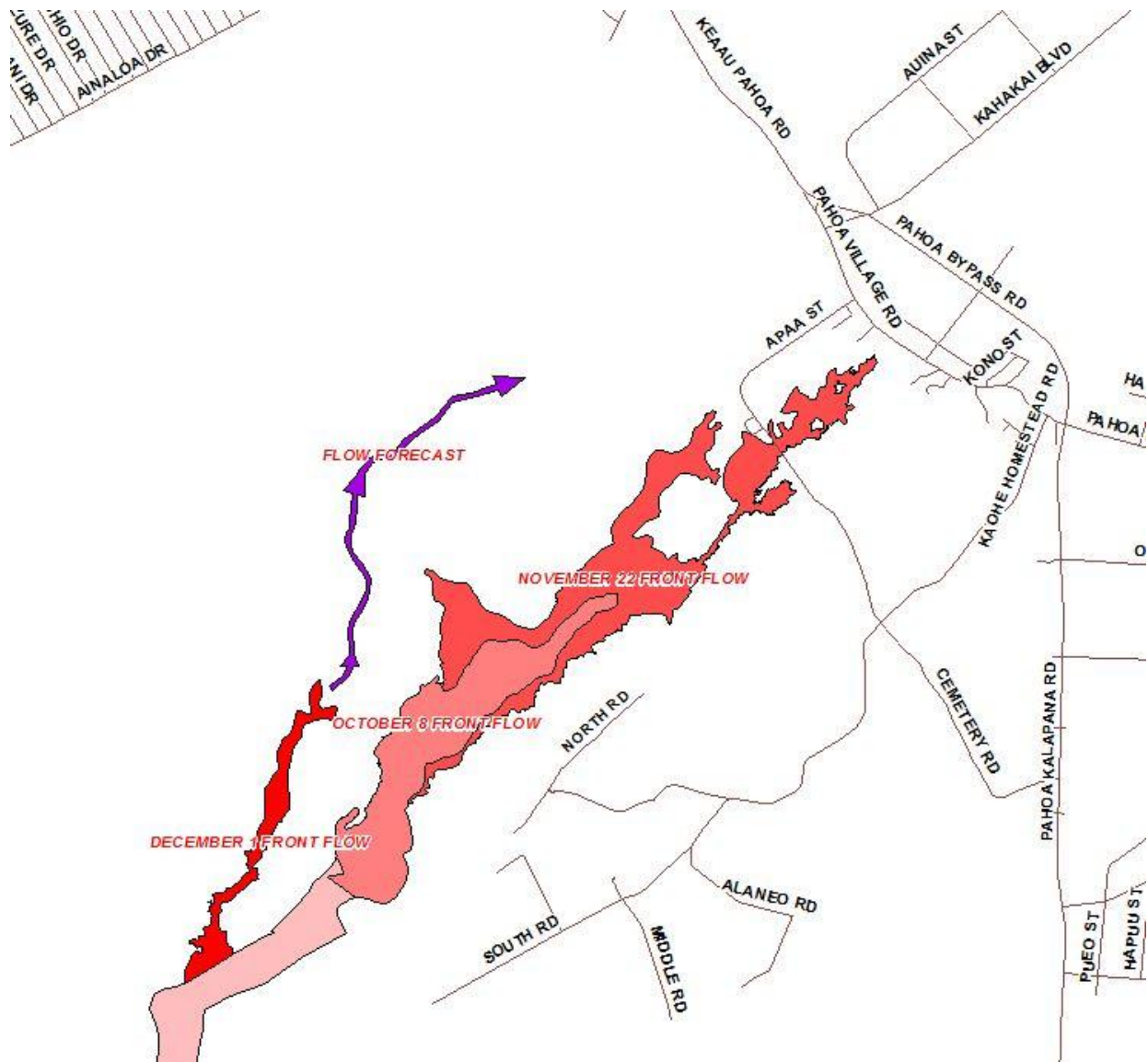
During the month of September 2014, Akimeka created two (2) new layers detailing the lava flow nearing Pahoa, in an effort to provide the 911 centers on Hawaii a valuable resource in identifying current and proposed lava flows.

