

STATE OF HAWAII

**Enhanced 911 Board Meeting
(Combined Meeting)
Thursday, November 12, 2015
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10:00am to 1:00pm**

Agenda

I. Call to Order, Public Notice, Quorum

II. Public testimony on all agenda items

III. Introductions

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

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

- i. 2015 Legislative Investigative Committee update – Paul Ferreira
 - 1. Discussion on county briefing of their respective legislators on the proposed prepaid bill prior to the start of the 2016 legislative session.

b. Technical Committee – Thalia Burns

- i. Investigative Regulatory Committee – Marshall Kanehailua
- ii. FCC update
- iii. Text-2-911 update
- iv. Others

c. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow & Budget Financial report
- ii. Others.

VI. PSAP Status Updates

- a. Kauai – Mark Begley
- b. Oahu – Allan Nagata
- c. Molokai – Dean Rickard
- d. Maui – John Jakubczak
- e. Hawaii – Paul Ferreira

VII. Executive Director's Report

a. The ED will provide updates on the following items:

- i. Hiring of Administrative Services Assistant.
- ii. Website timeline of human interest success stories.
- iii. Independent CPA audit.
- iv. E911 Board Bylaws update.
- v. Annual Report to the Legislature.
- vi. NENA Fall Meeting – November 3-6, 2015:
 1. Prepaid legislation.
 2. National 911 Program Grants.

VIII. Items for Discussion, Consideration and Action

a. 911 Timeline update

b. Request Approval for:

- i. Revised E911 Board Bylaws.
- ii. Annual Report to the Legislature.
- iii. FY 2015 CPA Audit.
- iv. TriCon 2016 Conference, San Diego, Feb. 28 to March 2, 2016.
 1. HFD (2) - \$6,000.
 2. EMS (2) - \$6,000.
- v. 9-1-1 Goes to Wash.DC. Conference, February 21-24, 2016.
 1. Board members (3) – \$9,500.
 2. HFD (1) - \$3,000.
 3. HiPD (2) - \$7,000.
 4. HPD (3) - \$10,500.
 5. Tech. Committee member (1) - \$3,000.
- vi. KPD (3) - APCO Western Regional Conference, March 3-10, 2016, Portland, Oregon - \$8,700.
- vii. Office Supplies for executive director & staff - \$1,000 (increase from \$4,000 authorized budget)

c. Others

IX. Announcements

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

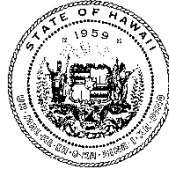
- i. Thursday, December 10, 2015 (Combined meeting)
- ii. Thursday, January 14, 2016 (Combined meeting) (DLNR Conf. Room)
- iii. Thursday, February 11, 2016 (Combined meeting)

b. Others

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

XI. Executive Session: HRS 92-5(a)(4) and HRS 92F (a)(2) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities.

XII. Adjournment



STATE OF HAWAII

**Enhanced 911 Board Meeting
(Combined Meeting)
Thursday, November 12, 2015
Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu
10:00 am to 12:00 noon**

Board members present: Paul Ferreira (Chair), Mark Begley, Thalia Burns, Lisa Hiraoka (Consumer Advocate designee), Roy Irei, John Jakubczak, Dean Rickard, Steven Schutte, Arnold Kishi (CIO designee), Ryan Freitas, Kiman Wong, and Mark Wong.

Board members absent: Jeff Riewer.

Staff members present: Courtney Tagupa and Stella Kam.

Guests: Victoria Garcia (DoD), Bonnie Young (MPD), Antonio Ramirez (Akimeka), Davlynn Racadio (MPD), Gary Lum (HFD), Travis Ing (HiPD), Eleni Papakiristis (HT), Clement Chan (DIT), Eric Butler (Pictometry), Ah Lan Leong (HPD), Allan Nagata (HPD), Wayne Hirasaka (SIC), Bob Mohr (GDIT), John Long (GDIT), David Miyasaki (KPD), Kenison Tejada (APCO/NENA), Jane Soderborg (TriTech), Ben Morgan (HT), Bonnie Young (MPD), Eric Butler (Pictometry), Erin Ford (Pictometry), Lavina Taovao (KPD), and Rob Gausepohl (KPD).

Meeting Minutes

I. Call to Order, Public Notice, Quorum

- a. The board chair called the board meeting to order at 10:50 am.
- b. Public notice was posted.
- c. Quorum was present.

II. Public testimony on all agenda items

- a. The board chair asked if anyone who wishes to provide testimony on any agenda item to please come forward. No one came forward to testify.

III. Introductions

- a. Introductions were made by everyone present at the request of the board chair.

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

- a. Mr. Mark Begley motioned to approve the minutes of the October 8, 2015 board meeting. The motion was seconded and approved by voice vote by all board members present.

V. Committee Updates by Committee Chairs

a. Communications Committee – Steven Schutte

- i. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- ii. 2015 Legislative Investigative Committee update – Paul Ferreira
 - 1. Discussion on county briefing of their respective legislators on the proposed prepaid bill prior to the start of the 2016 legislative session.

b. Technical Committee – Thalia Burns

- i. Investigative Regulatory Committee – Marshall Kanehailua
 - 1. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- ii. FCC update
 - 1. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- iii. Text-to-911 update
 - 1. The committee chair acknowledged that there were no updates to what was presented at the Joint Committee meeting.
- iv. Others
 - 1. There were no other updates.

c. Finance Committee – Kiman Wong

- i. Review of Monthly Cash Flow & Budget Financial report
 - 1. There were no updates to what was presented at the Joint Committee meeting, but the committee chair would like to thank the executive director for the favorable audit report. The executive director would like to thank the committee and PSAPs for providing the required information and contributing to a successful audit.
- ii. Others-None

VI. Executive Director's Report

- a. The executive director provided an update on the following ongoing tasks:
 - i. Hiring of Administrative Services Assistant –
 - 1. The Board approved the hire of administrative services assistant for an 89-day period prior to a RIF in the bargaining unit

being lifted. The executive director attended a seminar for the State of Hawaii hiring process and it was extremely informative. He would like to set up an applicant review committee of at least three Board members and would like to include at least one female member. The executive director will be in communication shortly regarding the formation of the review committee.

ii. Website timeline of human interest success stories

1. Presently in process and this task is approximately 50% complete. Thank you to those individuals and PSAPs that have submitted information and we will be following up within the next week for outstanding information.

iii. Independent CPA audit

1. We have had very successful audits for the prior and current years and we encourage the legislature to read the audit reports on our website. If the prepaid legislation does not pass, the Fund would go into a deficit in the amount of \$4.5M at the end of FY 2023. A request to raise the ceiling is currently with DAGS for approval. During the legislative committee meeting, a suggestion was made to create a quick reference sheet for the PSAPs to have while discussing the Fund and upcoming prepaid legislation with their legislative representatives. It should outline what the fund is, what it does, and highlights from the audit report in order to stress that the ultimate goal is public safety.

iv. E911 Board Bylaws update

1. The executive director sent out an email containing the bylaws and recommended changes. The executive director asked the chair to defer this to the next meeting where he can outline each of the bylaws in detail.

v. Annual Report to the Legislature –

1. The executive director sent out the annual report via email and expressed appreciation for feedback and instituted the suggested changes. The requirement for the annual report to the legislature is contained in Hawaii Revised Statute 138-6. The executive director decided to simplify the process by utilizing charts, although it is not required by the statute. The financials in the report are on a cash basis and have been reviewed by DAGS. Wireless revenue accounted for 90.4% of total receipts. VoiP revenue is small, but it is growing mainly at the expense of reduced wireline service. The statute also requires the amount and recipient of the disbursements from the Fund. Each County and their respective percentage was presented in each chart. The largest was HI County due to the CAD upgrade. These numbers presented are on a cash plus encumbrance basis. The executive director states that he believes the amount of over \$600,000 that DB&F assessments charges the Fund is

quite high for a two person department. The DB&F line item charge amounts to 5% of total revenues collected and 2% of total disbursements. These funds are provided to Central Services for services such as landscaping and janitorial services and the general fund. WSP cost recovery amounts to \$76,000 and is attributable to one carrier, Sprint. Conferences and Training amounts to approximately \$150,000. There is a negative amount of approximately \$300,000 reflected in the report from DIT as a result of an audit where that amount was returned to the Fund. Maintenance costs consist primarily of Pictometry Imaging Software and Akimeka MSAG and GIS services. FY2015 encumbrances amounted to \$7.2M million. There are significant amounts of internal controls on reimbursement requests. Two signatures are required by authorized signatories on PSAP reimbursement requests and checks. Cash at the beginning of the year amounted to \$12.5M, total receipts were \$9.3M and disbursements amounted to \$5M. The ending cash balance was \$16.8M which included encumbrances. \$9.6M is the unencumbered cash balance. The statute only requires disclosure of the ending cash balance in the bank, but the executive director thought it was appropriate to include the additional two line items to reflect both encumbered and unencumbered bank balances in order to present a more realistic view of the financials. The Board also elected to keep the current wireless monthly charge per user unchanged at \$0.66.

vi. NENA Fall Meeting – November 3-6, 2015:

1. Prepaid Legislation

The executive director provided a report on the November NENA Fall Meeting. Mr. Joe Barrow is part of NASNA group and is the resident expert on prepaid legislation and the author of the slides the Executive Director presented during the meeting. Mr. Scott Mackie is with Kimball Sherman & Ellis LLP and they provide lobbying expertise to states on issues such as prepaid legislation. The executive director contacted them to assist in estimating potential prepaid revenue. The executive director presented the following statistical information of wireless subscribers nationwide which included: 335.6M wireless subscribers in 2013 which increased to 355.4M in 2014. Prepaid subscribers are approximately 20-25% of the market or 67-84M customers. Prepaid surcharge fees for the various states who have successfully passed prepaid legislation are calculated either using the percentage method (16 states currently use) or the flat-fee method (21 states currently use). Hawaii has proposed to use the flat-fee method in the upcoming legislation. Mr. Mackie obtained wireless user information from a quarterly report from the carriers and was able to use the information to determine the estimated amount of the revenue stream from prepaid legislation in Hawaii. Mr. Mackie determined that the Hawaii wireless subscribers amounted to 1.4M and that the

market share for prepaid subscribers is approximately 22%. He used nine as the number of times a prepaid subscriber will recharge their phone (which is an industry standard) and therefore subject to the prepaid fee. In his calculations, the potential revenue would amount to approximately \$1.4M annually. The potential revenue the Board used in its calculation amounted to \$1M-\$2M annually. The FCC states that the number of times a user will recharge their phone is the unknown and presents challenges in trying to quantify potential revenue streams from prepaid surcharge fees.

2. National 911 Program Grants

\$115M in potential grants is estimated to be made available through the National Grant Program to all the states. In the Executive Director's research, he found that Hawaii has never applied for this type of grant. The odds for receiving grant money are relatively high, providing a complete grant application is submitted. In the previous year, almost all states that applied for the grants received them. Grant funds can be used for consulting expenses as well as other PSAP related expense and it is something that will be explored as soon as notification is received regarding the application process which should begin at this time next year.

3. FCC Report

The executive director identified the FCC liaisons for the PSAPs are RADM David Simpson and Mr. David Firth. They have been a constant source of information about the goings-on at the FCC. The executive director provided a snapshot of their presentation at the NENA Conference which included the nationwide status of text-to-911 deployments and the location accuracy timetable.

VII. PSAP Status Updates

a. Kauai – Mark Begley

- i. No updates.

b. Oahu – Allan Nagata

- i. There were no updates to what was presented at the Joint Committee meeting.

c. Molokai – Dean Rickard

- i. No updates.

d. Maui – John Jakubczak

- i. There were no updates to what was presented at the Joint Committee meeting.

e. Hawaii – Paul Ferreira

- i. There were no updates to what was presented at the Joint Committee meeting.

VIII. Items for Discussion, Consideration and Action

a. 911 Timeline update

- i. The board chair requested that the PSAPs report any timeline updates to be posted on the 911 website to the executive director.

b. Request for approval:

- i. Revised E911 Board Bylaws.
 - 1. The review of the revised Bylaws will be deferred until next month.
- ii. Annual Report to the Legislature
 - 1. Mr. Mark Begley motioned to approve the Annual Report to the Legislature with the proposed amendments. The motion was seconded and approved by voice vote by all board members present.
- iii. FY 2015 CPA Audit Report.
 - 1. Mr. Kiman Wong motioned to approve the FY 2015 CPA Audit with amendments. The motion was seconded and approved by voice vote by all board members present.
- iv. TriCon 2016 Conference – San Diego, February 28, – March 2, 2016.
 - 1. HFD (2) - \$6,000.
 - 2. EMS (2) - \$6,000.
 - a. Mr. Mark Begley motioned to approve the attendance to the TriCon 2016 Conference for \$12,000. The motion was seconded and approved by voice vote by all board members in attendance.
- v. 9-1-1 Goes to Washington D.C. Conference, February 28-March 2, 2016.
 - 1. Board members (3) - \$9,000.
 - 2. HFD (1) - \$3,000.
 - 3. HiPD (2) - \$7,000.
 - 4. HPD (3) - \$10,500.
 - 5. MPD (3) - \$10,500.
 - 6. Hawaiian Telcom (1) - \$3,000.
 - 7. Ms. Thalia Burns motioned to amend the agenda to include three MPD personnel to attend the 9-1-1 Goes to Washington D.C. Conference at a total cost of \$10,500. The motion was seconded and approved by voice vote by all board members present.
 - 8. There was a motion to approve the 911 Goes to Washington D.C. Conference attendance for all the entities listed above for a total amount of \$43,000. The motion was seconded and approved by voice vote by all board members present.
- vi. KPD (3) – APCO Western Regional Conference, March 3-10, 2016, Portland, Oregon - \$8,700.
- vii. Office Supplies for Executive Director and Staff - \$1,000 (increase from \$4,000 authorized budget).

1. There was a motion to approve the \$1,000 increase for office supplies for the Executive Director and Staff and the attendance to the APCO Western Regional Conference at \$8,700. The motion was seconded and approved by voice vote by all board members present.

viii. Others

1. The board chair requested that if a board member has any agenda items to include in next month's meeting to please contact the executive director so it may be placed on the agenda.

IX. Announcements

a. Meeting dates (10am – 12noon).

- i. Thursday, December 10, 2015 (Combined Meeting)
- ii. Tuesday, January 12, 2016 (Combined Meeting) 10:30-1:00 DLNR Rm. 132)
- iii. Thursday, February 11, 2016 (Combined Meeting)
- iv. Thursday, March 10, 2016 (Combined Meeting)
- v. Thursday, April 14, 2016 (Combined Meeting)

b. Others:

- i. Ms. Victoria Garcia provided an update on FirstNet.
 1. Data gathering is still in process in preparation for FirstNet's RFP.
 2. Ms. Garcia will be providing FirstNet updates at the board meetings on a regular basis.

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

- a. The board chair asked if there was anyone who wishes to comment on issues not on the agenda for consideration for the agenda at the next board meeting to please come forward. No one responded.

XI. Executive Session: HRS 92-5(a)(4) and HRS 92F (a)(2) to consult with the board's attorney on questions and issues pertaining to the board's powers, duties, privileges, immunities, and liabilities.

- a. The board chair announced that an executive session will not be necessary at this meeting.

XII. Adjournment :

- a. The board meeting was adjourned at 11:55 am by voice vote of all board members in attendance.

Oahu Civilian E9-1-1

Status Report

November 1, 2015 – November 30, 2015

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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November 1, 2015 - November 30, 2015

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Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – NOVEMBER 2015

(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 | |
| 2015 | 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 | 86,447 | 20,427 | 23.63% | 63,054 | 72.94% | 50.59% | 22.35% | 2,905 | 3.36% | 61 | 0.07% | 2,327 | 2.69% | 12,523 | 14.49% | 591 | 0.68% |

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 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 | |
| 2015 | 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 | 82,328 | 19,792 | 24.04% | 59,531 | 72.31% | 49.23% | 23.08% | 2,939 | 3.57% | 66 | 0.08% | 2,171 | 2.64% | 11,306 | 13.73% | 618 | 0.75% |
| FEB | 77,047 | 18,699 | 24.27% | 55,782 | 72.40% | 49.78% | 22.62% | 2,504 | 3.25% | 62 | 0.08% | 1,790 | 2.32% | 10,656 | 13.83% | 600 | 0.78% |
| MAR | 82,861 | 19,837 | 23.94% | 60,232 | 72.69% | 50.43% | 22.26% | 2,751 | 3.32% | 41 | 0.05% | 2,286 | 2.76% | 11,822 | 14.27% | 674 | 0.81% |
| APR | 79,337 | 18,532 | 23.36% | 58,075 | 73.20% | 49.98% | 23.22% | 2,674 | 3.37% | 56 | 0.07% | 1,135 | 1.43% | 11,885 | 14.98% | 625 | 0.79% |
| MAY | 82,466 | 19,339 | 23.45% | 60,142 | 72.93% | 52.21% | 20.72% | 2,936 | 3.56% | 49 | 0.06% | 1,895 | 2.30% | 12,616 | 15.30% | 597 | 0.72% |
| JUNE | 82,356 | 19,338 | 23.48% | 60,169 | 73.06% | 51.41% | 21.65% | 2,800 | 3.40% | 49 | 0.06% | 1,989 | 2.42% | 12,172 | 14.78% | 643 | 0.78% |
| JULY | 88,272 | 20,567 | 23.30% | 64,880 | 73.50% | 51.02% | 22.48% | 2,781 | 3.15% | 44 | 0.05% | 2,159 | 2.45% | 13,150 | 14.90% | 748 | 0.85% |
| AUG | 90,430 | 20,708 | 22.90% | 66,575 | 73.62% | 51.24% | 22.38% | 3,102 | 3.43% | 45 | 0.05% | 2,405 | 2.66% | 13,718 | 15.17% | 754 | 0.83% |
| SEPT | 85,443 | 20,216 | 23.66% | 62,348 | 72.97% | 50.83% | 22.14% | 2,828 | 3.31% | 51 | 0.06% | 2,202 | 2.58% | 12,044 | 14.10% | 903 | 1.06% |
| OCT | 88,878 | 20,655 | 23.24% | 64,970 | 73.10% | 50.81% | 22.29% | 3,200 | 3.60% | 53 | 0.06% | 2,409 | 2.71% | 12,480 | 14.04% | 1,900 | 2.14% |
| NOV | 86,447 | 20,427 | 23.63% | 63,054 | 72.94% | 50.59% | 22.35% | 2,905 | 3.36% | 61 | 0.07% | 2,327 | 2.69% | 12,523 | 14.49% | 591 | 0.68% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 925,865 | 218,110 | | 675,758 | | | | 31,420 | | 577 | | 22,768 | | 134,372 | | 8,653 | |
| MON AVG | 84,170 | 19,828 | 23.57% | 61,433 | 72.97% | 50.68% | 22.29% | 2,856 | 3.39% | 52 | 0.06% | 2,070 | 2.45% | 12,216 | 14.51% | 787 | 0.93% |

NOTE:

- ***Calls with no Ali 0.07% - Statewide average = 0.17% November 2015**
- **Wireline totals for February and March have been adjusted per HPD audit.**

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 2015

| 2015 | 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 | No. of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| November | 75,472 | 87.30% | 20,572 | 41,359 | 1,018 | 12,523 | 2,474 | 2.86% | 341 | 35 |

| 2015 | 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 Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Dropped Calls |
| November | 7,846 | 9.08% | 905 | 107 | 64 | 0.07% | 63 | 3 |

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

| 2015 | 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 | 70,213 | 85.28% | 19,601 | 38,128 | 1,178 | 11,306 | 2,597 | 3.15% | 122 | 0 | 8,814 | 10.71% | 787 | 110 | 86 | 0.10% | 84 | 4 |
| FEB | 65,139 | 84.54% | 18,691 | 34,812 | 980 | 10,656 | 2,552 | 3.31% | 83 | 0 | 8,679 | 11.26% | 652 | 89 | 77 | 0.10% | 75 | 3 |
| MAR | 70,656 | 85.27% | 19,470 | 38,194 | 1,170 | 11,822 | 2,954 | 3.57% | 108 | 0 | 8,517 | 10.28% | 949 | 86 | 60 | 0.07% | 59 | 16 |
| APR | 69,768 | 87.94% | 20,453 | 36,574 | 856 | 11,885 | 2,223 | 2.80% | 89 | 0 | 6,686 | 8.43% | 156 | 154 | 35 | 0.04% | 34 | 6 |
| MAY | 70,935 | 86.02% | 19,049 | 38,315 | 955 | 12,616 | 2,788 | 3.38% | 65 | 0 | 8,077 | 9.79% | 808 | 118 | 69 | 0.08% | 67 | 14 |
| JUNE | 71,011 | 86.22% | 19,609 | 38,121 | 1,109 | 12,172 | 2,767 | 3.36% | 102 | 0 | 7,867 | 9.55% | 712 | 82 | 68 | 0.08% | 66 | 1 |
| JULY | 76,613 | 86.79% | 22,000 | 40,219 | 1,244 | 13,150 | 2,918 | 3.31% | 107 | 0 | 7,909 | 8.96% | 728 | 116 | 84 | 0.10% | 80 | 10 |
| AUG | 78,622 | 86.94% | 21,788 | 41,628 | 1,488 | 13,718 | 2,790 | 3.09% | 96 | 0 | 8,185 | 9.05% | 742 | 90 | 79 | 0.09% | 79 | 5 |
| SEPT | 74,244 | 86.89% | 21,690 | 39,182 | 1,328 | 12,044 | 2,210 | 2.59% | 104 | 0 | 8,061 | 9.43% | 749 | 183 | 25 | 0.03% | 21 | 7 |
| OCT | 75,955 | 85.46% | 20,831 | 41,145 | 1,499 | 12,480 | 2,439 | 2.74% | 89 | 0 | 8,513 | 9.58% | 752 | 110 | 71 | 0.08% | 69 | 5 |
| NOV | 75,472 | 87.30% | 20,572 | 41,359 | 1,018 | 12,523 | 2,474 | 2.86% | 341 | 35 | 7,846 | 9.08% | 905 | 107 | 64 | 0.07% | 63 | 3 |
| DEC | | | | | | | | | | | | | | | | | | |
| YTD | 798,628 | | 223,754 | 427,677 | 12,825 | 134,372 | 28,712 | | 1,306 | 35 | 89,154 | | 7,940 | 1,245 | 718 | | 697 | 74 |
| MON AVG | 72,603 | 86.24% | 20,341 | 38,880 | 1,166 | 12,216 | 2,610 | 3.11% | 119 | 3 | 8,105 | 9.65% | 722 | 113 | 65 | 0.08% | 63 | 7 |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

PSAP OPERATION NOTES:

- Total call volumes does not 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 not included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

| FYI..... For Your Information | | |
|---|-------------------------|---|
| 911 Class of Service (COS) E-911 | | |
| Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen. | | |
| PSAP CODE | Description | |
| RES | Residence | Landline home telephone |
| BUS | Business | Landline business telephone |
| PBX | Private Branch Exchange | A private telephone switch that is connected to the Telephone Network (Business) |
| PBX | Private Branch Exchange | A private telephone switch that is connected to the Telephone Network (Residence) |
| CNTX | Centrex | A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features. |
| PAY\$ | Payphone | Coin 1 way. Unable to call back. |
| COIN | Payphone | Coin 2 way. Able to call back. |
| VOIP | Voice over IP | both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen. |
| VRES | VoIP residence | |
| VBUS | VoIP business | |
| N/A | COS Not Available | No ALI or ANI information available on the PSAP ALI Screen. |
| WRLS/MOBL | Basic Wireless Service | No location or callback number. |
| WPH1 | Wireless Phase 1 | Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info. |
| WPH2 | Wireless Phase 2 | Phase 2 location data is being provided from a Phase 2 capable site. Device location info. |
| *Statewide average (November 2015) of 911 calls <u>with</u> Location Information = 99.83% | | |
| * Statewide averages does not include the Military 911 calls or current Text to 911 testing. | | |
| Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee. | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

WIRELESS PSAP TESTING – NOVEMBER 2015

| OAHU CIVILIAN - NOVEMBER 2015 | | | | | | |
|-------------------------------|------|--------------|----------------|------------|----------------|----------------------|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 11/19/2015 | AT&T | 1 | 9 | Oahu PSAP | Pass | Cow (Cell on wheels) |
| | | | | | | |
| | | | | | | |

NOTES:

- There was one (1) scheduled 911 Test call for the Oahu Civilian PSAP in November 2015.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

| ~ December 2015 ~ | | | | | | |
|-------------------|-----|-----|-----|-----|-----------------|------------|
| ◀ November 2015 | | | | | | Jan 2016 ▶ |
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 Christmas | 26 |
| 27 | 28 | 29 | 30 | 31 | Notes: | |

| ~ January 2016 ~ | | | | | | |
|------------------|-----|-----|-----|-----|------------------|------------|
| ◀ December 2015 | | | | | | Feb 2016 ▶ |
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 New Year's Day | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 2015

| OAHU CIVILIAN | 9-1-1 NET REQUESTS | | | | | | |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| NOV | 25 | 19 | 1 | 0 | 0 | 5 | 998 |

MSAG CURRENT MONTH NOTES:

A total of **27** MSAG transactions were processed in 9-1-1 Net during the month of November 2015. **25** requests were processed relating to the MSAG database, and **2** requests relating to the ALI database (see ALI Transaction chart on next page). There were **998** customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

| OAHU CIVILIAN | 9-1-1 NET REQUESTS | | | | | | |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN | 40 | 25 | 2 | 13 | 0 | 0 | 405 |
| FEB | 7 | 4 | 0 | 2 | 1 | 0 | 202 |
| MAR | 715 | 694 | 1 | 7 | 1 | 12 | 20,371 |
| APR | 1,014 | 988 | 7 | 3 | 5 | 11 | 25,238 |
| MAY | 869 | 850 | 1 | 2 | 2 | 14 | 16,168 |
| JUNE | 1,087 | 1,039 | 1 | 8 | 3 | 36 | 38,630 |
| JULY | 1,327 | 1,283 | 4 | 17 | 2 | 21 | 78,788 |
| AUG | 903 | 866 | 2 | 0 | 3 | 32 | 82,310 |
| SEPT | 1,272 | 1,209 | 1 | 4 | 3 | 55 | 222,151 |
| OCT | 671 | 640 | 3 | 3 | 8 | 17 | 45,488 |
| NOV | 25 | 19 | 1 | 0 | 0 | 5 | 998 |
| DEC | | | | | | | |
| TOTAL YTD | 7,930 | 7,617 | 23 | 59 | 28 | 203 | 530,749 |
| AVG PER MONTH | 721 | 692 | 2 | 5 | 3 | 18 | 48,250 |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

| OAHU CIVILIAN | | 9-1-1 NET REQUESTS | | | | | |
|------------------|-------|---------------------------|------------|-------------|--|--------|---------|
| | | ALITRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| NOV | 2 | 0 | 2 | 0 | 380 | 0 | 0 |

| Definitions |
|---|
| (A) Telephone Number Change Request - 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) Automatic Location Information Discrepancy Record - 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) Voice over Internet Protocol Discrepancy Record - 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. |

ALI TRANSACTIONS CURRENT MONTH NOTES:

Two (2) ALI DRs were submitted as the result of 9-1-1 call from a pay phone located in Maili Beach Park.

OPEN DISCREPANCY RECORDS STATUS:

- There are 380 Open Telephone Number Change Requests as of November 30, 2015.
- Refer to chart in the next section "TNCR Current Status"

The TNCRs are a direct result of the ESN 199 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 zero (0) Open ALI-DRs as of November 30, 2015.

There are zero (0) Open VoIP DRs as of November 30, 2015.

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| OAHU CIVILIAN | | 9-1-1 NET REQUESTS | | | | | |
|------------------|-------|----------------------------|--------|---------|--|--------|---------|
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR | ALI-DR | VoIP DR | TN CR | ALI-DR | VoIP DR |
| JAN | 155 | 153 | 2 | 0 | 328 | 0 | 0 |
| FEB | 139 | 139 | 0 | 0 | 245 | 0 | 0 |
| MAR | 517 | 516 | 1 | 0 | 242 | 0 | 0 |
| APR | 670 | 669 | 1 | 0 | 285 | 0 | 0 |
| MAY | 24 | 23 | 1 | 0 | 275 | 0 | 0 |
| JUNE | 79 | 79 | 0 | 0 | 467 | 0 | 0 |
| JULY | 205 | 204 | 1 | 0 | 263 | 0 | 0 |
| AUG | 0 | 0 | 0 | 0 | 263 | 0 | 0 |
| SEPT | 49 | 49 | 0 | 0 | 304 | 0 | 0 |
| OCT | 66 | 66 | 0 | 0 | 276 | 0 | 0 |
| NOV | 2 | 0 | 2 | 0 | 380 | 0 | 0 |
| DEC | | | | | | | |
| TOTAL YTD | 1,906 | 1,898 | 8 | 0 | | | |
| AVG PER MONTH | 173 | 173 | 1 | 0 | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| 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 CIVILIAN | 380 | 11 | 177 | 192 |

| STATUS |
|---|
| <u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. |
| <u>PENDING STATUS</u> - 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. |
| <u>REFERRED STATUS</u> - 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. |
| <u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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, 2015 - November 30, 2015

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, 2015**:

| 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 | 12/08/14 |
| Sunset | 12/03/14 | 12/10/14 | 12/08/14 | | 12/12/14 | 12/18/14 |
| Haleiwa | 12/12/14 | 12/24/14 | 01/14/15 | There are many farming and cane roads that require lengthy and detailed editing, slowing down progress | 01/23/15 | 02/05/15 |
| Wahiawa | 01/02/15 | 01/21/15 | 02/03/15 | | 02/06/15 | 02/13/15 |
| Waiialua | 01/22/15 | 01/29/15 | 02/09/15 | | | |
| Mokuleia | 01/30/15 | 02/05/15 | 02/12/15 | | 02/19/15 | 02/25/15 |
| Kalaniana'ole Hwy Project | 02/09/15 | 03/04/15 | 02/19/15 | | | |
| Makaha | 03/05/15 | 03/12/15 | 02/17/15 | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MSAG Community and Street Segment Sweep – Phase VII continued

| 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 |
| Waianae | 03/13/15 | 03/24/15 | 03/09/15 | | 03/20/15 | 04/02/15 |
| Mali | 03/25/15 | 04/02/15 | 03/17/15 | | | |
| Nanakuli | 04/03/15 | 04/13/15 | 03/27/15 | | 04/06/15 | 04/17/15 |
| Makakilo | 04/14/15 | 04/28/15 | 04/15/15 | | 04/17/15 | 04/29/15 |
| Kapolei | 04/29/15 | 05/21/15 | 05/19/15 | | 5/1/2015, 5/15/2015 | |
| Kalaeloa | 05/22/15 | 06/08/15 | 06/08/15 | | 06/12/15 | 06/25/15 |
| Ewa Beach | 06/09/15 | 07/27/15 | 07/24/15 | | 06/26/15 | 07/13/15 |
| Iroquois | 07/28/15 | 08/03/15 | 07/27/15 | | 07/10/15 | 07/14/15 |
| Waipahu | 08/04/15 | 09/07/15 | 08/25/15 | | 08/7/15, 08/21/15 | |
| Kunia | 09/08/15 | 09/11/15 | 08/26/15 | | | |
| Waipio | 09/14/15 | 09/29/15 | 09/18/15 | | 09/18/15 | 10/12/15 |
| Mililani | 09/30/15 | 11/19/15 | 11/10/15 | | 11/10/15 | IN PROGRESS |
| Pearl City | 11/20/15 | 12/17/15 | IN PROGRESS | | 11/27/15 | |
| Aiea | 12/18/15 | 01/26/15 | | | | |
| PC PEN | 01/27/15 | 02/02/15 | | | | |
| McGrew PT | 02/03/15 | 02/04/15 | | | | |
| Halawa | 02/05/15 | 02/08/15 | | | | |
| Makalapa | 02/09/15 | 02/11/15 | | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|--------------------|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Address Points | | 11/27/15 | |
| | 11/25/2015 | | Corrected one (1) address in Kaneohe |
| | 11/24/2015 | | Deleted thirty-two (32) bad address in Kapolei |
| | 11/24/2015 | | Added one (1) Location Name in Kapolei |
| | 11/24/2015 | | Spatially corrected one thousand eighteen (1,018) addresses in Kapolei |
| | 11/24/2015 | | Added two hundred forty-one (241) Routing IDs in Ewa Beach |
| | 11/20/2015 | | Added two (2) Location Names in Pearl City |
| | 11/20/2015 | | Deleted eight (8) bad addresses in Kapolei |
| | 11/20/2015 | | Spatially corrected five hundred one (501) addresses in Kapolei |
| | 11/20/2015 | | Spatially corrected sixteen (16) addresses in Pearl City |
| | 11/19/2015 | | Spatially corrected two hundred twenty six (226) addresses in Kapolei |
| | 11/18/2015 | | Spatially corrected forty-five (45) addresses in Ewa Beach |
| | 11/17/2015 | | Added four (4) new addresses in Kapolei |
| | 11/17/2015 | | Spatially corrected nine hundred thirty two (932) addresses in Kapolei |
| | 11/16/2015 | | Added one (1) new address in Ewa Beach |
| | | 11/13/15 | |
| | 11/13/2015 | | Spatially corrected two hundred eight (208) addresses in Makakilo |
| | 11/12/2015 | | Added one (1) new addresses in Downtown |
| | 11/12/2015 | | Spatially corrected twenty-four (24) addressseses in Downtown |
| | 11/12/2015 | | Spatially corrected one hundred five (105) addresses in Manoa |
| | 11/12/2015 | | Spatially corrected ten (10) addresses in Kalihi |
| | 11/10/2015 | | Spatially corrected fifty-two (52) addresses in Kalihi |
| | 11/10/2015 | | Added fouty-five (45) Location Names in Kalihi |
| | 11/6/2015 | | Deleted twenty-one (21) bad addresses in Mililani |
| | 11/6/2015 | | Spatially corrected three hundred fifty-eight (358) addresses in Mililani |
| | 11/5/2015 | | Added one (1) Location Name in Mililani |
| | 11/3/2015 | | Deleted one (1) bad address in Mililani |
| | 11/3/2015 | | Spatially corrected one hundred (100) addresses in Mililani |
| | 11/2/2015 | | Populated ESNs 101 and 102 |
| Airports | | | |
| | | | |
| | | | |
| Bridges | | | |
| | | | |
| | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|-----------------------|---|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Building Footprints | | | |
| | | | |
| | | | |
| Bus Stops | | | |
| | | | |
| | | | |
| Churches | | | |
| | | | |
| | | | |
| Coastal Names | | | |
| | | | |
| | | | |
| Coastline | | | |
| | | | |
| | | | |
| Common Places | | | |
| | | | |
| | | | |
| Correctional Facilities | | | |
| | | | |
| | | | |
| Emergency Callboxes | | | |
| | | | |
| | | | |
| Emergency Operation Centers | | | |
| | | | |
| | | | |
| Emergency Shelters | | | |
| | | | |
| | | | |
| ESZ/ESN | | | |
| | 11/25/2015 | | Corrected boundaries for ESNs 125 and 126 |
| | 11/20/2015 | | Corrected boundaries for ESNs 131 and 132 |
| | 11/19/2015 | | Corrected boundaries for ESNs 166 and 133 |
| | 11/12/2015 | | Corrected boundaries for ESNs 125 and 126 |
| | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Fire Beats | | | |
| | | | |
| | | | |
| Fire Districts | | | |
| | | | |
| | | | |
| Fire Response Areas | | 11/27/15 | |
| | 11/25/2015 | | Corrected boundaries for STA31 and STA6 |
| | 11/20/2015 | | Corrected boundaries for STA38 and STA20 |
| | 11/12/2015 | | Corrected boundaries for STA6 and STA31 |
| | | 11/13/15 | |
| Fire Stations | | | |
| | | | |
| | | | |
| Food & Beverage | | | |
| | | | |
| | | | |
| Gas Stations | | | |
| | | | |
| | | | |
| Gate Codes | | | |
| | | | |
| | | | |
| Government Buildings | | | |
| | | | |
| | | | |
| Harbors | | | |
| | | | |
| | | | |
| Helipads | | | |
| | | | |
| | | | |
| Hiking Trails | | | |
| | | | |
| | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|-----------------------|---------------|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Hospitals | | | |
| | | | |
| | | | |
| Hydrants | | | |
| | | | |
| | | | |
| Hyrdology Layers: Dams Ponds Streams Waterfalls | | | |
| | | | |
| | | | |
| | | | |
| Incident Response Areas | | | |
| | | | |
| Lodging | | | |
| | | | |
| | | | |
| Major Roads | | | |
| | | | |
| Medic Beats | | | |
| | | | |
| | | | |
| Medic Districts | | | |
| | | | |
| Medic Response Areas | | | |
| | | | |
| Medic Stations | | | |
| | | | |
| Medical Facilities | | | |
| | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|-----------------------|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Milepost Markers | | | |
| | | | |
| | | | |
| MSAG Communities | | 11/27/15 | |
| | 11/24/2015 | | Corrected boundary for Pearl City and PC Pen |
| | 11/19/2015 | | Corrected boundary for Manana and Pearl City |
| | | 11/13/15 | |
| Net Junctions | | | |
| | | | |
| | | | |
| Ocean Rescue Boundaries | | | |
| | | | |
| | | | |
| Ocean Safety | | | |
| | | | |
| | | | |
| Parcels | | | |
| | | | |
| | | | |
| Parks | | | |
| | | | |
| | | | |
| Parks Polygon | | | |
| | | | |
| | | | |
| Points of Interest | | 11/27/15 | |
| | 11/20/2015 | | Spatially corrected twelve (12) locations in Pearl City |
| | 11/18/2015 | | Spatially corrected two (2) locations in Aiea |
| | 11/18/2015 | | Spatially corrected two (2) locations in Honolulu |
| | 11/18/2015 | | Spatially corrected fifty (50) locations in Ewa Beach |
| | 11/17/2015 | | Spatially corrected two (2) locations in Kapolei |
| | | 11/13/15 | |
| | 11/12/2015 | | Spatially corrected six (6) locations in Downtown |
| | 11/6/2015 | | Spatially corrected two (2) locations in Mililani |
| | 11/5/2015 | | Spatially corrected two (2) locations in Mililani |
| | 11/3/2015 | | Spatially corrected ten (10) locations in Mililani |
| | 11/2/2015 | | Populated ESNs 101 and 102 |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|---|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Police Beats | | 11/27/15 | |
| | 11/25/2015 | | Corrected Police Beat 564 according to the HPD written policies and procedures, and began correcting 565 |
| | 11/17/2015 | | Corrected Police Beat boundaries 370, 371, 372, and 374 |
| | | 11/13/15 | |
| | 11/12/2015 | | Corrected Police Beat 563 according to the HPD written policies and procedures, and continued on Beat 564 |
| | 11/9/2015 | | Corrected Police Beat 562 according to the HPD written policies and procedures, and began on Beats 563 and564 |
| Police Districts | | | |
| | | | |
| | | | |
| | | | |
| Police Response Areas | 11/6/2015 | | Corrected Subbeats 420H, 420I, 091J, 094M, 094L, 094E |
| | | | |
| Police Stations | | | |
| | | | |
| | | | |
| Post Offices | 11/6/2015 | | Corrected zipcodes 96825 for Honolulu and 96795 for Waimanalo |
| | | | |
| Schools | | | |
| | | | |
| | | | |
| Street Centerlines | | | |
| | 11/30/2015 | | Spatially corrected fifty-three (53) street segments in PearlCity |
| | | 11/27/15 | |
| | 11/27/2015 | | Corrected two (2) one way values in Kaimuki |
| | 11/27/2015 | | Flipped one (1) street segment in Kaimuki |
| | 11/27/2015 | | Corrected twenty-one (21) elevation values in Kaneohe |
| | 11/27/2015 | | Corrected two (2) elevation values in Kailua |
| | 11/25/2015 | | Corrected one (1) one way value in Waikiki |
| | 11/25/2015 | | Added two (2) street segments in Kalihi |
| | 11/25/2015 | | Spatially corrected thirty-four (34) street segments in Kalihi |
| | 11/25/2015 | | Spatially corrected forty (40) street segments in Pearl City |
| | 11/25/2015 | | Corrected one (1) street range in Kalihi |
| 11/24/2015 | | Spatially corrected eighty-two (82) street segments in Pearl City | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | | |
|--|----------------------------------|--------------------|---|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks | |
| | Date Created/ Edits Performed | | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
| Street Centerlines | 11/24/2015 | | Deleted one (1) bad street segment in Pearl City | |
| | 11/24/2015 | | Corrected one (1) elevation value in Makiki | |
| | 11/20/2015 | | Added seven (7) street segments in Pearl City | |
| | 11/20/2015 | | Deleted one (1) bad street segment in Pearl City | |
| | 11/20/2015 | | Split three (3) street segments in Pearl City | |
| | 11/20/2015 | | Spatially corrected seventy-one (71) street segments in Pearl City | |
| | 11/19/2015 | | Corrected three (3) elevation values in Honolulu | |
| | 11/19/2015 | | Corrected four (4) elevation values in Makiki | |
| | 11/19/2015 | | Spatially corrected one (1) street segments in Manana | |
| | 11/19/2015 | | Spatially corrected fifty-seven (57) street segments in Pearl City | |
| | 11/19/2015 | | Corrected one (1) one way value in Nuuanu | |
| | 11/18/2015 | | Spatially corrected one hundred three (103) street segments in Pearl City | |
| | 11/17/2015 | | Spatially corrected one hundred seven (107) street segments in Pearl City | |
| | 11/16/2015 | | Corrected two (2) street ranges in Kailua | |
| | 11/16/2015 | | Corrected two (2) street ranges in Ewa Beach | |
| | 11/16/2015 | | Corrected two (2) street names in Ewa Beach | |
| | 11/16/2015 | | Spatially corrected fifty-eight (58) street segments in PearlCity | |
| | | 11/13/15 | | |
| | | 11/13/2015 | | Corrected forty-six (46) street names in Ewa Beach |
| | | 11/13/2015 | | Corrected twenty-eight (28) street ranges in Ewa Beach |
| | | 11/13/2015 | | Flipped eight (8) street segments in Ewa Beach |
| | | 11/13/2015 | | Corrected two (2) elevation values in Airport |
| | | 11/13/2015 | | Corrected seven (7) one way values in Kalihi |
| | | 11/12/2015 | | Corrected one (1) elevation value in Airport |
| | | 11/12/2015 | | Spatially corrected twenty-five (25) street segments in Kalihi |
| | | 11/12/2015 | | Spatially corrected forty-eight (48) street segments in Pearl City |
| | | 11/10/2015 | | Spatially corrected twenty (20) street segments in Aiea |
| | | 11/10/2015 | | Spatially corrected one hundred forty-four (144) street segments in Mililani |
| | | 11/10/2015 | | Corrected seven (7) one way values in Aiea |
| | | 11/9/2015 | | Split two (2) street segments in Kalihi |
| | | 11/9/2015 | | Split one (1) street segment in Mililani |
| | | 11/9/2015 | | Added four (4) street segments in Pearl City |
| | | 11/9/2015 | | Corrected one (1) one way value in Airport |
| | | 11/9/2015 | | Corrected two (2) one way values in Pearl Hbr |
| | | 11/9/2015 | | Corrected one (1) street range in Mililani |
| | | 11/9/2015 | | Corrected one (1) street range in Kalihi |

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MAPPING LAYERS UPDATED (PART VIII)

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

| OAHU CIVILIAN | | | |
|--|----------------------------------|-----------------------|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Street Centerlines | 11/9/2015 | | Spatially corrected forty-nine (49) street segments in Kalihi |
| | 11/9/2015 | | Spatially corrected one hundred thirty-six (136) street segments in Mililani |
| | 11/9/2015 | | Deleted two (2) bad street segments in Kalihi |
| | 11/6/2015 | | Corrected one (1) one way value in Kalihi |
| | 11/6/2015 | | Corrected one (1) street range in Mililani |
| | 11/6/2015 | | Spatially corrected one (1) street segment in Kalihi |
| | 11/6/2015 | | Spatially corrected one hundred fifty-one (151) street segments in Mililani |
| | 11/5/2015 | | Added eighteen (18) street segments in Mililani |
| | 11/5/2015 | | Split six (6) street segments in Mililani |
| | 11/5/2015 | | Spatially corrected fifty-four (54) street segments in Mililani |
| | 11/4/2015 | | Spatially corrected thirty-four (34) street segments in Mililani |
| | 11/4/2015 | | Deleted one (1) bad street segment in Mililani |
| | 11/4/2015 | | Corrected one (1) street range in Mililani |
| | 11/3/2015 | | Spatially corrected one hundred fifty-two (152) street segments in Mililani |
| | 11/3/2015 | | Added one (1) street segment in Mililani |
| | 11/3/2015 | | Corrected one (1) street range in Mililani |
| | 11/3/2015 | | Split one (1) street segment in Mililani |
| | 11/2/2015 | | Populated ESNs 101 and 102 |
| Subdivisions | | | |
| | | | |
| | | | |
| TowJurisdictions | | | |
| | 11/6/2015 | | Corrected TZ04 and TZ07 boundaries |
| | | | |
| Tsunami Evacuation Zones | | | |
| | | | |
| | | | |
| Tsunami Heights | | | |
| | | | |
| Waste Water Plants | | | |
| | | | |
| | | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 and NG9-1-1 systems.

| OAHU CIVILIAN | | | |
|--|----------------------------------|-----------------------|---------------|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| WSP Cell Sectors | | 11/30/15 | |
| | 11/30/2015 | | Per ATT CRS |
| | | 11/27/15 | |
| | 11/24/2015 | | Per ATT CRS |
| | | 11/23/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | 11/20/2015 | | Per ATT CRS |
| | 11/17/2015 | | Per ATT CRS |
| | | 11/16/15 | |
| | | 11/13/15 | |
| | 11/10/2015 | | Per VZW CRS |
| | | 11/09/15 | |
| | 11/9/2015 | | Per VZW CRS |
| | 11/6/2015 | | Per VZW CRS |
| WSP Cell Towers | | 11/02/15 | |
| | | 11/30/15 | |
| | 11/30/2015 | | Per ATT CRS |
| | | 11/27/15 | |
| | 11/24/2015 | | Per ATT CRS |
| | | 11/23/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | 11/20/2015 | | Per ATT CRS |
| | 11/17/2015 | | Per ATT CRS |
| | | 11/16/15 | |
| | | 11/13/15 | |
| | 11/10/2015 | | Per VZW CRS |
| | | 11/09/15 | |
| | 11/9/2015 | | Per VZW CRS |
| 11/6/2015 | | Per VZW CRS | |
| | 11/02/15 | | |

Oahu Civilian E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 |
|------------|--|
| 11/30/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 11/27/2015 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD |
| 11/27/2015 | Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD |
| 11/27/2015 | Address Points, Common Places, Street Centerlines, Police Response Areas, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas, MSAG Communities, Cell Towers, Cell Sectors to the Honolulu MapFlex system for HPD, HFD, EMS, and Ocean Safety |
| 11/23/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 11/16/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 11/13/2015 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD |
| 11/13/2015 | Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, and Display Address Points to HFD, EMS, and Ocean Safety for TriTech CAD |
| 11/9/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |
| 11/2/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS |

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

| GIS Deliverable schedule for 2015 | | |
|-----------------------------------|------|------|
| OCT | ✓ 16 | ✓ 30 |
| NOV | ✓ 13 | ✓ 27 |
| DEC | 11 | 23 |

Oahu Civilian E9-1-1 Status Report

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POLICE BEATS CORRECTIONS

Background

The Police Beats layer 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 2015. Akimeka corrected boundaries for three (3) Police Beats (562, 563, and 564) and performed routine maintenance on five (5) other Police Beat boundaries.

Upload Process

It was agreed that the Police Beats layer will be uploaded to the current Motorola CAD system given some delays with the new Motorola PremierOne CAD system. During the month of April 2015, Akimeka had worked with HPD PMT to design a new upload procedure that would provide the updated Police Beats into the system, along with other corrected layers now previously loaded to the Motorola CAD system. For more information regarding the latest CAD upload procedure, refer to the May 2015 Monthly Status Report, section on Motorola CAD Upload. Updated Police Beats are continuously delivered with this new process on a bi-monthly update with the other GIS deliverables.

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ESN PROJECT - COMPLETED

Since Akimeka had completed the preliminary ESN layer, during a meeting with HPD in December 2014 agreement was made to proceed with beginning the work efforts with Hawaiian Telcom.

1. The new ESN layer was created based on all of the operational response areas for each agency
2. Review and discussion was held during the meeting and Akimeka was given approval to proceed with preparing documentation to provide HPD with in order for Hawaiian Telcom to program the new ESN numbers and ELTs.
3. Akimeka prepared the final documentation during the month of January 2015 and provided the ELTs, Letter, and supporting attachments to HPD.
4. On February 13, 2014, the letter requesting change to Honolulu ESN numbers and corresponding ELTs were submitted to Hawaiian Telecom.
5. On March 12, 2015, confirmation was received that Honolulu can move forward with new ESNs and under the special project, cannot exceed 50 MSAG transactions per day.
6. On March 16, 2015, Akimeka began processing the MSAG transactions beginning with the approved ESN 184 in Waimanalo
 - a. In order to validate the correct information was being displayed at HPD, a group of test phone numbers was gathered to be used to verify the information.
 - b. Also on March 16, 2015, processing in MSAG was halted because Akimeka's access to new ESNs was restricted by Intrado. Akimeka followed up and the restriction was removed by end of the day.
7. On March 17, 2015, HPD tested the telephone numbers in ESN 184 and had experienced some issues with the call routing past the call screeners, directly to the dispatcher.
 - a. HPD opened a trouble ticket with Intrado and Hawaiian Telcom on the issue
 - b. Intrado/Hawaiian Telcom corrected the issue shortly after and notified HPD
8. On March 19, 2015, Akimeka received confirmation that the test phone numbers in ESN 184 were successful at HPD and routed to the call screener
 - a. Following the successful, Akimeka was given the ability to backfill the 250 transactions that were lost in order to get caught up with the timeline.
9. Throughout the remainder of March there were no reported issues and the ESN schedule has remained on track.
10. Throughout April, 2015, Akimeka continued processing ESN transactions in the MSAG database and GIS database, coordinating changes between both in an effort to keep synchronized.
11. As of May 21, 2015, Akimeka was given an increase of seventy five (75) daily transactions for the Oahu ESN project by Intrado/Hawaiian Telcom. All other transaction limitations remain the same.
12. Target Start Dates were adjusted in July to reflect the daily transaction increase effective on June 3, 2015. Target completion date is now estimated to be by the end of October, 2015. See the below chart for an up-to-date listing.

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13. The ESN project was concluded on October 30, 2015 and is considered completed in both the GIS and the MSAG transactions that were processed.

| MSAG COMMUNITY | MSAG COMMUNITY ESNPROJECT | | | | | | | | | | | | | | |
|----------------|---------------------------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|----------------|--------------------|
| | TARGET START DATE | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | NOTES COMMENTS | TOTAL MSAG RECORDS |
| Waimanalo | 03/16/15 | 184 | 100% | 183 | 100% | | | | | | | | | Complete | 112 |
| Kailua | 03/19/15 | 182 | 100% | 181 | 100% | 180 | 100% | 177 | 100% | 176 | 100% | | | Complete | 386 |
| Kaneohe | 03/31/15 | 182 | 100% | 180 | 100% | 179 | 100% | 177 | 100% | 176 | 100% | 175 | 100% | Complete | 514 |
| Kahaluu | 04/15/15 | 175 | 100% | 174 | 100% | | | | | | | | | Complete | 35 |
| Kaaawa | 04/16/15 | 173 | 100% | | | | | | | | | | | Complete | 24 |
| Punaluu | 04/16/15 | 172 | 100% | | | | | | | | | | | Complete | 9 |
| Hauula | 04/17/15 | 172 | 100% | | | | | | | | | | | Complete | 31 |
| Laie | 04/20/15 | 172 | 100% | 171 | 100% | | | | | | | | | Complete | 21 |
| Kahuku | 04/21/15 | 171 | 100% | | | | | | | | | | | Complete | 42 |
| Kahuku Range | 04/22/15 | 165 | | | | | | | | | | | | Military | |
| Sunset | 04/23/15 | 170 | 100% | 159 | 100% | | | | | | | | | Complete | 59 |
| Haleiwa | 04/27/15 | 159 | 100% | 158 | 100% | | | | | | | | | Complete | 58 |
| Wahiawa | 04/29/15 | 157 | 100% | | | | | | | | | | | Complete | 199 |
| Waialua | 05/06/15 | 158 | 100% | | | | | | | | | | | Complete | 58 |
| Mokuleia | 05/08/15 | 158 | 100% | | | | | | | | | | | Complete | 49 |
| Makaha | 05/11/15 | 149 | 100% | | | | | | | | | | | Complete | 49 |
| Waianae | 05/12/15 | 149 | 100% | | | | | | | | | | | Complete | 135 |
| Maili | 05/15/15 | 149 | 100% | 148 | 100% | | | | | | | | | Complete | 98 |
| Nanakuli | 05/19/15 | 149 | 100% | 148 | 100% | 147 | 100% | 146 | 100% | | | | | Complete | 102 |
| Makakilo | 06/04/15 | 143 | 100% | 142 | 100% | | | | | | | | | Complete | 143 |
| Kapolei | 06/09/15 | 145 | 100% | 144 | 100% | 140 | 100% | 139 | 100% | | | | | Complete | 228 |
| Kalaeloa | 06/16/15 | 144 | 100% | 140 | 100% | 139 | 100% | 138 | 100% | | | | | Complete | 238 |
| Ewa Beach | 06/18/15 | 141 | 100% | 139 | 100% | 138 | 100% | | | | | | | Complete | 527 |
| Iroquois | 06/29/15 | 138 | 100% | | | | | | | | | | | Complete | 39 |
| Waipahu | 06/30/15 | 137 | 100% | 136 | 100% | 135 | 100% | 134 | 100% | 133 | 100% | | | Complete | 350 |
| Kunia | 07/07/15 | 157 | 100% | 156 | 100% | 155 | 100% | 141 | 100% | | | | | Complete | 19 |
| Waipio | 07/08/15 | 151 | 100% | 137 | 100% | 136 | 100% | 134 | 100% | | | | | Complete | 149 |
| Mililani | 07/10/15 | 157 | 100% | 154 | 100% | 153 | 100% | 152 | 100% | | | | | Complete | 615 |
| Pearl City | 07/22/15 | 134 | 100% | 133 | 100% | 132 | 100% | 131 | 100% | | | | | Complete | 241 |
| Aiea | 07/28/15 | 131 | 100% | 130 | 100% | 129 | 100% | | | | | | | Complete | 384 |
| PC Pen | 08/05/15 | 132 | 100% | | | | | | | | | | | Complete | 26 |
| McGrew PT | 08/05/15 | 130 | 100% | | | | | | | | | | | Complete | 5 |
| Halawa | 08/05/15 | 130 | 100% | | | | | | | | | | | Complete | 7 |
| Aliamanu | 08/05/15 | 128 | 100% | 127 | 100% | | | | | | | | | Complete | 27 |
| Moanalua T | 08/06/15 | 128 | 100% | | | | | | | | | | | Complete | 20 |
| Hale Moku | 08/06/15 | 129 | 100% | 128 | 100% | | | | | | | | | Complete | 30 |

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| MSAG COMMUNITY | MSAG COMMUNITY ESN PROJECT -continued | | | | | | | | | | | | | | | NOTES COMMENTS | TOTAL MSAG RECORDS |
|-------------------|---------------------------------------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------------------|-----------------------|
| | TARGET START DATE | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | | |
| Maloelap | 08/06/15 | 128 | 100% | | | | | | | | | | | | | Complete | 7 |
| Hokulani | 08/07/15 | 128 | 100% | | | | | | | | | | | | | Complete | 21 |
| Moanalua | 08/10/15 | 128 | 100% | | | | | | | | | | | | | Complete | 14 |
| Airport | 08/10/15 | 128 | 100% | 127 | 100% | | | | | | | | | | | Complete | 40 |
| Catlin Pk | 08/11/15 | 128 | 100% | 127 | 100% | | | | | | | | | | | Complete | 22 |
| Miller Pk | 08/11/15 | 127 | 100% | | | | | | | | | | | | | Complete | 12 |
| Halsey T | 08/11/15 | 127 | 100% | | | | | | | | | | | | | Complete | 24 |
| Radford T | 08/11/15 | 127 | 100% | | | | | | | | | | | | | Complete | 15 |
| Salt Lake | 08/12/15 | 127 | 100% | | | | | | | | | | | | | Complete | 65 |
| Mapunapuna | 08/13/15 | 127 | 100% | | | | | | | | | | | | | Complete | 14 |
| Moanalua V | 08/14/15 | 127 | 100% | | | | | | | | | | | | | Complete | 71 |
| Kalihi | 08/17/15 | 126 | 100% | 125 | 100% | 124 | 100% | 123 | 100% | 122 | 100% | 120 | 100% | | | Complete | 473 |
| Nuuanu | 08/26/15 | 123 | 100% | 122 | 100% | | | | | | | | | | | Complete | 199 |
| Punchbowl | 08/31/15 | 123 | 100% | 119 | 100% | 117 | 100% | | | | | | | | | Complete | 116 |
| Downtown | 09/02/15 | 119 | 100% | 118 | 100% | | | | | | | | | | | Complete | 59 |
| Kakaako | 09/02/15 | 118 | 100% | | | | | | | | | | | | | Complete | 22 |
| Ala Moana | 09/03/15 | 116 | 100% | | | | | | | | | | | | | Complete | 12 |
| Honolulu | 09/04/15 | 119 | 100% | 118 | 100% | 117 | 100% | 116 | 100% | | | | | | | Complete | 128 |
| Makiki | 09/08/15 | 117 | 100% | | | | | | | | | | | | | Complete | 95 |
| Manoa | 09/10/15 | 114 | 100% | 113 | 100% | 112 | 100% | 110 | 100% | | | | | | | Complete | 248 |
| McCully | 09/16/15 | 116 | 100% | 114 | 100% | 110 | 100% | | | | | | | | | Complete | 96 |
| Kahala | 09/18/15 | 107 | 100% | 106 | 100% | 104 | 100% | 103 | 100% | | | | | | | Complete | 107 |
| Kapahulu | 09/22/15 | 110 | 100% | 109 | 100% | 106 | 100% | | | | | | | | | Complete | 70 |
| Kaimuki | 09/23/15 | 111 | 100% | 110 | 100% | 109 | 100% | 105 | 100% | 104 | 100% | | | | | Complete | 294 |
| Waialae | 09/29/15 | 104 | 100% | 103 | 100% | | | | | | | | | | | Complete | 104 |
| Aina Haina | 10/01/15 | 103 | 100% | 102 | 100% | 101 | 100% | | | | | | | | | Complete | 131 |
| Waikiki | 10/05/15 | 115 | 100% | 108 | 100% | | | | | | | | | | | Complete | 93 |
| Hawaii Kai | 10/07/15 | 101 | 100% | | | | | | | | | | | | | Complete | 289 |

Oahu Civilian E9-1-1 Status Report

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MAPFLEX DEPLOYMENT

During the month of November 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs.