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, “Puna Lava Flow 2014” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
  - a. Akimeka created the layer “Puna Lava Flow 2014”, which details the current progress of the lava flow as well as the flow forecast.
  - 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 23<sup>rd</sup> 2014 and are available to the dispatchers.
  - d. During November 2014, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on November 10<sup>th</sup> and November 24<sup>th</sup> 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.

# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## LAVA FLOW AND ALTERNATE ROUTES - CONTINUED



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

## Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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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 14<sup>th</sup> 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.
  - c. There were no reported Emergency Callbox discrepancies in November 2014.

### FIRE DEPARTMENT'S POWERMAP

During the month of November 2014, Hawaii Fire lost connection to PowerMap and both Hawaii Fire and Hawaii Police lost connection to Pictometry.

1. Hawaii Fire lost connection to PowerMap on their positions 2 and 3 and both Hawaii Fire and Hawaii Police lost connection to Pictometry on all positions.
  - a. Akimeka researched and worked on the connection issues and identified that the problem was due to a link to the GIS Server which was interrupted due to a disconnected network drive during a County maintenance procedure. Akimeka contacted Hawaii County IT regarding the connectivity issues and they made the necessary changes to the servers and restored the required network connections.
  - b. All positions are currently connected to PowerMap and Pictometry; Akimeka will continue to troubleshoot future issues that may arise with the PowerMap and Pictometry systems as necessary.



# Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – NOVEMBER 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
4	11/20/2014	745	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN
5	11/25/2014	747	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN
6	11/25/2014	748	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN

Note\* There are five (5) opened service requests pending for November 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	3	1	5	0	0	3	1	0	0	0	0
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
<b>TOTAL</b>	<b>98</b>	<b>95</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>98</b>	<b>95</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### NOTE:

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

November 1, 2014 - November 30, 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 quarterly database synchronization audit for Hawaii County in November 2014.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,405** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 1, 2014 for Hawaii County are reported below.

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

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

### AUDIT SUMMARY RESULTS – NOVEMBER 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of February 1, 2014		As of May 1, 2014		As of August 1, 2013		As of November 1, 2013	
		9-1-1 MSAG Dated 02-01-14		9-1-1 MSAG Dated 05-01-13		9-1-1 MSAG Dated 08-01-13		9-1-1 MSAG Dated 11-01-13	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,420		4,385		4,416		4,405	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	6	0.1%	50	1.1%
Net 9-1-1 MSAG Records Eligible for Comparison		4,414		4,379		4,410		4,355	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,379	98.98%	4,345	99.2%	4,375	99.2%	4,341	99.7%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	49	1.1%	34	0.8%	25	0.6%	7	0.2%
9-1-1 MSAG Record With No GIS Record	(3)	5	0.1%	7	0.2%	10	0.2%	2	0.0%
Total 9-1-1 MSAG Records No Match		54	1.2%	41	0.9%	35	0.8%	9	0.2%

# Hawaii County E9-1-1 Status Report

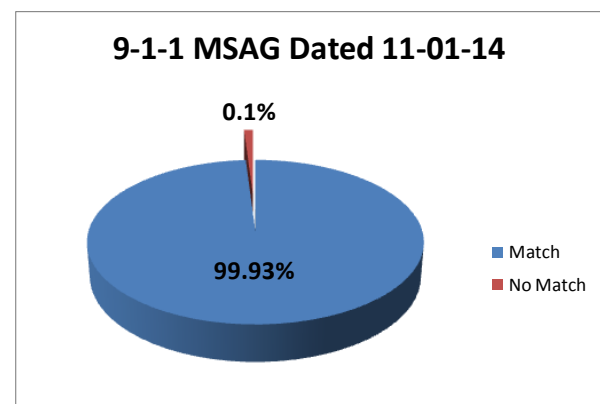
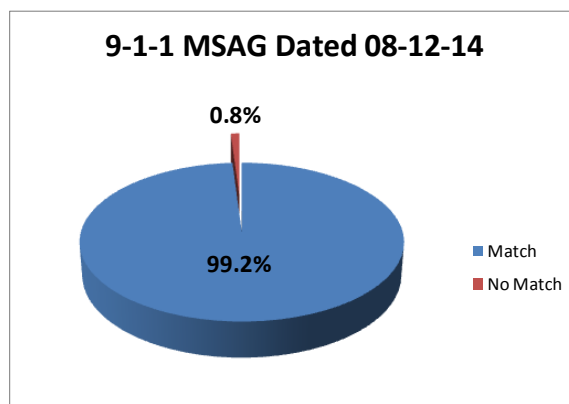
November 1, 2014 - November 30, 2014