Considering that the MapFlex initiative being provided by Hawaiian Telecom and sub-contractor, Intrado, is being implemented across the State of Hawaii, in the below narrative there is some information that was identified through the processes which the Neighbor Islands had been through and pertains to the processes which will be associated for the Oahu PSAPs. The historical information will provide detail as to how and when the establishment of the implementation processes took place and remaining unanswered questions yet to be discussed.

During the month of November 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru October 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.

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7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.

POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of November, 2015.

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SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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 on October 1, 2015 and November 19, 2015.

| Street Utility Check | | | | |
|-----------------------------|--------------------------|-----------|------------|------------------------------|
| | First Report 06/01/13 | 10/1/2015 | 11/19/2015 | Improvements/Corrections |
| Total Number of GIS Records | 26,602 | 29,012 | 29,109 | Increased by 97 records |
| Errors Identified | | | | |
| Zero Errors | 5,112 | 436 | 439 | Increased by 3 errors |
| Low > High Errors | 3 | 1 | 0 | Decreased by 1 error |
| Mixed Parity Errors | 1 | 0 | 0 | No Change |
| Changed Parity Errors | 105 | 0 | 0 | No Change |
| Address Gap Errors | 2,629 | 1 | 2 | Increased by 1 error |
| Address Overlap Errors | 423 | 1 | 2 | Increased by 1 error |
| Flipped Link Errors | 1,030 | 647 | 650 | Increased by 3 errors |
| Total Errors | 9,303 | 1,086 | 1,093 | Increased by .02% (7 errors) |

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

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

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

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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 – January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 MSAG VS. JULY 1, 2015 MSAG -- TBA

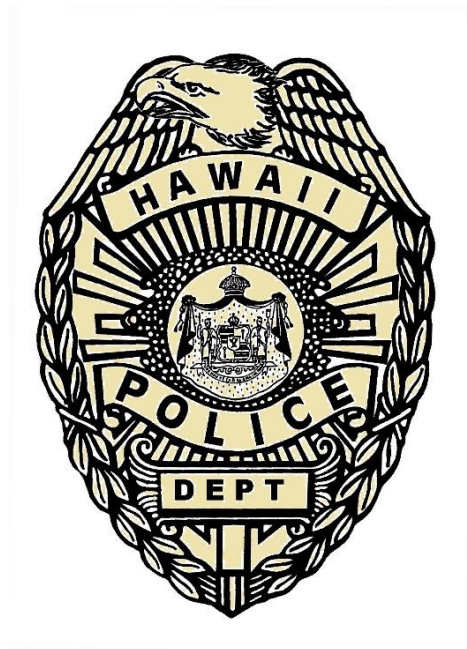
AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 VS. JULY 1, 2015 MSAG CONTIUNED

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – NOVEMBER 2015

(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 | |
| 2015 | 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 | 17,382 | 3,435 | 19.76% | 11,724 | 67.45% | 44.98% | 55.02% | 716 | 4.12% | 19 | 0.11% | 0 | 0.00% | 1,488 | 8.56% | 0 | 0.00% |

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The percentage of Wireless Phase 2 calls (55.02%) has increased from the number of Wireless Phase 1 calls (44.98%) in November 2015.

*911 Calls with no Ali = 0.11% - Statewide average = 0.17% November 2015

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| HAWAII COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 19,236 | 4,158 | 21.62% | 12,597 | 65.49% | 47.56% | 52.44% | 807 | 4.20% | 4 | 0.02% | 0 | 0.00% | 1,670 | 8.68% | 0 | 0.00% |
| FEB | 17,222 | 3,513 | 20.40% | 11,581 | 67.25% | 46.45% | 53.55% | 707 | 4.11% | 7 | 0.04% | 0 | 0.00% | 1,414 | 8.21% | 0 | 0.00% |
| MAR | 17,858 | 3,765 | 21.08% | 11,972 | 67.04% | 49.27% | 50.73% | 653 | 3.66% | 3 | 0.02% | 0 | 0.00% | 1,465 | 8.20% | 0 | 0.00% |
| APR | 17,756 | 3,483 | 19.62% | 11,998 | 67.57% | 48.95% | 51.05% | 717 | 4.04% | 9 | 0.05% | 0 | 0.00% | 1,549 | 8.72% | 0 | 0.00% |
| MAY | 18,561 | 3,534 | 19.04% | 12,546 | 67.59% | 50.22% | 49.78% | 727 | 3.92% | 5 | 0.03% | 0 | 0.00% | 1,749 | 9.42% | 0 | 0.00% |
| JUNE | 17,884 | 3,522 | 19.69% | 12,135 | 67.85% | 46.91% | 53.09% | 675 | 3.77% | 6 | 0.03% | 0 | 0.00% | 1,546 | 8.64% | 0 | 0.00% |
| JULY | 18,849 | 3,787 | 20.09% | 12,622 | 66.96% | 46.04% | 53.96% | 922 | 4.89% | 15 | 0.08% | 0 | 0.00% | 1,503 | 7.97% | 0 | 0.00% |
| AUG | 19,572 | 3,882 | 19.83% | 13,032 | 66.58% | 44.28% | 55.72% | 826 | 4.22% | 20 | 0.10% | 0 | 0.00% | 1,812 | 9.26% | 0 | 0.00% |
| SEPT | 17,884 | 3,501 | 19.58% | 12,157 | 67.98% | 44.21% | 55.79% | 725 | 4.05% | 6 | 0.03% | 0 | 0.00% | 1,495 | 8.36% | 0 | 0.00% |
| OCT | 17,938 | 3,645 | 20.32% | 12,063 | 67.25% | 43.58% | 56.42% | 784 | 4.37% | 20 | 0.11% | 0 | 0.00% | 1,426 | 7.95% | 0 | 0.00% |
| NOV | 17,382 | 3,435 | 19.76% | 11,724 | 67.45% | 44.98% | 55.02% | 716 | 4.12% | 19 | 0.11% | 0 | 0.00% | 1,488 | 8.56% | 0 | 0.00% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 200,142 | 40,225 | | 134,427 | | | | 8,259 | | 114 | | 0 | | 17,117 | | 0 | |
| MON AVG | 18,195 | 3,657 | 20.09% | 12,221 | 67.18% | 46.59% | 53.41% | 751 | 4.12% | 10 | 0.06% | 0 | 0.00% | 1,556 | 8.54% | 0 | 0.00% |

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9-1-1 CALL VOLUME BY AGENCY – NOVEMBER 2015

| 2015 | 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 | 13,854 | 79.70% | 0 | 1,466 | 0 | 2,040 | 11.74% | 0 | 22 | 0 |

9-1-1 CALL VOLUME BY AGENCY – CALENDAR YEAR 2015

| 2015 | 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 |
| January | 15,080 | 78.39% | 0 | 1,633 | 0 | 2,486 | 12.92% | 0 | 37 | 0 |
| February | 13,678 | 79.42% | 0 | 1,394 | 0 | 2,130 | 12.37% | 0 | 20 | 0 |
| March | 15,722 | 88.04% | 0 | 1,430 | 0 | 2,136 | 11.96% | 0 | 35 | 0 |
| April | 14,131 | 79.58% | 0 | 1,521 | 0 | 2,076 | 11.69% | 0 | 28 | 0 |
| May | 14,600 | 78.66% | 0 | 1,697 | 0 | 2,212 | 11.92% | 0 | 52 | 0 |
| June | 14,363 | 80.31% | 0 | 1,519 | 0 | 1,975 | 11.04% | 0 | 27 | 0 |
| July | 15,015 | 79.66% | 0 | 1,456 | 0 | 2,331 | 12.37% | 0 | 47 | 0 |
| August | 15,491 | 79.15% | 0 | 1,790 | 0 | 2,269 | 11.59% | 0 | 22 | 0 |
| September | 14,146 | 79.10% | 0 | 1,469 | 0 | 2,243 | 12.54% | 0 | 26 | 0 |
| October | 14,402 | 80.29% | 0 | 1,397 | 0 | 2,110 | 11.76% | 0 | 29 | 0 |
| November | 13,854 | 79.70% | 0 | 1,466 | 0 | 2,040 | 11.74% | 0 | 22 | 0 |
| December | | | | | | | | | | |
| YTD | 160,482 | | 0 | 16,772 | 0 | 24,008 | | 0 | 345 | 0 |
| MON AVG | 14,589 | 80.21% | 0 | 1,525 | 0 | 2,183 | 11.99% | 0 | 31 | 0 |

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 not included in the total of Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.

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TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

| FYI..... For Your Information | | |
|---|-------------------------|---|
| 911 Class of Service (COS) E-911 | | |
| Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen. | | |
| PSAP CODE | Description | |
| RES D | Residence | Landline home telephone |
| BUS N | Business | Landline business telephone |
| PBX B | Private Branch Exchange | A private telephone switch that is connected to the Telephone Network (Business) |
| PBX R | Private Branch Exchange | A private telephone switch that is connected to the Telephone Network (Residence) |
| CNT X | Centrex | A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features. |
| PAY \$ | Payphone | Coin 1 way. Unable to call back. |
| COIN | Payphone | Coin 2 way. Able to call back. |
| VOIP | Voice over IP | both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen. |
| VRES | VoIP residence | |
| VBUS | VoIP business | |
| N/A | COS Not Available | No ALI or ANI information available on the PSAP ALI Screen. |
| WRLS/MOBL | Basic Wireless Service | No location or callback number. |
| WPH1 | Wireless Phase 1 | Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info. |
| WPH2 | Wireless Phase 2 | Phase 2 location data is being provided from a Phase 2 capable site. Device location info. |
| *Statewide average (November 2015) of 911 calls <u>with</u> Location Information = 99.83% | | |
| * Statewide averages does <u>not</u> include the Military 911 calls or current Text to 911 testing. | | |
| Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee. | | |

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WIRELESS PSAP TESTING – NOVEMBER 2015

| HAWAII COUNTY - NOVEMBER 2015 | | | | | | |
|-------------------------------|-----|--------------|----------------|------------|----------------|-----------|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| None | | | | | | |
| | | | | | | |
| | | | | | | |

NOTES:

- There were no scheduled Wireless 911 Tests for the month of November 2015.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

| ◀ November 2015 | | ~ December 2015 ~ | | | | | Jan 2016 ▶ |
|-----------------|-----|-------------------|-----|-----|-----------------|-----|------------|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | |
| | | 1 | 2 | 3 | 4 | 5 | |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | |
| 20 | 21 | 22 | 23 | 24 | 25 Christmas | 26 | |
| 27 | 28 | 29 | 30 | 31 | Notes: | | |

| ◀ December 2016 | | ~ January 2016 ~ | | | | | Feb 2016 ▶ |
|-----------------|-----|------------------|-----|-----|------------------|-----|------------|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | |
| | | | | | 1 New Year's Day | 2 | |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 | |

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

| HAWAII COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| NOVEMBER | 27 | 8 | 4 | 10 | 5 | 0 | 176 |

MSAG CURRENT MONTH NOTES:

A total of **342** MSAG transactions were processed in 9-1-1 Net during the month of November 2015. Twenty-seven (**27**) requests were processed relating to the MSAG database, and **315** requests relating to the ALI database (see ALI Transaction chart on next page). There were **176** customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

| HAWAII COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 86 | 32 | 0 | 37 | 17 | 0 | 149 |
| FEBRUARY | 26 | 5 | 1 | 9 | 9 | 2 | 109 |
| MARCH | 52 | 10 | 3 | 33 | 5 | 1 | 180 |
| APRIL | 74 | 8 | 0 | 55 | 11 | 0 | 276 |
| MAY | 32 | 5 | 0 | 24 | 3 | 0 | 256 |
| JUNE | 45 | 5 | 0 | 37 | 3 | 0 | 97 |
| JULY | 38 | 23 | 0 | 10 | 3 | 2 | 520 |
| AUGUST | 31 | 11 | 0 | 16 | 4 | 0 | 653 |
| SEPTEMBER | 43 | 13 | 4 | 10 | 13 | 3 | 190 |
| OCTOBER | 26 | 10 | 2 | 4 | 6 | 4 | 974 |
| NOVEMBER | 27 | 8 | 4 | 10 | 5 | 0 | 176 |
| DECEMBER | | | | | | | |
| TOTAL YTD | 480 | 130 | 14 | 245 | 79 | 12 | 3,580 |
| AVG PER MONTH | 44 | 12 | 1 | 22 | 7 | 1 | 325 |

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

| HAWAII COUNTY | | 9-1-1 NET REQUESTS | | | | | |
|---------------|-------|---------------------------|------------|-------------|---|--------|---------|
| | | ALITRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| NOV | 315 | 311 | 2 | 2 | 1,303 | 1 | 4 |

| Definitions | |
|--|--|
| <p>(A) Telephone Number Change Request - 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.</p> <p>(B) Automatic Location Information Discrepancy Record - 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.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - 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.</p> | |

ALI TRANSACTIONS CURRENT MONTH NOTES:

315 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. ESN 299 TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record. Two (2) ALI DRs were submitted as the result of 9-1-1 calls from residences in Keaau and Pahoa. Hawaii County Fire submitted a request to Akimeka to update the customer information. Two (2) VoIP DRs were submitted to Time Warner Cable for correction.

OPEN DISCREPANCY RECORDS STATUS:

- There are **1,303** Open TN CR Transactions as of November 30, 2015
- Refer to chart in the next section "TNCR Current Status"

1,228 Open TN CR transactions are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. **75** Open TN CR transactions are a result of the Dispatchable Location project submitted in September. 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.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

There is one (1) Open ALI-DR as of November 30, 2015

The ALI DR was the result of 9-1-1 call from a business in Hilo. 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 four (4) Open VoIP DRs as of November 30, 2015

The VoIP DRs were the result of 9-1-1 call from residences in Captain Cook, Pahoa and Ookaia. Hawaii County Fire submitted the requests to Akimeka to update the customer information and provided an MSAG valid address. Akimeka submitted the VoIP DRs to the proper telco's via email and are awaiting confirmation that the addresses have been updated.

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| HAWAII COUNTY | | 9-1-1 NET REQUESTS | | | | | |
|---------------|-------|----------------------------|--------|---------|---|--------|---------|
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR | ALI-DR | VoIP DR | TN CR | ALI-DR | VoIP DR |
| JAN | 82 | 71 | 5 | 6 | 408 | 2 | 2 |
| FEB | 104 | 96 | 5 | 3 | 430 | 3 | 0 |
| MAR | 170 | 159 | 10 | 1 | 474 | 3 | 0 |
| APR | 252 | 248 | 3 | 1 | 532 | 3 | 0 |
| MAY | 377 | 377 | 0 | 0 | 510 | 3 | 0 |
| JUNE | 254 | 245 | 9 | 0 | 665 | 2 | 0 |
| JULY | 314 | 309 | 3 | 2 | 863 | 1 | 0 |
| AUG | 345 | 345 | 0 | 0 | 876 | 1 | 0 |
| SEPT | 263 | 260 | 3 | 0 | 1,027 | 1 | 0 |
| OCT | 373 | 366 | 4 | 3 | 1,108 | 2 | 1 |
| NOV | 315 | 311 | 2 | 2 | 1,303 | 1 | 4 |
| DEC | | | | | | | |
| TOTAL YTD | 2,849 | 2,787 | 44 | 18 | | | |
| AVG PER MONTH | 259 | 253 | 4 | 2 | | | |

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2015 – “PENDING”

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of September 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kings Shops at 690250 Waikoloa Beach Dr., Waikoloa**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Seventy-five (75) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of November 2015.

| Dispatchable Location | | | | |
|-----------------------|------------------------------------|--------------|--|------------------------------------|
| Common Name Place | MSAG Address | 2015 | Number of TNCR* Transactions Submitted | Number of Transactions Processed** |
| KINGS SHOPS | 690250 WAIKOLOA BEACH DR, WAIKOLOA | Aug | | |
| | | Sept | 75 | 0 |
| | | Oct | 0 | 0 |
| | | Nov | 0 | 0 |
| | | Dec | | |
| | | Total | 75 | 0 |

| Definition |
|--|
| Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. |
| TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen. |
| Processed** may include inactive telephone numbers that were removed from the ALI Database. |

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER 2015

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| 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 | 1,303 | 171 | 57 | 1075 |

| 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 2015

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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 and NG9-1-1 systems.

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Address Points | | | |
| | 11/25/2015 | | Added one (1) address point (553475 Kaaauhuhu Rd) in Hawi. |
| | 11/25/2015 | | Spatially corrected six (6) address points in Hilo. |
| | 11/25/2015 | | Spatially corrected three (3) address points (797394, 797394A, and 816330A Mamalahoa Hwy) in Kealahou. |
| | 11/25/2015 | | Spatially corrected ten (10) address points in Pahala. |
| | 11/25/2015 | | Added two (2) address points (962994 and 963080 Koali St) in Pahala. |
| | | 11/24/15 | |
| | 11/24/2015 | | Spatially corrected twenty-five (25) address points in Hilo. |
| | 11/24/2015 | | Corrected address to one (1) address point (4244 Kupu Honua Ln) in Hilo. |
| | 11/24/2015 | | Spatially corrected twenty (20) address points in Kealahou. |
| | 11/24/2015 | | Added one (1) address point (810986 Ka Miki Pl) in Kealahou. |
| | 11/20/2015 | | Corrected location name to one (1) address point (826002 Lower Napoopoo Rd) in Captain Cook. |
| | 11/20/2015 | | Corrected location name to one (1) address point (553415 Akoni Pule Hwy) in Hawi. |
| | 11/20/2015 | | Corrected location name to ten (10) address points in Hilo. |
| | 11/20/2015 | | Spatially corrected one hundred thirty-four (134) address points in Hilo. |
| | 11/20/2015 | | Corrected location name to one (1) address point (765965 Mamalahoa Hwy) in Holualoa. |
| | 11/20/2015 | | Corrected location name to one (1) address point (845146 Ke Ala O Keawe Rd) in Honaunau. |
| | 11/20/2015 | | Corrected location name to one (1) address point (453180 Ohia St) in Honokaa. |
| | 11/20/2015 | | Corrected location name to ten (10) address points in Kailua Kona. |
| | 11/20/2015 | | Corrected location name to two (2) address points (661773 Alaneo St and 645053 Kalake St) in Kamuela. |
| | 11/20/2015 | | Corrected location name to two (2) address points (543695 Akoni Pule Hwy and 540374 Union Mill Rd) in Kapaau. |
| | 11/20/2015 | | Corrected location name to one (1) address point (160571 Keaau Pahoa Rd) in Keaau. |
| | 11/20/2015 | | Corrected location name to one (1) address point (811031 Keopuka Mauka Rd) in Kealahou. |
| | 11/20/2015 | | Corrected location name to one (1) address point (170331 Momona Rd) in Kurtistown. |
| | 11/20/2015 | | Corrected location name to one (1) address point (187879 Leonaka Rd) in Mountain View. |

MAPPING LAYERS UPDATED (PART II)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Address Points | 11/20/2015 | | Corrected location name to one (1) address point (421027 Hawaii Belt Rd) in Paauilo. |
| | 11/20/2015 | | Corrected location name to two (2) address points (151870 Akeakamai Loop and 151397 Post Office Rd) in Pahoa. |
| | 11/20/2015 | | Corrected location name to three (3) address points (113920 6th St, 990128 Old Volcano Rd and 991621 Piimauna Dr) in Volcano. |
| | 11/19/2015 | | Added one (1) address point (350173 Koi Loop) in Laupahoehoe. |
| | 11/16/2015 | | Added six (6) address points in Captain Cook. |
| | 11/16/2015 | | Added three (3) address points (1598 Kinoole St, 64 Kulaloa Rd and 107 Pakele Ln) in Hilo. |
| | 11/16/2015 | | Added one (1) address point (761248 Waiono Ranch Rd) in Holualoa. |
| | 11/16/2015 | | Added one (1) address point (284065 Kahi Nani Rd) in Honomu. |
| | 11/16/2015 | | Added twelve (12) address points in Kailua Kona. |
| | 11/16/2015 | | Added two (2) address points (621224 Ohina St and 645119 Pukuniahia Pl) in Kamuela. |
| | 11/16/2015 | | Added two (2) address points (543686 Akoni Pule Hwy and 530266 Kapanai Rd) in Kapaa. |
| | 11/16/2015 | | Added nine (9) address points in Keaa. |
| | 11/16/2015 | | Added one (1) address point (784260 Makuakane Estates Rd) in Keauhou. |
| | 11/16/2015 | | Added six (6) address points in Kurtistown. |
| | 11/16/2015 | | Added one (1) address point (350362 Kihalani Homestead Rd) in Laupahoehoe. |
| | 11/16/2015 | | Added fifteen (15) address points in Mountain View. |
| | 11/16/2015 | | Added three (3) address points (946618 Mamalahoa Hwy, 946734 Mamalahoa Hwy and 946437 Puukani Rd) in Naalehu. |
| | 11/16/2015 | | Added seventeen (17) address points in Ocean View. |
| | 11/16/2015 | | Added one (1) address point (411528 Niupea Homestead Rd) in Paauilo. |
| | 11/16/2015 | | Added nine (9) address points in Pahoa. |
| | 11/16/2015 | | Added one (1) address point (280400 Sugar Mill Rd) in Pepekeo. |
| | 11/16/2015 | | Added seventeen (17) address points in Volcano. |
| | 11/16/2015 | | Added four (4) address points in Waikoloa. |
| | 11/16/2015 | | Completed monthly update on address points. |
| | 11/12/2015 | | Corrected address to one (1) address point (435229 Kamalii Ohana Dr) in Paauilo. |
| | 11/12/2015 | | Corrected address to two (2) address points (341170 and 341174 Hawaii Belt Rd) in Papaaloa. |

MAPPING LAYERS UPDATED (PART III)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Address Points | | 11/10/15 | |
| | 11/10/2015 | | Corrected location name to three (3) address points (854585 Mamalahoa Hwy, 881750 Mamalahoa Hwy and 835775 Napoopoo Rd) in Captain Cook. |
| | 11/10/2015 | | Corrected location name to twelve (12) address points in Hilo. |
| | 11/10/2015 | | Corrected location name to three (3) address points (463895 Kapuna Rd, 453474 Kawila St and 463977 Old Mamalahoa Hwy) in Honokaa. |
| | 11/10/2015 | | Corrected location name to ten (10) address points in Kailua Kona. |
| | 11/10/2015 | | Corrected location name to five (5) address points in Kamuela. |
| | 11/10/2015 | | Corrected location name to two (2) address points (463977 Old Mamalahoa Hwy and 520277 Keokea Park Rd) in Kapaa. |
| | 11/10/2015 | | Corrected location name to two (2) address points (810970 Halekii St and 816363 Mamalahoa Hwy) in Kealahou. |
| | 11/10/2015 | | Corrected location name to one (1) address point (787000 Alii Dr) in Keauhou. |
| | 11/10/2015 | | Corrected location name to one (1) address point (113489 Pikake St) in Mountain View. |
| | 11/10/2015 | | Corrected location name to one (1) address point (431497 Hauola Rd) in Paauilo. |
| | 11/10/2015 | | Corrected location name to one (1) address point (152874 Pahoa Village Rd) in Pahoa. |
| | 11/10/2015 | | Corrected location name to one (1) address point (270999 Old Mamalahoa Hwy) in Pepekeo. |
| | 11/10/2015 | | Corrected location name to three (3) address points (193996 Kilauea Rd, 193896 Old Volcano Rd and 193972 Old Volcano Rd) in Volcano. |
| | 11/10/2015 | | Corrected location name to two (2) address points (691022 Keana Pl and 690275 Waikoloa Beach Dr) in Waikoloa. |
| | 11/9/2015 | | Added thirty-six (36) address points in Kailua Kona. |
| | 11/9/2015 | | Spatially corrected nine (9) address points in Pahala. |
| | 11/9/2015 | | Added eighteen (18) address points in Waikoloa. |
| | 11/6/2015 | | Added three (3) address points (961307 Ilima St, 961150 Kamani St and 962310 North Rd) in Pahala. |
| | 11/5/2015 | | Added thirty-six (36) address points in Waikoloa. |
| | 11/5/2015 | | Corrected address to two (2) address points (690180 A and 690250 B Waikoloa Beach Dr) in Waikoloa. |
| | 11/5/2015 | | Corrected location name to two (2) address points (690180 A and 690250 B Waikoloa Beach Dr) in Waikoloa. |
| | 11/5/2015 | | Spatially corrected one (1) address point (690180 Waikoloa Beach Dr A) in Waikoloa. |

MAPPING LAYERS UPDATED (PART IV)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Address Points | 11/4/2015 | | Corrected location name to two (2) address points (683868 Paniolo Ave A and 690555 Waikoloa Beach Dr) in Waikoloa. |
| | 11/4/2015 | | Spatially corrected one (1) address point (683868 Paniolo Ave A) in Waikoloa. |
| | 11/4/2015 | | Corrected address to one (1) address point (683868 Paniolo Ave A) in Waikoloa. |
| | 11/4/2015 | | Added twenty-eight (28) address points in Keauhou. |
| | 11/4/2015 | | Added fifty-five (55) address points in Waikoloa. |
| | 11/3/2015 | | Corrected location name to one (1) address point (765924 Mamalahoa Hwy) in Holualoa. |
| | 11/3/2015 | | Added two (2) address points (786804 and 786804 B Mamalahoa Hwy) in Holualoa. |
| | 11/3/2015 | | Spatially corrected five (5) address points in Kurtistown. |
| | 11/3/2015 | | Corrected location name to one (1) address point (170856 Olaa Rd A) in Kurtistown. |
| | 11/3/2015 | | Corrected location name to two (2) address points (161325 Moho Rd and 181345 Volcano Rd A) in Mountain View. |
| | 11/3/2015 | | Spatially corrected one hundred twenty-seven (127) address points in Mountain View. |
| | 11/3/2015 | | Corrected location name to one (1) address point (341230 Hawaii Belt Rd) in Papaaloa. |
| | 11/2/2015 | | Spatially corrected fifteen (15) address points in Captain Cook. |
| | 11/2/2015 | | Corrected location name to two (2) address points (816251 and 835315 Mamalahoa Hwy) in Captain Cook. |
| Airports | | | |
| | | | |
| | | | |
| Bridges | | | |
| | | | |
| | | | |
| Building Footprints | | | |
| | | | |
| | | | |
| Bus Stops | | | |
| | | | |
| | | | |
| Churches | | | |
| | | | |
| | | | |

MAPPING LAYERS UPDATED (PART V)

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---------------|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Coastal Names | | | |
| | | | |
| | | | |
| Coastline | | | |
| | | | |
| | | | |
| Common Places | | | |
| | | | |
| | | | |
| Correctional Facilities | | | |
| | | | |
| | | | |
| Emergency Callboxes | | | |
| | | | |
| | | | |
| Emergency Operation Centers | | | |
| | | | |
| | | | |
| Emergency Shelters | | | |
| | | | |
| | | | |
| ESZ/ESN | | | |
| | | | |
| | | | |
| Fire Beats | | | |
| | | | |
| | | | |
| Fire Districts | | | |
| | | | |
| | | | |
| Fire Response Areas | | | |
| | | | |
| | | | |
| Fire Stations | | | |
| | | | |
| | | | |

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 and NG9-1-1 systems.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---------------|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Food & Beverage | | | |
| | | | |
| | | | |
| Gas Stations | | | |
| | | | |
| | | | |
| Gate Codes | | | |
| | | | |
| | | | |
| Government Buildings | | | |
| | | | |
| | | | |
| Harbors | | | |
| | | | |
| | | | |
| Helipads | | | |
| | | | |
| | | | |
| Hiking Trails | | | |
| | | | |
| | | | |
| Hospitals | | | |
| | | | |
| | | | |
| Hydrants | | | |
| | | | |
| | | | |
| Hyrdology Layers: Dams Ponds Streams Waterfalls | | | |
| | | | |
| | | | |
| | | | |
| Incident Response Areas | | | |
| | | | |
| | | | |

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 and NG9-1-1 systems.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---------------|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Lodging | | | |
| | | | |
| | | | |
| Major Roads | | | |
| | | | |
| | | | |
| Medic Beats | | | |
| | | | |
| | | | |
| Medic Districts | | | |
| | | | |
| | | | |
| Medic Response Areas | | | |
| | | | |
| | | | |
| Medic Stations | | | |
| | | | |
| | | | |
| Medical Facilities | | | |
| | | | |
| | | | |
| Milepost Markers | | | |
| | | | |
| | | | |
| MSAG Communities | | | |
| | | | |
| | | | |
| Net Junctions | | | |
| | | | |
| | | | |
| Ocean Rescue Boundaries | | | |
| | | | |
| | | | |
| Ocean Safety | | | |
| | | | |
| | | | |

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 and NG9-1-1 systems.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Parcels | | | |
| | | | |
| | | | |
| Parks | | | |
| | | | |
| | | | |
| Parks Polygon | | | |
| | | | |
| | | | |
| Points of Interest | 11/27/2015 | | Spatially corrected four (4) points of interest in Hilo. |
| | 11/27/2015 | | Added three (3) points of interest (Davelynns of Kona, Kimuras Store, Oshima Store) in Kealakekua. |
| | 11/25/2015 | | Added two (2) points of interest (Aloha Theater and Standard Bakery) in Kealakekua. |
| | | 11/24/15 | |
| | | 11/10/15 | |
| | 11/9/2015 | | Added two (2) points of interest (Bank of Hawaii and Pahala Town Center) in Pahala. |
| | 11/6/2015 | | Added one (1) point of interest (Kilauea Visitor Center) in HVNP. |
| | 11/3/2015 | | Added one (1) point of interest (Pauls Place) in Holualoa. |
| | 11/3/2015 | | Corrected address to two (2) points of interest (Fuku Bonsai and Wiki Wiki Mart) in Kurtistown. |
| | 11/3/2015 | | Spatially corrected ten (10) points of interest in Kurtistown. |
| | 11/3/2015 | | Corrected address to two (2) points of interest (AJ Watt Gym and Hawaiian Acres Volunteer Fire Station) in Mountain View. |
| | 11/3/2015 | | Spatially corrected eight (8) points of interest in Mountain View. |
| | 11/3/2015 | | Added one (1) point of interest (Pohakupuka Church) in Papaaloa. |
| | 11/2/2015 | | Spatially corrected eleven (11) points of interest in Captain Cook. |
| | 11/2/2015 | | Corrected address to one (1) point of interest (Kealakekua Bay State Historical Park) in Captain Cook. |
| | 11/2/2015 | | Corrected name to two (2) points of interest (Aloha Gasoline; Jama Coffee and Bakery) in Captain Cook. |
| Police Beats | | | |
| | | | |
| | | | |
| Police Districts | | | |
| | | | |
| | | | |

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 and NG9-1-1 systems.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Police Response Areas | | | |
| | | | |
| | | | |
| Police Stations | | | |
| | | | |
| | | | |
| Post Offices | | | |
| | | | |
| | | | |
| Schools | | | |
| | | | |
| | | | |
| Street Centerlines | | | |
| | 11/30/2015 | | Spatially corrected forty-six (46) street segments in Kamuela. |
| | 11/27/2015 | | Added eight (8) streets in Hilo. |
| | 11/27/2015 | | Split three (3) street segments (Kapiolani St, W Kawailani St, W Kawili St) in Hilo. |
| | | 11/24/15 | |
| | 11/24/2015 | | Spatially corrected one (1) street segment of University Of Hawaii At Hilo Dr in Hilo. |
| | 11/24/2015 | | Spatially corrected five (5) street segments in Pahoa. |
| | 11/24/2015 | | Added two (2) street segments of Old Kalapana Rd in Pahoa. |
| | 11/23/2015 | | Added six (6) streets in Kamuela. |
| | 11/23/2015 | | Spatially corrected eleven (11) street segments in Kamuela. |
| | 11/23/2015 | | Split two (2) street segments (Church Rd and Hiiaka St) in Kamuela. |
| | 11/19/2015 | | Split two (2) street segments (Hawaii Community College Dr and Kaiwiki Rd) in Hilo. |
| | 11/19/2015 | | Spatially corrected one (1) segment of Kona Coffee Villas Dr in Holualoa. |
| | 11/19/2015 | | Spatially corrected twenty-nine (29) street segments in Kamuela. |
| | 11/19/2015 | | Spatially corrected one (1) street segment of Kukane Rd in Keaau. |
| | 11/19/2015 | | Spatially corrected five (5) street segments in Naalehu. |
| | 11/19/2015 | | Split one (1) segment of Waialele Rd in Papaaloa. |
| | 11/18/2015 | | Spatially corrected thirteen (13) street segments in Kamuela. |
| | 11/18/2015 | | Merged four (4) street segments of Alaneo St in Kamuela. |
| | 11/17/2015 | | Corrected name to forty (40) street segments in Hilo. |
| | 11/17/2015 | | Spatially corrected four (4) street segments in Hilo. |

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 and NG9-1-1 systems.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

| HAWAII COUNTY | | | |
|--|----------------------------------|--------------------|---|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Street Centerlines | 11/17/2015 | | Split one (1) street segment of Kupulau Rd in Hilo. |
| | 11/16/2015 | | Corrected range to one (1) street segment of Makuakane Estates Rd in Keauhou. |
| | 11/16/2015 | | Completed monthly update on street centerlines. |
| | 11/12/2015 | | Added one (1) street segment of Keahi Kai Pl in Captain Cook. |
| | 11/12/2015 | | Split one (1) segment of Mamalahoa Hwy in Captain Cook. |
| | 11/12/2015 | | Added one (1) segment of Kamalii Ohana Dr in Paauilo. |
| | 11/12/2015 | | Spatially corrected twelve (12) street segments in Kailua Kona. |
| | 11/12/2015 | | Corrected range to two (2) segments of Maheu Cir in Kailua Kona. |
| | | 11/10/15 | |
| | 11/9/2015 | | Added one (1) street (Makuakane Estates Rd) in Keauhou. |
| | 11/9/2015 | | Split one (1) segment of Mamalahoa Hwy in Keauhou. |
| | 11/9/2015 | | Split one (1) segment of Mamalahoa Hwy in Holualoa. |
| Subdivisions | | | |
| | | | |
| | | | |
| Tow Jurisdictions | | | |
| | | | |
| | | | |
| Tsunami Evacuation Zones | | | |
| | | | |
| | | | |
| Tsunami Heights | | | |
| | | | |
| | | | |
| Waste Water Plants | | | |
| | | | |
| | | | |
| WSP Cell Sectors | | 11/24/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | | 11/10/15 | |
| WSP Cell Towers | | 11/24/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | | 11/10/15 | |

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

GIS KEY ACTIVITIES/UPDATES

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

| Date | Key Activities/Updates |
|------------|---|
| 11/24/2015 | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines. |
| 11/10/2015 | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines. |

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

| GIS Deliverable schedule for 2015 | | |
|-----------------------------------|------|------|
| OCT | ✓ 13 | ✓ 27 |
| NOV | ✓ 10 | ✓ 24 |
| DEC | 8 | 22 |

ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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 that appear necessary for the dispatch and response of 911 personnel.

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **November 16, 2015**. Results are as follows:

| HAWAII COUNTY | Address Points Layer | Street Centerlines Layer |
|-------------------------------|----------------------|--------------------------|
| New Addresses Added | 111 | |
| Addresses Removed | 0 | |
| Address Street Name Changes | 1 | |
| Address Street Number Changes | 1 | |
| New Street Segments Added | | 2 |
| Street Segments Removed | | 0 |
| Street Segment Range Changes | | 0 |
| Street Segment Name Changes | | 0 |

NOTE:

Some Address Points have multiple updates that are required, including Street Name and Street Number. These updates are counted as separate actions since the changes are required in order to make the GIS layers "9-1-1 capable" for CAD system recommendations affecting public safety dispatch and response operations.

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

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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 2015, 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 |
| <i>Address Points</i> | New Address Points | 294 Added | Throughout County in 22 communities |
| | Spatial Correction | 356 Corrected | Corrected location of Address Point, recalculated x/y; majority were located in Hilo and Mountain View |
| | Address | 7 Corrected | Majority were located in Waikoloa and Papaaloa |
| | Location Name | 97 Corrected | Throughout County in 20 communities |
| <i>Response Boundaries</i> | | | |
| <i>Street Centerlines</i> | New Streets | 19 Added | Majority were located in Hilo and Kamuela |
| | Spatial Correction | 128 Corrected | Majority were located in Kamuela |
| | Range | 3 Corrected | Streets were in Kailua Kona and Keauhou |
| | Split | 12 Corrected | Throughout County in six communities |
| | Name | 40 Corrected | Majority were located in Hilo |
| | Merged | 4 Corrected | Streets were in Kamuela |

NOTE:

Response Boundaries include any updates to ESNs, Police Beats, Fire Beats, etc. that pertain to dispatch and response.

LAVA FLOW AND ALTERNATE ROUTES

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

In September 2014, Akimeka had 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, “Lava Flows” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
 - a. Akimeka created the layer “Lava Flows”, which details the up-to-date progress of the lava flow as well as the flow forecast just prior to the GIS deliverable.
 - 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 first uploaded into PowerMap on September 23rd 2014 and have been available to the dispatchers since that time.
 - d. During October 2015, Akimeka continued to monitor the activity of the lava flow and there was no reported activity to include into the GIS layers during that time.
 - e. Akimeka will continue to monitor the activity of the lava flow and will update the Lava Flows 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 deliver the Lava Flows and Alternate Routes Lower Puna layers into MapFlex more frequently than the regularly scheduled MapFlex deliverables if necessary.

POWER911 (VIPER) UPDATE

It was brought to Akimeka’s attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 “ini” file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 “ini” file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

There were no further discrepancies in the “Location” field on the ALI Screen in the month of November, 2015.

MAPFLEX DEPLOYMENT

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

During the month of November 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru October 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

- a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.

4. SERVICE REQUESTS TRANSACTIONS

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

OPEN SERVICE REQUESTS – NOVEMBER 2015

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|----------|----------|-----------------|----------|---------|--|
| 1 | 08/19/14 | 716 | Updated Address | MSAG | Normal | Submitted to Intrado for Correction. RN |
| 2 | 10/01/15 | 809 | Updated Address | MSAG | Normal | Submitted to HTI via Intrado for Correction. RN |
| 3 | 10/27/15 | 813 | Updated Address | MSAG | Normal | Submitted to TWCBL for Correction. RN |
| 4 | 11/02/15 | 820 | Updated Address | MSAG | Normal | Submitted to TWCBL for Correction. RMS |
| 5 | 11/02/15 | 821 | Updated Address | MSAG | Normal | Submitted to HTI via Intrado for Correction. RMS |

Note* There are five (5) opened service requests pending for November 2015.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| HAWAII | | | | SERVICE REQUEST CATEGORIES | | | |
|-----------------|-----------|-----------|----------|----------------------------|----------|-----------|-----------|
| 2015 | TOTAL | | Open | 911 Map | | MSAG | |
| | Created | Closed | | Created | Closed | Created | Closed |
| 2014 Carryover* | | | 6 | | | | |
| January | 6 | 10 | 2 | 0 | 0 | 6 | 10 |
| February | 7 | 7 | 2 | 0 | 0 | 7 | 7 |
| March | 14 | 12 | 4 | 0 | 0 | 14 | 12 |
| April | 4 | 5 | 3 | 0 | 0 | 4 | 5 |
| May | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| June | 7 | 8 | 2 | 0 | 0 | 7 | 8 |
| July | 5 | 6 | 1 | 0 | 0 | 5 | 6 |
| August | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| September | 3 | 3 | 1 | 0 | 0 | 3 | 3 |
| October | 7 | 5 | 3 | 0 | 0 | 7 | 5 |
| November | 4 | 2 | 5 | 0 | 0 | 4 | 2 |
| December | | | | | | | |
| TOTAL | 57 | 58 | 5 | 0 | 0 | 57 | 58 |

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that were opened in 2014; however, were brought forward into 2015 in an effort to track the service request until completion.
- Detailed information on service tickets is available upon request.

| Definitions: | Category | Description |
|--------------|----------|---|
| | 911 Map | Mapping computer not functioning or displaying properly |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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 2015.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,448** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on November 1, 2015 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 2015

| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS | Notes | As of February 1, 2015 | | As of May 1, 2015 | | As of August 1, 2015 | | As of November 1, 2014 | |
|--|-------|------------------------------|-------|------------------------------|--------|------------------------------|--------|------------------------------|-------|
| | | 9-1-1 MSAG Dated 02-01-15 | | 9-1-1 MSAG Dated 05-01-15 | | 9-1-1 MSAG Dated 08-01-15 | | 9-1-1 MSAG Dated 11-01-14 | |
| | | # of Records | % | # of Records | % | # of Records | % | # of Records | % |
| Total 9-1-1 MSAG Records Reviewed | | 4,424 | | 4,434 | | 4,436 | | 4,448 | |
| Less: 9-1-1 MSAG Exception Records | (1) | 41 | 0.9% | 46 | 1.0% | 44 | 1.0% | 50 | 1.1% |
| Net 9-1-1 MSAG Records Eligible for Comparison | | 4,383 | | 4,288 | | 4,392 | | 4,398 | |
| Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required) | | 4,380 | 99.9% | 4,286 | 100.0% | 4,390 | 100.0% | 4,382 | 99.6% |
| 9-1-1 MSAG -- GIS No Match Minor Correction Required | (2) | 3 | 0.1% | 2 | 0.0% | 2 | 0.0% | 13 | 0.3% |
| 9-1-1 MSAG Record With No GIS Record | (3) | 0 | 0.0% | 0 | 0.0% | 0 | 0.0% | 3 | 0.1% |
| Total 9-1-1 MSAG Records No Match | | 3 | 0.1% | 2 | 0.0% | 2 | 0.0% | 16 | 0.4% |

Hawaii County E9-1-1 Status Report

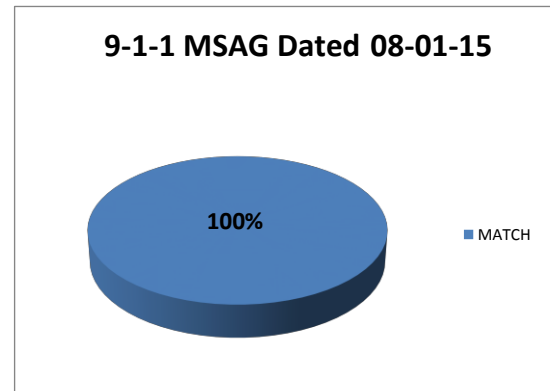
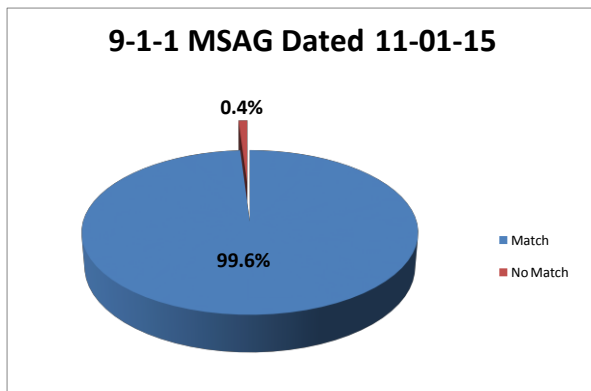
November 1, 2015 – November 30, 2015

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 – NOVEMBER 1, 2015 VS. AUGUST 1, 2015



NOTE:

Hawaii County's level of accuracy or 9-1-1 Match percentage remained constant from 100% as of August 1, 2015 to 99.6% as of November 1, 2015
 NENA Recommended Match Rate = 98%

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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" increased (0 to 3) from August 2015 to October 2015 respectively.
- ❖ "MSAG - GIS Minor Corrections" increased (2 to 8) from August 2015 to October 2015. 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 records to ensure they are processed in 9-1-1Net prior to the December 2015 re-analysis.
- ❖ "GIS Record with No Matching MSAG Record" was increased (2 to 11) from August 2015 to October 2015. 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 eleven 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 December 2015 re-analysis.
- ❖ "GIS Record with No MSAG Record" increased (0 to 3) from August 2015 to October 2015.
- ❖ 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, 2015 – November 30, 2015

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 | | | | | | | |
|---------|---------------------------|---------------------------------|---------------------------|---------------------------------|---------------------------|---------------------------------|---------------------------|---------------------------------|
| | 9-1-1 MSAG Dated 02-01-15 | | 9-1-1 MSAG Dated 05-01-15 | | 9-1-1 MSAG Dated 08-01-15 | | 9-1-1 MSAG Dated 11-01-15 | |
| | Number of Records | % of Total Invalid MSAG Records | Number of Records | % of Total Invalid MSAG Records | Number of Records | % of Total Invalid MSAG Records | Number of Records | % of Total Invalid MSAG Records |
| ESN 299 | 940 | 17.7% | 841 | 16.1% | 773 | 15.0% | 738 | 14.4% |

These invalid MSAG records represent **14.4%** of the Total MSAG records for Hawai‘i County. The individual ALI records associated with these records are provided below.

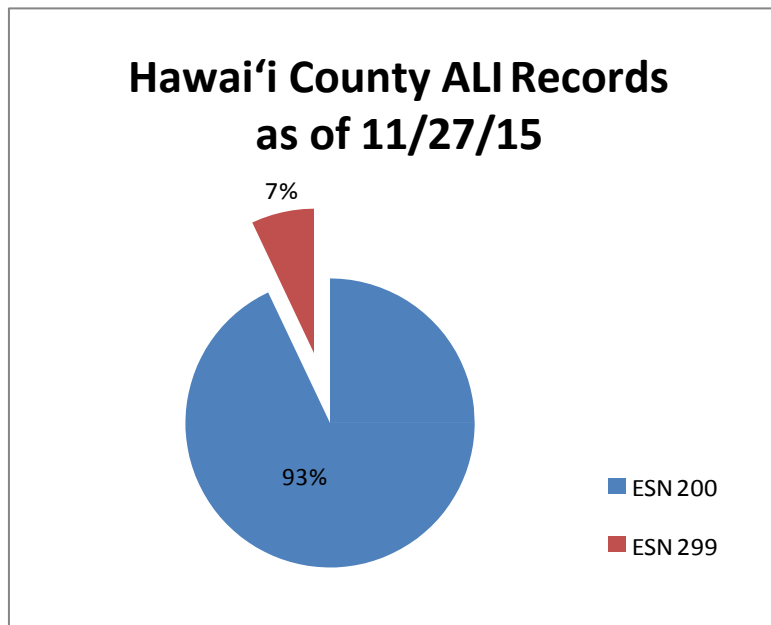
TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.

Hawaii County E9-1-1 Status Report

November 1, 2015 – November 30, 2015

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 27, 2015, **5,115** ESN 299 records, representing **7%** 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.



Maui County E9-1-1 Status Report

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Maui County E9-1-1 Status Report

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PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – NOVEMBER 2015

(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 | |
| 2015 | 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 | 10,981 | 2,085 | 18.99% | 7,257 | 66.09% | 58.30% | 41.70% | 261 | 2.38% | 21 | 0.19% | 0 | 0.00% | 1,357 | 12.36% | 0 | 0.00% |

CALL VOLUME MAUI PSAP NOTES:

*Calls with no Ali 0.19% - Statewide average = 0.17% November 2015

9-1-1 CALL VOLUME MAUI PSAP – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 11,904 | 2,411 | 20.25% | 7,697 | 64.66% | 61.96% | 38.04% | 277 | 2.33% | 13 | 0.11% | 0 | 0.00% | 1,506 | 12.65% | 0 | 0.00% |
| FEB | 10,934 | 2,340 | 21.40% | 6,977 | 63.81% | 63.15% | 36.85% | 255 | 2.33% | 20 | 0.18% | 0 | 0.00% | 1,342 | 12.27% | 0 | 0.00% |
| MAR | 11,628 | 2,451 | 21.84% | 7,479 | 64.32% | 63.14% | 36.86% | 307 | 2.64% | 13 | 0.11% | 0 | 0.00% | 1,378 | 11.85% | 0 | 0.00% |
| APR | 11,486 | 2,204 | 19.19% | 7,507 | 65.36% | 61.78% | 38.22% | 262 | 2.28% | 20 | 0.17% | 0 | 0.00% | 1,493 | 13.00% | 0 | 0.00% |
| MAY | 11,182 | 2,368 | 21.18% | 7,181 | 64.22% | 60.66% | 39.34% | 266 | 2.38% | 18 | 0.16% | 0 | 0.00% | 1,349 | 12.06% | 0 | 0.00% |
| JUNE | 11,573 | 2,261 | 19.54% | 7,599 | 65.66% | 59.36% | 40.64% | 287 | 2.48% | 47 | 0.41% | 0 | 0.00% | 1,379 | 11.92% | 0 | 0.00% |
| JULY | 12,129 | 2,378 | 19.61% | 8,004 | 65.99% | 59.86% | 40.14% | 326 | 2.69% | 12 | 0.10% | 0 | 0.00% | 1,409 | 11.62% | 0 | 0.00% |
| AUG | 12,306 | 2,377 | 19.32% | 8,148 | 66.21% | 58.36% | 41.64% | 298 | 2.42% | 16 | 0.13% | 0 | 0.00% | 1,467 | 11.92% | 0 | 0.00% |
| SEPT | 10,908 | 2,096 | 19.22% | 7,306 | 66.98% | 58.34% | 41.66% | 276 | 2.53% | 9 | 0.08% | 0 | 0.00% | 1,221 | 11.19% | 0 | 0.00% |
| OCT | 11,361 | 2,157 | 18.99% | 7,480 | 65.84% | 57.13% | 42.87% | 309 | 2.72% | 31 | 0.27% | 0 | 0.00% | 1,384 | 12.18% | 0 | 0.00% |
| NOV | 10,981 | 2,085 | 18.99% | 7,257 | 66.09% | 58.30% | 41.70% | 261 | 2.38% | 21 | 0.19% | 0 | 0.00% | 1,357 | 12.36% | 0 | 0.00% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 126,392 | 25,128 | | 82,635 | | | | 3,124 | | 220 | | 0 | | 15,285 | | 0 | |
| MON AVG | 11,490 | 2,284 | 19.95% | 7,512 | 65.38% | 60.18% | 39.82% | 284 | 2.47% | 20 | 0.17% | 0 | 0.00% | 1,390 | 12.09% | 0.00 | 0.00% |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – NOVEMBER 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MOLOKAI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 289 | 105 | 36.33% | 143 | 49.48% | 58.74% | 41.26% | 2 | 0.69% | 1 | 0.35% | 0 | 0.00% | 38 | 13.15% | 0 | 0.00% |

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.35% - Statewide average = 0.17% November 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MOLOKAI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 371 | 152 | 40.97% | 176 | 47.44% | 51.70% | 48.30% | 0 | 0.00% | 2 | 0.54% | 0 | 0.00% | 41 | 11.05% | 0 | 0.00% |
| FEB | 355 | 159 | 44.79% | 141 | 39.72% | 55.32% | 44.68% | 0 | 0.00% | 2 | 0.56% | 0 | 0.00% | 53 | 14.93% | 0 | 0.00% |
| MAR | 470 | 191 | 40.64% | 224 | 47.66% | 60.27% | 39.73% | 0 | 0.00% | 2 | 0.43% | 0 | 0.00% | 53 | 11.28% | 0 | 0.00% |
| APR | 295 | 93 | 31.53% | 156 | 52.88% | 45.51% | 54.49% | 1 | 0.34% | 13 | 4.41% | 0 | 0.00% | 32 | 10.85% | 0 | 0.00% |
| MAY | 317 | 109 | 34.38% | 157 | 49.53% | 50.96% | 49.04% | 3 | 0.95% | 20 | 6.31% | 0 | 0.00% | 28 | 8.83% | 0 | 0.00% |
| JUNE | 359 | 99 | 27.58% | 225 | 62.67% | 55.56% | 44.44% | 1 | 0.28% | 2 | 0.56% | 0 | 0.00% | 32 | 8.91% | 0 | 0.00% |
| JULY | 359 | 127 | 35.38% | 190 | 52.92% | 48.95% | 51.05% | 1 | 0.28% | 3 | 0.84% | 0 | 0.00% | 38 | 10.58% | 0 | 0.00% |
| AUG | 455 | 144 | 31.65% | 259 | 56.92% | 55.98% | 44.02% | 1 | 0.22% | 2 | 0.44% | 0 | 0.00% | 49 | 10.77% | 0 | 0.00% |
| SEPT | 440 | 140 | 31.82% | 250 | 56.82% | 44.00% | 56.00% | 0 | 0.00% | 6 | 1.36% | 0 | 0.00% | 44 | 10.00% | 0 | 0.00% |
| OCT | 389 | 128 | 32.90% | 214 | 55.01% | 47.20% | 52.80% | 0 | 0.00% | 5 | 1.29% | 0 | 0.00% | 42 | 10.80% | 0 | 0.00% |
| NOV | 289 | 105 | 36.33% | 143 | 49.48% | 58.74% | 41.26% | 2 | 0.69% | 1 | 0.35% | 0 | 0.00% | 38 | 13.15% | 0 | 0.00% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 4,099 | 1,447 | | 2,135 | | | | 9 | | 58 | | 0 | | 450 | | 0 | |
| MON AVG | 373 | 132 | 35.27% | 194 | 51.91% | 52.20% | 47.80% | 0.82 | 0.25% | 5 | 1.55% | 0 | 0.00% | 40.909 | 11.01% | 0 | 0.00% |

Maui County E9-1-1 Status Report

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9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – NOVEMBER 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP Calls | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 11,270 | 2,190 | 19.43% | 7,400 | 65.66% | 58.31% | 41.69% | 263 | 2.33% | 22 | 0.20% | 0 | 0.00% | 1,395 | 12.38% | 0 | 0.00% |

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI COUNTY PSAPs | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 12,275 | 2,563 | 20.88% | 7,873 | 64.14% | 61.73% | 38.27% | 277 | 2.26% | 15 | 0.12% | 0 | 0.00% | 1,547 | 12.60% | 0 | 0.00% |
| FEB | 11,904 | 2,499 | 22.14% | 7,118 | 63.05% | 63.00% | 37.00% | 255 | 2.26% | 22 | 0.19% | 0 | 0.00% | 1,395 | 12.36% | 0 | 0.00% |
| MAR | 12,098 | 2,642 | 21.84% | 7,703 | 63.67% | 63.05% | 36.95% | 307 | 2.54% | 15 | 0.12% | 0 | 0.00% | 1,431 | 11.83% | 0 | 0.00% |
| APR | 11,781 | 2,297 | 19.50% | 7,663 | 65.05% | 61.45% | 38.55% | 263 | 2.23% | 33 | 0.28% | 0 | 0.00% | 1,525 | 12.94% | 0 | 0.00% |
| MAY | 11,499 | 2,477 | 21.54% | 7,338 | 63.81% | 60.45% | 39.55% | 269 | 2.34% | 38 | 0.33% | 0 | 0.00% | 1,377 | 11.97% | 0 | 0.00% |
| JUNE | 11,932 | 2,360 | 19.78% | 7,824 | 65.57% | 59.25% | 40.75% | 288 | 2.41% | 49 | 0.41% | 0 | 0.00% | 1,411 | 11.83% | 0 | 0.00% |
| JULY | 12,488 | 2,505 | 20.06% | 8,194 | 65.61% | 59.60% | 40.40% | 327 | 2.62% | 15 | 0.12% | 0 | 0.00% | 1,447 | 11.59% | 0 | 0.00% |
| AUG | 12,761 | 2,521 | 19.76% | 8,407 | 65.88% | 58.28% | 41.72% | 299 | 2.34% | 18 | 0.14% | 0 | 0.00% | 1,516 | 11.88% | 0 | 0.00% |
| SEPT | 11,348 | 2,236 | 19.70% | 7,556 | 66.58% | 57.86% | 42.14% | 276 | 2.43% | 15 | 0.13% | 0 | 0.00% | 1,265 | 11.15% | 0 | 0.00% |
| OCT | 11,750 | 2,285 | 19.45% | 7,694 | 65.48% | 56.85% | 43.15% | 309 | 2.63% | 36 | 0.31% | 0 | 0.00% | 1,426 | 12.14% | 0 | 0.00% |
| NOV | 11,270 | 2,190 | 19.43% | 7,400 | 65.66% | 58.31% | 41.69% | 263 | 2.33% | 22 | 0.20% | 0 | 0.00% | 1,395 | 12.38% | 0 | 0.00% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 131,106 | 26,575 | | 84,770 | | | | 3,133 | | 278 | | 0 | | 15,735 | | 0 | |
| MON AVG | 11,919 | 2,416 | 20.37% | 7,706 | 64.96% | 59.99% | 40.01% | 285 | 2.40% | 25 | 0.21% | 0.00 | 0.00% | 1,430 | 12.01% | 0 | 0.00% |

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 not included in the Wireline and Wireless total 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, 2015 - November 30, 2015

TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

| FYI..... For Your Information | | |
|---|------------------------|---|
| 911 Class of Service (COS) E-911 | | |
| Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen. | | |
| PSAP CODE | Description | |
| RESL | Residence | Landline home telephone |
| BUSN | Business | Landline business telephone |
| PBXB | Private BranchExchange | A private telephone switch that is connected to the Telephone Network (Business) |
| PBXR | Private BranchExchange | A private telephone switch that is connected to the Telephone Network (Residence) |
| CNTX | Centrex | A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features. |
| PAY\$ | Payphone | Coin 1 way. Unable to call back. |
| COIN | Payphone | Coin 2 way. Able to call back. |
| VOIP | Voice over IP | both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen. |
| VRES | VoIP residence | |
| VBUS | VoIP business | |
| N/A | COS Not Available | No ALI or ANI information available on the PSAP ALI Screen. |
| WRLS/MOBL | Basic Wireless Service | No location or callback number. |
| WPH1 | Wireless Phase 1 | Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info. |
| WPH2 | Wireless Phase 2 | Phase 2 location data is being provided from a Phase 2 capable site. Device location info. |
| *Statewide average (November 2015) of 911 calls <u>with</u> Location Information = 99.83% | | |
| * Statewide averages does not include the Military 911 calls or current Text to 911 testing. | | |
| Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee. | | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

WIRELESS PSAP TESTING – NOVEMBER 2015

| MAUI COUNTY - NOVEMBER 2015 | | | | | | |
|-----------------------------|---------|--------------|----------------|------------|----------------|-----------|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 11/24/2015 | Verizon | 1 | 4 | Maui PSAP | Pass | LTE |
| 11/30/2015 | Verizon | 1 | 2 | Maui PSAP | Pass | Lanai LTE |
| | | | | | | |

NOTES:

- There were two (2) scheduled Wireless 911 Tests in November 2015 for the Maui and Molokai PSAPs.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

| ◀ November 2015 | | ~ December 2015 ~ | | | | | Jan 2016 ▶ |
|-----------------|-----|-------------------|-----|-----|-----------------|-----|------------|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | |
| | | 1 | 2 | 3 | 4 | 5 | |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 | |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 | |
| 20 | 21 | 22 | 23 | 24 | 25 Christmas | 26 | |
| 27 | 28 | 29 | 30 | 31 | Notes: | | |

| ◀ December 2015 | | ~ January 2016 ~ | | | | | Feb 2016 ▶ |
|-----------------|-----|------------------|-----|-----|------------------|-----|------------|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat | |
| | | | | | 1 New Year's Day | 2 | |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 2015

| MAUI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| NOVEMBER | 7 | 3 | 1 | 1 | 2 | 0 | 71 |

MSAG CURRENT MONTH NOTES:

A total of **211** MSAG transactions were processed in 9-1-1 Net during the month of November 2015. Seven (7) requests were processed relating to the MSAG database, and **204** requests relating to the ALI database (see ALI Transaction chart on next page). There were 71 customer ANI/ALI (telephone/address) records updated as a direct result.

MSAG YEAR-TO-DATE (YTD) SUMMARY – 2015

| MAUI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY | 25 | 6 | 1 | 4 | 14 | 0 | 102 |
| FEBRUARY | 26 | 18 | 0 | 5 | 3 | 0 | 93 |
| MARCH | 12 | 4 | 1 | 6 | 1 | 0 | 237 |
| APRIL | 21 | 7 | 1 | 11 | 2 | 0 | 157 |
| MAY | 25 | 19 | 1 | 3 | 2 | 0 | 257 |
| JUNE | 4 | 0 | 0 | 2 | 1 | 1 | 71 |
| JULY | 15 | 12 | 0 | 1 | 2 | 0 | 290 |
| AUGUST | 11 | 2 | 0 | 5 | 4 | 0 | 217 |
| SEPTEMBER | 15 | 4 | 0 | 0 | 10 | 1 | 199 |
| OCTOBER | 8 | 5 | 0 | 0 | 3 | 0 | 119 |
| NOVEMBER | 7 | 3 | 1 | 1 | 2 | 0 | 71 |
| DECEMBER | | | | | | | |
| TOTAL YTD | 169 | 80 | 5 | 38 | 44 | 2 | 1,813 |
| AVG PER MONTH | 15 | 7 | 0 | 3 | 4 | 0 | 165 |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

| MAUI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
|-------------|-------|---------------------------|------------|-------------|---|--------|---------|
| | | ALITRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| NOV | 204 | 203 | 1 | 0 | 1,475 | 0 | 0 |

| Definitions |
|---|
| (A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation. |
| (B) Automatic Location Information Discrepancy Record - 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) Voice over Internet Protocol Discrepancy Record - 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. |

ALI TRANSACTIONS CURRENT MONTH NOTES:

203 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net as a result of the ESN 399 clean-up effort. There was one (1) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 1,475 Open TN CR Transactions as of November 30, 2015**
- **Refer to chart in the next section "TNCR Current Status"**
-

Sixty-nine (69) Open TN CR transactions are a direct result of the Dispatchable Location project, and 1,406 Open TN CR transactions are a result of the ESN 399 clean-up effort.

Akimeka continues to monitor and track the progress of the ESN 399 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 no Open ALI-DRs as of November 30, 2015**
- **There are no Open VoIP DRs as of November 30, 2015**

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| MAUI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
|------------------|-------|----------------------------|--------|---------|--|--------|---------|
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR | ALI-DR | VoIP DR | TN CR | ALI-DR | VoIP DR |
| JAN | 92 | 91 | 1 | 0 | 343 | 0 | 0 |
| FEB | 45 | 44 | 1 | 0 | 340 | 0 | 0 |
| MAR | 215 | 212 | 2 | 1 | 447 | 1 | 0 |
| APR | 130 | 129 | 1 | 0 | 446 | 0 | 0 |
| MAY | 265 | 265 | 0 | 0 | 577 | 0 | 0 |
| JUNE | 226 | 226 | 0 | 0 | 735 | 0 | 0 |
| JULY | 208 | 208 | 0 | 0 | 943 | 0 | 0 |
| AUG | 332 | 332 | 0 | 0 | 1,179 | 0 | 0 |
| SEPT | 184 | 180 | 4 | 0 | 1,194 | 1 | 0 |
| OCT | 155 | 149 | 6 | 0 | 1,303 | 1 | 0 |
| NOV | 204 | 203 | 1 | 0 | 1,475 | 0 | 0 |
| DEC | | | | | | | |
| TOTAL YTD | 2,056 | 2,039 | 16 | 1 | | | |
| AVG PER MONTH | 187 | 185 | 1 | 0 | | | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2015 - PENDING

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliancy with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the Queen Kaahumanu Shopping Center at 275 Kaahumanu Ave. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Screen shots of the “Before” ALI screen, and the “After” ALI screen with the updated “Dispatchable Location” information visible, were presented to the Dispatch Supervisors. Akimeka received positive feedback from the 911 Dispatch Personnel because the information that the 911 Call Takers will receive, will certainly cut down on the process of determining the exact location of the 911 caller. In addition to this, Akimeka was informed that the Mobile Dispatch Terminals (MDTs) in the Police Vehicles, also are able to view this “Dispatchable Location” information which will reduce the response times for Public Safety. In September, the Dispatchable Location transactions have been temporarily stopped. Transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of November 2015.

| Dispatchable Location | | | | |
|------------------------|-------------------|--------------|--|------------------------------------|
| Common Name Place | MSAG Address | 2015 | Number of TNCR* Transactions Submitted | Number of Transactions Processed** |
| Queen Kaahumanu Center | 275 Kaahumanu Ave | Aug | 244 | 156 |
| Queen Kaahumanu Center | 275 Kaahumanu Ave | Sept | 124 | 143 |
| | | Oct | 0 | 0 |
| | | Nov | 0 | 0 |
| | | Dec | | |
| | | Total | 368 | 299 |

| Definition |
|--|
| Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. |
| TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen. |
| Processed** may include inactive telephone numbers that were removed from the ALI Database. |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| 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 | 1,050 | 93 | 75 | 882 |
| MOLOKAI | 425 | 22 | 19 | 384 |
| TOTAL | 1,475 | 115 | 94 | 1266 |

| STATUS |
|--|
| TOTAL TNCRs SUBMITTED - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. This includes the 399 and 359 clean up effort, and the "Dispatchable Location" project. |
| 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, 2015 - November 30, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

| MAUI COUNTY | | | | |
|--|----------------------------------|-----------------------|---|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks | |
| | Date Created/ Edits Performed | | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
| Address Points | 11/30/2015 | | Added one (1) address in Haiku | |
| | 11/30/2015 | | Added two (2) addresses in Kula | |
| | 11/30/2015 | | Added one (1) address in Paia | |
| | 11/30/2015 | | Spatially corrected sixty-eight (68) address points in Kaanapali | |
| | 11/30/2015 | | Added one (1) address in Kaanapali | |
| | 11/30/2015 | | Spatially corrected one hundred seventeen (117) address points in Kihei | |
| | 11/30/2015 | | Added one (1) address in Lahaina | |
| | 11/30/2015 | | Spatially corrected fifteen (15) address points in Lahaina | |
| | | 11/25/15 | | |
| | 11/25/2015 | | | Added one (1) address in Lahaina |
| | 11/23/2015 | | | Spatially corrected one hundred seventy (170) address points in Lahaina |
| | 11/23/2015 | | | Added one (1) address in Haiku |
| | 11/23/2015 | | | Added one (1) address in Waihee |
| | 11/23/2015 | | | Spatially corrected one (1) address point in Wailuku |
| | 11/20/2015 | | | Added one (1) address in Waihee |
| | 11/20/2015 | | | Spatially corrected one hundred twenty-one (121) address points in Lahaina |
| | 11/18/2015 | | | Added four (4) addresses in Kaunakakai |
| | 11/18/2015 | | | Added one (1) address in Kualapuu |
| | 11/18/2015 | | | Added one (1) address in Kula |
| | 11/17/2015 | | | Spatially corrected one (1) address point in Kahului |
| | 11/17/2015 | | | Added one (1) address in Kahului |
| | 11/17/2015 | | | Changed one (1) address in Kahului |
| | 11/17/2015 | | | Added two (2) addresses in Kula |
| | 11/17/2015 | | | One (1) address was reassigned by DSA to a different property in Kula. Moved address point to correct property. |
| | 11/17/2015 | | | Added one (1) address in Lahaina |
| | 11/17/2015 | | | Added one (1) address in Waihee |
| | | 11/10/15 | | |
| | 11/9/2015 | | | Added two (2) addresses in Lahaina |
| | 11/5/2015 | | | Spatially corrected five (5) address points in Lahaina |
| | 11/5/2015 | | | Added eight (8) addresses in Lahaina |
| | 11/3/2015 | | | Removed special character from one (1) Location Name in Kaunakakai |
| | 11/3/2015 | | | Removed special character from one (1) Location Name in Lahaina |
| | 11/2/2015 | | | Spatially corrected one (1) address point in Kahului |
| | 11/2/2015 | | | Added three (3) addresses in Kahului |
| | 11/2/2015 | | | Added one (1) address in Wailuku |
| | 11/2/2015 | | | Changed address for Medic 10 |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART II)

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

| MAUI COUNTY | | | |
|--|----------------------------------|-----------------------|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Airports | | | |
| | | | |
| | | | |
| Bridges | | | |
| | | | |
| | | | |
| Building Footprints | | | |
| | | | |
| | | | |
| Bus Stops | | | |
| | | | |
| | | | |
| Churches | | 11/10/15 | |
| | 11/4/2015 | | Spatially corrected one (1) church in Kualapuu |
| | | | |
| Coastal Names | | | |
| | 11/18/2015 | | Spatially corrected three (3) Coastal Names in Pukoo |
| | 11/18/2015 | | Added one (1) coastal name in Pukoo |
| | 11/18/2015 | | Added one (1) coastal name in Kula |
| | | | |
| Coastline | | | |
| | | | |
| | | | |
| Common Places | | | |
| | | | |
| | | | |
| Correctional Facilities | | | |
| | | | |
| | | | |
| Emergency Callboxes | | | |
| | | | |
| | | | |
| Emergency Operation Centers | | | |
| | | | |
| | | | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART III)

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

| MAUICOUNTY | | | |
|--|----------------------------------|--|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Emergency Shelters | | | |
| | 11/23/2015 | | Spatially corrected one (1) shelter in Hana |
| | 11/23/2015 | | Spatially corrected one (1) shelter in Lahaina |
| | 11/23/2015 | | Spatially corrected three (3) shelters in Kahului |
| | 11/23/2015 | | Corrected Shelter Name in Kahului |
| | 11/23/2015 | | Corrected address of two (2) shelters in Kaunakakai |
| | 11/23/2015 | | Spatially corrected one (2) shelter in Kaunakakai |
| | 11/23/2015 | | Spatially corrected one (1) shelter in Kihei |
| | 11/23/2015 | | Spatially corrected one (1) shelter in Kualapuu |
| | 11/23/2015 | | Corrected one (1) shelter address in Kualapuu |
| | 11/23/2015 | | Spatially corrected one (1) shelter in Lahaina |
| | 11/23/2015 | | Spatially corrected one (1) shelter in Lanai |
| 11/23/2015 | | Spatially corrected one (1) shelter in Makawao | |
| ESZ/ESN | | | |
| | | | |
| | | | |
| Fire Beats | | 11/10/15 | |
| | 11/6/2015 | | Modified Beat 6 and 14 to match spatially corrected street centerlines |
| | | | |
| Fire Districts | | | |
| | | | |
| | | | |
| Fire Response Areas | | 11/10/15 | |
| | 11/6/2015 | | Modified RA 601 and 1400 to match spatially corrected street centerlines |
| | | | |
| Fire Stations | | | |
| | | | |
| | | | |
| Food & Beverage | | 11/10/15 | |
| | 11/4/2015 | | Changed one (1) business name in Waihee |
| | 11/4/2015 | | Spatially corrected one (1) restaurant in Waihee |
| | 11/3/2015 | | Spatially corrected one (1) restaurant in Kaunakakai |
| Gas Stations | | | |
| | | | |
| | | | |
| Gate Codes | | | |
| | | | |
| | | | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART IV)

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

| MAUI COUNTY | | | |
|--|----------------------------------|--------------------|---|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Government Buildings | | | |
| | | | |
| | | | |
| Harbors | | | |
| | | | |
| | | | |
| Helipads | | | |
| | | | |
| | | | |
| Hiking Trails | | | |
| | | | |
| | | | |
| Hospitals | | | |
| | | | |
| | | | |
| Hydrants | | | |
| | | | |
| | | | |
| Hyrdology Layers: Dams Ponds Streams Waterfalls | | 11/10/15 | |
| | 11/3/2015 | | Added nine (9) reservoirs and added name and owner to twenty-nine (29) reservoirs |
| | 11/2/2015 | | Added twelve (12) reservoirs and added name and owner to eleven (11) reservoirs |
| | | | |
| | | | |
| Incident Response Areas | | | |
| | | | |
| | | | |
| Lodging | | | |
| | | | |
| | | | |
| Major Roads | | | |
| | | | |
| | | | |
| Medic Beats | | | |
| | | | |
| | | | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART V)

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

| MAUICOUNTY | | | |
|--|----------------------------------|-----------------------|-------------------------------|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Medic Districts | | | |
| | | | |
| | | | |
| Medic Response Areas | | | |
| | | | |
| | | | |
| Medic Stations | | 11/10/15 | |
| | 11/9/2015 | | Relocated Medic 10 to Kahului |
| | | | |
| Medical Facilities | | | |
| | | | |
| | | | |
| Milepost Markers | | | |
| | | | |
| | | | |
| MSAG Communities | | | |
| | | | |
| | | | |
| Net Junctions | | | |
| | | | |
| | | | |
| Ocean Rescue Boundaries | | | |
| | | | |
| | | | |
| Ocean Safety | | | |
| | | | |
| | | | |
| Parcels | | | |
| | | | |
| | | | |
| Parks | | | |
| | | | |
| | | | |
| Parks Polygon | | | |
| | | | |
| | | | |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART VI)

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

| MAUICOUNTY | | | | |
|--|----------------------------------|-----------------------|---|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks | |
| | Date Created/ Edits Performed | | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | | |
| Points of Interest | | 11/25/15 | | |
| | 11/23/2015 | | Added one (1) POI in Hana | |
| | 11/23/2015 | | Added three (3) POI in Kahului | |
| | 11/23/2015 | | Added one (1) POI in Kaunakakai | |
| | 11/23/2015 | | Added three (3) POI in Kihei | |
| | 11/23/2015 | | Added two (2) POI in Kula | |
| | 11/23/2015 | | Added one (1) POI in Lahaina | |
| | 11/23/2015 | | Added one (1) POI in Lanai | |
| | 11/23/2015 | | Added two (2) POI in Makawao | |
| | 11/23/2015 | | Added one (1) POI in Wailea | |
| | 11/23/2015 | | Added two (2) POI in Wailuku | |
| | 11/23/2015 | | Corrected Subclass for thirty-eight (38) POI | |
| | 11/23/2015 | | Spatially corrected six (6) POI in Hana | |
| | 11/23/2015 | | Spatially corrected one (1) POI in Kaanapali | |
| | 11/23/2015 | | Spatially corrected two (2) POI in Kahului | |
| | 11/23/2015 | | Corrected one (1) address in Kaunakakai | |
| | 11/23/2015 | | Spatially corrected one (1) POI in Kihei | |
| | 11/23/2015 | | Spatially corrected one (1) POI in Kualapuu | |
| | 11/23/2015 | | Added one (1) address in Kualapuu | |
| | 11/23/2015 | | Spatially corrected three (3) POI in Kula | |
| | 11/23/2015 | | Spatially corrected two (2) POI in Lahaina | |
| | 11/23/2015 | | Spatially corrected one (1) POI in Lanai | |
| | 11/23/2015 | | Spatially corrected six (6) POI in Wailea | |
| | 11/23/2015 | | Corrected place name in Wailea | |
| | 11/20/2015 | | Spatially corrected one (1) POI in Lahaina | |
| | 11/18/2015 | | Spatially corrected one (1) POI in Kaunakakai | |
| | 11/18/2015 | | Spatially corrected one (1) POI in Kaunakakai | |
| | 11/18/2015 | | Added one (1) POI in Kaunakakai | |
| | 11/18/2015 | | Added two (2) POI in Kula | |
| | 11/18/2015 | | Spatially corrected three (3) POI in Pukoo | |
| | 11/18/2015 | | Corrected Subclass for three (3) POI in Pukoo | |
| | 11/18/2015 | | Added one (1) POI in Pukoo | |
| | | | 11/10/15 | |
| | | 11/4/2015 | | Spatially corrected one (1) POI in Waihee |
| | | 11/4/2015 | | Changed one (1) business name in Waihee |
| | | 11/4/2015 | | Added one (1) POI in Kualapuu |
| | | 11/4/2015 | | Changed address and relocated one (1) POI to Kualapuu |
| | | 11/3/2015 | | Spatially corrected two (2) POI in Kaunakakai |

Maui County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART VII)

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

| MAUI COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Police Beats | | | |
| | 11/18/2015 | | Modified boundary of Police Beats 4-10 & 4-20 |
| | | | |
| Police Districts | | | |
| | | | |
| | | | |
| Police Response Areas | | | |
| | 11/18/2015 | | Modified boundary between RA 58 & 60 |
| | | | |
| Police Stations | | | |
| | | | |
| | | | |
| Post Offices | | | |
| | | | |
| | | | |
| Schools | | 11/25/15 | |
| | 11/23/2015 | | Spatially corrected two (2) schools in Kahului |
| | 11/23/2015 | | Spatially corrected one (1) school in Kihei |
| | 11/23/2015 | | Spatially corrected one (1) school in Lahaina |
| | 11/23/2015 | | Spatially corrected one (1) school in Makawao |
| | 11/20/2015 | | Spatially corrected one (1) school in Lahaina |
| | 11/20/2015 | | Spatially corrected one (1) school in Kihei |
| | 11/19/2015 | | Spatially corrected three (3) schools in Kula |
| | | 11/10/15 | |
| Street Centerlines | 11/3/2015 | | Relocated one (1) school to Kualapuu |
| | | 11/25/15 | |
| | 11/25/2015 | | Modified range for one (1) street centerline segment in Kaunakakai |
| | 11/23/2015 | | Split one (1) street centerline in Kaunakakai |
| | 11/20/2015 | | Added one (1) street centerline segment in Kula |
| | 11/20/2015 | | Added one (1) street centerline segment in Kaunakakai |
| | 11/20/2015 | | Added five (5) street centerlines in Kihei |
| | 11/19/2015 | | Added twenty-five (25) street centerline segments in Kula |
| | 11/19/2015 | | Split fourteen (14) street centerline segments in Kula |
| | 11/18/2015 | | Spatially corrected sixteen (16) street centerline segments in Lahaina |
| | 11/18/2015 | | Added one (1) street centerline segment in Kihei |
| | | 11/10/15 | |
| | 11/9/2015 | | Spatially corrected one (1) street centerline segment in Kihei |

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MAPPING LAYERS UPDATED (PART VIII)

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

| MAUICOUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Street Centerlines | 11/9/2015 | | Spatially corrected five (5) street centerline segments in Haiku |
| | 11/6/2015 | | Added eleven (11) street centerline segments in Haiku |
| | 11/6/2015 | | Split four (4) street centerlines in Haiku |
| | 11/6/2015 | | Added three (3) street centerline segments in Hana |
| | 11/6/2015 | | Partial spatial correction of two (2) street centerline segments in Hana |
| | 11/6/2015 | | Added two (2) street centerline segments in Kahului |
| | 11/6/2015 | | Added one (1) street centerline segment in Wailuku |
| | 11/6/2015 | | Split two (2) street centerline segments in Wailuku |
| | 11/6/2015 | | Split three (3) street centerline segments in Kihei |
| | 11/6/2015 | | Added three (3) street centerline segments in Kihei |
| | 11/6/2015 | | Spatially corrected one (1) street centerline in Kula |
| | 11/5/2015 | | Split three (3) street centerline segments in Kula |
| | 11/5/2015 | | Added four (4) street centerlines in Kula |
| | 11/5/2015 | | Added nineteen (19) street centerline segments in Makawao |
| | 11/5/2015 | | Split two (2) street centerline segments in Makawao |
| | 11/5/2015 | | Added four (4) street centerlines in Pukalani |
| | 11/5/2015 | | Added twenty-one (21) street centerlines in Kihei |
| | 11/4/2015 | | Split ten (10) street centerline segments in Kihei |
| Subdivisions | | | |
| | 11/18/2015 | | Added one (1) subdivision in Kaunakakai |
| TowJurisdictions | | | |
| | | | |
| Tsunami Evacuation Zones | | | |
| | | | |
| Tsunami Heights | | | |
| | | | |
| Waste Water Plants | | | |
| | | | |
| WSP Cell Sectors | | 11/25/15 | |
| | 11/23/2015 | | Per VZW CRS |
| WSP Cell Towers | | 11/25/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | | 11/10/15 | |

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NOTE:

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

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

| Date | Key Activities/Updates |
|------------|---|
| 11/25/2015 | Delivered the following for a MapFlex update: Address Points, Emergency Shelters, Points of Interest, Schools, Street Centerlines, WSP Cell Towers, WSP Cell Sectors, Coastal Names, Police Response Areas and Subdivisions |
| 11/25/2015 | Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Common Place Lookup Table, Street Centerlines, Points of Interest, WSP Cell Towers, Coastal Names, Police Beats, Police Response Areas and Subdivisions |
| 11/10/2015 | Prepared and delivered the following for a MapFlex update: Address Points, HCS Monsanto Fields, Points of Interest, Street Centerlines, Fire Response Areas, Food and Beverage, Churches, Ponds, Schools, Medic Stations, WSP Cell Towers and WSP Cell Sectors. |
| 11/10/2015 | Prepared and delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, HCS Monsanto Fields, Street Centerlines, Fire Beats, Fire Response Areas, Ponds, Medic Stations, WSP Cell Towers and Common name place look up table. |

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

| GIS Deliverable schedule for 2015 | | |
|-----------------------------------|------|------|
| OCT | ✓ 14 | ✓ 28 |
| NOV | ✓ 10 | ✓ 25 |
| DEC | 9 | 23 |

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

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

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

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

During the month of November 2015, 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 |
| <i>Address Points</i> | Addition | 35 | Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications |
| | Spatially Corrected | 499 | Corrected location of address point, recalculated x/y |
| | Correction | 2 | Correction of address |
| | Change | 2 | DSA reassigns an address |
| | Neighborhood Info | 0 | Added Neighborhood Info |
| | Location Name | 3 | Added or Changed Location Name |
| <i>Response Boundaries</i> | Spatially Corrected | 8 | Boundary corrections to match spatially corrected street centerlines. Layers include Fire Beats, Fire Response Areas, Police Beats and Police Response Areas. |
| | | | |
| | | | |
| | | | |
| <i>Street Centerlines</i> | Addition | 101 | Added a street centerline segment |
| | Range Segments | 1 | Modification of a range |
| | Spatially Corrected | 62 | Corrected using Pictometry |
| | Partial Spatial Correction | 2 | Corrected using Pictometry |

NOTE:

- Response Boundaries include any updates to ESNs, Police Beats, Fire Beats, etc. that pertain to Dispatch and Response.

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INTERGRAPH CAD UPGRADE

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

1. Akimeka successfully delivered an updated Intergraph CAD map on November 10, 2015 which included:
 - a. Address Points, HCS Monsanto Fields, Fire Beats, Fire Response Areas, Ponds, Medic Stations, Street Centerlines, WSP Cell Towers and Common Name Place Lookup Table.
 - b. .map, .str, .rte, CAD Map Build database and Cell Coverage.csv
2. On November 25, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Coastal Names, Points of Interest, Police Beats, Police Response Areas, Street Centerlines, Subdivisions, WSP Cell Towers and Common Name Place Lookup Table.
 - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.
3. Akimeka added the HCS Monsanto Fields layer to the Intergraph CAD Map for display purposes as requested by Maui Dispatch. This required extra setup within the published map.

During December 2015, 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.

MAPFLEX DEPLOYMENT

During the month of November 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru October 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

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MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.
 - a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.

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- a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
- b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
- c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
- d. Intrado began troubleshooting the issues immediately.

POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of November, 2015.

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SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP NOVEMBER 2015

| MAUI PSAP | | | | | | |
|-----------|------|----------|-------------|----------|---------|----------|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| | | | None | | | |
| | | | | | | |

NOTE:

There are no Open Service Requests for the Maui PSAP for November 2015.

MAUI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| MAUI PSAP | | | | SERVICE REQUEST CATEGORIES | | | |
|-----------------|-----------|-----------|----------|----------------------------|----------|-----------|-----------|
| 2015 | TOTAL | | Open | 911 Map | | MSAG | |
| | Created | Closed | | Created | Closed | Created | Closed |
| 2014 Carryover* | | | 0 | | | | |
| January | 2 | 2 | 0 | 1 | 1 | 1 | 1 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 4 | 3 | 1 | 0 | 0 | 4 | 3 |
| April | 1 | 1 | 1 | 1 | 1 | 0 | 0 |
| May | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| September | 2 | 1 | 1 | 0 | 0 | 2 | 1 |
| October | 3 | 3 | 1 | 0 | 0 | 3 | 3 |
| November | 0 | 1 | 0 | 0 | 0 | 0 | 1 |
| December | | | | | | | |
| TOTAL | 12 | 12 | 0 | 2 | 2 | 10 | 10 |

NOTE:

- *The 2014 Carry Over row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

| Definitions: | Category | Description |
|--------------|----------|--|
| | 911 Map | Mapping computer not functioning or displaying properly. |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

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OPEN SERVICE REQUESTS – MOLOKAI PSAP NOVEMBER 2015

| MOLOKAI PSAP | | | | | | |
|--------------|------|----------|-------------|----------|---------|----------|
| # | Date | Ticket # | Description | Category | Urgency | Comments |
| | | | NONE | | | |
| | | | | | | |

NOTE:

There are no Open Service Requests for the Molokai PSAP for November 2015.

MOLOKAI PSAP SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| MOLOKAI PSAP | | | | SERVICE REQUEST CATEGORIES | | | |
|-----------------|----------|----------|----------|----------------------------|----------|----------|----------|
| 2015 | TOTAL | | Open | 911 Map | | MSAG | |
| | Created | Closed | | Created | Closed | Created | Closed |
| 2014 Carryover* | | | 0 | | | | |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 1 | 1 | 0 | 0 | 0 | 1 | 1 |
| April | 1 | 1 | 0 | 0 | 0 | 1 | 1 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| September | 2 | 2 | 0 | 0 | 0 | 2 | 2 |
| October | 3 | 3 | 0 | 0 | 0 | 3 | 3 |
| November | 1 | 1 | 0 | 0 | 0 | 1 | 1 |
| December | | | | | | | |
| TOTAL | 8 | 8 | 0 | 0 | 0 | 8 | 8 |

NOTE:

- *The 2014 Carry Over row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

| Definitions: | Category | Description |
|--------------|----------|--|
| | 911 Map | Mapping computer not functioning or displaying properly. |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

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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 – December 2015

AUDIT SUMMARY RESULTS – 2015 - TBA

MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2015 - SEPTEMBER 1, 2015 - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

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AKIMEKA | HIGH PRIORITY, HIGH IMPACT.

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – NOVEMBER 2015

(Source: Intrado Viper)

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| KAUAI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls With No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 4,439 | 687 | 15.48% | 3,006 | 67.72% | 49.73% | 50.27% | 104 | 2.34% | 13 | 0.29% | 0 | 0.00% | 629 | 14.17% | 0 | 0.00% |

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | | |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| KAUAI PSAP | | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
| 2015 | 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 | 5,155 | 790 | 15.32% | 3,349 | 64.97% | 48.40% | 51.60% | 176 | 3.41% | 21 | 0.41% | 0 | 0.00% | 819 | 15.89% | 0 | 0.00% |
| FEB | 4,738 | 706 | 14.90% | 3,102 | 65.47% | 50.06% | 49.94% | 129 | 2.72% | 27 | 0.57% | 0 | 0.00% | 774 | 16.34% | 0 | 0.00% |
| MAR | 4,365 | 715 | 16.38% | 2,823 | 64.67% | 46.33% | 53.67% | 154 | 3.53% | 15 | 0.34% | 0 | 0.00% | 658 | 15.07% | 0 | 0.00% |
| APR | 4,471 | 767 | 17.15% | 2,846 | 63.65% | 50.14% | 49.86% | 134 | 3.00% | 16 | 0.36% | 0 | 0.00% | 708 | 15.84% | 0 | 0.00% |
| MAY | 4,024 | 599 | 14.89% | 2,685 | 66.72% | 50.73% | 49.27% | 107 | 2.66% | 9 | 0.22% | 0 | 0.00% | 624 | 15.51% | 0 | 0.00% |
| JUNE | 5,830 | 626 | 10.74% | 3,813 | 65.40% | 52.37% | 47.63% | 149 | 2.56% | 26 | 0.45% | 0 | 0.00% | 1,216 | 20.86% | 0 | 0.00% |
| JULY | 5,022 | 741 | 14.76% | 3,382 | 67.34% | 47.40% | 52.60% | 158 | 3.15% | 18 | 0.36% | 0 | 2.95% | 723 | 14.40% | 0 | 0.00% |
| AUG | 4,692 | 617 | 13.15% | 3,199 | 68.18% | 46.33% | 53.67% | 148 | 3.15% | 31 | 0.66% | 239 | 5.09% | 697 | 14.86% | 107 | 2.28% |
| SEPT | 4,665 | 761 | 16.31% | 2,963 | 63.52% | 47.86% | 52.14% | 153 | 3.28% | 19 | 0.41% | 0 | 0.00% | 769 | 16.48% | 0 | 0.00% |
| OCT | 4,970 | 679 | 13.66% | 3,392 | 68.25% | 50.03% | 49.97% | 131 | 2.64% | 20 | 0.40% | 0 | 0.00% | 748 | 15.05% | 0 | 0.00% |
| NOV | 4,439 | 687 | 15.48% | 3,006 | 67.72% | 49.73% | 50.27% | 104 | 2.34% | 13 | 0.29% | 0 | 0.00% | 629 | 14.17% | 0 | 0.00% |
| DEC | | | | | | | | | | | | | | | | | |
| YTD | 52,371 | 7,688 | | 34,560 | | | | 1543 | | 215 | | 239 | | 8,365 | | 107 | |
| MON AVG | 4,761 | 699 | 14.79% | 3,142 | 65.99% | 49.03% | 50.97% | 140 | 2.95% | 20 | 0.41% | 22 | 0.73% | 760 | 15.86% | 10 | 0.21% |

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 not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- 911 Calls with no Ali 0.29% - Statewide average = 0.17% November 2015**

Kauai County E9-1-1 Status Report

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TEXT TO 911 – CURRENT MONTH – NOVEMBER 2015

NOTE:

- State of Hawaii PSAPs are currently in the testing phase with the WSPs (Wireless Service Providers) and the LEC (Local Exchange Carrier) for Text to 911 operations.
- Although there is a “Text to 911” plot on the MapFlex, the location of the plot is not reliable. Text to 911 Dispatchers should use their skills to ascertain the exact location of the emergency response.
- In the coming months when Text to 911 is operational Statewide, a chart will be provided for the amount of Text to 911 messages that are received at the PSAP.
- A soft deployment is scheduled for early December.

FYI.....FOR YOUR INFORMATION

| FYI..... For Your Information | | |
|---|------------------------|---|
| 911 Class of Service (COS) E-911 | | |
| Definition: A designation of the type of telephone service that is delivered to the PSAP on the ALI Screen. | | |
| PSAP CODE | Description | |
| RESL | Residence | Landline home telephone |
| BUSN | Business | Landline business telephone |
| PBXB | Private BranchExchange | A private telephone switch that is connected to the Telephone Network (Business) |
| PBXR | Private BranchExchange | A private telephone switch that is connected to the Telephone Network (Residence) |
| CNTX | Centrex | A business telephone service offered by the Local Exchange Carriers (LEC) with PBX features. |
| PAY\$ | Payphone | Coin 1 way. Unable to call back. |
| COIN | Payphone | Coin 2 way. Able to call back. |
| VOIP | Voice over IP | both Civic Address and X & Y coordinates are sent to the PSAP on the ALI Screen. |
| VRES | VoIP residence | |
| VBUS | VoIP business | |
| N/A | COS Not Available | No ALI or ANI information available on the PSAP ALI Screen. |
| WRLS/MOBL | Basic Wireless Service | No location or callback number. |
| WPH1 | Wireless Phase 1 | Phase 1 location data is being provided from a Phase 2 capable cell site. Tower/Sector location info. |
| WPH2 | Wireless Phase 2 | Phase 2 location data is being provided from a Phase 2 capable site. Device location info. |
| *Statewide average (November 2015) of 911 calls <u>with</u> Location Information = 99.83% | | |
| * Statewide averages does not include the Military 911 calls or current Text to 911 testing. | | |
| Next Generation 911 COS codes (including TEXT) are currently being developed by a NENA WG (working group) committee. | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

WIRELESS PSAP TESTING – NOVEMBER 2015

| KAUAI COUNTY - NOVEMBER 2015 | | | | | | |
|------------------------------|-----|--------------|----------------|------------|----------------|-----------|
| Date | WSP | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| None | | | | | | |
| | | | | | | |
| | | | | | | |

NOTES:

- There were no scheduled Wireless 911 tests for the month of November 2105.
- A Holiday “No Wireless 911 Testing” schedule was sent to each WSP on 10-14-2015. (12-13-15 to 01-03-16)

| ◀ November 2015 ~ December 2015 ~ Jan 2016 ▶ | | | | | | |
|--|-----|-----|-----|-----|-----------------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| 13 | 14 | 15 | 16 | 17 | 18 | 19 |
| 20 | 21 | 22 | 23 | 24 | 25 Christmas | 26 |
| 27 | 28 | 29 | 30 | 31 | Notes: | |

| ◀ December 2015 ~ January 2016 ~ Feb 2016 ▶ | | | | | | |
|---|-----|-----|-----|-----|------------------|-----|
| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
| | | | | | 1 New Year's Day | 2 |
| 3 | 4 | 5 | 6 | 7 | 8 | 9 |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – NOVEMBER 2015

| KAUAI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|-----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| NOVEMBER | 2 | 0 | 0 | 0 | 2 | 0 | 0 |

MSAG CURRENT MONTH NOTES:

A total of two (2) MSAG transactions were processed in 9-1-1 Net during the month of November 2015. Both requests were processed relating to the MSAG database.

| KAUAI COUNTY | 9-1-1 NET REQUESTS | | | | | | |
|-----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
| | MSAG TRANSACTIONS | | | | | | |
| 2015 | Total | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN | 9 | 7 | 0 | 1 | 1 | 0 | 116 |
| FEB | 88 | 77 | 2 | 1 | 2 | 6 | 1,064 |
| MAR | 3 | 0 | 0 | 3 | 0 | 0 | 35 |
| APR | 11 | 2 | 0 | 2 | 6 | 1 | 58 |
| MAY | 7 | 3 | 0 | 2 | 2 | 0 | 117 |
| JUNE | 4 | 2 | 0 | 1 | 1 | 0 | 130 |
| JULY | 48 | 26 | 5 | 4 | 2 | 11 | 1,212 |
| AUG | 8 | 3 | 0 | 1 | 1 | 3 | 44 |
| SEPT | 2 | 1 | 0 | 0 | 1 | 0 | 0 |
| OCT | 4 | 2 | 0 | 1 | 1 | 0 | 129 |
| NOV | 2 | 0 | 0 | 0 | 2 | 0 | 0 |
| DEC | | | | | | | |
| TOTAL YTD | 186 | 123 | 7 | 16 | 19 | 21 | 2,905 |
| AVG PER MONTH | 17 | 11 | 1 | 1 | 2 | 2 | 264 |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

ALI TRANSACTIONS CURRENT MONTH – NOVEMBER 2015

| KAUAI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
|--------------|-------|---------------------------|------------|-------------|---|--------|---------|
| | | ALITRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR (A) | ALI-DR (B) | VoIP DR (C) | TN CR | ALI-DR | VoIP DR |
| NOV | 0 | 0 | 0 | 0 | 249 | 0 | 0 |

| Definitions |
|---|
| (A) Telephone Number Change Request - 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) Automatic Location Information Discrepancy Record - 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) Voice over Internet Protocol Discrepancy Record - 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. |

ALI TRANSACTIONS CURRENT MONTH NOTES:

There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 249 Open TN CR Transactions as of November, 2015**
- **Refer to chart in the next section "TNCR Current Status"**
- **187** Open TN CR transactions are a direct result of the ESN 499 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.
- **Sixty-two (62)** Open TN CR transactions are a result of Dispatchable Location Project transactions that were submitted in September, and are awaiting approval from Intrado and Hawaiian Telcom before completion.
- **There are no Open ALI-DRs as of November 30, 2015**
- **There are no Open VoIP DRs as of November 30, 2015**

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

ALI TRANSACTIONS YEAR-TO-DATE (YTD) SUMMARY – 2015

| KAUAI COUNTY | | 9-1-1 NET REQUESTS | | | | | |
|---------------|-------|----------------------------|--------|---------|--|--------|---------|
| | | ALI TRANSACTIONS SUBMITTED | | | Open Discrepancy Records as of Report Month End | | |
| 2015 | TOTAL | TN CR | ALI-DR | VoIP DR | TN CR | ALI-DR | VoIP DR |
| JAN | 69 | 69 | 0 | 0 | 201 | 0 | 0 |
| FEB | 2 | 2 | 0 | 0 | 211 | 211 | 0 |
| MAR | 35 | 35 | 0 | 0 | 227 | 0 | 0 |
| APR | 28 | 28 | 0 | 0 | 220 | 0 | 0 |
| MAY | 60 | 60 | 0 | 0 | 277 | 0 | 0 |
| JUNE | 108 | 108 | 0 | 0 | 283 | 0 | 0 |
| JULY | 2 | 2 | 0 | 0 | 226 | 0 | 0 |
| AUG | 0 | 0 | 0 | 0 | 216 | 0 | 0 |
| SEPT | 62 | 62 | 0 | 0 | 278 | 0 | 0 |
| OCT | 1 | 0 | 1 | 0 | 249 | 0 | 0 |
| NOV | 0 | 0 | 0 | 0 | 249 | 0 | 0 |
| DEC | | | | | | | |
| TOTAL YTD | 367 | 366 | 1 | 0 | | | |
| AVG PER MONTH | 33 | 33 | 0 | 0 | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

DISPATCHABLE LOCATION – STATUS AS OF – NOVEMBER 2015 - PENDING

NARRATIVE:

During the August 2015 State of Hawaii 911 Board meeting, Akimeka provided a “State of Hawaii PSAPs Proposed ALI Compliance with FCC 15-9” presentation. Based on the 9-1-1 Board’s confirmation to add the “Dispatchable Location” information into the ALI database, Akimeka researched the format standards of each pertinent field, and tested the delivery of the data to the PSAP. After a few configuration adjustments (eliminating the TelCo comments field from appearing on the ALI Screen), Akimeka standardized an additional information data format to proceed with this project.

During the month of August 2015, Akimeka started a pilot project, entering additional location information to a verified MSAG address with multiple telephone numbers. Specifically the **Kukui Grove Center at 302600 Kaumualii Hwy, Lihue**. The “Dispatchable Location” data is entered into the “Driving Directions” field in the Intrado 9-1-1 Net system, and will display on the Viper Power 911 ALI Screen in the “Exact” field should a 911 call be received from that telephone number. Sixty two (62) Telephone Number Change Requests (TN CR) transactions were processed as a result of the Dispatchable Location Project. These transactions have not been updated in 9-1-1 Net pending research by Hawaiian Tel and Intrado for providing an additional 60 character field in the ALI data stream to accommodate Dispatchable Location information as an alternative to using the “Driving Directions” field. Until this field is created, no further Dispatchable Location transactions will be submitted. No further developments as of November 2015.

| Dispatchable Location | | | | |
|-----------------------|-----------------------------|--------------|--|------------------------------------|
| Common Name Place | MSAG Address | 2015 | Number of TNCR* Transactions Submitted | Number of Transactions Processed** |
| KUKUI GROVE CENTER | 302600 KAUMUALII HWY, LIHUE | Aug | | |
| | | Sept | 62 | 0 |
| | | Oct | 0 | 0 |
| | | Nov | 0 | 0 |
| | | Dec | | |
| | | Total | 62 | 0 |

| Definition |
|--|
| Dispatchable Location is defined in the FCC 15-9 Docket as the verified or corroborated street address of the calling party plus additional information such as floor, suite, apartment or similar information that may be needed to adequately identify the location of the calling party. |
| TNCR* Telephone Number Change Request - Transactions submitted to Intrado to update/edit Dispatchable Location in the Exact field on the ALI Screen. |
| Processed** may include inactive telephone numbers that were removed from the ALI Database. |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – NOVEMBER, 2015

NOTE:

- 9-1-1 NET is a secure web-based application that provides access to request changes to the MSAG, ALI, TN, and ESN/ELT data supported and maintained by Intrado for the Telephone Company (TelCo).
- TNCRs are not requests to change Telephone Numbers (TNs); however, it is a corrective process within 9-1-1 NET to modify location information associated with an Automatic Location Identification (ALI) record to a valid MSAG address for 9-1-1 purposes.

| 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 | 240 | 45 | 53 | 142 |

| STATUS |
|---|
| <u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET. |
| <u>PENDING STATUS</u> - 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. |
| <u>REFERRED STATUS</u> - 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. |
| <u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - 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. |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – NOVEMBER 2015

MAPPING LAYERS UPDATED (PART I)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|-----------------------|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Address Points | | 11/25/15 | |
| | 11/17/2015 | | Spatially corrected one (1) address point in Anahola |
| | 11/17/2015 | | Spatially corrected four (4) address points in Kalaheo |
| | 11/17/2015 | | Spatially corrected one (1) address point in Kapaa |
| | 11/17/2015 | | Spatially corrected one (1) address point in Lihue |
| | 11/16/2015 | | Spatially corrected one (1) address point in Kilauea |
| | 11/16/2015 | | Changed Location Name for one (1) address in Kilauea |
| | | 11/12/15 | |
| | 11/12/2015 | | Spatially corrected four (4) address points in Waimea |
| | 11/12/2015 | | Spatially corrected one (1) address point in Eleele |
| | 11/12/2015 | | Spatially corrected three (3) address points in Puhi |
| | 11/12/2015 | | Added two (2) Location Names in Puhi |
| | 11/10/2015 | | Added Location Name to one (1) address in Waimea |
| | 11/10/2015 | | Spatially corrected three hundred thirty-eight (338) address points in Wailua |
| | 11/10/2015 | | Changed one (1) address in Wailua |
| Airports | | | |
| | | | |
| | | | |
| Bridges | | | |
| | | | |
| | | | |
| Building Footprints | | | |
| | | | |
| | | | |
| Bus Stops | | | |
| | | | |
| | | | |
| Churches | | | |
| | | | |
| | | | |
| Coastal Names | | | |
| | | | |
| | | | |
| Coastline | | | |
| | | | |
| | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART II)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Common Places | | | |
| | | | |
| | | | |
| Correctional Facilities | | | |
| | | | |
| | | | |
| Emergency Callboxes | | | |
| | | | |
| | | | |
| Emergency Operation Centers | | | |
| | | | |
| | | | |
| Emergency Shelters | 11/12/2015 | 11/12/15 | Corrected shelter name Waimea Canyon Middle School Shelter |
| | | | |
| | | | |
| ESZ/ESN | | | |
| | | | |
| | | | |
| Fire Beats | | | |
| | | | |
| | | | |
| Fire Districts | | | |
| | | | |
| | | | |
| Fire Response Areas | | | |
| | | | |
| | | | |
| Fire Stations | | | |
| | | | |
| | | | |
| Food & Beverage | | | |
| | | | |
| | | | |
| Gas Stations | | | |
| | | | |
| | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART III)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|--------------------|---------------|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Gate Codes | | | |
| | | | |
| | | | |
| Government Buildings | | | |
| | | | |
| | | | |
| Harbors | | | |
| | | | |
| | | | |
| Helipads | | | |
| | | | |
| | | | |
| Hiking Trails | | | |
| | | | |
| | | | |
| Hospitals | | | |
| | | | |
| | | | |
| Hydrants | | | |
| | | | |
| | | | |
| Hyrdology Layers: Dams Ponds Streams Waterfalls | | | |
| | | | |
| | | | |
| | | | |
| Incident Response Areas | | | |
| | | | |
| | | | |
| Lodging | | | |
| | | | |
| | | | |
| Major Roads | | | |
| | | | |
| | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART IV)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GIS Server | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Medic Beats | | | |
| | | | |
| | | | |
| Medic Districts | | | |
| | | | |
| | | | |
| Medic Response Areas | | | |
| | | | |
| | | | |
| Medic Stations | | | |
| | | | |
| | | | |
| Medical Facilities | | | |
| | | | |
| | | | |
| Milepost Markers | | | |
| | | | |
| | | | |
| MSAG Communities | | 11/25/15 | |
| | 11/16/2015 | | Modified boundary between Lihue and Puhi around new street centerlines |
| | | 11/12/15 | |
| Net Junctions | | | |
| | | | |
| | | | |
| Ocean Rescue Boundaries | | | |
| | | | |
| | | | |
| Ocean Safety | | | |
| | | | |
| | | | |
| Parcels | | | |
| | | | |
| | | | |
| Parks | | | |
| | | | |
| | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART V)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|--------------------|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Parks Polygon | | | |
| | | | |
| | | | |
| Points of Interest | 11/30/2015 | | Added one (1) POI in Numila |
| | 11/27/2015 | | Corrected the Subclass for fifty-two (52) POI |
| | 11/27/2015 | | Corrected the Class of one (1) POI |
| | 11/27/2015 | | Spatially corrected three (3) POI in Puhi |
| | 11/27/2015 | | Corrected one (1) POI Name in Port Allen |
| | 11/27/2015 | | Corrected one (1) POI Name in Niumalu |
| | 11/27/2015 | | Spatially corrected four (4) POI in Nawiliwili |
| | 11/27/2015 | | Corrected one (1) POI Name in Nawiliwili |
| | 11/27/2015 | | Spatially corrected five (5) POI in Lihue |
| | 11/27/2015 | | Added two (2) POI in Kilauea |
| | 11/27/2015 | | Spatially corrected eleven (11) POI in Kilauea |
| | 11/27/2015 | | Spatially corrected four (4) POI in Kapaa |
| | 11/27/2015 | | Spatially corrected three (3) POI in Kalaheo |
| | 11/27/2015 | | Spatially corrected two (2) POI in Hanamaulu |
| | 11/27/2015 | | Corrected two (2) POI addresses in Eleele |
| | 11/27/2015 | | Spatially corrected two (2) POI in Eleele |
| | | 11/25/15 | |
| | | 11/12/15 | |
| | 11/10/2015 | | Spatially corrected two (2) POI in Waimea |
| | 11/10/2015 | | Corrected name of two (2) POI in Waimea |
| Police Beats | | | |
| | | | |
| | | | |
| Police Districts | | | |
| | | | |
| | | | |
| Police Response Areas | | | |
| | | | |
| | | | |
| Police Stations | | | |
| | | | |
| | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART VI)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|--|---|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Post Offices | | | |
| | | | |
| | | | |
| Schools | | | |
| | 11/27/2015 | | Spatially corrected one (2) school in Hanamaulu |
| | 11/27/2015 | | Spatially corrected one (1) school in Kalaheo |
| | | 11/25/15 | |
| | 11/17/2015 | | Spatially corrected one (1) school in Kapaa |
| | 11/17/2015 | | Spatially corrected one (1) school in Lihue |
| | 11/17/2015 | | Spatially corrected one (1) school in Anahola |
| | 11/16/2015 | | Spatially corrected one (1) school in Kilauea |
| | 11/16/2015 | | Changed one (1) school name in Kilauea |
| | 11/16/2015 | | Corrected one (1) school name in Kapaa |
| | | 11/12/15 | |
| | 11/12/2015 | | Corrected Waimea Canyon Middle School name |
| | 11/12/2015 | | Spatially corrected one (1) school point in Eleele |
| 11/12/2015 | | Spatially corrected one (1) school point in Puhi | |
| Street Centerlines | | | |
| | 11/27/2015 | | Spatially corrected two (2) street centerline segments in Kalaheo |
| | 11/27/2015 | | Modified range for two (2) street centerline segments in Kalaheo |
| | | 11/25/15 | |
| | 11/17/2015 | | Added five (5) street centerline segments in Hanalei |
| | 11/17/2015 | | Spatially corrected two (2) street centerline segments in Hanalei |
| | 11/17/2015 | | Split one (1) street centerline segment in Hanalei |
| | 11/17/2015 | | Added three (3) street centerline segments in Kalaheo |
| | 11/17/2015 | | Partial spatial correction of two (2) street centerline segments in Kalaheo |
| | 11/17/2015 | | Split one (1) street centerline segment in Kalaheo |
| | 11/17/2015 | | Added two (2) street centerline segments in Kapaa |
| | 11/17/2015 | | Added one (1) street centerline segment in Puhi |
| | 11/17/2015 | | Spatially corrected three (3) street centerline segments in Puhi |
| | 11/17/2015 | | Partial spatial correction of one (1) street centerline segment in Puhi |
| | 11/17/2015 | | Spatially corrected four (4) street centerline segments in Kapaa |
| | 11/17/2015 | | Split one (1) street centerline in Kapaa |
| | 11/17/2015 | | Partial spatial correction of two (2) street centerlines in Kapaa |
| | 11/16/2015 | | Spatially corrected two (2) street centerline segments in Kapaa |
| 11/16/2015 | | Partial spatial correction of five (5) street centerline segments in Kapaa | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

MAPPING LAYERS UPDATED (PART VII)

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

| KAUAI COUNTY | | | |
|--|----------------------------------|-----------------------|--|
| Type of Layer | Akimeka GISServer | Date GIS Delivered | Other/Remarks |
| | Date Created/ Edits Performed | | |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically) | | | |
| Street Centerlines | 11/16/2015 | | Spatially corrected twenty-four (24) street centerline segments in Waimea |
| | 11/13/2015 | | Added six (6) street centerline segments in Puhi |
| | | 11/12/15 | |
| | 11/12/2015 | | Spatially corrected two (2) street centerlines in Eleele |
| | 11/12/2015 | | Added five (5) street centerlines in Puhi |
| | 11/12/2015 | | Spatially corrected two (2) street centerline segments in Puhi |
| | 11/12/2015 | | Partial spatial correction of three (3) street centerline segments in Puhi |
| | 11/12/2015 | | Split two (2) street centerline segments in Puhi |
| | 11/10/2015 | | Added six (6) street centerline segments in Waimea |
| | 11/10/2015 | | Split one (1) street centerline segment in Waimea |
| | 11/10/2015 | | Spatially corrected four (4) street centerline segments in Waimea |
| Subdivisions | | | |
| | | | |
| | | | |
| TowJurisdictions | | | |
| | | | |
| | | | |
| Tsunami Evacuation Zones | | | |
| | | | |
| | | | |
| Tsunami Heights | | | |
| | | | |
| | | | |
| Waste Water Plants | | | |
| | | | |
| | | | |
| WSP Cell Sectors | | 11/25/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | | 11/12/15 | |
| | 11/5/2015 | | Per ATT CRS |
| | | | |
| WSP Cell Towers | | 11/25/15 | |
| | 11/23/2015 | | Per VZW CRS |
| | | 11/12/15 | |
| | 11/5/2015 | | Per ATT CRS |
| | | | |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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.

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

| Date | Key Activities/Updates |
|------------|--|
| 11/25/2015 | Prepared and Delivered the following for a GeoComm update: Address Points, Emergency Shelters, Street Centerlines, Schools, MSAG Communities, WSP Cell Sectors and WSP Cell Towers |
| 11/25/2015 | Prepared and Delivered the following for a MapFlex update: Address Points, Street Centerlines, Schools, MSAG Communities, Emergency Shelters, WSP Cell Towers and WSP Cell Sectors |
| 11/12/2015 | Prepared and delivered the following data for a GeoComm update: Address Points, Emergency Shelters, ESN, MSAG Communities, Points of Interest, Schools, Street Centerlines, WSP Cell Sectors and WSP Cell Towers |
| 11/12/2015 | Prepared and delivered the following data for a MapFlex update: Address Points, Emergency Shelters, Points of Interest, Schools, Street Centerlines, WSP Cell Sectors and WSP Cell Towers |

UPCOMING GIS DELIVERABLES SCHEDULE

As it is nearing the end of the year with many holidays ahead in the coming months, an approved schedule for the GIS deliverables has been provided below. Some days may have originally fallen on a holiday so an alternative GIS deliverable schedule around those dates were created.

| GIS Deliverable schedule for 2015 | | |
|-----------------------------------|------|------|
| OCT | ✓ 15 | ✓ 29 |
| NOV | ✓ 12 | ✓ 25 |
| DEC | 10 | 23 |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

GPS DATA COLLECTION AND SITE VERIFICATION

During the month of November 2015, there were no scheduled GPS data collection and site verifications required. Data capture will continue to be coordinated on an as needed basis.

MAPFLEX DEPLOYMENT:

During the month of November 2015, there were continued GIS deliverables into the MapFlex system for Hawaii County, Maui County, and Kauai County. For a chronology prior to November, please see the April thru October 2015 Monthly Status Report. The MapFlex deployment has been primarily concluded, and is now considered a running system capable of receiving updates regularly.

1. Akimeka delivered GIS data to the MapFlex system on the following dates in November 2015
 - a. **Hawaii County** – November 10th and November 24th
 - b. **Maui County** – November 10th and November 25th
 - c. **Kauai County** – November 12th and November 25th
 - d. **Honolulu** – November 27th

MAPFLEX UPLOAD ISSUES

During the month of October 2015 there were some identified discrepancies with the uploading of data into the MapFlex system throughout the State of Hawaii. The concern is there are thousands of data updates within each County that are missing for the PSAPs. The last known update for many of the affected PSAPs were from February 2015 and missing 16 map updates since that time.

1. On October 8th, 2015, The Hawaii County Fire Department notified Akimeka that they had tried to look up some new streets that had been added and were unable to locate them within the MapFlex system. They mentioned that the listing of streets that were missing went as far back as February 2015.
2. Subsequently, Akimeka sent a list of updates that have been made since February to Street Centerlines and Address Points for HFD to verify.
 - a. None of the items on the list were located within the MapFlex
3. In order to help assess the possible issue, Akimeka sent a list of addresses that have been updated within each County to all of the PSAPs including secondary PSAPs throughout the State of Hawaii.
4. In the meantime, Akimeka escalated the issue to Intrado for Intrado/HT to begin working on.
5. Each County had researched the addresses Akimeka had provided and all of the Primary PSAPs with the exception of Molokai had the updates within the MapFlex.
 - a. This indicated there was an issue with all of the secondary PSAPs and Molokai PSAP receiving updates.
6. On October 30, 2015, a Sr. Program Manager at Intrado notified all of the PSAP leadership that Intrado had received reports from the Honolulu PD, Hilo FD, and Molokai PD regarding issues with the MapFlex updates.
 - a. Intrado briefed that they are investigating the issue and it may be related to the shared directories that are used for most of the PSAPs.
 - i. If this is the issue, Intrado notified everyone that they will work to create separate directories for each PSAP to migrate.
 - ii. If this is not the issue, Intrado will widen its investigation.
7. Questions with regards to the validation process and ensuring updates are successfully taking place were asked of Intrado by Akimeka in February 2015, a process that was seen as critical to be sure updates were taking place on a consistent basis. Unfortunately, the validation of the updates was not seen as critical.

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

- a. To date, the validation process and notification process is not taking place for the MapFlex system, something that was a concern to Akimeka and many of the PSAPs during the implementation of MapFlex.
 - b. For the list of specific question regarding this, please refer to the February 2015 Monthly Status Report (MSR).
8. Throughout November 2015, Intrado performed troubleshooting on the MapFlex system, and specifically the scripts for pushing the automatic updates from the SFTP server to each of the local servers.
9. On November 11, 2015, Intrado sent out a notification that the scripts were ready to test for Hawaii County, which required a new GIS update onto the server to validate.
 - a. Akimeka uploaded an updated GIS data set onto the SFTP in the morning of November 12, 2015 for Hawaii County, as requested.
 - b. Later on November 12, 2015, Intrado's Senior Systems Engineer sent out notification that their script was unsuccessful, so they will look to reconfigure.
10. On November 13, 2015, Intrado sent notification that the upload was successful. Also included in the notification was the request to upload Maui County data for the issue in Molokai.
 - a. On November 16, 2015, Akimeka uploaded a new set of GIS data onto the SFTP for Intrado to validate the upload in Molokai.
 - b. Akimeka sent notification to Molokai that the uploads should be available the following day and provided the same list of addresses which they had previously identified as missing.
 - i. If the upload was successful the same list should now appear in the mapping system.
11. For the Honolulu MapFlex system, on November 19, 2015, Intrado notified Akimeka that the MapFlex for Honolulu should be ready to being taking uploads.
 - a. On November 27, 2015, Akimeka delivered a data set onto the SFTP for the Honolulu MapFlex system so that it corresponds with all of the other system uploads during the same day.
 - b. Along with the upload, Akimeka provided a list of records that will only be available in the MapFlex if the upload was successful.
 - c. On November 30, HPD sent notification that none of the records in the list were in the MapFlex.
 - d. Intrado began troubleshooting the issues immediately.

POWER911 (VIPER) UPDATE

It was brought to Akimeka's attention that on certain Landline 911 calls, the Comments (Location) field on the Power911 ALI/ANI screen was displaying unusual and confusing information pertaining to the address of the caller. For example, **ALI DR** appeared on the ALI screen in the Comment field which was interpreted by the 911 Call Takers as Ali Drive. ALI DR is a 911 NET term for ALI (automatic location information) Discrepancy Report. Akimeka researched the 911 NET database, the ALI ANI data stream, and after several 911 tests with the PSAP, concluded that the Location Field and the TELCO Comment field from the ALI ANI Data Stream were merged together in the Power911 "ini" file which cause the TELCO information to appear on the Power911 ALI ANI Screen in the Comment Field.

On July 23rd, Akimeka and Intrado resolved this issue by reconfiguring the Power911 "ini" file as to prevent the TELCO Comments from appearing on the Power911 ALI ANI Screen. Future use of the TELCO Comment field appearing on the ALI ANI screen should contain useful information for dispatching purposes.

There were no further discrepancies in the "Location" field on the ALI Screen in the month of November, 2015.

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – NOVEMBER 2015

| # | Date | Ticket # | Description | Category | Urgency | Comments |
|---|------|----------|-------------|----------|---------|----------|
| | | | None | | | |
| | | | | | | |
| | | | | | | |

NOTE:

There are no open service requests for November 2015.

SERVICE REQUEST YEAR-TO-DATE (YTD) SUMMARY – 2015

| KAUAI | | | | SERVICE REQUEST CATEGORIES | | | |
|-----------------|----------|----------|----------|----------------------------|----------|----------|----------|
| 2015 | TOTAL | | Open | 911 Map | | MSAG | |
| | Created | Closed | | Created | Closed | Created | Closed |
| 2014 Carryover* | | | 0 | | | | |
| January | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| February | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| March | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| April | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| May | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| June | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| July | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| August | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| September | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| October | 1 | 1 | 0 | 0 | 0 | 1 | 1 |
| November | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| December | | | | | | | |
| TOTAL | 1 | 1 | 0 | 0 | 0 | 1 | 1 |

NOTE:

- *The 2014 Carryover row indicated the number of Service Requests that remained opened in 2014.
- Detailed information on service tickets is available upon request.

| Definitions: | Category | Description |
|--------------|----------|--|
| | 911 Map | Mapping computer not functioning or displaying properly. |
| | MSAG | Discrepancies with 9-1-1 MSAG addresses |

Kauai County E9-1-1 Status Report

November 1, 2015 - November 30, 2015

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 January 2016

AUDIT SUMMARY RESULTS – 2015 -- TBA

AUDIT SUMMARY RESULTS – OCTOBER 1, 2015 MSAG VS. JULY 1, 2015 MSAG -- TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending November 30, 2015

| Budget Analysis | | | | |
|-------------------------------------|-----------|-----------|---------------|----------------------|
| FY 2015-16 | Actuals | | Annual Budget | % of Budget Expended |
| | November | FY-T-D | | |
| Receipts: | | | | |
| Enhanced 911 Surcharge Collection | 843,784 | 3,968,233 | 9,252,500 | 43% |
| Interest Income | | 1,544 | 2,500 | 62% |
| | | | | |
| <i>Receipts</i> | 843,784 | 3,969,778 | 9,255,000 | 43% |
| Disbursements: | | | | |
| New & Emerging Tech. Training | (6,283) | (27,651) | (264,350) | 10% |
| Non-Recurring Expenses | | - | (2,722,515) | 0% |
| Recurring Expenses: | | | | |
| Administration | (32,089) | (60,403) | (1,104,700) | 5% |
| Maintenance | (20,674) | (278,698) | (2,474,524) | 11% |
| Telecommunications | (116,081) | (603,337) | (2,146,289) | 28% |
| Other | | (7,200) | (7,600) | 95% |
| | | | - | |
| <i>Disbursements</i> | (175,127) | (977,288) | (8,719,978) | 11% |
| | | | | |
| <i>Net Receipts/(Disbursements)</i> | 668,658 | 2,992,490 | 535,022 | |
| | | | | |

| Cash Flow Analysis | | | | |
|-------------------------------------|-----------|-------------|--|--------------|
| | | | | |
| <i>Net Receipts/(Disbursements)</i> | 668,658 | 2,992,490 | | |
| | | | | |
| Encumbrance Paydowns: | | | | Encumb. Bal. |
| FY 2011 (Kauai) | | (104,166) | | 314,834 |
| FY 2012 (HFD/EDS/HPD) | | (59,415) | | 692,018 |
| FY 2014 | (593) | (1,976) | | 1,519,629 |
| FY 2015 | (923,480) | (2,170,409) | | 2,360,200 |
| Accounts Receivable (Offset) | | 2,952 | | |
| Net Encumbrance Adds/(Paydown) | (924,073) | (2,333,014) | | |
| Net Cash Inflow/(Outflow) | (255,415) | 659,476 | | |
| | | | | |
| Bank Balance Analysis: | | | | |
| ADD: July 1, 2015 Beginning Balance | | 16,789,216 | | |
| Net Bank Balance | | 17,448,692 | | |
| Outstanding Ecumb/Accruals | | (4,886,680) | | |
| Unencumbered Cash Balance | | 12,562,012 | | |

Note 1- Balance paid e911 fund for non payment due to Chapter 11 filing.

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending November 30, 2015

| MONTH OF NOVEMBER 2015 (5 MOS.) | | Hawaii PSAP | Kauai PSAP | Maui PSAP | Oahu PSAP | ADMIN | TOTAL |
|--------------------------------------|--|----------------|---------------|--------------|--------------|---------|---------|
| Total Receipts | | - | - | - | - | 843,784 | 843,784 |
| Disbursements: | | | | | | | |
| 6200 New & Em erg. Tech Train. | | | | | | | |
| 6203 APCO New Tech Conference | | - | - | - | - | 2,207 | 2,207 |
| 6204 APCO Conference | | - | - | - | 3,239 | (1,278) | 1,961 |
| 6212 NASNA Conference | | - | - | - | - | 2,115 | 2,115 |
| Total 6200 New & Em erg. Tech Train. | | - | - | - | 3,239 | 3,044 | 6,283 |
| 6400 RECURRING EXPENSES | | | | | | | |
| 6401 ADMINISTRATION | | | | | | | |
| 6401.01 Exec Dir. Services | | - | - | - | - | 13,473 | 13,473 |
| 6401.05 Audit Expense | | - | - | - | - | 13,000 | 13,000 |
| 6401.08 Board Member Travel | | - | - | - | - | 3,172 | 3,172 |
| 6402.21 Cell Phone Charges | | - | - | - | - | 197 | 197 |
| 6402.22 Office Supplies | | - | - | - | - | 2,247 | 2,247 |
| Total 6401 ADMINISTRATION | | - | - | - | - | 32,089 | 32,089 |
| 6402 MAINTENANCE | | | | | | | |
| 6402.07 0011 9-1-1MSAG Maint. | | 20,674 | - | - | - | - | 20,674 |
| Total 6402 MAINTENANCE | | 20,674 | - | - | - | - | 20,674 |
| 6403 Other RECURRING | | | | | | | |
| 6403.01 Telcom Charges | | | | | | | |
| 6403.0102 Long Distance | | 29 | - | 29 | - | - | 57 |
| 6403.0109 Telcom Trunk | | 25,529 | 9,283 | - | 71,344 | - | 106,156 |
| 6403.0112 HPDCML Viper-Kapolei | | - | - | - | 5,180 | - | 5,180 |
| 6403.0113 HPDCML Viper-Alapai | | - | - | - | 1,167 | - | 1,167 |
| 6403.0114 SD Viper (OSL) (3) | | - | - | - | 3,350 | - | 3,350 |
| 6403.0117 Telecom Chgs-Other | | - | 171 | - | - | - | 171 |
| Total 6403.01 Telcom Charges | | 25,557 | 9,454 | 29 | 81,041 | - | 116,081 |
| Total 6403 Other RECURRING | | 25,557 | 9,454 | 29 | 81,041 | - | 116,081 |
| Total 6400 RECURRING EXPENSES | | 46,231 | 9,454 | 29 | 81,041 | 32,089 | 168,844 |
| Total Disbursements | | 46,231 | 9,454 | 29 | 84,280 | 35,133 | 175,127 |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| | Hawaii PSAP | Kauai PSAP | Maui PSAP | Molokai PSAP | Oahu PSAP | ADMIN | TOTAL | | |
|--------------------------------------|----------------|---------------|--------------|-----------------|--------------|-----------|-----------|------------------|---------------------------|
| FY-TO-DATE NOVEMBER 2015 | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | ANNUAL Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | - | - | - | - | - | 3,969,778 | 3,969,778 | - | 3,969,778 |
| DISBURSEMENTS | | | | | | | | | |
| 6200 New &Emerg. Tech Train. | | | | | | | | | |
| 6201 911 Goes to WashDC | - | - | (494) | - | - | - | (494) | 33,000 | (33,494) |
| 6203 APCO New Tech Conference | - | - | - | - | - | 2,207 | 2,207 | 11,200 | (8,993) |
| 6204 APCO Conference | - | - | - | - | 13,123 | 4,193 | 17,315 | 36,500 | (19,185) |
| 6212 NASNA Conference | - | - | - | - | - | 2,148 | 2,148 | 2,650 | (502) |
| 6214 Nena Conference | (2,588) | 2,090 | 18 | - | (1,070) | 132 | (1,417) | - | (1,417) |
| 6215 NENA Tech Dev. Conf | - | - | - | - | - | - | - | 3,500 | (3,500) |
| 6222 TriTech CAD Users | | | | | | | | | |
| 6222.01 EMS Users | - | - | - | - | - | - | - | 6,000 | (6,000) |
| 6222.02 HFDUsers | - | - | - | - | - | - | - | 6,000 | (6,000) |
| Total 6222 TriTech CAD Users | - | - | - | - | - | - | - | 12,000 | (12,000) |
| 6228 HxGN Live Hexagon Conf | - | - | (1,005) | - | - | - | (1,005) | - | (1,005) |
| 6230 Other Training | | | | | | | | | |
| 6230.01 HPD (O/T) | - | - | - | - | 8,897 | - | 8,897 | - | 8,897 |
| Total 6230 Other Training | - | - | - | - | 8,897 | - | 8,897 | - | 8,897 |
| 6200 New &Emerg. Tech Train. - Other | - | - | - | - | - | - | - | 165,500 | (165,500) |
| Total 6200 New &Emerg. Tech Train. | (2,588) | 2,090 | (1,481) | - | 20,950 | 8,679 | 27,651 | 264,350 | (236,699) |
| 6300 Non-RECURRING | | | | | | | | | |
| 6301 CAD Replac/Upgrade | | | | | | | | | |
| 6301.05 Kauai Police Dept | - | - | - | - | - | - | - | 2,300,000 | (2,300,000) |
| 6301.06 Maui PD | - | - | - | - | - | - | - | 82,000 | (82,000) |
| 6301.07 So. Maui Buildout | - | - | - | - | - | - | - | 200,000 | (200,000) |
| Total 6301 CAD Replac/Upgrade | - | - | - | - | - | - | - | 2,582,000 | (2,582,000) |
| 6303 Computers | | | | | | | | | |
| 6303.13 UPS Battery-HPD | - | - | - | - | - | - | - | 3,115 | (3,115) |
| 6303.23 HPD SMART911 S/W | - | - | - | - | - | - | - | 62,400 | (62,400) |
| 6303.24 PRI Install | - | - | - | - | - | - | - | 10,000 | (10,000) |
| 6303.25 Workstation | - | - | - | - | - | - | - | 65,000 | (65,000) |
| Total 6303 Computers | - | - | - | - | - | - | - | 140,515 | (140,515) |
| Total 6300 Non-RECURRING | - | - | - | - | - | - | - | 2,722,515 | (2,722,515) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending November 30, 2015

| | Hawaii PSAP | Kauai PSAP | Maui PSAP | Molokai PSAP | Oahu PSAP | ADMIN | TOTAL | | |
|--|----------------|---------------|--------------|-----------------|--------------|---------|---------|------------------|---------------------------|
| FY-TO-DATE NOVEMBER 2015 | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | 5 MOS. | ANNUAL Budget | \$ Over/(under) Budget |
| 6400 RECURRING EXPENSES | | | | | | | | | |
| 6401 ADMINISTRATION | | | | | | | | | |
| 6401.01 Exec Dir. Services | - | - | - | - | - | 34,503 | 34,503 | 198,000 | (163,497) |
| 6401.02 Electron Signatur | - | - | - | - | - | - | - | 250 | (250) |
| 6401.05 Audit Expense | - | - | - | - | - | 13,000 | 13,000 | 13,025 | (25) |
| 6401.06 Bank Charge | - | - | - | - | - | - | - | 50 | (50) |
| 6401.08 Board Mem ber Travel | - | - | - | - | - | 11,448 | 11,448 | 25,000 | (13,552) |
| 6401.09 DB&F Assessm ents | | | | | | | | | |
| 6401.0101 DB&F Adm in. Assess | - | - | - | - | - | - | - | 155,000 | (155,000) |
| 6401.0102 DB&F Rev Assessm ent | - | - | - | - | - | - | - | 462,625 | (462,625) |
| Total 6401.09 DB&F Assessm ents | - | - | - | - | - | - | - | 617,625 | (617,625) |
| 6401.11 Miscellaneous Expense | - | - | - | - | - | (0) | (0) | - | (0) |
| 6401.12 NASNA Dues | - | - | - | - | - | 150 | 150 | 150 | - |
| 6401.13 Parking Perm its | - | - | - | - | - | - | - | 400 | (400) |
| 6401.15 WSP Cost Recovery | | | | | | | | | |
| 6401.0101 Sprint/Nextel | - | - | - | - | - | 4,253 | 4,253 | - | 4,253 |
| 6401.15 WSP Cost Recovery - Other | - | - | - | - | - | - | - | 70,000 | (70,000) |
| Total 6401.15 WSP Cost Recovery | - | - | - | - | - | 4,253 | 4,253 | 70,000 | (65,747) |
| 6401.17 ADA Compliance | - | - | - | - | - | - | - | 200 | (200) |
| 6401.19 Public Education | - | - | - | - | - | - | - | 30,000 | (30,000) |
| 6401.20 RCUH Contract | - | - | - | - | - | (5,881) | (5,881) | - | (5,881) |
| 6402.21 Cell Phone Charges | - | - | - | - | - | 503 | 503 | - | 503 |
| 6402.22 Office Supplies | - | - | - | - | - | 2,427 | 2,427 | 5,000 | (2,573) |
| 6402.23 NG911 Transition Plan | - | - | - | - | - | - | - | 145,000 | (145,000) |
| Total 6401 ADMINISTRATION | - | - | - | - | - | 60,403 | 60,403 | 1,104,700 | (1,044,297) |
| 6402 MAINTENANCE | | | | | | | | | |
| 6402.02 Im agery Lic Agree | - | - | 0 | - | - | - | 0 | 447,015 | (447,015) |
| 6402.05 Logging Record Maint | - | - | - | - | - | - | - | 60,775 | (60,775) |
| 6402.07 0011 9-1-1MSAG Maint. | 62,022 | 33,349 | 38,918 | - | 144,409 | - | 278,698 | 1,323,378 | (1,044,680) |
| 6402.08 CAD Maintenance | (0) | - | - | - | - | - | (0) | 638,752 | (638,752) |
| 6402.13 Softw are Maintenance | | | | | | | | | |
| 6402.131 Integrgraph DB S/W Maint | - | - | - | - | - | - | - | 4,604 | (4,604) |
| Total 6402.13 Softw are Maintenance | - | - | - | - | - | - | - | 4,604 | (4,604) |
| Total 6402 MAINTENANCE | 62,021 | 33,349 | 38,919 | - | 144,409 | - | 278,698 | 2,474,524 | (2,195,826) |
| 6403 Other RECURRING | | | | | | | | | |
| 6403.01 Telcom Charges | | | | | | | | | |
| 6403.0102 Long Distance | 83 | (2) | (53) | (35) | - | - | (6) | 2,103 | (2,109) |
| 6403.0109 Telcom Trunk | 76,586 | 27,850 | 65,903 | - | 386,972 | - | 557,311 | 1,687,134 | (1,129,823) |
| 6403.0111 Wiring Alt Dispatch | - | 673 | - | - | - | - | 673 | 237,736 | (237,063) |
| 6403.0112 HPD CML Viper-Kapolei | - | - | - | - | 34,889 | - | 34,889 | 140,916 | (106,027) |
| 6403.0113 HPDCML Viper-Alapai | - | - | - | - | (128) | - | (128) | - | (128) |
| 6403.0114 SD Viper (OSL) (3) | - | - | - | - | 10,428 | - | 10,428 | 54,000 | (43,572) |
| 6403.0115 Text-to-911 Service | - | - | - | - | - | - | - | 24,100 | (24,100) |
| 6403.0116 Alt PSAP Call Route | - | - | - | - | - | - | - | 300 | (300) |
| 6403.0117 Telecom Chgs-Other | - | 171 | - | - | - | - | 171 | - | 171 |
| Total 6403.01 Telcom Charges | 76,670 | 28,692 | 65,851 | (35) | 432,159 | - | 603,337 | 2,146,289 | (1,542,952) |
| 6403.02 EMS Tow er Lease | - | - | - | - | 7,200 | - | 7,200 | 7,600 | (400) |
| Total 6403 Other RECURRING | 76,670 | 28,692 | 65,851 | (35) | 439,359 | - | 610,537 | 2,153,889 | (1,543,352) |
| Total 6400 RECURRING EXPENSES | 138,691 | 62,041 | 104,769 | (35) | 583,768 | 60,403 | 949,637 | 5,733,113 | (4,783,476) |
| Total DISBURSEMENTS | 136,103 | 64,131 | 103,288 | (35) | 604,718 | 69,082 | 977,288 | 8,719,978 | (7,742,690) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| ENCUMBRANCES | | | | | | | FY 2015 | | Nov.30.2015 |
|---------------------------------|------------|------------|---------|------------|--------------|-----------|--------------|----------------|--------------|
| <i>FY 2011 Encumbrances:</i> | Oahu | Maui | Molokai | Kauai | Hawaii | Admin | Total | Paydown | Balance |
| CAD Upgrade: | | | | 418,999.59 | | | 418,999.59 | (104,166.00) | 314,833.59 |
| <i>FY 2012 Encumbrances:</i> | | | | | | | - | | - |
| CAD Upgrades: | | | | | | | | | - |
| EMS/FIRE | 56,040.27 | | | | | | 56,040.27 | (59,414.61) | (3,374.34) |
| HPD | 695,392.00 | | | | | | 695,392.00 | - | 695,392.00 |
| Total FY 2012 Encumbrances | 751,432.27 | - | | - | - | - | 751,432.27 | (59,414.61) | 692,017.66 |
| <i>FY 2014 Accruals</i> | | | | | | | | | |
| CAD Upgrade | | | | | 1,500,000.00 | | 1,500,000.00 | | 1,500,000.00 |
| AG Legal Expenses for IRC | | | | | | 21,605.00 | 21,605.00 | (1,778.48) | 19,826.52 |
| Total FY 2014 Encumbrances | - | - | - | - | 1,500,000.00 | 21,605.00 | 1,521,605.00 | (1,778.48) | 1,519,826.52 |
| FY 2015 Encumbrances | | | | | | | | | |
| CAD Upgrade | | | | | 2,300,000.00 | | 2,300,000.00 | | 2,300,000.00 |
| HPD Smart911 S/W | 76,400.00 | | | | | | 76,400.00 | (20,683.26) | 55,716.74 |
| Imagery License | | | | | 926,400.00 | | 926,400.00 | (922,016.68) | 4,383.32 |
| Kauai ADC | | | | 307,000.00 | | | 307,000.00 | (306,900.44) | 99.56 |
| | | | | | | | - | | - |
| Board Travel | | | | | | 6,000.00 | 6,000.00 | (6,000.00) | - |
| NENA | 9,999.00 | 10,500.00 | | 9,900.00 | 10,500.00 | 4,086.00 | 44,985.00 | (44,985.00) | - |
| NASNA | | | | | | 650.00 | 650.00 | (650.00) | - |
| 911 Goes to WA | | 7,000.00 | | | | | 7,000.00 | (7,000.00) | - |
| HxGN Live Hexagon Conf | | 6,600.00 | | | | | 6,600.00 | (6,600.00) | - |
| WSP Cost Recovery -SprintNextel | | | | | | 35,000.00 | 35,000.00 | (35,000.00) | - |
| MSAG | 46,614.00 | 37,590.00 | | 73,291.00 | 39,885.00 | | 197,380.00 | (197,380.00) | - |
| CAD Maint | | | | | 66,307.00 | | 66,307.00 | (66,307.00) | - |
| HT Telecom Trunk | | 23,207.00 | | 27,849.00 | 51,057.00 | | 102,113.00 | (102,113.00) | - |
| HPD CML Viper-Kapolei/Alapai | 41,650.00 | | | | | | 41,650.00 | (41,650.00) | - |
| CML Viper (OSL) | 2,973.00 | | | | | | 2,973.00 | (2,973.00) | - |
| Imagery Lic Agree | | 387,892.29 | | | | | 387,892.29 | (387,892.29) | - |
| Office Supplies | | | | | | 109.91 | 109.91 | (109.91) | - |
| RCUH Contract | | | | | | 14,570.00 | 14,570.00 | (14,570.00) | - |
| HT Long Distance | | 139.00 | 34.80 | 145.00 | 60.00 | | 378.80 | (378.80) | - |
| Microwave Antennat Lease | 7,200.00 | | | | | | 7,200.00 | (7,200.00) | - |
| | | | | | | | - | | - |
| Total Encumbrances/Accruals | 184,836.00 | 472,928.29 | 34.80 | 418,185.00 | 3,394,209.00 | 60,415.91 | 4,530,609.00 | (2,170,409.38) | 2,360,199.62 |
| Total | 936,268.27 | 472,928.29 | 34.80 | 837,184.59 | 4,894,209.00 | 82,020.91 | 7,222,645.86 | (2,335,768.47) | 4,886,877.39 |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| FY 2016 STRATEGIC BUDGET PLAN | HAWAII PSAP | OAHU PSAP | MAUI PSAP | Molokai PSAP | KAUAI PSAP | ADMIN | New & Emerging Technology Training | TOTAL | Board Approval Date |
|--|-------------|-----------|-----------|--------------|------------|-----------|------------------------------------|-----------|---------------------|
| Approved FY 2016 Strategic Budget Plan | 992,547 | 2,577,329 | 946,873 | 65,335 | 3,065,729 | 1,103,700 | 246,650 | 8,998,163 | 6/9/2015 |
| NASNA | | | | | | 2,650 | (2,650) | | |
| Board Approved Changes: | | | | | | | | | |
| Executive Director (1) - APCO | | | | | | 3,000 | (3,000) | | 6/9/2015 |
| Board member (1) - APCO | | | | | | 3,000 | (3,000) | | 6/9/2015 |
| Oahu DIT (1) - APCO | | 3,000 | | | | | (3,000) | | 6/9/2015 |
| HPD (2+1 Board member) - APCO | | 10,500 | | | | | (10,500) | | 7/15/2015 |
| MPD (2) - APCO | | | 7,000 | | | | (7,000) | | 7/15/2015 |
| KPD (2) - APCO | | | | | 7,000 | | (7,000) | | 7/15/2015 |
| HawPD (2) - APCO | 7,000 | | | | | | (7,000) | | 7/15/2015 |
| HawPD (2) - APCO (retracted) | (7,000) | | | | | | 7,000 | | 7/15/2015 |
| HFD (1) - APCO | | 3,000 | | | | | (3,000) | | 7/15/2015 |
| HawPD Imagery Adjustment | (300,000) | | | | | | | (300,000) | 7/15/2015 |
| MPD (1) - NENA Development Conf - Oct4-8 | | | 3,500 | | | | (3,500) | | 8/13/2015 |
| Budget Increase | | | | | | | 3,500 | 3,500 | |
| Board member (1) - APCO New Emerging Tech | | | | | | 2,500 | (2,500) | | 9/10/2015 |
| Budget Increase | | | | | | | 2,500 | 2,500 | |
| MPD - PowerPhone EMD digital S/W | | | 3,115 | | | | | 3,115 | 10/8/2015 |
| HFD (2) TriCon 2016 Conference, San Diego, Feb 28 to March 2, 2016 | | 6,000 | | | | | (6,000) | | 11/12/2015 |
| EMS (2) TriCon 2016 Conference, San Diego, Feb 28 to March 2, 2016 | | 6,000 | | | | | (6,000) | | 11/12/2015 |
| Boardmembers (3) 911 GTW Conf., Feb 21-24, 2016 | | | | | | 9,500 | (9,500) | | 11/12/2015 |
| HFD (1) 911 GTW Conf., Feb 21-24, 2016 | | 3,000 | | | | | (3,000) | | 11/12/2015 |
| HiPD (2) 911 GTW Conf., Feb 21-24, 2016 | 7,000 | | | | | | (7,000) | | 11/12/2015 |
| HPD (3) 911 GTW Conf., Feb 21-24, 2016 | | 10,500 | | | | | (10,500) | | 11/12/2015 |
| TechCom (1) 911 GTW Conf., Feb 21-24, 2016 | | | | | | 3,000 | (3,000) | | 11/12/2015 |
| Budget Increase | | | | | | | 3,000 | 3,000 | |
| KPD (3) - APCO Western Regional Conf., March 3-10-2016 | | | | | 8,700 | | (8,700) | | 11/12/2015 |
| Budget Increase | | | | | | | 8,700 | 8,700 | |
| Admin- Office Supplies | | | | | | 1,000 | | 1,000 | 11/12/2015 |
| | | | | | | | | | 11/12/2015 |
| | | | | | | | | - | |
| Totals | 699,547 | 2,619,329 | 960,488 | 65,335 | 3,081,429 | 1,128,350 | 165,500 | 8,719,978 | |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| | | | | | Hawaii PSAP | | |
|------------------------------|--------------------------------------|-----------------|-----------------------------------|--|-------------|--------------|------------------------|
| FY-TO-DATE NOVEMBER 2015 | | | | | 5 MOS. | ADMIN Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | | | | | - | - | - |
| DISBURSEMENTS | | | | | | | |
| 6200 New &Emerg. Tech Train. | | | | | | | |
| | 6201 | 911 | Goes to WashDC | | - | 7,000 | (7,000) |
| | 6203 | APCO | New Tech Conference | | - | - | - |
| | 6204 | APCO | Conference | | - | - | - |
| | 6212 | NASNA | Conference | | - | - | - |
| | 6214 | Nena | Conference | | (2,588) | - | (2,588) |
| | 6215 | NENA | Tech Dev. Conf | | - | - | - |
| | 6222 | TriTech | CADUsers | | | | |
| | | 6222.01 | EMS Users | | - | - | - |
| | | 6222.02 | HFD Users | | - | - | - |
| | Total 6222 TriTech CADUsers | | | | - | - | - |
| | 6228 | HxGN | Live Hexagon Conf | | - | - | - |
| | 6230 | Other | Training | | | | |
| | | 6230.01 | HPD (O/T) | | - | - | - |
| | Total 6230 Other Training | | | | - | - | - |
| | 6200 New &Emerg. Tech Train. - Other | | | | - | - | - |
| | Total 6200 New &Emerg. Tech Train. | | | | (2,588) | 7,000 | (9,588) |
| 6300 Non-RECURRING | | | | | | | |
| | 6301 | CAD | Replac/Upgrade | | | | |
| | | 6301.05 | Kauai Police Dept | | - | - | - |
| | | 6301.06 | Maui PD | | - | - | - |
| | | 6301.07 | So. Maui Buildout | | - | - | - |
| | Total 6301 CAD Replac/Upgrade | | | | - | - | - |
| 6303 Computers | | | | | | | |
| | | 6303.13 | UPS Battery-HPD | | - | - | - |
| | | 6303.23 | HPD SMART911 S/W | | - | - | - |
| | | 6303.24 | PRIInstall | | - | - | - |
| | | 6303.25 | Workstation | | - | - | - |
| | Total 6303 Computers | | | | - | - | - |
| Total 6300 Non-RECURRING | | | | | - | - | - |
| 6400 RECURRING EXPENSES | | | | | | | |
| 6402 MAINTENANCE | | | | | | | |
| | | 6402.02 | Imagery Lic Agree | | - | - | - |
| | | 6402.05 | Logging RecordMaint | | - | - | - |
| | | 6402.07 | 0011 9-1-1MSAG Maint. | | 62,022 | 307,647 | (245,625) |
| | | 6402.08 | CAD Maintenance | | (0) | 68,752 | (68,752) |
| | | 6402.13 | Software Maintenance | | | | |
| | | | 6402.131 Integrgraph DB S/W Maint | | - | 4,604 | (4,604) |
| | Total 6402.13 Software Maintenance | | | | - | 4,604 | (4,604) |
| | Total 6402 MAINTENANCE | | | | 62,021 | 381,003 | (318,982) |
| 6403 Other RECURRING | | | | | | | |
| | 6403.01 | Telcom Charges | | | | | |
| | | 6403.0102 | Long Distance | | 83 | 1,200 | (1,117) |
| | | 6403.0109 | Telcom Trunk | | 76,586 | 306,344 | (229,758) |
| | | 6403.0111 | WiringAltDispatch | | - | - | - |
| | | 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 CallRoute | | - | - | - |
| | | 6403.0117 | Telecom Chgs-Other | | - | - | - |
| | Total 6403.01 Telcom Charges | | | | 76,670 | 311,544 | (234,874) |
| | 6403.02 | EMS Tower Lease | | | - | - | - |
| | Total 6403 Other RECURRING | | | | 76,670 | 311,544 | (234,874) |
| | Total 6400 RECURRING EXPENSES | | | | 138,691 | 692,547 | (553,856) |
| Total DISBURSEMENTS | | | | | 136,103 | 699,547 | (563,444) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| | | | | | Kauai PSAP | | |
|-------------------------------|---------------------------------------|-----------------------------------|--|--|------------|--------------|------------------------|
| FY-TO-DATE NOVEMBER 2015 | | | | | 5 MOS. | ADMIN Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | | | | | - | - | - |
| DISBURSEMENTS | | | | | | | |
| 6200 New &Em erg. Tech Train. | | | | | | | |
| | 6201 | 911 Goes to WashDC | | | - | - | - |
| | 6203 | APCO New Tech Conference | | | - | 8,700 | (8,700) |
| | 6204 | APCO Conference | | | - | 7,000 | (7,000) |
| | 6212 | NASNA Conference | | | - | - | - |
| | 6214 | Nena Conference | | | 2,090 | - | 2,090 |
| | 6215 | NENA Tech Dev. Conf | | | - | - | - |
| | 6222 | TriTech CAD Users | | | | | |
| | | 6222.01 EM S Users | | | - | - | - |
| | | 6222.02 HFD Users | | | - | - | - |
| | Total 6222 TriTech CAD Users | | | | - | - | - |
| | 6228 HxGN Live Hexagon Conf | | | | - | - | - |
| | 6230 Other Training | | | | | | |
| | | 6230.01 HPD(O/T) | | | - | - | - |
| | Total 6230 Other Training | | | | - | - | - |
| | 6200 New &Em erg. Tech Train. - Other | | | | - | - | - |
| | Total 6200 New &Em erg. Tech Train. | | | | 2,090 | 15,700 | (13,610) |
| 6300 Non-RECURRING | | | | | | | |
| | 6301 CAD Replac/Upgrade | | | | | | |
| | | 6301.05 Kauai Police Dept | | | - | 2,300,000 | (2,300,000) |
| | | 6301.06 Maui PD | | | - | - | - |
| | | 6301.07 So. Maui Buildout | | | - | - | - |
| | Total 6301 CAD Replac/Upgrade | | | | - | 2,300,000 | (2,300,000) |
| | 6303 Com puters | | | | | | |
| | | 6303.13 UPS Battery-HPD | | | - | - | - |
| | | 6303.23 HPD SMART911 S/W | | | - | - | - |
| | | 6303.24 PRI Install | | | - | 10,000 | (10,000) |
| | | 6303.25 Workstation | | | - | - | - |
| | Total 6303 Com puters | | | | - | 10,000 | (10,000) |
| | Total 6300 Non-RECURRING | | | | - | 2,310,000 | (2,310,000) |
| 6400 RECURRING EXPENSES | | | | | | | |
| | 6402 MAINTENANCE | | | | | | |
| | | 6402.02 Imagery Lic Agree | | | - | 197,015 | (197,015) |
| | | 6402.05 Logging Record Maint | | | - | - | - |
| | | 6402.07 0011 9-1-1MSAG Maint. | | | 33,349 | 204,700 | (171,351) |
| | | 6402.08 CAD Maintenance | | | - | - | - |
| | | 6402.13 Software Maintenance | | | | | |
| | | 6402.131 Integrgraph DB S/W Maint | | | - | - | - |
| | Total 6402.13 Software Maintenance | | | | - | - | - |
| | Total 6402 MAINTENANCE | | | | 33,349 | 401,715 | (368,366) |
| 6403 Other RECURRING | | | | | | | |
| | 6403.01 Telecom Charges | | | | | | |
| | | 6403.0102 Long Distance | | | (2) | 480 | (482) |
| | | 6403.0109 Telecom Trunk | | | 27,850 | 111,398 | (83,548) |
| | | 6403.0111 WiringAltDispatch | | | 673 | 237,736 | (237,063) |
| | | 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 | | | - | 300 | (300) |
| | | 6403.0117 Telecom Chgs-Other | | | 171 | - | 171 |
| | Total 6403.01 Telecom Charges | | | | 28,692 | 354,014 | (325,322) |
| | 6403.02 EM S Tower Lease | | | | - | - | - |
| | Total 6403 Other RECURRING | | | | 28,692 | 354,014 | (325,322) |
| | Total 6400 RECURRING EXPENSES | | | | 62,041 | 755,729 | (693,688) |
| Total DISBURSEMENTS | | | | | 64,131 | 3,081,429 | (3,017,298) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| | | | | | Maui PSAP | | |
|-------------------------------|---------------------------------------|-----------------------------------|--|--|-----------|--------------|------------------------|
| FY-TO-DATE NOVEMBER 2015 | | | | | 5 MOS. | ADMIN Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | | | | | - | - | - |
| DISBURSEMENTS | | | | | | | |
| 6200 New &Em erg. Tech Train. | | | | | | | |
| | 6201 | 911 Goes to WashDC | | | (494) | - | (494) |
| | 6203 | APCO New Tech Conference | | | - | - | - |
| | 6204 | APCO Conference | | | - | 7,000 | (7,000) |
| | 6212 | NASNA Conference | | | - | - | - |
| | 6214 | Nena Conference | | | 18 | - | 18 |
| | 6215 | NENA Tech Dev. Conf | | | - | 3,500 | (3,500) |
| | 6222 | TriTech CAD Users | | | | | |
| | | 6222.01 EM S Users | | | - | - | - |
| | | 6222.02 HFD Users | | | - | - | - |
| | Total 6222 TriTech CAD Users | | | | - | - | - |
| | 6228 | HxGN Live Hexagon Conf | | | (1,005) | - | (1,005) |
| | 6230 | Other Training | | | | | |
| | | 6230.01 HPD(O/T) | | | - | - | - |
| | Total 6230 Other Training | | | | - | - | - |
| | 6200 New &Em erg. Tech Train. - Other | | | | - | - | - |
| | Total 6200 New &Em erg. Tech Train. | | | | (1,481) | 10,500 | (11,981) |
| 6300 Non-RECURRING | | | | | | | |
| | 6301 | CAD Replac/Upgrade | | | | | |
| | | 6301.05 Kauai Police Dept | | | - | - | - |
| | | 6301.06 Maui PD | | | - | 82,000 | (82,000) |
| | | 6301.07 So. Maui Buildout | | | - | 200,000 | (200,000) |
| | Total 6301 CAD Replac/Upgrade | | | | - | 282,000 | (282,000) |
| | 6303 | Com puters | | | | | |
| | | 6303.13 UPS Battery-HPD | | | - | 3,115 | (3,115) |
| | | 6303.23 HPD SMART911 S/W | | | - | - | - |
| | | 6303.24 PRI Install | | | - | - | - |
| | | 6303.25 Workstation | | | - | - | - |
| | Total 6303 Com puters | | | | - | 3,115 | (3,115) |
| | Total 6300 Non-RECURRING | | | | - | 285,115 | (285,115) |
| 6400 RECURRING EXPENSES | | | | | | | |
| | 6402 | MAINTENANCE | | | | | |
| | | 6402.02 Imagery Lic Agree | | | 0 | - | 0 |
| | | 6402.05 Logging Record Maint | | | - | - | - |
| | | 6402.07 0011 9-1-1MSAG Maint. | | | 38,918 | 233,393 | (194,475) |
| | | 6402.08 CAD Maintenance | | | - | 170,000 | (170,000) |
| | | 6402.13 Software Maintenance | | | | | |
| | | 6402.131 Integrgraph DB S/W Maint | | | - | - | - |
| | Total 6402.13 Software Maintenance | | | | - | - | - |
| | Total 6402 MAINTENANCE | | | | 38,919 | 403,393 | (364,474) |
| 6403 Other RECURRING | | | | | | | |
| | 6403.01 | Telcom Charges | | | | | |
| | | 6403.0102 Long Distance | | | (53) | 366 | (419) |
| | | 6403.0109 Telcom Trunk | | | 65,903 | 257,914 | (192,011) |
| | | 6403.0111 WiringAltDispatch | | | - | - | - |
| | | 6403.0112 HPD CML Viper-Kapolei | | | - | - | - |
| | | 6403.0113 HPDCMLViper-Alapai | | | - | - | - |
| | | 6403.0114 SD Viper (OSL) (3) | | | - | - | - |
| | | 6403.0115 Text-to-911 Service | | | - | 3,200 | (3,200) |
| | | 6403.0116 Alt PSAP Call Route | | | - | - | - |
| | | 6403.0117 Telecom Chgs-Other | | | - | - | - |
| | Total 6403.01 Telcom Charges | | | | 65,851 | 261,480 | (195,629) |
| | 6403.02 | EM S Tower Lease | | | - | - | - |
| | Total 6403 Other RECURRING | | | | 65,851 | 261,480 | (195,629) |
| | Total 6400 RECURRING EXPENSES | | | | 104,769 | 664,873 | (560,104) |
| Total DISBURSEMENTS | | | | | 103,288 | 960,488 | (857,200) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| | | | | | Molokai PSAP | | |
|---------------------------------------|--|--|--|--|--------------|--------------|------------------------|
| FY-TO-DATE NOVEMBER 2015 | | | | | 5 MOS. | ADMIN Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | | | | | - | - | - |
| DISBURSEMENTS | | | | | | | |
| 6200 New &Em erg. Tech Train. | | | | | | | |
| 6201 911 Goes to WashDC | | | | | - | - | - |
| 6203 APCO New Tech Conference | | | | | - | - | - |
| 6204 APCO Conference | | | | | - | - | - |
| 6212 NASNA Conference | | | | | - | - | - |
| 6214 Nena Conference | | | | | - | - | - |
| 6215 NENA Tech Dev. Conf | | | | | - | - | - |
| 6222 TriTech CAD Users | | | | | | | |
| 6222.01 EM S Users | | | | | - | - | - |
| 6222.02 HFDUsers | | | | | - | - | - |
| Total 6222 TriTech CAD Users | | | | | - | - | - |
| 6228 HxGN Live Hexagon Conf | | | | | - | - | - |
| 6230 Other Training | | | | | | | |
| 6230.01 HPD (O/T) | | | | | - | - | - |
| Total 6230 Other Training | | | | | - | - | - |
| 6200 New &Em erg. Tech Train. - Other | | | | | - | - | - |
| Total 6200 New &Em erg. Tech Train. | | | | | - | - | - |
| 6300 Non-RECURRING | | | | | | | |
| 6301 CAD Replac/Upgrade | | | | | | | |
| 6301.05 Kauai Police Dept | | | | | - | - | - |
| 6301.06 Maui PD | | | | | - | - | - |
| 6301.07 So. Maui Buildout | | | | | - | - | - |
| Total 6301 CAD Replac/Upgrade | | | | | - | - | - |
| 6303 Com puters | | | | | | | |
| 6303.13 UPSBattery-HPD | | | | | - | - | - |
| 6303.23 HPD SMART911 S/W | | | | | - | - | - |
| 6303.24 PRI Install | | | | | - | - | - |
| 6303.25 Workstation | | | | | - | - | - |
| Total 6303 Com puters | | | | | - | - | - |
| Total 6300 Non-RECURRING | | | | | - | - | - |
| 6400 RECURRINGEXPENSES | | | | | | | |
| 6402 MAINTENANCE | | | | | | | |
| 6402.02 Im agery Lic Agree | | | | | - | - | - |
| 6402.05 Logging RecordMaint | | | | | - | - | - |
| 6402.07 0011 9-1-1MSAG Maint. | | | | | - | - | - |
| 6402.08 CAD Maintenance | | | | | - | - | - |
| 6402.13 Softw are Maintenance | | | | | | | |
| 6402.131 Integraph DB S/W Maint | | | | | - | - | - |
| Total 6402.13 Softw are Maintenance | | | | | - | - | - |
| Total 6402 MAINTENANCE | | | | | - | - | - |
| 6403 Other RECURRING | | | | | | | |
| 6403.01 Telcom Charges | | | | | | | |
| 6403.0102 Long Distance | | | | | (35) | 57 | (92) |
| 6403.0109 Telcom Trunk | | | | | - | 64,478 | (64,478) |
| 6403.0111 WiringAltDispatch | | | | | - | - | - |
| 6403.0112 HPD CML Viper-Kapolei | | | | | - | - | - |
| 6403.0113 HPDCMLViper-Alapai | | | | | - | - | - |
| 6403.0114 SD Viper (OSL) (3) | | | | | - | - | - |
| 6403.0115 Text-to-911 Service | | | | | - | 800 | (800) |
| 6403.0116 Alt PSAP Call Route | | | | | - | - | - |
| 6403.0117 Telecom Chgs-Other | | | | | - | - | - |
| Total 6403.01 Telcom Charges | | | | | (35) | 65,335 | (65,370) |
| 6403.02 EM S Tow er Lease | | | | | - | - | - |
| Total 6403 Other RECURRING | | | | | (35) | 65,335 | (65,370) |
| Total 6400 RECURRINGEXPENSES | | | | | (35) | 65,335 | (65,370) |
| Total DISBURSEMENTS | | | | | (35) | 65,335 | (65,370) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015

| | | | | | Oahu PSAP | | |
|-------------------------------|---------------------------------------|-----------------------------------|--|--|-----------|--------------|------------------------|
| FY-TO-DATE NOVEMBER 2015 | | | | | 5 MOS. | ADMIN Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | | | | | - | - | - |
| DISBURSEMENTS | | | | | | | |
| 6200 New &Em erg. Tech Train. | | | | | | | |
| | 6201 | 911 Goes to WashDC | | | - | 13,500 | (13,500) |
| | 6203 | APCO New Tech Conference | | | - | - | - |
| | 6204 | APCO Conference | | | 13,123 | 16,500 | (3,377) |
| | 6212 | NASNA Conference | | | - | - | - |
| | 6214 | Nena Conference | | | (1,070) | - | (1,070) |
| | 6215 | NENA Tech Dev. Conf | | | - | - | - |
| | 6222 | TriTech CAD Users | | | | | |
| | | 6222.01 EM S Users | | | - | 6,000 | (6,000) |
| | | 6222.02 HFD Users | | | - | 6,000 | (6,000) |
| | Total 6222 TriTech CAD Users | | | | - | 12,000 | (12,000) |
| | 6228 HxGN Live Hexagon Conf | | | | - | - | - |
| | 6230 Other Training | | | | | | |
| | | 6230.01 HPD(O/T) | | | 8,897 | - | 8,897 |
| | Total 6230 Other Training | | | | 8,897 | - | 8,897 |
| | 6200 New &Em erg. Tech Train. - Other | | | | - | - | - |
| | Total 6200 New &Em erg. Tech Train. | | | | 20,950 | 42,000 | (21,050) |
| 6300 Non-RECURRING | | | | | | | |
| | 6301 | CAD Replac/Upgrade | | | | | |
| | | 6301.05 Kauai Police Dept | | | - | - | - |
| | | 6301.06 Maui PD | | | - | - | - |
| | | 6301.07 So. Maui Buildout | | | - | - | - |
| | Total 6301 CAD Replac/Upgrade | | | | - | - | - |
| | 6303 | Com puters | | | | | |
| | | 6303.13 UPS Battery-HPD | | | - | - | - |
| | | 6303.23 HPD SMART911 S/W | | | - | 62,400 | (62,400) |
| | | 6303.24 PRI Install | | | - | - | - |
| | | 6303.25 Workstation | | | - | 65,000 | (65,000) |
| | Total 6303 Computers | | | | - | 127,400 | (127,400) |
| | Total 6300 Non-RECURRING | | | | - | 127,400 | (127,400) |
| 6400 RECURRING EXPENSES | | | | | | | |
| | 6402 | MAINTENANCE | | | | | |
| | | 6402.02 Imagery Lic Agree | | | - | 250,000 | (250,000) |
| | | 6402.05 Logging Record Maint | | | - | 60,775 | (60,775) |
| | | 6402.07 0011 9-1-1MSAG Maint. | | | 144,409 | 577,638 | (433,229) |
| | | 6402.08 CAD Maintenance | | | - | 400,000 | (400,000) |
| | | 6402.13 Software Maintenance | | | | | |
| | | 6402.131 Integrgraph DB S/W Maint | | | - | - | - |
| | Total 6402.13 Software Maintenance | | | | - | - | - |
| | Total 6402 MAINTENANCE | | | | 144,409 | 1,288,413 | (1,144,004) |
| 6403 Other RECURRING | | | | | | | |
| | 6403.01 | Telcom Charges | | | | | |
| | | 6403.0102 Long Distance | | | - | - | - |
| | | 6403.0109 Telcom Trunk | | | 386,972 | 947,000 | (560,029) |
| | | 6403.0111 WiringAltDispatch | | | - | - | - |
| | | 6403.0112 HPD CML Viper-Kapolei | | | 34,889 | 140,916 | (106,027) |
| | | 6403.0113 HPDCMLViper-Alapai | | | (128) | - | (128) |
| | | 6403.0114 SD Viper (OSL) (3) | | | 10,428 | 54,000 | (43,572) |
| | | 6403.0115 Text-to-911 Service | | | - | 12,000 | (12,000) |
| | | 6403.0116 Alt PSAP Call Route | | | - | - | - |
| | | 6403.0117 Telecom Chgs-Other | | | - | - | - |
| | Total 6403.01 Telcom Charges | | | | 432,159 | 1,153,916 | (721,757) |
| | 6403.02 EMS Tower Lease | | | | 7,200 | 7,600 | (400) |
| | Total 6403 Other RECURRING | | | | 439,359 | 1,161,516 | (722,157) |
| | Total 6400 RECURRING EXPENSES | | | | 583,768 | 2,449,929 | (1,866,161) |
| Total DISBURSEMENTS | | | | | 604,718 | 2,619,329 | (2,014,611) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS

For month ending November 30, 2015

| | | | | | ADMIN | | |
|---------------------------------------|--|--|--|--|-----------|---------------|------------------------|
| FY-TO-DATE NOVEMBER 2015 | | | | | 5 MOS. | ANNUAL Budget | \$ Over/(under) Budget |
| Total RECEIPTS: | | | | | 3,969,778 | - | 3,969,778 |
| DISBURSEMENTS | | | | | | | |
| 6200 New & Emerg. Tech Train. | | | | | | | |
| 6201 911 Goes to WashDC | | | | | - | 12,500 | (12,500) |
| 6203 APCO New Tech Conference | | | | | 2,207 | 2,500 | (293) |
| 6204 APCO Conference | | | | | 4,193 | 6,000 | (1,807) |
| 6212 NASNA Conference | | | | | 2,148 | 2,650 | (502) |
| 6214 Nena Conference | | | | | 132 | - | 132 |
| 6215 NENA Tech Dev. Conf | | | | | - | - | - |
| 6222 TriTech CAD Users | | | | | | | |
| 6222.01 EMS Users | | | | | - | - | - |
| 6222.02 HFD Users | | | | | - | - | - |
| Total 6222 TriTech CAD Users | | | | | - | - | - |
| 6228 HxGN Live Hexagon Conf | | | | | - | - | - |
| 6230 Other Training | | | | | | | |
| 6230.01 HPD (O/T) | | | | | - | - | - |
| Total 6230 Other Training | | | | | - | - | - |
| 6200 New & Emerg. Tech Train. - Other | | | | | - | 165,500 | (165,500) |
| Total 6200 New & Emerg. Tech Train. | | | | | 8,679 | 189,150 | (180,471) |
| 6400 RECURRING EXPENSES | | | | | | | |
| 6401 ADMINISTRATION | | | | | | | |
| 6401.01 Exec Dir. Services | | | | | 34,503 | 198,000 | (163,497) |
| 6401.02 Electron Signatur | | | | | - | 250 | (250) |
| 6401.05 Audit Expense | | | | | 13,000 | 13,025 | (25) |
| 6401.06 Bank Charge | | | | | - | 50 | (50) |
| 6401.08 Board Member Travel | | | | | 11,448 | 25,000 | (13,552) |
| 6401.09 DB&F Assessments | | | | | | | |
| 6401.0101 DB&F Admin. Assess | | | | | - | 155,000 | (155,000) |
| 6401.0102 DB&F Rev Assessment | | | | | - | 462,625 | (462,625) |
| Total 6401.09 DB&F Assessments | | | | | - | 617,625 | (617,625) |
| 6401.11 Miscellaneous Expense | | | | | (0) | - | (0) |
| 6401.12 NASNA Dues | | | | | 150 | 150 | - |
| 6401.13 Parking Permits | | | | | - | 400 | (400) |
| 6401.15 WSP Cost Recovery | | | | | | | |
| 6401.0101 Sprint/Nextel | | | | | 4,253 | - | 4,253 |
| 6401.15 WSP Cost Recovery - Other | | | | | - | 70,000 | (70,000) |
| Total 6401.15 WSP Cost Recovery | | | | | 4,253 | 70,000 | (65,747) |
| 6401.17 ADA Compliance | | | | | - | 200 | (200) |
| 6401.19 Public Education | | | | | - | 30,000 | (30,000) |
| 6401.20 RCUH Contract | | | | | (5,881) | - | (5,881) |
| 6402.21 Cell Phone Charges | | | | | 503 | - | 503 |
| 6402.22 Office Supplies | | | | | 2,427 | 5,000 | (2,573) |
| 6402.23 NG911 Transition Plan | | | | | - | 145,000 | (145,000) |
| Total 6401 ADMINISTRATION | | | | | 60,403 | 1,104,700 | (1,044,297) |
| Total 6400 RECURRING EXPENSES | | | | | 60,403 | 1,104,700 | (1,044,297) |
| Total DISBURSEMENTS | | | | | 69,082 | 1,293,850 | (1,224,768) |

HAWAII ENHANCED 911 BOARD STATEMENT OF CASH FLOWS
For month ending November 30, 2015