## AUDIT SUMMARY RESULTS – CONTINUED

### Notes:

- (1) An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.
- (2) An MSAG Record that requires minor MSAG attention in 9-1-1Net to correct MSAG Records (i.e., Reassignment of an MSAG Community, modification of the Site Address Range, assignment of an ESN, performing a combine or insert of an existing MSAG Record, etc.).
- (3) An MSAG Record that does not have a corresponding GIS Record and will require additional research and validation. The GIS Section will assist with this effort.

## AUDIT SUMMARY RESULTS COMPARISION – AUGUST 1, 2014 MSAG VS. NOVEMBER 1, 2014



***Hawai'i County's level of accuracy or 9-1-1 percentage is at 99.93% as of November 1, 2014 which improved from the August 1, 2014 99.2% comparison, resulting in a .72% increase in database match accuracy.***

## Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

### AUDIT SUMMARY RESULTS

#### COMPARISON NOTES:

- ❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai'i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.
- ❖ "MSAG - MSAG with Missing GIS Records" decreased by 80% (10 to 2) from August 2014 to November 2014 respectively. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the February 2015 re-analysis.
- ❖ "MSAG - GIS Minor Corrections" decreased by 72% (25 to 7) from August 2014 to November 2014 respectively. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Akimeka will research and correct the remaining twenty-five (25) records to ensure they are processed in 9-1-1Net prior to the February 2014 re-analysis.
- ❖ "GIS Record With No Matching MSAG Record" decreased by 70% (27 to 8) from August 2014 to November 2014 respectively. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the remaining 8 records may also be a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the February re-analysis
- ❖ "GIS Record With No MSAG Record" decreased by three (4 to 1) from August 2014 to November 2014 respectively. A combination of corrections MSAG database have been processed in order to meet NG9-1-1 requirements, and will be reflected in the February 2014 re-analysis.
- ❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "touched".

# Hawaii County E9-1-1 Status Report

**November 1, 2014 - November 30, 2014**

## INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

HAWAII	Invalid MSAG Records								
	# of Records (Baseline Starting Point)	9-1-1 MSAG Dated 02-01-14		9-1-1 MSAG Dated 05-01-14		9-1-1 MSAG Dated 08-01-14		9-1-1 MSAG Dated 11-01-14	
		# 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 299	2,150	1,450	24.7%	1,285	22.7%	1,199	21.5%	1,084	20.0%

These invalid MSAG records represent **20.0%** of the Total MSAG records for Hawai‘i County. The individual ALI records associated with these records are provided below.

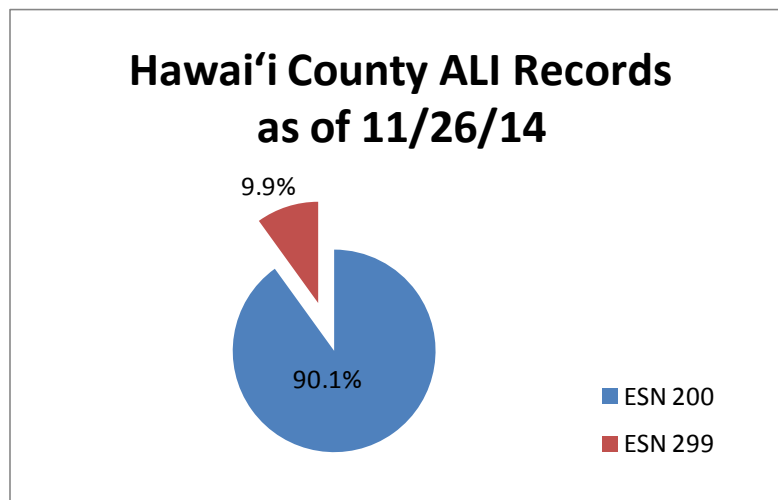
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

## Hawaii County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawai'i County. As of November 26, 2014, **7,304** ESN 299 records, representing **9.9%** of Hawai'i County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.



The total number of ALI records decreased by .62% (73,891 to 73,433) while the number of ESN 299 records decreased from 9,083 to 7,304 (19.6%) from August 2014 to November 2014 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

# Kauai County E9-1-1 Status Report

*November 1, 2014 – November 30, 2014*



**AKIMEKA** | HIGH PRIORITY. HIGH IMPACT.

# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – NOVEMBER 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
Nov	4,805	662	13.78%	3,068	63.85%	53.40%	46.60%	174	3.62%	45	0.94%	0	0.00%	856	17.81%	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	4,805	662	13.78%	3,068	63.85%	53.40%	46.60%	174	3.62%	45	0.94%	0	0.00%	856	17.81%	0	0.00%
DEC																	
YTD	55,559	8,937	16.09%	36,274				1183		465		0		8700		0	
MON AVG	5,051	812	16.23%	3,298	65.21%	53.00%	46.99%	108	2.10%	42	0.84%	0	0.00%	791	15.62%	0	0.00%

CALL VOLUME KAUAI COUNTY PSAP NOTES:

## Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

- 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.

### 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 – NOVEMBER 2014

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

### NOTES:

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

# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 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	145	11	4	0	4	1	2	84	134	0	0	134	0	0	0	0

### MSAG CURRENT MONTH NOTES:

A total of 145 MSAG transactions were processed during the month of November 2014. Eleven (11) 9-1-1Net requests were processed relating to the MSAG database, with 84 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 134 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 134 TN CRs in Referred status as of November 30, 2014. (See chart in the next section "TNCR Current Status")**

134 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 November 30, 2014.**

**There are no VoIP Drs in Referred status as of November 30, 2014.**

**There are no Suspended Records as of November 30, 2014.**

# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

<b>Definitions:</b>	(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.

## 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	145	11	4	0	4	1	2	84	134	0	0	134	0	0	0	0
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	1,041	157	45	11	54	36	11	1,493	876	5	3					
AVG PER MO	95	14	4	1	5	3	1	136	80	0	0					

### NOTES:

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

## Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

<b>Definitions:</b>	(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.

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 30, 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 TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	134	23	53	58

#### NOTE:

- New chart initiated October 2014.

# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

## STATUS

**TOTAL TNCRs SUBMITTED** - 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 UNOPENED TNCR RECORDS STATUS** - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 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 County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points		11/25/14	
	11/25/2014		Added alias to five (5) address points in Wailua.
	11/21/2014		Spatially corrected one (1) address point (3720 Kamehameha Rd) in Princeville.
	11/21/2014		Corrected location name to one (1) address point (3730 Kamehameha Rd) in Princeville.
	11/21/2014		Added thirty-nine (39) address points in Princeville.
	11/19/2014		Corrected address to one (1) address point (6803 Pulama Rd) in Wailua.
	11/19/2014		Spatially corrected one (1) address point (6803 Pulama Rd) in Wailua.
	11/19/2014		Added one (1) address point (6767 Pulama Rd) in Wailua.
	11/18/2014		Added one (1) address point (401450 Kuhio Hwy) in Kapaa.
	11/18/2014		Added two (2) address points (2181 Kanio St and 4140 Puahala Pl) in Lihue.
	11/17/2014		Spatially corrected five (5) address points in Kapaa.
	11/17/2014		Added one (1) address point (401354 Kuhio Hwy) in Kapaa.
		11/13/14	
	11/10/2014		Corrected address to one (1) address point (406873 Kuhio Hwy) in Moloaa.
	11/6/2014		Added one (1) address point (300301 Kaumualii Hwy) in Koloa.
11/6/2014		Corrected address to two (2) address points (240616 and 300426 Kaumualii Hwy) in Koloa.	
DISPATCH AND RESPONSE			
ESZ/ESN		11/25/14	
	11/18/2014		Corrected boundaries to two (2) ESNs (ESNs 421 and 422).
		11/13/14	
Emergency Callboxes		11/13/14	
	11/10/2014		Corrected address to one (1) emergency callbox (Emergency Callbox 56S18-3).
	11/6/2014		Corrected address to two (2) Emergency Callboxes.
Fire Beats			

## 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 County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Fire Districts			
Fire Response Areas			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)		11/25/14	
	11/18/2014		Corrected boundaries to two (2) MSAG Communities (Lihue and Nawiliwili).
		11/13/14	
Medic Districts			
Medic Response Areas			
Medic Stations			
Milepost Markers			
Points of Interest		11/25/14	
		11/13/14	
	11/10/2014		Corrected address to one (1) point of interest (Emergency Callbox 56S18 3) in Moloaa.
	11/6/2014		Corrected address to two (2) points of interest (Emergency Callboxes 50E4 6 and 50E6 6) in Koloa.

## 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 County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Police Beats	11/26/2014		Corrected boundaries to six (6) Police Beats (Beats 150, 156, 250, 356, 550 and 556).
		11/25/14	
		11/13/14	
Police Districts			
Police Response Areas			
Police Stations			
Schools			
Street Centerlines		11/25/14	
	11/25/2014		Spatially corrected eleven (11) streets segments in Wailua.
	11/25/2014		Added one (1) street (Makani Ln) and spit one segment of Kaulana Rd in Wailua.
	11/19/2014		Added one (1) street (Aina Lani Pl) and split one (1) segment of Mamalahoa Hwy in Kamuela.
	11/18/2014		Spatially corrected nineteen (19) street segments in Lihue.
		11/13/14	
	11/7/2014		Corrected range to one (1) segment of Kuhio Hwy in Moloaa.
	11/7/2014		Corrected range to three (3) segments of Kaumualii Hwy in Omao.
	11/6/2014		Corrected range to four (4) street segments of Kaumualii Hwy in Koloa.
Trails			
WSP Cell Sectors			
WSP Cell Towers (Points)			

## 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 County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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

## 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 County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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

## 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 County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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

## NOTE:

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

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

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

## Kauai County E9-1-1 Status Report

**November 1, 2014 - November 30, 2014**

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11/25/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Emergency Callboxes.
11/25/2014	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, MSAG Communities, ESN and Emergency Callboxes for GeoComm.
11/13/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest, Emergency Callboxes and Police Stations.
11/13/2014	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors and WSP Cell Towers, for GeoComm.

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### 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 as well the affected ESN and IRA layers will be uploaded into PowerMap and will be available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system, which is anticipated to take place in December 2014.

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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.

## Kauai County E9-1-1 Status Report

**November 1, 2014 - November 30, 2014**

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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 15<sup>th</sup> 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.
  - c. Akimeka continues to update the Emergency Callbox addresses in November as the GIS data is updated.

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### BRIDGES:

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

1. During September 2014, Akimeka began updating the weight limits to the Bridges layer based on County and State information provided by the Kauai Fire Department.
  - a. During this process, bridges were added to the layer to make the layer as comprehensive as possible and to support KFD's operations. Weight Limits are being added to the attributes as well as Fire Beats, Fire Response Areas, Height Limitations and Date Updated.
  - b. Akimeka is currently awaiting finalized information from the County regarding the weight attribute fields and weight measurement scales as well as information on any other attributes that should be included in the Bridges layer.
  - c. The updates to the Bridges layer will be completed as soon as Akimeka receives the finalized information 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 at that time.

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – NOVEMBER 2014

# Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

## NOTE:

- There are no open service requests for November 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	0	0	0	0	0	0	0	0	0	0	0
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
<b>TOTAL</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>9</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

## NOTE:

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

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

## 5. E9-1-1 DATABASE SYNCHRONIZATION



## Kauai County E9-1-1 Status Report

November 1, 2014 - November 30, 2014

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

### **Next Scheduled Database Synchronization Report - January 2014**

AUDIT SUMMARY RESULTS – 2014 - TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA