

**STATE OF HAWAII  
DEPARTMENT OF ACCOUNTING AND GENERAL SERVICES**

P.O. BOX 119, HONOLULU, HAWAII 96810-0119

**Enhanced 911 Board Meeting  
Tuesday, January 6, 2015  
(Joint Meeting with Committees)  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
9:00 am to 12:00 noon**

**Agenda**

- I. Call to Order, Public Notice, Quorum**
- II. Public testimony on all agenda items**
- III. Introductions**
- IV. Review and Approval of Last Month's Meeting Minutes**
- V. Committee Updates by Committee Chairs**
  - a. Communications Committee – Steven Schutte
    - i. 2015 Legislative Investigative Committee
    - ii. Others
  - b. Technical Committee – Victor Ramos
    - i. Investigative Regulatory Committee update
    - ii. FCC updates
    - iii. Others
  - c. Finance Committee – Kiman Wong
    - i. Review of FY 2015 Cash Monthly Financial report
    - ii. Others.
  - d. RCUH Investigative Selection Committee update – Roy Irei.

## **VI. PSAP Status Updates**

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihira
- c. Molokai – Victor Ramos
- d. Maui – Clayton Tom
- e. Hawaii – Marshall Kanehailua

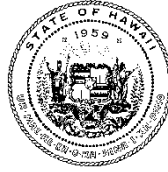
## **VII. Items for Discussion, Consideration and Action**

- a. 911 Timeline update
- b. Election of Board Vice Chair
- c. Request approval to engage the CPA firm of Egami & Associates to perform the independent audits for fiscal years' 2014, 2015, and 2016 with the potential of an additional option year in 2017.
- d. Request approval for inclusion with the Administration's Legislative Package to provide the E911 Board with the ability to hire permanent staff that is not in the current law.
- e. Request Authorized Funding:
  - i. HPD - Smart911 Software:
    - 1. HPD -FY2015: \$14,000 (NRec) + \$62,400 (Rec) total \$76,400.
  - ii. Admin -CPA Auditor – Egami & Associates in the amount of \$39,000 for a three year contract to perform an independent audit for 2014, 2015, and 2016. The contract has an additional year option for 2017 that would remain at the same cost of the previous years, \$13,000.
- f. Others.

## **VIII. Announcements**

- a. Meeting dates (9am – 12noon).
  - 1. Thursday, February 12, 2015
  - 2. Thursday, March 12, 2015
  - 3. Thursday, April 9, 2015
- b. Others

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



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**Kalanimoku Bldg., Room 322B**  
**1151 Punchbowl St., Honolulu**  
**9:00 am to 12:00 noon**

**Meeting Minutes**

**Board members present:** Victor Ramos (Chair), Roy Irei, Steven Schutte, Victoria Garcia (CIO designee), Marshall Kanehailua, Dave Kajihiro, Mark Begley and Jeff Riewer.

**Board members absent:** Ryan Freitas, Lisa Hiraoka (Consumer Advocate designee), Kiman Wong and Mark Wong.

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

**Guests:** Travis Ing (HawPD), Paul Ferreira (HawPD), Andrew Lum, (HPD), John Jakubczak (HawPD), Diana Chun (EMS), Kenison Tejada (APCO/NENA Pacific Chapter), Jim Howe (ESD), James Sloane (ESD), Liz Gregg (AT&T), Ikaika Soo (AT&T), Randy Macadangdang (HPD), Allan Nagata (HPD), Rob Gausepohl (KPD), David Miyasaki (KPD), Lavina Taovao (KPD), Davlynn Racadio (MPD), Bonnie Young (MPD-Molokai) and Tony Ramirez (Akimeka, LLC).

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

- a.** The meeting was called to order at 10:32 am.
- b.** Quorum was present.

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

- a.** The Board Chair requested if anyone in attendance who wishes to testify on any agenda item to please come forward.
- b.** No one responded.

### **III. Introductions**

- a. Introductions were made of all in attendance.

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

- a. Mr. Roy Irei motioned to approve the minutes of the January 2015 Board meeting. The motion was seconded and approved by voice vote by all Board members in attendance.

### **V. Committee Updates by Committee Chairs**

- a. Communications Committee – Steven Schutte
  - i. 2015 Legislative Investigative Committee
    - 1. There were no additional comments from what was reported during the Communications Committee meeting.
  - ii. Others
- b. Technical Committee – Victor Ramos
  - i. Investigative Regulatory Committee update
    - 1. The IRC committee will convene after the board meeting.
  - ii. FCC updates
    - 1. There were no additional comments on the FCC updates from what was reported during the Technical Committee meeting.
  - iii. Others - none
- c. Finance Committee – Kiman Wong
  - i. Review of FY 2015 Cash Monthly Financial report
    - 1. There were no additional comments on the monthly cash flow report from what was reported during the Finance Committee meeting.
  - ii. Others - none
- d. RCUH Investigative Selection Committee update – Roy Irei
  - i. Mr. Roy Irei stated that interviews were completed and now RCUH is conducting investigations and background checks on the candidates.

## **VI. PSAP Status Updates**

- a. Kauai – Mark Begley
  - i. No updates
- b. Oahu – Dave Kajihiro
  - i. No updates
- c. Molokai – Victor Ramos
  - i. No updates
- d. Maui –J. Jacobzack
  - i. No updates
- e. Hawaii – Marshall Kanehailua
  - i. No updates

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

- a. 911 Timeline update – No updates
- b. Election of Board Vice Chair
  - i. Deputy Chief Dave Kajihiro motioned to approve Mr. Roy Irei for a second term as Board vice Chair. The motion was seconded and approve by voice vote by all board members present.
- c. Request approval to engage the CPA firm of Egami & Associates to perform the independent audits for fiscal years' 2014, 2015, and 2016 with the potential of an additional option year in 2017.
  - i. Deputy Chief Dave Kajihiro motioned to approve the CPA firm of Egami & Ichikawa CPAs Inc. to perform the annual audits for fiscal years' 2014, 2015 and 2016 with an option for fiscal year 2017.
  - ii. The motion was seconded and approved by voice vote by all board members present.
- d. Request approval for inclusion with the Administration's Legislative Package to provide the E911 Board with the ability to hire permanent staff that is not in the current law.

- i. Mr. Mark Begley motioned to approve the inclusion with the DAGS Administration's legislative Package to provide the E911 Board with the ability to hire permanent staff that is not in the current law. The motion was seconded and approved by voice vote by all board members present.
- e. Request Authorized Funding:
  - i. HPD - Smart911 Software:
    - 1. HPD -FY2015: \$14,000 (NRec) + \$62,400 (Rec) total \$76,400.
    - 2. Mr. Mark Begley motioned to approve the Smart911 software for HPD in the amount of \$76,400 for a period of 12 months subject to renewal by the Board.
    - 3. The motion was seconded and approved by voice vote by all board members present.
  - ii. Admin -CPA Auditor – Egami & Associates in the amount of \$39,000 for a three year contract to perform an independent audit for 2014, 2015, and 2016. The contract has an additional year option for 2017 that would remain at the same cost of the previous years, \$13,000 (Total \$52,000).
    - 1. Deputy Chief Kajihiro motioned to approve funding for the CPA contract by Egami & Ichikawa CPAs Inc. in the amount of \$39,000. The board may consider an additional option year for 2017 in the amount of \$13,000.
    - 2. The motion was seconded and approved by voice vote by all board members present.
- f. Others - none

## **VIII. Announcements**

- a. Meeting dates (9am – 12noon).
  - 1. Thursday, February 12, 2015
  - 2. Thursday, March 12, 2015
  - 3. Thursday, April 9, 2015
- b. Others - None

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

- a. The board chair opened the meeting for public comment on issues not on the agenda for consideration for the Board agenda at the next meeting.
- b. No one came forward to testify.

**X. Adjournment**

- a. The meeting was adjourned at 11:10 am.

Courtney Tagupa

Transcriber



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

<b>Budget Analysis</b>				
<b>FY 2014-15</b>	<b>Actuals</b>		<b>Annual Budget</b>	<b>% of Budget Expended</b>
	<b>DECEMBER</b>	<b>FY-T-D</b>		
<b><i>Receipts:</i></b>				
Enhanced 911 Surcharge Collection	764,959	4,609,674	9,080,000	50.8%
Interest Income	48	490	2,500	19.6%
<i>Receipts</i>	765,007	4,610,164	9,082,500	50.8%
<b><i>Disbursements:</i></b>				
Conference Travel	(1,865)	(55,558)	(158,000)	35.2%
Non-Recurring Expenses	-	(13,472)	(1,855,356)	0.7%
Recurring Expenses:				
Administration	(31,514)	(415,805)	(1,261,192)	33.0%
Maintenance	(255,352)	(914,811)	(3,533,551)	25.9%
Telecommunications	(67,727)	(675,488)	(2,097,998)	32.2%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement		120,314	120,314	100.0%
<i>Disbursements</i>	(356,458)	(1,951,049)	(8,793,383)	22.2%
<i>Net Receipts/(Disbursements)</i>	408,549	2,659,116	289,117	
<b>Cash Flow Analysis</b>				
<i>Net Receipts/(Disbursements)</i>	\$ 408,549	\$ 2,659,116		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014		\$ (747,621)		1,523,284
Accounts Receivable (Offset)		\$ (350)		2,952
Net Encumbrance Adds/(Paydown)	\$ -	\$ (747,971)		
Net Cash Inflow/(Outflow)	\$ 408,549	\$ 1,911,145		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		\$ 12,504,198		
Net Bank Balance		\$ 14,415,342		
Outstanding Ecumb/Accruals		\$ (2,693,716)		
Unencumbered Cash Balance	\$ -	\$ 11,721,627		

**HAWAII ENHANCED 911 BOARD**  
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<b>MONTH OF DECEMBER 2014</b>		<b>Hawaii PSAP</b>	<b>Kauai PSAP</b>	<b>Maui PSAP</b>	<b>Oahu PSAP</b>	<b>Admin</b>	<b>TOTAL</b>
<b>Total RECEIPTS</b>		-	-	-	-	765,007	765,007
<b>DISBURSEMENTS:</b>							
6200 CONFERENCES							
	6222 TriTech CAD Users	-	1,865	-	-	-	1,865
<b>Total 6200 CONFERENCES</b>		-	1,865	-	-	-	1,865
6400 RECURRING EXPENSES							
6401 ADMINISTRATION							
	6401.01 Exec Dir. Services	-	-	-	-	28,438	28,438
	6401.08 Board Member Travel		-	-	-	3,076	3,076
<b>Total 6401 ADMINISTRATION</b>		-	-	-	-	31,514	31,514
6402 MAINTENANCE							
	6402.07 0011 9-1-1MSAG Maint.	19,943	-	-	46,615	18,795	85,352
	6402.08 CAD Maintenance	-	-	170,000	-	-	170,000
<b>Total 6402 MAINTENANCE</b>		19,943	-	170,000	46,615	18,795	255,352
6403 Other RECURRING							
	6403.01 Telcom Charges						
	6403.0102 Long Distance	28	57	28	-	-	113
	6403.0109 Telcom Trunk	25,529	18,566	23,208	-	-	67,303
	6403.0117 Telecom Chgs-Other	-	311	-	-	-	311
<b>Total 6403.01 Telcom Charges</b>		25,557	18,934	23,236	-	-	67,727
<b>Total 6403 Other RECURRING</b>		25,557	18,934	23,236	-	-	67,727
<b>Total 6400 RECURRING EXPENSES</b>		45,500	18,934	193,236	46,615	50,308	354,593
<b>Total Disbursements</b>		45,500	20,799	193,236	46,615	50,308	356,458

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			Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL	
FY-TO-DATE DECEMBER 2014			6 mos	6 mos	6 mos	6 mos	6 mos	6 mos	\$ Over/(UNDER) Budget
Total RECEIPTS			-	-	-	-	4,610,164	4,610,164	-
DISTRIBUTIONS									
6200 CONFERENCES									
6201 911 Goes to WashDC			(150)	-	-	-	-	(150)	37,818
6204 APCO Conference			7,586	6,085	6,526	15,155	5,386	40,738	46,286
6213 Navigator			-	-	-	(73)	-	(73)	-
6214 Nena Conference			-	-	(2)	6,248	-	6,247	-
6222 TriTech CAD Users			-	1,865	-	4,408	-	6,273	18,000
6227 FCC Hearings			-	-	-	-	2,522	2,522	5,023
6200 CONFERENCES - Other			-	-	-	-	-	-	50,873
Total 6200 CONFERENCES			7,436	7,950	6,525	25,738	7,908	55,558	158,000
6300 Non-RECURRING									
6301 CAD Replac/Upgrade									
6301.01 EMS			-	-	-	6,949	-	6,949	-
6301.02 Hawai'i Police Dept			-	-	-	-	-	-	1,500,000
6301.04 Honolulu Police			-	-	-	(833)	-	(833)	-
6301.05 Kauai Police Dept			-	7,356	-	-	-	7,356	7,356
Total 6301 CAD Replac/Upgrade			-	7,356	-	6,116	-	13,472	1,507,356
6302 CMLs for Altern Dispat			-	-	-	-	-	-	300,000
6303 Computers									
6303.20 Dispatch Software			-	-	-	-	-	-	5,000
Total 6303 Computers			-	-	-	-	-	-	5,000
6306 Training									
6306.11 Training (CAD) HPD			-	-	-	-	-	-	16,000
6306.12 TriTechCADSystAdm			-	-	-	-	-	-	5,000
6306.122 CAD TriTech EMS			-	-	-	-	-	-	5,000
Total 6306.12 TriTechCADSystAdm			-	-	-	-	-	-	5,000
6306.14 NG Text to 911 Refresh			-	-	-	-	-	-	22,000
Total 6306 Training			-	-	-	-	-	-	43,000
Total 6300 Non-RECURRING			-	7,356	-	6,116	-	13,472	1,855,356

**HAWAII ENHANCED 911 BOARD**  
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FY-TO-DATE DECEMBER 2014	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL		
	6 mos	6 mos	6 mos	6 mos	6 mos	6 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
<b>6400 RECURRING EXPENSES</b>								
<b>6401 ADMINISTRATION</b>								
6401.01 Exec Dir. Services	-	-	-	-	170,625	170,625	350,625	(180,000)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	12,500	(12,500)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	1,016	-	-	-	10,260	11,276	35,000	(23,724)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	26,896	26,896	175,000	(148,104)
6401.0102 DB&F Rev Assessment	-	-	-	-	189,043	189,043	452,500	(263,457)
<b>Total 6401.09 DB&amp;F Assessments</b>	-	-	-	-	215,939	215,939	627,500	(411,561)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	400	400	200	200
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	2,522	2,522	-	2,522
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	70,000	(70,000)
<b>Total 6401.15 WSP Cost Recovery</b>	-	-	-	-	2,522	2,522	70,000	(67,478)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	691	691	100,000	(99,309)
6401.19 Public Education	-	-	-	-	-	-	50,000	(50,000)
6401.20 RCUH Contract	-	-	-	-	14,352	14,352	14,352	-
<b>Total 6401 ADMINISTRATION</b>	1,016	-	-	-	414,789	415,805	1,261,192	(845,387)
<b>6402 MAINTENANCE</b>								
6402.02 Imagery Lic Agree	-	-	-	120,225	-	120,225	1,116,896	(996,671)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	79,771	54,968	75,179	186,458	65,409	461,785	1,312,521	(850,736)
6402.08 CAD Maintenance	-	-	170,000	162,801	-	332,801	1,038,752	(705,951)
6402.13 Software Maintenance								
6402.131 Integrgraph DB S/W Maint	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402.13 Software Maintenance</b>	-	-	-	-	-	-	4,607	(4,607)
<b>Total 6402 MAINTENANCE</b>	79,771	54,968	245,179	469,484	65,409	914,811	3,533,551	(2,618,740)
<b>6403 Other RECURRING</b>								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	142	170	197	-	-	509	2,160	(1,651)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	102,115	37,121	116,039	394,534	-	649,809	1,643,237	(993,428)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	4,988	-	4,988	-	4,988
6403.0110.2 Centrex	-	-	-	1,184	-	1,184	-	1,184
6403.0110.3 Mileage	-	-	-	202	-	202	-	202
6403.0110 Ocean Safety - Other	-	-	-	(2,124)	-	(2,124)	-	(2,124)
<b>Total 6403.0110 Ocean Safety</b>	-	-	-	4,249	-	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	-	-	-	17,664	-	17,664	140,916	(123,252)
6403.0113 HPDCMLViper-Alapai	-	-	-	2,001	-	2,001	-	2,001
6403.0114 SD Viper (OSL) (3)	-	-	-	-	-	-	43,500	(43,500)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	600	(600)
6403.0117 Telecom Chgs-Other	-	311	-	-	-	311	-	311
<b>Total 6403.01 Telcom Charges</b>	102,256	37,601	116,236	419,394	-	675,488	2,097,998	(1,422,510)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-	-	-	-	(120,314)	(120,314)	(120,314)	-
<b>Total 6403 Other RECURRING</b>	102,256	37,601	116,236	415,624	(120,314)	551,403	1,985,284	(1,433,880)
<b>Total 6400 RECURRING EXPENSES</b>	183,043	92,570	361,415	885,107	359,884	1,882,019	6,780,027	(4,898,008)
<b>Total DISBURSEMENTS</b>	190,479	107,876	367,940	916,962	367,792	1,951,049	8,793,383	(6,842,334)

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

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

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

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		9,000.00				(9,000.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,000.00				(3,000.00)	-	5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)	-	5/15/2014
Executive Director (2) APCO					5,386.11	(5,386.11)	-	6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)	-	6/10/2014
Oahu DIT - (1) APCO		3,000.00				(3,000.00)	-	6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)	-	6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)	-	6/10/2014
KPD- TRICON Conference (Sep28-1Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
RCUH Contract					14,352.00		14,352.00	7/1/2014
EMS-TRICCON Conference added funding (2)		2,000.00				(2,000.00)	-	8/14/2014
HFD - TRICON Conference (1)		6,000.00				(6,000.00)	-	8/14/2014
KPD: Intrado interface				7,356.00			7,356.00	8/14/2014
Prior Period C&CHNL Reimbursement					(120,314.44)		(120,314.44)	
Executive Director Extension (6 months)					9,375.00		9,375.00	9/11/2014
Administration Budget Adjustment from original Plan					(27,300.00)		(27,300.00)	9/15/2014
Executive Diretor Travel to Wash.DC for FCC Hearing 10/17/2014					2,523.00	(2,523.00)	-	10/9/2014
Executive Diretor Travel to Wash.DC for FCC Hearing (TBD)					2,500.00	(2,500.00)		11/13/2014
911 Goes to WashDC - HPD (3)		9,318.00				(9,318.00)		12/11/2014
911 Goes to WashDC - HawPD (2)	7,000.00					(7,000.00)		12/11/2014
911 Goes to WashDC - Executive Dir (1)					2,500.00	(2,500.00)		12/11/2014
911 Goes to WashDC - MPD (2)			7,000.00			(7,000.00)		12/11/2014
911 Goes to WashDC - Board (4)					12,000.00	(12,000.00)		12/11/2014
Totals	2,517,950.00	2,905,836.00	1,065,138.00	1,087,799.00	1,165,786.67	50,872.89	8,793,382.56	

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

FY-TO-DATE DECEMBER 2014					Hawaii PSAP		
					6 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
DISTRIBUTIONS							
6200 CONFERENCES							
	6201	911	Goes to WashDC	(150)	7,000	(7,150)	
	6204	APCO Conference		7,586	7,400	186	
	6213	Navigator		-			
	6214	Nena Conference		-			
	6222	TriTech CAD Users		-			
	6227	FCC Hearings		-			
	6200	CONFERENCES - Other		-			
Total 6200 CONFERENCES					7,436	14,400	(6,964)
6300 Non-RECURRING							
	6301	CAD Replac/Upgrade					
	6301.01	EMS		-			
	6301.02	Hawai'i Police Dept		-	1,500,000	(1,500,000)	
	6301.04	Honolulu Police		-			
	6301.05	Kauai Police Dept		-			
Total 6301 CAD Replac/Upgrade					-	1,500,000	(1,500,000)
	6302	CMLs for Altern Dispat		-			
	6303	Computers					
	6303.20	Dispatch Software		-	5,000	(5,000)	
Total 6303 Computers					-	5,000	(5,000)
6306 Training							
	6306.11	Training (CAD) HPD		-			
	6306.12	TriTechCADSystAdm					
	6306.122	CAD TriTech EMS		-			
	Total 6306.12 TriTechCADSystAdm			-			
	6306.14	NG Text to 911 Refresh		-	6,000	(6,000)	
Total 6306 Training					-	6,000	(6,000)
Total 6300 Non-RECURRING					-	1,511,000	(1,511,000)
6400 RECURRING EXPENSES							
	6402	MAINTENANCE					
	6402.02	Imagery Lic Agree		-	300,000	(300,000)	
	6402.05	Logging RecordMaint		-			
	6402.07	0011 9-1-1MSAG Maint.		79,771	307,647	(227,876)	
	6402.08	CAD Maintenance		-	68,752	(68,752)	
	6402.13	Software Maintenance					
	6402.131	Integrgraph DB S/W Maint		-	4,607	(4,607)	
Total 6402.13 Software Maintenance					-	4,607	(4,607)
Total 6402 MAINTENANCE					79,771	681,006	(601,235)
6403 Other RECURRING							
	6403.01	Telcom Charges					
	6403.0101	Alt. PSAP 9-1-1 Del		-			
	6403.0102	Long Distance		142	1,200	(1,058)	
	6403.0103	Mileage		-			
	6403.0109	Telcom Trunk		102,115	306,344	(204,229)	
	6403.0110	Ocean Safety					
	6403.0110.1	CML		-			
	6403.0110.2	Centrex		-			
	6403.0110.3	Mileage		-			
	6403.0110	Ocean Safety - Other		-			
Total 6403.0110 Ocean Safety					-		
	6403.0112	HPD CML Viper-Kapolei		-			
	6403.0113	HPDCMLViper-Alapai		-			
	6403.0114	SD Viper (OSL) (3)		-			
	6403.0115	Text-to-911 Service		-	4,000	(4,000)	
	6403.0116	Alt PSAP Call Route		-			
	6403.0117	Telecom Chgs-Other		-			
Total 6403.01 Telcom Charges					102,256	311,544	(209,288)
	6403.02	EMS Tower Lease		-			
	6403.03	Prior Period Reimb.		-			
Total 6403 Other RECURRING					102,256	311,544	(209,288)
Total 6400 RECURRING EXPENSES					183,043	992,550	(809,507)
Total DISBURSEMENTS					190,479	2,517,950	(2,327,471)

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

<b>FY-TO-DATE DECEMBER 2014</b>					<b>Kauai PSAP</b>		
					<b>6 mos</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>DISTRIBUTIONS</b>							
<b>6200 CONFERENCES</b>							
	6201	911 Goes to WashDC			-		
	6204	APCO Conference			6,085	11,100	(5,015)
	6213	Navigator			-		
	6214	Nena Conference			-		
	6222	TriTech CAD Users			1,865	6,000	(4,135)
	6227	FCC Hearings			-		
	6200	CONFERENCES - Other			-		
<b>Total 6200 CONFERENCES</b>					<b>7,950</b>	<b>17,100</b>	<b>(9,150)</b>
<b>6300 Non-RECURRING</b>							
	6301	CAD Replac/Upgrade					
	6301.01	EMS			-		
	6301.02	Hawai'i Police Dept			-		
	6301.04	Honolulu Police			-		
	6301.05	Kauai Police Dept			7,356	7,356	(0)
<b>Total 6301 CAD Replac/Upgrade</b>					<b>7,356</b>	<b>7,356</b>	<b>(0)</b>
	6302	CMLs for Altern Dispat			-	300,000	(300,000)
	6303	Computers					
	6303.20	Dispatch Software			-		
<b>Total 6303 Computers</b>					<b>-</b>		
	6306	Training					
	6306.11	Training (CAD) HPD			-		
	6306.12	TriTechCADSystAdm					
	6306.122	CAD TriTech EMS			-		
	Total 6306.12	TriTechCADSystAdm			-		
	6306.14	NG Text to 911 Refresh			-		
<b>Total 6306 Training</b>					<b>-</b>		
<b>Total 6300 Non-RECURRING</b>					<b>7,356</b>	<b>307,356</b>	<b>(300,000)</b>
<b>6400 RECURRING EXPENSES</b>							
	6402	MAINTENANCE					
	6402.02	Imagery Lic Agree			-	194,633	(194,633)
	6402.05	Logging Record Maint			-		
	6402.07	0011 9-1-1MSAG Maint.			54,968	220,000	(165,032)
	6402.08	CAD Maintenance			-		
	6402.13	Software Maintenance					
	6402.131	Integrgraph DB S/W Maint			-		
<b>Total 6402.13 Software Maintenance</b>					<b>-</b>		
<b>Total 6402 MAINTENANCE</b>					<b>54,968</b>	<b>414,633</b>	<b>(359,665)</b>
	6403	Other RECURRING					
	6403.01	Telcom Charges					
	6403.0101	Alt. PSAP 9-1-1 Del			-	232,132	(232,132)
	6403.0102	Long Distance			170	480	(310)
	6403.0103	Mileage			-		
	6403.0109	Telcom Trunk			37,121	111,398	(74,277)
	6403.0110	Ocean Safety					
	6403.0110.1	CML			-		
	6403.0110.2	Centrex			-		
	6403.0110.3	Mileage			-		
	6403.0110	Ocean Safety - Other			-		
<b>Total 6403.0110 Ocean Safety</b>					<b>-</b>		
	6403.0112	HPD CML Viper-Kapolei			-		
	6403.0113	HPDCMLViper-Alapai			-		
	6403.0114	SD Viper (OSL) (3)			-		
	6403.0115	Text-to-911 Service			-	4,100	(4,100)
	6403.0116	Alt PSAP Call Route			-	600	(600)
	6403.0117	Telecom Chgs-Other			311		
<b>Total 6403.01 Telcom Charges</b>					<b>37,601</b>	<b>348,710</b>	<b>(311,109)</b>
	6403.02	EMS Tower Lease			-		
	6403.03	Prior Period Reimb.			-		
<b>Total 6403 Other RECURRING</b>					<b>37,601</b>	<b>348,710</b>	<b>(311,109)</b>
<b>Total 6400 RECURRING EXPENSES</b>					<b>92,570</b>	<b>763,343</b>	<b>(670,773)</b>
<b>Total DISBURSEMENTS</b>					<b>107,876</b>	<b>1,087,799</b>	<b>(979,923)</b>



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

FY-TO-DATE DECEMBER 2014					Maui PSAP		
					6 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
DISTRIBUTIONS							
6200 CONFERENCES							
	6201	911 Goes to WashDC		-	7,000	(7,000)	
	6204	APCO Conference		6,526	7,400	(874)	
	6213	Navigator		-		-	
	6214	Nena Conference		(2)		(2)	
	6222	TriTech CAD Users		-		-	
	6227	FCC Hearings		-		-	
	6200	CONFERENCES - Other		-		-	
Total 6200 CONFERENCES					6,525	14,400	(7,875)
6300 Non-RECURRING							
	6301	CAD Replac/Upgrade					
	6301.01	EMS		-			
	6301.02	Hawai'i Police Dept		-			
	6301.04	Honolulu Police		-			
	6301.05	Kauai Police Dept		-			
Total 6301 CAD Replac/Upgrade					-		
	6302	CMLs for Altern Dispat		-			
	6303	Computers					
	6303.20	Dispatch Software		-			
Total 6303 Computers					-		
6306 Training							
	6306.11	Training (CAD) HPD		-			
	6306.12	TriTechCADSystAdm					
	6306.122	CAD TriTech EMS		-			
Total 6306.12 TriTechCADSystAdm					-		
	6306.14	NG Text to 911 Refresh		-			
Total 6306 Training					-		
Total 6300 Non-RECURRING					-		
6400 RECURRING EXPENSES							
	6402	MAINTENANCE					
	6402.02	Imagery Lic Agree		-	372,263	(372,263)	
	6402.05	Logging RecordMaint		-			
	6402.07	0011 9-1-1MSAG Maint.		75,179	225,500	(150,321)	
	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					245,179	767,763	(522,584)
6403 Other RECURRING							
	6403.01	Telcom Charges					
	6403.0101	Alt. PSAP 9-1-1 Del		-			
	6403.0102	Long Distance		197	480	(283)	
	6403.0103	Mileage		-			
	6403.0109	Telcom Trunk		116,039	278,495	(162,456)	
	6403.0110	Ocean Safety					
	6403.0110.1	CML		-			
	6403.0110.2	Centrex		-			
	6403.0110.3	Mileage		-			
	6403.0110	Ocean Safety - Other		-			
Total 6403.0110 Ocean Safety					-		
	6403.0112	HPD CML Viper-Kapolei		-			
	6403.0113	HPDCMLViper-Alapai		-			
	6403.0114	SD Viper (OSL) (3)		-			
	6403.0115	Text-to-911 Service		-	4,000	(4,000)	
	6403.0116	Alt PSAP Call Route		-			
	6403.0117	Telecom Chgs-Other		-			
Total 6403.01 Telcom Charges					116,236	282,975	(166,739)
	6403.02	EMS Tower Lease		-			
	6403.03	Prior Period Reimb.		-			
Total 6403 Other RECURRING					116,236	282,975	(166,739)
Total 6400 RECURRING EXPENSES					361,415	1,050,738	(689,323)
Total DISBURSEMENTS					367,940	1,065,138	(697,198)

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

<b>FY-TO-DATE DECEMBER 2014</b>		<b>Oahu PSAP</b>		
		<b>6 mos</b>	<b>ANNUAL Budget</b>	<b>\$ Over/(UNDER) Budget</b>
<b>DISTRIBUTIONS</b>				
<b>6200 CONFERENCES</b>				
6201	911 Goes to WashDC	-	9,318	(9,318)
6204	APCO Conference	15,155	15,000	155
6213	Navigator	(73)		(73)
6214	Nena Conference	6,248		6,248
6222	TriTech CAD Users	4,408	12,000	(7,592)
6227	FCC Hearings	-		-
6200	CONFERENCES - Other	-		-
<b>Total 6200 CONFERENCES</b>		<b>25,738</b>	<b>36,318</b>	<b>(10,580)</b>
<b>6300 Non-RECURRING</b>				
<b>6301 CAD Replac/Upgrade</b>				
6301.01	EMS	6,949		6,949
6301.02	Hawai'i Police Dept	-		-
6301.04	Honolulu Police	(833)		(833)
6301.05	Kauai Police Dept	-		-
<b>Total 6301 CAD Replac/Upgrade</b>		<b>6,116</b>	<b>-</b>	<b>6,116</b>
<b>6302 CMLs for Altern Dispat</b>		<b>-</b>		
<b>6303 Computers</b>				
6303.20	Dispatch Software	-		
<b>Total 6303 Computers</b>		<b>-</b>		
<b>6306 Training</b>				
6306.11	Training (CAD) HPD	-	16,000	(16,000)
6306.12	TriTechCADSystAdm			
6306.122	TriTech EMS	-	5,000	(5,000)
<b>Total 6306.12 TriTechCADSystAdm</b>		<b>-</b>	<b>5,000</b>	<b>(5,000)</b>
6306.14	NG Text to 911 Refresh	-	16,000	(16,000)
<b>Total 6306 Training</b>		<b>-</b>	<b>37,000</b>	<b>(37,000)</b>
<b>Total 6300 Non-RECURRING</b>		<b>6,116</b>	<b>37,000</b>	<b>(30,884)</b>
<b>6400 RECURRING EXPENSES</b>				
<b>6402 MAINTENANCE</b>				
6402.02	Imagery Lic Agree	120,225	250,000	(129,775)
6402.05	Logging Record Maint	-	60,775	(60,775)
6402.07	0011 9-1-1MSAG Maint.	186,458	559,374	(372,916)
6402.08	CAD Maintenance	162,801	800,000	(637,199)
6402.13	Software Maintenance			
6402.131	Integrgraph DB S/W Maint	-		
<b>Total 6402.13 Software Maintenance</b>		<b>-</b>		
<b>Total 6402 MAINTENANCE</b>		<b>469,484</b>	<b>1,670,149</b>	<b>(1,200,665)</b>
<b>6403 Other RECURRING</b>				
<b>6403.01 Telcom Charges</b>				
6403.0101	Alt. PSAP 9-1-1 Del	-		
6403.0102	Long Distance	-		
6403.0103	Mileage	946	11,353	(10,407)
6403.0109	Telcom Trunk	394,534	947,000	(552,466)
6403.0110	Ocean Safety			
6403.0110.1	CML	4,988		4,988
6403.0110.2	Centrex	1,184		1,184
6403.0110.3	Mileage	202		202
6403.0110	Ocean Safety - Other	(2,124)		(2,124)
<b>Total 6403.0110 Ocean Safety</b>		<b>4,249</b>	<b>-</b>	<b>4,249</b>
6403.0112	HPD CML Viper-Kapolei	17,664	140,916	(123,252)
6403.0113	HPDCMLViper-Alapai	2,001		
6403.0114	SD Viper (OSL) (3)	-	43,500	(43,500)
6403.0115	Text-to-911 Service	-	12,000	(12,000)
6403.0116	Alt PSAP Call Route	-		
6403.0117	Telecom Chgs-Other	-		
<b>Total 6403.01 Telcom Charges</b>		<b>419,394</b>	<b>1,154,769</b>	<b>(735,375)</b>
6403.02	EMS Tower Lease	(3,770)	7,600	(11,370)
6403.03	Prior Period Reimb.	-		
<b>Total 6403 Other RECURRING</b>		<b>415,624</b>	<b>1,162,369</b>	<b>(746,745)</b>
<b>Total 6400 RECURRING EXPENSES</b>		<b>885,107</b>	<b>2,832,518</b>	<b>(1,947,411)</b>
<b>Total DISBURSEMENTS</b>		<b>916,962</b>	<b>2,905,836</b>	<b>(1,988,874)</b>

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

FY-TO-DATE DECEMBER 2014				ADMIN		
				6 mos	ANNUAL Budget	\$ Over/(UNDER) Budget
Total RECEIPTS				4,610,164	-	4,610,164
DISTRIBUTIONS						
6200 CONFERENCES						
	6201	911 Goes to WashDC		-	14,500	(14,500)
	6204	APCO Conference		5,386	5,386	-
	6213	Navigator		-		
	6214	Nena Conference		-		
	6222	TriTech CAD Users		-		
	6227	FCC Hearings		2,522	5,023	(2,501)
	6200	CONFERENCES - Other		-	50,873	(50,873)
Total 6200 CONFERENCES				7,908	75,782	(67,874)
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
	6401.01	Exec Dir. Services		170,625	350,625	(180,000)
	6401.02	ElectronSignatur		-	200	(200)
	6401.05	Audit Expense		-	12,500	(12,500)
	6401.06	Bank Charge		-	100	(100)
	6401.08	Board Member Travel		10,260	35,000	(24,740)
	6401.09	DB&F Assessments				
	6401.0101	DB&F Admin. Assess		26,896	175,000	(148,104)
	6401.0102	DB&F Rev Assessment		189,043	452,500	(263,457)
Total 6401.09 DB&F Assessments				215,939	627,500	(411,561)
	6401.12	NASNA Dues		-	215	(215)
	6401.13	Parking Permits		400	200	200
	6401.15	WSP Cost Recovery				
	6401.0101	Sprint/Nextel		2,522		
	6401.15	WSP Cost Recovery - Other		-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery				2,522	70,000	(67,478)
	6401.17	ADA Compliance		-	500	(500)
	6401.18	AG Legal Fees		691	100,000	(99,309)
	6401.19	Public Education		-	50,000	(50,000)
	6401.20	RCUH Contract		14,352	14,352	-
Total 6401 ADMINISTRATION				414,789	1,261,192	(846,403)
	6403.03	Prior Period Reim b.		(120,314)	(120,314)	-
Total 6403 Other RECURRING				(120,314)	(120,314)	-
Total 6400 RECURRING EXPENSES				359,884	1,140,878	(780,994)
Total DISBURSEMENTS				367,792	1,216,660	(848,867)

# Oahu Civilian E9-1-1 Status Report

*December 1, 2014 – December 31, 2014*

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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# Oahu Civilian E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME – DECEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
December	83,131	19,877	23.91%	60,519	72.80%	49.36%	23.44%	2,693	3.24%	42	0.05%	1,873	2.25%	11,674	14.04%	603	0.73%

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	81,098	19,764	24.37%	57,369	70.74%	50.56%	20.18%	178	0.22%	3,787	4.67%	1,946	2.40%	12,235	15.09%	486	0.60%
FEB	75,497	18,557	24.58%	53,565	70.95%	50.60%	20.35%	174	0.23%	3,201	4.24%	1,830	2.42%	10,227	13.55%	436	0.58%
MAR	82,191	18,633	22.67%	58,684	71.40%	51.74%	19.66%	2,342	2.85%	2,531	3.08%	1,719	2.09%	12,470	15.17%	334	0.41%
APR	78,155	17,655	22.59%	56,170	71.87%	52.43%	19.44%	2,384	3.05%	1,946	2.49%	2,023	2.59%	11,252	14.40%	318	0.41%
MAY	86,178	19,795	22.97%	62,763	72.83%	53.84%	18.99%	2,689	3.12%	931	1.08%	2,078	2.41%	12,047	13.98%	428	0.50%
JUNE	84,783	19,941	23.52%	62,290	73.47%	54.51%	18.96%	2,518	2.97%	34	0.04%	1,769	2.09%	12,773	15.07%	395	0.47%
JULY	91,297	21,555	23.61%	66,966	73.35%	54.82%	18.53%	2,739	3.00%	37	0.04%	2,070	2.27%	13,327	14.60%	426	0.47%
AUG	86,601	19,814	22.88%	64,111	74.03%	55.68%	18.35%	2,641	3.05%	35	0.04%	1,997	2.31%	12,353	14.26%	562	0.65%
SEPT	83,039	19,356	23.31%	61,117	73.60%	54.21%	19.39%	2,558	3.08%	8	0.01%	1,666	2.01%	12,223	14.72%	381	0.46%
OCT	84,570	19,434	22.98%	62,556	73.97%	51.93%	22.04%	2,546	3.01%	34	0.04%	1,869	2.21%	14,694	17.37%	478	0.57%
NOV	81,916	19,570	23.89%	59,717	72.90%	49.76%	23.49%	2,548	3.11%	82	0.10%	1,687	2.06%	14,080	17.19%	612	0.75%
DEC	83,131	19,877	23.91%	60,519	72.80%	49.36%	23.44%	2,693	3.24%	42	0.05%	1,873	2.25%	11,674	14.04%	603	0.73%
YTD	998,456	233,951		725,827				26,010		12,668		22,527		149,355		5,459	
MON AVG	83,205	19,496	23.44%	60,486	72.66%	52.45%	20.24%	2,168	2.58%	1,056	1.32%	1,877	2.26%	12,446	14.95%	455	0.55%

#### NOTE:

- Total Calls include Administrative calls that are not direct 9-1-1 calls.
- There were no call volume statistics between January 28, 2014, 2:11 p.m. HST and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.
- No call volume stats between 12:00 pm on September 22, 2014 and 8:15 am September 23, 2014 while the PSAPs were on the 9-1-1 back-up system due to a router upgrade.

# Oahu Civilian E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

### 9-1-1 CALL VOLUME BY AGENCY – DECEMBER 2014

2014	9-1-1 Call Volume by Agency											
	Honolulu Police Department							Honolulu Fire Department				
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
December	72,109	86.74%	20,198	39,142	1,095	11,674		2,213	2.66%	70	36	

2014	9-1-1 Call Volume by Agency									
	Emergency Medical Services					Ocean Safety				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls
December	8,185	9.85%	687	105		21	0.03%	21	7	

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

2014	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	70,176	86.53%	18,601	38,600	921	12,054	2,270	2.80%	88	61	8,108	10.00%	888	111	58	0.07%	49	9
FEB	65,130	86.27%	17,565	36,503	915	10,147	2,228	2.95%	233	0	7,662	10.15%	642	78	41	0.05%	40	2
MAR	71,563	87.07%	19,959	38,383	751	12,470	2,069	2.52%	147	24	8,153	9.92%	750	95	72	0.09%	71	6
APR	67,525	86.40%	19,297	36,199	777	11,252	2,310	2.96%	304	0	7,940	10.16%	887	172	62	0.08%	55	7
MAY	75,253	87.32%	22,828	39,363	1,015	12,47	2,403	2.79%	333	0	8,031	9.32%	669	153	63	0.07%	61	2
JUNE	73,876	89.74%	22,021	38,346	901	12,608	2,460	2.90%	117	0	8,021	9.46%	721	152	31	0.04%	30	13
JULY	79,990	87.62%	25,633	39,876	1,154	13,327	2,512	2.75%	135	0	8,299	9.09%	711	150	70	0.08%	70	2
AUG	75,502	87.18%	24,011	37,989	1,149	12,353	2,629	3.04%	107	0	7,876	9.09%	710	196	32	0.04%	31	0
SEPT	72,567	87.39%	21,557	38,036	751	12,223	2,250	2.71%	84	0	7,798	9.39%	789	98	43	0.05%	42	1
OCT	74,412	87.99%	21,275	37,396	1,047	14,694	1,912	2.26%	97	0	7,746	9.16%	705	102	22	0.03%	20	3
NOV	71,819	87.67%	21,228	35,594	917	14,080	1,997	2.44%	81	3	7,459	9.11%	662	146	29	0.04%	27	6
DEC	72,109	86.74%	20,198	39,142	1,095	11,674	2,213	2.66%	70	36	8,185	9.85%	687	105	21	0.03%	21	7
YTD	869,922		254,173	455,427	11,393	136,882	27,253		1,796	124	95,278		8,821	1,558	544		517	58
MON AVG	72,494	87.33%	21,181	37,952	949	12,444	2,271	2.73%	150	10	7,940	9.56%	735	130	45	0.06%	43	5

#### NOTE:

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



# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## PSAP OPERATION NOTES:

- Total call volumes include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.

## WIRELESS PSAP TESTING – DECEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
12/16/14	AT&T	1*	6	Oahu PSAP	Pass
12/19/14	Verizon	1	5	Oahu PSAP	Pass

## NOTES:

- \*12/16/14 1 tower (COW) and 6 sectors tested.
- 12/19/14 1 tower and 5 sectors tested
- A “No 911 Testing” period due to the Holidays is in effect between December 22<sup>nd</sup> 2014, and January 4<sup>th</sup> 2015.

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
OAHU CIVILIAN	168	4	2	1	1	0	0	187	162	2	0	119	0	0	0	0

### MSAG CURRENT MONTH NOTES:

A total of 168 MSAG transactions were processed during the month of December 2014. Four 9-1-1Net requests were processed relating to the MSAG database, with 187 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 162 Telephone Number Change Requests (TN CR) and two ALI-DR processed in 9-1-1Net for updates and corrections to the ALI database. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

**There are 119 TN CRs in Referred status as of December 31, 2014.**

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

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

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

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

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

# Oahu Civilian E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

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

OAHU CIVILIAN		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
DEC	168	4	2	1	1	0	0	187	162	2	0	119	0	0	0	0
NOV	171	15	6	0	4	5	0	397	154	1	1	121	0	0	0	0
OCT	405	37	10	4	11	8	4	763	357	10	1	31	0	0	0	0
SEPT	241	128	87	7	17	8	9	2,073	111	2	0	31	0	0	0	0
AUG	1,082	369	355	4	0	1	9	2,179	708	3	2	6	0	0	0	0
JULY	777	103	87	1	5	3	7	1,874	666	2	6	6	0	0	0	0
JUNE	411	243	153	10	51	3	26	15,959	166	2	0	16	0	0	0	0
MAY	349	313	298	1	8	3	3	3,509	34	1	1	41	0	0	0	0
APR	780	465	421	7	2	2	33	16,682	314	1	0	38	0	0	0	0
MAR	500	499	396	13	19	5	66	27,257	0	1		6	0		0	0
FEB	405	287	274	0	0	3	10	33,576	115	3		6	0		0	0
JAN	470	434	363	14	1	3	53	23,748	29	7		1	0		0	0
TOTAL YTD	5,759	2,897	2,452	62	119	44	220	128,204	2,816	35	11					
AVG PER MO	480	241	204	5	10	4	18	10,684	235	3	1					

### NOTES:

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

Definitions:	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

## 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	464	9	119	336

## NOTE:

- New chart initiated October 2014.

## STATUS

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

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

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

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

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MSAG COMMUNITIES PROJECT

### MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

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

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

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

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	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		11/14/14	11/21/14
Hauula	11/12/14	11/17/14	11/06/14			
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	IN PROGRESS	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	12/26/14	

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 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
Wahiawa	01/02/15	01/21/15				
Waialua	01/22/15	01/29/15				
Mokuleia	01/30/15	02/05/15				
Makaha	02/06/15	02/13/15				
Waianae	02/16/15	02/25/15				
Mali	02/26/15	03/06/15				
Nanakuli	03/09/15	03/17/15				
Makakilo	03/18/15	04/01/15				
Kapolei	04/02/15	04/24/15				
Kalaheo	04/27/15	05/12/15				
Ewa Beach	05/13/15	06/30/15				
Iroquois	07/01/15	07/07/15				

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2014

### MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points			
	12/31/2014		Deleted one (1) address point in Wahiawa
	12/31/2014		Spatially corrected three hundred thirty-six (336) address points in Wahiawa
	12/30/2014		Deleted two (2) address points in Wahiawa
	12/30/2014		Spatially corrected three hundred twenty-eight (328) address points in
		12/26/14	
	12/26/2014		Spatially corrected two (2) address points in Mokuleia
	12/26/2014		Spatially corrected four hundred four (404) address points in Wahiawa
	12/26/2014		Deleted two (2) address points in Wahiawa
	12/26/2014		Worked on Address Point configuration for TriTech deliverable
	12/24/2014		Spatially corrected four (4) address points in Haleiwa
	12/24/2014		Spatially corrected four hundred ninety-nine (499) address points in Mokuleia
	12/24/2014		Deleted two (2) address points in Mokuleia
	12/23/2014		Deleted one (1) address point in Haleiwa
	12/23/2014		Spatially corrected two hundred fifty-six (256) address points in Haleiwa
	12/19/2014		Deleted two (2) address points in Haleiwa
	12/19/2014		Spatially corrected eighteen (18) address points in Sunset
	12/19/2014		Spatially corrected one hundred forty-three (143) address points in Haleiwa
	12/17/2014		Spatially corrected four hundred twenty-five (425) address points in Sunset
	12/16/2014		Spatially corrected three hundred sixty-six (366) address points in Sunset
	12/16/2014		Deleted ten (10) address points in Sunset
	12/16/2014		Added five (5) new address points in Sunset
	12/15/2014		Deleted five (5) address points in Laie
	12/15/2014		Spatially corrected ninety-two (92) address points in Laie
	12/15/2014		Spatially corrected three hundred eleven (311) address points in Sunset
		12/12/14	
	12/12/2014		Added one (1) new address point in Kahuku
	12/12/2014		Spatially corrected four hundred twenty-seven (427) address points in Kahuku
	12/12/2014		Spatially corrected fifteen (15) address points in Sunset
	12/12/2014		Worked on Address Point configuration for TriTech deliverable

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	12/10/2014		Spatially corrected seventy-nine (79) address points in Laie
	12/9/2014		Added fifty (50) new address points in Ewa Beach
	12/9/2014		Deleted five (5) address points in Laie
	12/9/2014		Spatially corrected three hundred thirteen (313) address points in Laie
	12/8/2014		Spatially corrected forty-seven (47) address points in Laie
	12/8/2014		Spatially corrected two (2) address points in Hauula
	12/8/2014		Added one hundred fifty-eight (158) new address points in Ewa Beach
	12/5/2014		Spatially corrected two hundred forty-nine (249) address points in Hauula
	12/4/2014		Deleted four (4) address points in Hauula
	12/4/2014		Added eleven (11) new address points in Hauula
	12/4/2014		Spatially corrected three hundred sixty (360) address points in Hauula
	12/3/2014		Deleted four (4) address points in Punaluu
	12/3/2014		Added three (3) new address points in Punaluu
	12/3/2014		Spatially corrected one hundred eighty-two (182) address points in Punaluu
	12/3/2014		Spatially corrected eighty-four (84) address points in Hauula
	12/3/2014		Added two (2) new address points in Hauula
	12/2/2014		Added four (4) new address points in Punaluu
	12/2/2014		Spatially corrected one hundred thirty-three (133) address points in Punaluu
	12/2/2014		Deleted two (2) address points in Punaluu
	12/2/2014		Spatially corrected fifty-three (53) address points in Kaaawa
	12/1/2014		Added ninety-eight (98) new address points in Kapolei
Bus Stops			
Common Place Name		12/26/14	
	12/22/2014		Added one (1) new CP in Waiialua per the GIS Corrections spreadsheet
	12/22/2014		Added two (2) new common places in Wahiawa per the GIS Corrections spreadsheet
	12/22/2014		Added one (1) new CP in Makakilo per the GIS Corrections spreadsheet
	12/22/2014		Added one (1) new CP in Airport per the GIS Corrections spreadsheet
	12/15/2014		Modified location names for BYU and WCC buildings to be consistent with naming standard (prefix "BYU" and "WCC", respectively)



# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Common Place Name		12/12/14	
	12/10/2014		Added one (1) new CP in Waimanalo per the GIS Corrections spreadsheet
	12/10/2014		Added one (1) new CP in Honolulu per the GIS Corrections spreadsheet
	12/10/2014		Added one (1) new CP in Nuuanu per the GIS Corrections spreadsheet
	12/10/2014		Added one (1) new CP in McCully per the GIS Corrections spreadsheet
	12/10/2014		Added one (1) new CP in Kunia per the GIS Corrections spreadsheet
	12/10/2014		Updated name for one (1) CP in Honolulu per the GIS Corrections spreadsheet
ESN			
	12/15/2014		Made updates to new ESN layers boundaries
Fire Response Areas			
	12/12/2014		Corrected STA38/STA20 boundary
Fire Stations			
Major Roads			
MSAG Communities (aka Towns)			
	12/10/2014		Corrected Catlin Pk/Miller Pk boundary
Medic Beats			

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART IV)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Medic Response Areas	12/12/2014		Corrected MED22/MED14 boundary
Medic Stations			
Milepost Markers			
Net_Junctions		12/30/14	
	12/30/2014		Populated with the latest MSAG Community and Police Beat updates
		12/15/14	
	12/15/2014		Populated with the latest MSAG Community and Police Beat updates
		12/02/14	
Points of Interest	12/2/2014		Populated with the latest MSAG Community and Police Beat updates
Police Beats	12/23/2014		Continued working on Beat 372, 373, and 374 according to the HPD written policies and procedures
	12/17/2014		Continued working on Beat 372, 373, and 374 according to the HPD written policies and procedures
	12/12/2014		Corrected Beat 371 according to the HPD written policies and procedures and continued on 372, 373, and 374
Police Districts			
Police Response Areas			

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Police Stations			
Schools			
Street Centerlines	12/30/2014		Spatially corrected twenty (20) street segments in Haleiwa
		12/26/14	
	12/26/2014		Spatially corrected thirty-two (32) street segments in Haleiwa
	12/22/2014		Spatially corrected sixty-two (62) street segments in Haleiwa
	12/17/2014		Corrected six (6) gaps in ranges on the H1 Fwy in Airport
	12/17/2014		Corrected ranges on N Nimitz Hwy in Airport
	12/16/2014		Corrected sixty-eight (68) elevation values on Kam Hwy and Nimitz Hwy in Airport
		12/12/14	
	12/11/2014		Added ten (10) new street segments in Airport
	12/11/2014		Corrected six (6) one way values in Airport
	12/11/2014		Spatially corrected fifty (50) street segments in Airport
	12/11/2014		Split ten (10) street segments in Airport
	12/10/2014		Spatially corrected ninety (90) street segments in Airport
	12/10/2014		Added twenty-five (25) new street segments in Airport
	12/10/2014		Split sixteen (16) street segments in Airport

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VI)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Street Centerlines	12/10/2014		Corrected elevation values on one hundred seventeen (117) street segments in Airport on the H1 Freeways
	12/9/2014		Spatially corrected fifty-four (54) street segments in Haleiwa
	12/8/2014		Spatially corrected fifty-one (51) street segments in Sunset
	12/5/2014		Spatially corrected seventy-four (74) street segments in Sunset
	12/5/2014		Corrected ranges on Kahauaka St in Sunset
	12/5/2014		Split Kam Hwy for new ingress segments in Sunset
	12/4/2014		Spatially corrected twenty (20) street segments in Sunset
	12/3/2014		Spatially corrected twenty (20) street segments in Sunset
Trails			
WSP Cell Sectors	12/31/2014		Per ATT CRS
		12/29/14	
	12/28/2014		Per VZW CRS
		12/22/14	
	12/22/2014		Per ATT CRS
		12/15/14	
	12/15/2014		Per VZW CRS
	12/11/2014		Per ATT CRS
		12/08/14	
	12/3/2014		Per ATT CRS
	12/01/14		

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
WSP Cell Towers	12/31/2014		Per ATT CRS
		12/29/14	
	12/28/2014		Per VZW CRS
		12/22/14	
	12/22/2014		Per ATT CRS
		12/15/14	
	12/15/2014		Per VZW CRS
	12/11/2014		Per ATT CRS
		12/08/14	
	12/3/2014		Per ATT CRS
		12/01/14	
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Churches			
Gas Stations			
Food & Beverage			
Hospitals			
Lodging			
Medical Facilities			
Ocean Rescue Boundaries	12/12/2014		Corrected Mobile Responder 303 in Sunset
Ocean Safety (Includes Lifeguard Stands)			

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date Uploaded to ftp Site	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Dive Locations			
Surf Breaks			
Parcels			
Parks (Includes National Parks)			
Parks Polygon			
	12/29/2014		Corrected boundaries for seventeen (17) parks in Downtown
	12/29/2014		Corrected boundaries for five (5) parks in Honolulu
	12/29/2014		Corrected boundary for one (1) park in Kaimuki
	12/29/2014		Corrected boundary for one (1) park in Manoa
	12/29/2014		Corrected boundary for one (1) park in Punchbowl
	12/29/2014		Corrected boundaries for three (3) parks in Makiki
	12/29/2014		Corrected boundaries for two (2) parks in Nuuanu
	12/19/2014		Deleted two (2) address points in Sunset
	12/18/2014		Corrected boundaries for seven (7) parks in McCully
	12/18/2014		Corrected boundary for one (1) park in Manoa
	12/18/2014		Corrected boundaries for two (2) parks in Makiki
	12/18/2014		Corrected boundaries for four (4) parks in Kapahulu
	12/18/2014		Corrected boundaries for three (3) parks in Honolulu
	12/18/2014		Corrected boundaries for three (3) parks in Kahala
	12/18/2014		Corrected boundaries for nine (9) parks in Kaimuki
	12/11/2014		Corrected boundaries for six (6) parks in Waialae
	12/11/2014		Corrected boundary for one (1) park in Kaimuki
	12/11/2014		Corrected boundaries for eleven (11) parks in Kahala
	12/11/2014		Corrected boundaries for eight (8) parks in Hawaii Kai
12/11/2014		Corrected boundaries for eleven (11) parks in Aina Haina	

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART IX)

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

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

# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART X)

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

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



# Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
12/29/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/26/2014	Street Centerlines and Common Places to HPD for Motorola CAD
12/26/2014	Street Centerlines and Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
12/26/2014	Cell Towers, Cell Sectors, ESN, MSAG Communities, Tow Boundaries, Police Response Areas, Fire Response Areas, Medic Response Areas, Streams, Street Centerlines, Address Points, Common Places to Intrado for PowerMap at HPD, HFD, EMS, and Ocean Safety
12/26/2014	Worked on Address Point configuration for TriTech deliverable
12/22/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/15/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/15/2014	Net Junctions with the latest MSAG Community and Police Beat updates
12/12/2014	Street Centerlines and Common Places to HPD for Motorola CAD
12/12/2014	Cell Towers, Cell Sectors, ESN, MSAG Communities, Tow Boundaries, Police Response Areas, Fire Response Areas, Medic Response Areas, Streams, Street Centerlines, Address Points, Common Places to Intrado for PowerMap at HPD, HFD, EMS, and Ocean Safety
12/12/2014	Street Centerlines and Address Points to HFD, EMS, and Ocean Safety for TriTech CAD
12/12/2014	Worked on Address Point configuration for TriTech deliverable

## Oahu Civilian E9-1-1 Status Report

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Date	Key Activities/Updates - continued
12/8/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
12/4/2014	Worked on preparing data schema for the TriTech CAD Address Points
12/2/2014	Met with HPD, HFD, and EMS to discuss and agree on naming convention for Bus Stops
12/2/2014	Net Junctions with the latest MSAG Community and Police Beat updates
12/1/2014	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

### INTRADO POWERMAP UPLOAD

Since the establishment of the GIS Data deliverable process between Akimeka and Intrado in January 2014, the data uploads have been successfully carried out.

In January and February 2014, an issue within PowerMap had been identified with the display of Phase 1 wireless 911 calls. The issue identified is that the map is not displaying the Phase 1 polygons, but is zooming to the area when the 911 call occurs. Akimeka assisted Intrado on a couple occasions with the configuration settings; however no true identification of the cause of the discrepancy has been identified.

On October 14, 2014, the issues with the display of Phase 1 wireless calls in the PowerMap mapping system were resolved with the assistance of Hawaiian Telcom technical support.

1. During discussion with the PSAPs in December 2014, it was identified that there have been display issues with the PowerMap wireless 911 calls.
  - a. During a wireless 911 call the calls are plotting at zoom extents that are too small in order to see where the call is located and any surrounding GIS layers. The issues with the zoom extents are for Phase I calls and the extents are not consistent among all of the public safety agencies.
  - b. Due to the network silence period, Hawaiian Telcom will be assisting the PSAPs with the PowerMap settings following the Holidays.
  - c. Akimeka will be on standby for any assistance needed within the PowerMap Configurator.

## Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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### POLICE BEATS CORRECTIONS

#### Background

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

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

#### Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of December 2014. Akimeka completed an additional one (1) Police Beat (371 and continued on 372, 373, and 374) boundary correction.

#### Upload Process

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

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

### TRITECH CAD SYSTEM UPGRADE

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

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

No further issues reported in December 2014.

# Oahu Civilian E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

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## BUS STOPS PROJECT

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

During October 2014, Akimeka created a new Bus Stop layer and began applying pseudo-addresses which correspond with the accurate 911 data in order to geocode correct locations. In November 2014, Akimeka finished the Bus Stops layer with information provided by Oahu Transit Services (OTS) and scheduled the delivery of the GIS data with the deliverable on November 14, 2014.

1. Shortly after the deliverable was provided, some discrepancies were identified by HFD with regards to some duplicate bus sign numbers. After some research by Akimeka, it was identified that an issue had occurred with the deliverable of the data and began correcting the discrepancies.
  - a. On November 20, 2014 the updated Bus Stops layer was provided to HFD and EMS for the TriTech CAD system.
  - b. It was communicated back to Akimeka that there were no duplicate Bus Stop numbers and the data looked accurate.
2. During November 2014, there were some discussions with regards to a naming convention of the Bus Stop numbers and how it should appear at the PSAPs. The display of information is important for searching capability and how the queried results will be returned.
  - a. It was proposed by HFD that the Bus Stop sign numbers would work best in the TriTech CAD system is it was displayed with a preceding Bus Stop description tag of “BS” followed by the sign number. This would also not include a space which would provide more accurate results in the queries. An example of this would be BS1525 versus 1525 or Bus Stop 1525.
  - b. HPD has proposed spelling out the word Bus Stop or including the space after “BS” so that it would align with the naming conventions of ERLs and Ocean Safety lifeguard stations.
3. On December 1, 2014, HPD PMT, HFD, EMS and Akimeka discussed the naming convention and came to agreement that in order for the Bus Stops layer to work with all of the departments, and to ensure consistency, the naming convention will be BS, followed by a space, and then followed by the stop number.
  - a. It was also discussed during the meeting that since HFD, EMS, and Ocean Safety are beginning to utilize more common place like features in their Address Points layer, beginning in the next GIS deliverable in December, Akimeka would include HPD’s Common Places.
    - i. HPD gave approval during the meeting for HFD, EMS, and Ocean Safety to utilize HPD’s Common Place data.
      1. It was agreed among the PSAP representatives that change/modification requests will still go to HPD PMT and the necessary corrections will be passed to Akimeka via the GIS Corrections spreadsheet.
  - b. An additional topic for discussion added to the agenda was the new Oahu ESN layer. The new ESN layer had been prepared by Akimeka and included a total of 88 new ESNs, 8 of which are designated for military routing and the remaining 80 for civilian routing.

## **Oahu Civilian E9-1-1 Status Report**

**December 1, 2014 - December 31, 2014**

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- i. The new ESN layer was created based on all of the operational response areas for each agency
- ii. 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.
- iii. Akimeka will be preparing the final documentation during the month of January 2015.

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### **SPAWAR MEETING ON ADDRESSING FOR MCBH**

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

## Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

### STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered November 19, 2014 and December 29, 2014. Below are the results of the comparison.

	First Report 06/01/12	11/19/14	12/29/14	Improvement/ Comments
Total Number of GIS Records	26,602	27,363	27,435	Added seventy-two (72) records
	Errors Identified			
Zero Errors	5,112	608	553	Further reduced errors by 9% (55 errors)
Low > High Errors	3	0	0	No Change
Mixed Parity Errors	1	0	0	No Change
Changed Parity Errors	105	0	0	No Change
Address Gap Errors	2,629	0	0	No Change
Address Overlap Errors	423	0	0	No Change
Flipped Link Errors	1,030	523	491	Further reduced errors by 6.1% (32 errors)
Total Errors	9,303	1,131	1,044	Further reduced errors by 7.7% (87 errors)

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

# Oahu Civilian E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

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## STREET UTILITY CHECK (CONTINUED)

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

Due to the MSAG Community and Street Sweep – Phase VII project, Akimeka expects there to be fluctuation in the results of the Street Check Utility moving forward, especially with regards to Zero Errors, Flipped Link Errors, Address Gap Errors, and Address Overlap Errors. These errors are as a direct result of the spatial corrections made on the Street Centerline network, where many new ingress segments are added. The preference is that the system can generate these non-impacting and non-critical errors instead of overriding them beforehand. The errors that are identified through this process are subsequently corrected based on the results of the Street Check.

## Oahu Civilian E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

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

**Next scheduled Database Synchronization report January 2014**

AUDIT SUMMARY RESULTS – 2014 – TBA

AUDIT SUMMARY RESULTS – TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA



# Maui County E9-1-1 Status Report

*December 1, 2014 – December 31, 2014*



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

# Maui County E9-1-1 Status Report

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# Maui County E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME MAUI PSAP – DECEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
DEC	11,869	2,396	20.19%	7,802	65.73%	62.98%	37.02%	321	2.70%	12	0.10%	0	0.00%	1,338	11.27%	0	0.00%

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	816	114	13.97%	244	29.90%	63.52%	36.48%	0	0.00%	20	2.45%	0	0.00%	438	53.68%	0	0.00%
FEB	9,876	2,169	21.96%	6,385	64.65%	68.21%	31.79%	40	0.41%	361	3.66%	0	0.00%	921	9.33%	0	0.00%
MAR	12,054	2,441	20.25%	7,378	61.21%	70.05%	29.95%	333	2.76%	357	2.96%	0	0.00%	1,545	12.82%	0	0.00%
APR	11,510	2,242	19.48%	7,234	62.85%	69.28%	30.72%	0	0.00%	462	4.01%	0	0.00%	1,572	13.66%	0	0.00%
MAY	12,495	2,252	18.02%	7,940	63.55%	67.46%	32.54%	332	2.66%	408	3.27%	0	0.00%	1,563	12.51%	0	0.00%
JUNE	12,069	2,106	17.45%	7,926	65.67%	64.94%	35.06%	225	1.86%	335	2.78%	0	0.00%	1,477	12.24%	0	0.00%
JULY	13,000	2,401	18.47%	8,448	64.98%	66.62%	33.38%	248	1.91%	396	3.05%	0	0.00%	1,507	11.59%	0	0.00%
AUG	13,627	2,370	17.39%	8,661	63.56%	67.91%	32.09%	324	2.38%	472	3.46%	0	0.00%	1,800	13.21%	0	0.00%
SEPT	12,809	2,175	16.98%	8,258	64.47%	65.12%	34.88%	279	2.18%	475	3.71%	0	0.00%	1,622	12.66%	0	0.00%
OCT	13,339	2,251	16.88%	8,564	64.20%	64.84%	35.16%	305	2.29%	527	3.95%	0	0.00%	1,688	12.65%	4	0.03%
NOV	12,138	2,253	18.56%	7,773	64.04%	62.25%	37.75%	349	2.88%	325	2.68%	0	0.00%	1,438	11.85%	0	0.00%
DEC	11,869	2,396	20.19%	7,802	65.73%	62.98%	37.02%	321	2.70%	12	0.10%	0	0.00%	1,338	11.27%	0	0.00%
YTD	135,602	25,170		86,613				2,756		4,150		0		16,909		4	
MON AVG	11,300	2,098	18.30%	7,218	61.23%	66.10%	33.90%	230	1.84%	346	3.01%	0	0.00%	1,409	15.62%	0.33	0.00%

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## CALL VOLUME MAUI COUNTY PSAP NOTES:

Following the November 24, 2014 (911) trunk migration, the 911 calls classified as N/A decreased significantly. Alarm calls from the Mainland Alarm Companies are not defaulting to the N/A (No Record Found) category. The Maui County PSAPs are now at a Statewide average.

Intrado Viper Call Volume Statistics began on January 22, 2014 at 7:00 a.m. (HST) when 911 trunks were Transferred and connected to the Intrado Viper System from the 9-1-1 backup system being utilized during the Intrado conversion.

## 9-1-1 CALL VOLUME MOLOKAI PSAP – DECEMBER 2014

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
DEC	367	157	42.78%	167	45.50%	60.48%	39.52%	0	0.00%	3	0.82%	0	0.00%	40	10.90%	0	0.00%

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

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	187	67	35.83%	98	52.41%	55.10%	44.90%	0	0.00%	7	3.74%	0	0.00%	15	8.02%	0	0.00%
FEB	182	37	20.33%	131	71.98%	55.73%	44.27%	3	1.65%	11	6.04%	0	0.00%	0	0.00%	0	0.00%
MAR	323	115	35.60%	165	51.08%	70.91%	29.09%	0	0.00%	7	2.17%	0	0.00%	36	11.15%	0	0.00%
APR	374	130	34.76%	173	46.26%	56.65%	43.35%	1	0.27%	18	4.81%	0	0.00%	52	13.90%	0	0.00%
MAY	355	120	33.80%	181	50.99%	53.59%	46.41%	0	0.00%	11	3.10%	0	0.00%	43	12.11%	0	0.00%
JUNE	435	144	33.10%	223	51.26%	53.81%	46.19%	1	0.23%	9	2.07%	0	0.00%	58	13.33%	0	0.00%
JULY	447	134	29.98%	214	47.87%	58.88%	41.12%	2	0.45%	27	6.04%	0	0.00%	70	15.66%	0	0.00%
AUG	387	133	34.37%	193	49.87%	55.96%	44.04%	0	0.00%	18	4.65%	0	0.00%	43	11.11%	0	0.00%
SEPT	430	117	27.21%	200	46.51%	58.50%	41.50%	1	0.23%	53	12.33%	0	0.00%	59	13.72%	0	0.00%
OCT	597	115	19.86%	214	36.96%	55.61%	44.39%	0	0.00%	136	23.49%	0	0.00%	114	19.69%	0	0.00%
NOV	373	128	34.32%	143	38.34%	53.85%	46.15%	0	0.00%	50	13.40%	0	0.00%	52	13.94%	0	0.00%
DEC	367	157	42.78%	167	45.50%	60.48%	39.52%	0	0.00%	3	0.82%	0	0.00%	40	10.90%	0	0.00%
YTD	4,457	1,397		2,102				8		350		0		582		0	
MON AVG	371	116	31.83%	175	49.09%	57.42%	42.58%	0.67	0.24%	29	6.89%	0	0.00%	48.5	11.96%	0	0.00%

# Maui County E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
DEC	12,236	2,553	20.86%	7,969	65.13%	62.93%	37.07%	321	2.62%	15	0.12%	0	0.00%	1,378	11.26%	0	0.00%

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	6,578	1,890	28.73%	4,207	63.96%	0.00%	0.00%	0	0.00%	27	0.41%	1	0.02%	1,260	19.15%	0	0.00%
FEB	10,058	2,206	21.93%	6,516	64.78%	67.96%	32.04%	43	0.43%	372	3.70%	0	0.00%	921	9.16%	0	0.00%
MAR	12,377	2,556	20.25%	7,378	61.21%	70.06%	29.94%	333	2.69%	364	2.94%	0	0.00%	1,581	12.77%	0	0.00%
APR	11,884	2,372	19.96%	7,407	62.33%	68.99%	31.01%	1	0.01%	480	4.04%	0	0.00%	1,624	13.67%	0	0.00%
MAY	12,850	2,372	18.46%	8,121	63.20%	67.15%	32.85%	332	2.58%	419	3.26%	0	0.00%	1,606	12.50%	0	0.00%
JUNE	12,504	2,250	17.99%	8,149	65.17%	64.63%	35.37%	226	1.81%	344	2.75%	0	0.00%	1,535	12.28%	0	0.00%
JULY	13,447	2,535	18.85%	8,662	64.42%	66.43%	33.57%	250	1.86%	423	3.15%	0	0.00%	1,577	11.73%	0	0.00%
AUG	14,014	2,503	17.86%	8,854	63.18%	67.65%	32.35%	324	2.31%	490	3.50%	0	0.00%	1,843	13.15%	0	0.00%
SEPT	13,239	2,292	17.31%	8,458	63.89%	64.97%	35.03%	280	2.11%	528	3.99%	0	0.00%	1,681	12.70%	0	0.00%
OCT	13,918	2,366	17.00%	8,778	63.07%	64.62%	35.38%	305	2.19%	663	4.76%	0	0.00%	1,802	12.95%	4	0.03%
NOV	12,511	2,381	19.03%	7,916	63.27%	62.10%	37.90%	349	2.79%	375	3.00%	0	0.00%	1,490	11.91%	0	0.00%
DEC	12,236	2,553	20.86%	7,969	65.13%	62.93%	37.07%	321	2.62%	15	0.12%	0	0.00%	1,378	11.26%	0	0.00%
YTD	145,616	28,276		92,415				2,764		4,500		1		18,298		4	
MON AVG	12,135	2,356	19.85%	7,701	63.63%	60.62%	31.04%	230	1.78%	375	2.97%	0.08	0.00%	1,525	12.77%	0	0.00%

### PSAP OPERATION NOTES:

- There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 8:39 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.
- Outgoing 911 calls are included in the totals. These are ringback or callback 911 calls made from the Viper System.

## Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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### WIRELESS PSAP TESTING – DECEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
12/12/2014	Sprint	2	2	Maui PSAP	Pass

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#### NOTES:

There was one (1) scheduled Wireless 911 Test in December for the Maui and Molokai PSAPs.

A “No 911 Testing” period due to the Holidays is in effect between December 15<sup>th</sup> 2014, and January 4<sup>th</sup> 2015.



# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI DR	VoIP DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)					
MAUI COUNTY	123	6	2	0	0	2	2	130	115	1	1	429	0	0	0	0

### MSAG CURRENT MONTH NOTES:

A total of 123 MSAG transactions were processed during the month of December 2014. Six (6) 9-1-1 Net requests were processed relating to the Maui County MSAG database, with 130 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 115 Telephone Number Change Requests (TN CR) transactions were processed in 9-1-1 Net for updates and corrections relating to the ESN 359/399 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user HawaiianTelcom customer before updating the ALI record.

**There are 429 TN CRs in Referred status as of December 31, 2014. (See chart in the next section "TNCR Current Status")**

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

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

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

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

<b>Definitions:</b>	(a)	Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 399 attached to them which indicates the need for validation.
	(b)	Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
	(c)	Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.
	(d)	Represents correction requests that have been referred by Intrado to the appropriate service provider and is awaiting approval to be updated in 9-1-1Net.
	(e)	Represents correction requests that have been "paused" due to TN fallouts, range overlaps, or not having a valid address point. Intrado requires additional information from Akimeka/PSAP before the Telco approves the change.

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

MAUI COUNTY		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
DEC	123	6	2	0	0	2	2	130	115	1	1	429	0	0	0	0
NOV	156	34	4	2	19	7	2	159	122	0	0	366	0	0	0	0
OCT	209	23	3	4	7	7	2	110	186	0	0	380	0	0	0	0
SEPT	143	31	6	1	15	7	2	265	111	1	0	285	0	0	0	0
AUG	132	38	9	8	14	5	2	122	94	0	0	188	0	0	0	0
JULY	262	51	12	2	26	10	1	780	211	0	0	239	0	0	0	0
JUNE	157	55	31	0	17	6	1	885	102	0	0	183	0	0	1	1
MAY	119	46	25	2	11	5	3	339	73	0	0	124	0	0	1	1
APR	159	31	17	2	1	10	1	775	128	0	0	209	0	0	0	0
MAR	123	95	63	5	12	13	2	951	26	2		195	0		0	0
FEB	136	48	34	4	5	0	5	959	87	1		176	0		0	0
JAN	83	65	44	2	13	6	0	743	16	2		147	0		0	0
TOTAL YTD	1,802	523	250	32	140	78	23	6,218	1,271	7	1					
AVG PER MO	150	44	21	3	12	7	2	518	106	1	0					

### NOTES:

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

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

## Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

#### 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	367	37	45	285
MOLOKAI	62	3	32	27
TOTAL	429	40	77	312

#### NOTE:

- New chart initiated October 2014.

### STATUS

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

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

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

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2014

### MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
		Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
Address Points	Maui/Lanai	12/24/2014		Spatially corrected forty-five (45) address points in Haiku	
	Maui/Lanai	12/24/2014		Added one (1) address in Haiku	
	Maui/Lanai	12/24/2014		Spatially corrected six (6) address points in Hana	
	Maui/Lanai	12/24/2014		Spatially corrected thirty-seven (37) address points in Kula	
	Maui/Lanai	12/24/2014		Spatially corrected twenty-five (25) address points in Pukalani	
	Maui/Lanai	12/24/2014		Added one (1) address in Pukalani	
	Maui/Lanai	12/23/2014		Spatially corrected twenty-one (21) address points in Kahului	
	Maui/Lanai	12/23/2014		Added one (1) address in Kahului	
	Maui/Lanai	12/23/2014		Spatially corrected thirty-five (35) address points in Hana	
	Maui/Lanai	12/22/2014		Added one (1) address in Wailuku	
	Maui/Lanai	12/19/2014		Spatially corrected sixty (60) address points in Kahului	
	Maui/Lanai	12/19/2014		Added three (3) address points in Kahului	
	Maui/Lanai	12/19/2014		Spatially corrected seven (7) address points in Kula	
	Maui/Lanai	12/19/2014		Spatially corrected fifty-three (53) address points in Makawao	
	Maui/Lanai	12/19/2014		Spatially corrected twenty-two (22) address points in Pukalani	
	Maui/Lanai	12/19/2014		Spatially corrected fourteen (14) address points in Waihee	
				12/18/14	
	Maui/Lanai	12/18/2014			Spatially corrected eight (8) address points in Haiku
	Maui/Lanai	12/18/2014			Added two (2) addresses in Haiku
	Maui/Lanai	12/18/2014			Spatially corrected fifty-two (42) address points in Kahului
	Maui/Lanai	12/18/2014			Added two (2) addresses in Kahului
	Maui/Lanai	12/18/2014			Added one (1) address in Kihei
	Maui/Lanai	12/18/2014			Spatially corrected sixteen (16) address points in Kihei
	Maui/Lanai	12/18/2014			Spatially corrected four (4) address points in Lahaina
	Maui/Lanai	12/18/2014			Changed one (1) address in Lahaina
	Maui/Lanai	12/18/2014			Spatially corrected six (6) address points in Makawao
	Maui/Lanai	12/18/2014			Spatially corrected three (3) address points in Spreckelsville
	Maui/Lanai	12/18/2014			Spatially corrected twenty-three (23) address points in Waiehu
	Maui/Lanai	12/18/2014			Spatially corrected one (1) address point in Waihee

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	12/18/2014		Spatially corrected one (1) address point in Wailea
	Maui/Lanai	12/18/2014		Spatially corrected six (6) address points in Wailuku
	Maui/Lanai	12/16/2014		Spatially corrected sixty (60) address points in Hana
	Maui/Lanai	12/16/2014		Spatially corrected one (1) address point in Kula
	Maui/Lanai	12/16/2014		Spatially corrected one (1) address point in Kula
	Maui/Lanai	12/16/2014		Spatially corrected nineteen (19) address points in Makawao
	Maui/Lanai	12/16/2014		Spatially corrected fifty-nine (59) address points in Wailea
	Maui/Lanai	12/16/2014		Spatially corrected twenty-nine (29) address points in Wailuku
	Maui/Lanai	12/16/2014		Added seven (7) addresses in Wailea
	Molokai	12/16/2014		Spatially corrected four (4) address points in Hoolehua
	Molokai	12/16/2014		Added five (5) address points in Hoolehua
	Molokai	12/16/2014		Spatially corrected ten (10) address points in Kaunakakai
	Molokai	12/16/2014		Added two (2) addresses in Kaunakakai
	Maui/Lanai	12/15/2014		Spatially corrected five (5) address points in Kula
	Maui/Lanai	12/15/2014		Spatially corrected five (5) address points in Lahaina
	Maui/Lanai	12/15/2014		Spatially corrected 118 address points in Waiehu
	Maui/Lanai	12/15/2014		Spatially corrected 140 address points in Wailuku
	Maui/Lanai	12/15/2014		Added one (1) address in Hana
	Maui/Lanai	12/15/2014		Added one (1) address in Kula
	Maui/Lanai	12/12/2014		Spatially corrected forty-four (44) address points in Waiehu
	Maui/Lanai	12/12/2014		Added one (1) address in Waiehu
	Molokai	12/12/2014		Added two (2) address in Kaunakakai
	Molokai	12/12/2014		Spatially corrected one (1) address point in Kaunakakai
	Maui/Lanai	12/11/2014		Spatially corrected seven (7) address points in Waikapu
	Maui/Lanai	12/11/2014		Spatially corrected two (2) address points in Pukalani
	Maui/Lanai	12/11/2014		Spatially corrected ten (10) address points in Makawao
	Maui/Lanai	12/11/2014		Spatially corrected two (2) address points in Kula
	Maui/Lanai	12/11/2014		Spatially corrected thirteen (13) address points in Wailea
	Molokai	12/11/2014		Spatially corrected one (1) address point in Kualapuu
	Molokai	12/11/2014		Spatially corrected twenty-three (23) address points in Kaunakakai

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY					
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks	
		Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)					
Address Points	Molokai	12/11/2014		Added one (1) address in Kaunakakai	
	Molokai	12/11/2014		Spatially corrected one (1) address point in Hoolehua	
	Molokai	12/11/2014		Added two (2) addresses in Hoolehua	
	Maui/Lanai	12/8/2014		Spatially corrected eight (8) address points in Wailea	
	Maui/Lanai	12/8/2014		Added two (2) address points in Pukalani	
	Maui/Lanai	12/8/2014		Spatially corrected sixty-six (66) address points in Pukalani	
	Maui/Lanai	12/8/2014		Added six (6) address points in Makawao	
	Maui/Lanai	12/8/2014		Spatially corrected fifty-eight (58) address points in Makawao	
	Maui/Lanai	12/8/2014		Added one (1) POI address point in Lahaina	
	Maui/Lanai	12/8/2014		Added two (2) address points in Kula	
	Maui/Lanai	12/8/2014		Added two (2) address points in Kula	
	Maui/Lanai	12/8/2014		Spatially corrected sixty-three (63) address points in Kula	
	Maui/Lanai	12/8/2014		Added one (1) address point in Kaunakakai	
	Maui/Lanai	12/5/2014		Spatially corrected nineteen (19) address points in Wailea	
	Maui/Lanai	12/5/2014		Added one (1) address in Wailea	
	Maui/Lanai	12/5/2014		Spatially corrected seventy-five (75) address points in Pukalani	
	Maui/Lanai	12/5/2014		Spatially corrected seven (7) address points in Kahului	
	Maui/Lanai	12/4/2014		Spatially corrected seventy-seven (77) address points in Pukalani	
	Maui/Lanai	12/4/2014		Spatially corrected one (1) address point in Napili	
	Maui/Lanai	12/4/2014		Added two (2) addresses in Napili	
	Maui/Lanai	12/4/2014		Spatially corrected one (1) address point in Kapalua	
	Maui/Lanai	12/4/2014		Spatially corrected sixteen (16) address points in Kahului	
	Maui/Lanai	12/4/2014		Added three (3) addresses in Haiku	
	Maui/Lanai	12/4/2014		Corrected one (1) address in Haiku	
	Maui/Lanai	12/4/2014		Spatially corrected thirty-six (36) address points in Haiku	
	Molokai	12/4/2014		Spatially corrected thirty-one (31) address points in Kaunakakai	
				12/03/14	
	Maui/Lanai	12/3/2014			Added one (1) address in Kaunakakai
	Molokai	12/3/2014			Spatially corrected twenty-five (25) address points in Kaunakakai

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Address Points	Maui/Lanai	12/2/2014		Added four (4) addresses in Wailuku
	Maui/Lanai	12/2/2014		Spatially corrected thirty-six (36) address points in Wailuku
	Maui/Lanai	12/2/2014		Spatially corrected twenty-two (22) address points in Pukalani
	Maui/Lanai	12/2/2014		Spatially corrected seven (7) address points in Kula
	Maui/Lanai	12/2/2014		Spatially corrected four (4) address points in Kahului
	Maui/Lanai	12/2/2014		Spatially corrected four (4) address points in Hana
	Maui/Lanai	12/2/2014		Spatially corrected seventeen (17) address points in Haiku
	Molokai	12/2/2014		Added one (1) address in Kualapuu
	Molokai	12/2/2014		Spatially corrected two (2) address points in Kualapuu
	Molokai	12/2/2014		Added six (6) addresses in Kaunakakai
	Molokai	12/2/2014		Spatially corrected fifty-six (56) address points in Kaunakakai
	Maui/Lanai	12/1/2014		Added two (2) addresses in Wailuku
	Maui/Lanai	12/1/2014		Spatially corrected fifty-three (53) address points in Wailuku
	Maui/Lanai	12/1/2014		Added one (1) address in Kahului
	Maui/Lanai	12/1/2014		Spatially corrected fifty-six (56) address points in Kahului
	Maui/Lanai	12/1/2014		Spatially corrected five (5) address points in Haiku
	Molokai	12/1/2014		Added one (1) address in Kualapuu
	Molokai	12/1/2014		Spatially corrected four (4) address points in Kualapuu
	Molokai	12/1/2014		Spatially corrected seven (7) address points in Kaunakakai
	Molokai	12/1/2014		Added two (2) addresses in Hoolehua
	Molokai	12/1/2014		Spatially corrected six (6) address points in Hoolehua
DISPATCH AND RESPONSE				
ESZ/ESN				
	Maui/Lanai	12/30/2014		Modified boundary of ESN 301, 315, 319, 321, 322, 323, 324, 325, and 326 to match spatially corrected street centerlines
	Molokai	12/30/2014		Modified boundary of ESN 351, 352, 353, 354, 355 to match spatially corrected street centerlines

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Emergency Callboxes				
Fire Beats				
	Maui/Lanai	12/30/2014		Modified boundaries for Eng 1, 5, 10, 13 to match spatially corrected street centerlines
	Molokai	12/30/2014		Modified boundaries for Eng 4 and 9 to match spatially corrected street centerlines
Fire Districts				
Fire Response Areas				
	Maui/Lanai	12/30/2014		Modified boundaries for RA 100, 400, 600, 601, 900, 1000, 1003, 1004 to match spatially corrected street centerlines and Fire Beats
Fire Stations				
Major Roads				
MSAG Address Points (aka Pseudo				
MSAG Communities (aka Towns)				
Medic Beats				



# Maui County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Medic Districts				
Medic Response Areas				
Medic Stations				
Milepost Markers				
Points of Interest				
Police Beats				
Police Districts				
Police Response Areas				
Police Stations				
WSP Cell Sectors			12/18/14	
	Maui/Lanai	12/18/2014		Per ATT CRS
			12/03/14	
	Maui/Lanai	12/3/2014		Per ATT CRS

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VII)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Schools				
Street Centerlines			12/18/14	
	Maui/Lanai	12/17/2014		Corrected short segment on one (1) street segment in Kahului
	Maui/Lanai	12/17/2014		Corrected short segment on one (1) street segment in Paia
	Maui/Lanai	12/17/2014		Corrected short segment on one (1) street segment in Makawao
	Maui/Lanai	12/16/2014		Spatially corrected three (3) street segments and partial spatial correction of (2) segments in Wailea
	Maui/Lanai	12/15/2014		Spatially corrected one (1) street segment and partial spatial correction of two (2) segments in Wailuku
	Maui/Lanai	12/15/2014		Spatially corrected two (2) street segments and partial spatial correction of one (1) segment in Waiehu
	Maui/Lanai	12/15/2014		Corrected street name in Lahaina
	Maui/Lanai	12/5/2014		Spatially corrected one (1) street centerline segment and partial spatial correction of one (1) segment in Pukalani
	Maui/Lanai	12/5/2014		Partial spatial correction of one (1) street centerline segment in Wailea
	Maui/Lanai	12/4/2014		Modified two (2) street centerline range segments to fit with newly added addresses in Napili
			12/03/14	
	Molokai	12/3/2014		Spatially corrected one (1) street centerline segment in Kaunakakai
	Maui/Lanai	12/2/2014		Modified five (5) street centerline range segments to fit with newly added addresses in Kaunakakai
	Molokai	12/2/2014		Partial spatial correction of two (2) street centerline segments in Kaunakakai
	Maui/Lanai	12/1/2014		Removed the hyphen for one (1) street name segment in Kihei
	Maui/Lanai	12/1/2014		Removed the hyphen in North South Collector Rd, Kihei
	Maui/Lanai	12/1/2014		Spatially corrected one (1) street centerline segment in Wailuku

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VIII)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
DISPATCH AND RESPONSE				
Street Centerlines	Molokai	12/1/2014		Partial spatial correction to one (1) street centerline segment in Hoolehua
Trails				
WSP Cell Towers			12/18/14	
	Maui/Lanai	12/18/2014		Per ATT CRS
			12/03/14	
	Maui/Lanai	12/3/2014		Per ATT CRS
OTHER SUPPORTING 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
Buildings				
Churches				
Gas Stations				
Food & Beverage				
Hospitals				
Bus Stops				
	Maui/Lanai	12/23/2014		Corrected location of bus stops
	Maui/Lanai	12/22/2014		Corrected location of bus stops
	Maui/Lanai	12/10/2014		Added remaining eighty-four (84) bus stops
	Maui/Lanai	12/9/2014		Created Bus Stops layer

# Maui County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART IX)

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

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART X)

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

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART XI)

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

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART XII)

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

MAUI COUNTY				
Type of Layer	Island	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
		Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)				
SPECIAL REQUESTS				
Gate Codes				
HCS Monsanto Fields				
Tow Jurisdictions				

### NOTE:

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

12/18/2014	Uploaded updated Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for PowerMap
12/18/2014	Delivered the following for Intergraph CAD: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Street Centerlines, WSP Cell Towers and Common name look up table.
12/18/2014	Uploaded updated Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers for PowerMap
12/3/2014	Uploaded the following for a PowerMap update: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
12/3/2014	Delivered the following for Intergraph CAD: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Street Centerlines, WSP Cell Towers and Common name look up table.
12/3/2014	Uploaded the following for a PowerMap update: Address Points, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.

### NOTE:

**Due to the upcoming Holidays, Akimeka's GIS Deliverables was rescheduled as follows:**  
**November 12, 2014 and November 25, 2014**  
**December 3, 2014 and December 17, 2014**



# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

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

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

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

During the month of December 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Address Points	Add	72	Addresses assigned by DSA, DSA Address layer, MSAG and field verifications
Address Points	Correction/Change	1/1	Correction or change of address
Address Points	Spatial Correction	1752	Corrected location of address point, recalculated x/y
Street Centerlines	Range	7	Modification of range due to new addresses added
Street Centerlines	Correction	3	ESN correction
Street Centerlines	Spatial Correct/Partial Spatial Correction	9/13	Corrected using Pictometry

## Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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### EMERGENCY CALLBOXES:

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

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Maui so they would fall within valid GIS and MSAG ranges.
  - a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.

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

There were no reported Emergency Callbox discrepancies in December 2014.

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### INTERGRAPH CAD UPGRADE

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

1. On December 3, 2014, the following data was prepared and delivered for an Intergraph CAD Map update:
  - a. Address Points, Street Centerlines, and WSP Cell Towers, and Common name look up table.
  - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
2. Akimeka successfully delivered an updated Intergraph CAD map on December 18, 2014 which included:
  - a. Address Points, Street Centerlines, WSP Cell Towers, and Common name look up table.
  - b. The .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv were also delivered.

During January 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.

## Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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### BUS STOPS PROJECT

During the month of December 2014, Akimeka created a Bus Stops layer in an effort to provide an additional resource of information for the Maui Police Department dispatchers. The Bus Stops information was acquired from the Department of Transportation and covers the Maui Public Transit System that provides service to Central, South, West, Haiku, Kula, and Upcountry communities.

1. On December 9, 2014, Akimeka created the Bus Stops layer for the Maui Police Department.
  - a. Bus Stop locations were continually added throughout December 2014. The new Bus Stops layer includes eleven (11) bus routes that encompass one hundred ninety-three (193) bus stops throughout the island of Maui.
  - b. During January 2015, Akimeka will work on making the new Bus Stops layer available to the dispatchers.

### MAPFLEX DEPLOYMENT

As Maui County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of December 2014.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Maui County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Maui County Police Department.
  - a. The NDA would serve as the agreement among the County and vendors.
    - i. Maui County Police Department, Akimeka, Intrado, and Hawaiian Telcom
  - b. The initial NDA had been coordinated between Maui County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
  - c. Once the final signatures are received by the Maui County Police Department, Akimeka will proceed with providing the GIS data to Intrado for the data assessment.
2. In January 2015, Akimeka will continue to assist with the MapFlex deployment as needed on the GIS data portions, in an effort to support the Maui County PSAP.

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – DECEMBER 2014

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

#### NOTE:

There are no Open Service Requests for the Maui PSAP.

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

#### NOTE:

There are no Open Service Requests for the Molokai PSAP.

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

MAUI PSAP				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	0	0	0	0	0	0	0	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
September	1	1	0	0	0	0	0	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	0	0	0	0	0	0	0	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	0	0	0	0	0	0	0	0	0	0
April	1	2	0	1	1	0	1	0	0	0	0
March	3	2	1	0	0	3	2	0	0	0	0
February	1	2	0	0	1	1	1	0	0	0	0
January	2	2	1	1	0	1	2	0	0	0	0
2013 Carryover			1	0	0	1	0	0	0	0	0
<b>TOTAL</b>	<b>8</b>	<b>9</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## NOTE:

- Open Service Requests reflect what is in pending status at the end of the report month.
- The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

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

## NOTE:

- Open Service Requests reflect what is in pending status at the end of the report month.
- The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

## Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

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

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

The database synchronization effort included comparing Maui County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of 2,581 9-1-1 MSAG (ESN 300 – 357) records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on December 1, 2014 for Maui County are reported below.

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

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## AUDIT SUMMARY RESULTS – 2014

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of March 24, 2014		As of June 1, 2014		As of September 1, 2014		As of December 1, 2014	
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14		9-1-1 MSAG Dated 9-01-14		9-1-1 MSAG Dated 12-01-14	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		2,689		2,678		2,653		2,655	
Less: 9-1-1 MSAG Exception Records	(1)	61	2.3%	61	2.3%	72	2.7%	72	2.71%
Net 9-1-1 MSAG Records Eligible for Comparison		2,628		2,617		2,581		2,583	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		2,609	99.3%	2,608	99.7%	2,577	99.8%	2,581	99.92%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	14	0.5%	8	0.3%	4	0.2%	2	0.08%
9-1-1 MSAG Record With No GIS Record	(3)	11	0.4%	10	0.4%	0	0.0%	0	0.00%
Total 9-1-1 MSAG Records No Match		25	1.0%	18	0.7%	4	0.2%	2	0.08%

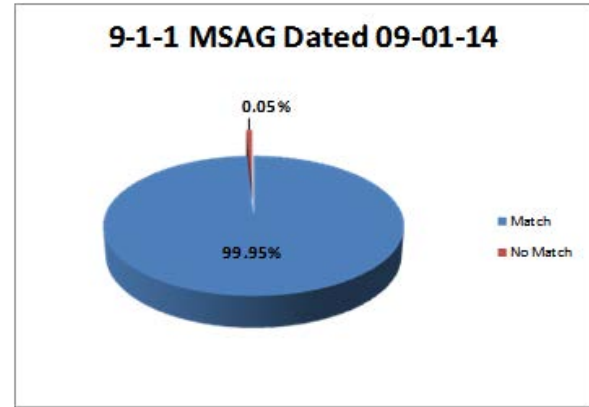
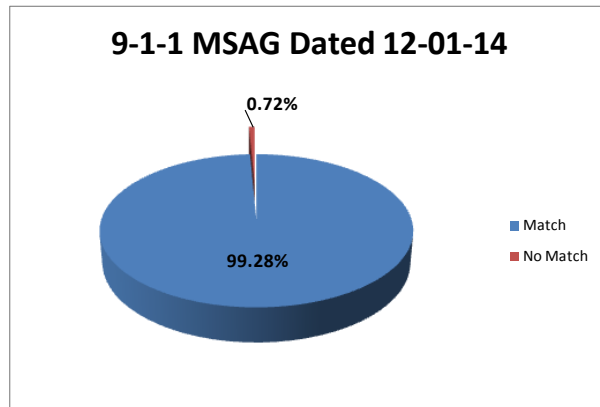
## AUDIT SUMMARY NOTES:

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

# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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



### NOTE:

Maui County's level of accuracy or 9-1-1 Match percentage remained fairly constant from 99.95% as of September 1, 2014 to 99.28% as of December 1, 2014

NENA Recommended Match Rate = 98%

### MSAG AUDIT SUMMARY RESULTS NOTES:

- “MSAG - GIS Minor Corrections” decreased by 50% (4 to 2) from September 2014 to December 2014 respectively. The decrease is primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Low and high address ranges were then adjusted in the MSAG to correspond with the GIS record. Although this is a minor correction, customer telephone numbers (TNs) need to be validated by the service providers prior to adjusting an address range.
- “MSAG Record with No GIS Record” remained constant with zero MSAG Record with No GIS Record from September 2014 to December 2014 respectively. The total of zero MSAG Record with No GIS Record was due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within Maui County records.
- “GIS Record with Minor Corrections” decreased by 67% (6 to 2) from September 2014 to December 2014 respectively. Low and high address ranges, street suffix, and MSAG Community will be adjusted in the GIS to correspond with the MSAG record prior to the March 2015 re-analysis.
- “MSAG records that don't match GIS” decreased by 50% (4 to 2) from September 2014 to December 2014 respectively. The decrease in the number of MSAG Records not matching the GIS database resulted in a combination of corrections to the GIS and MSAG databases have been processed in order to meet NG9-1-1 requirements.
- The non-match condition September also be a result in which MSAG records submitted in 9-1-1Net were not completed prior to the running of the end of month report. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the September 2014 re-analysis.
- Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is “last modified”.



# Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

Hawaiian Telcom, Inc. (HTI) provides Maui County and Akimeka, as the PSAP's agent, with access and visibility to the ESN 359/399 MSAG records which are "known" invalid streets and address ranges. Results of the data provided are as follows:

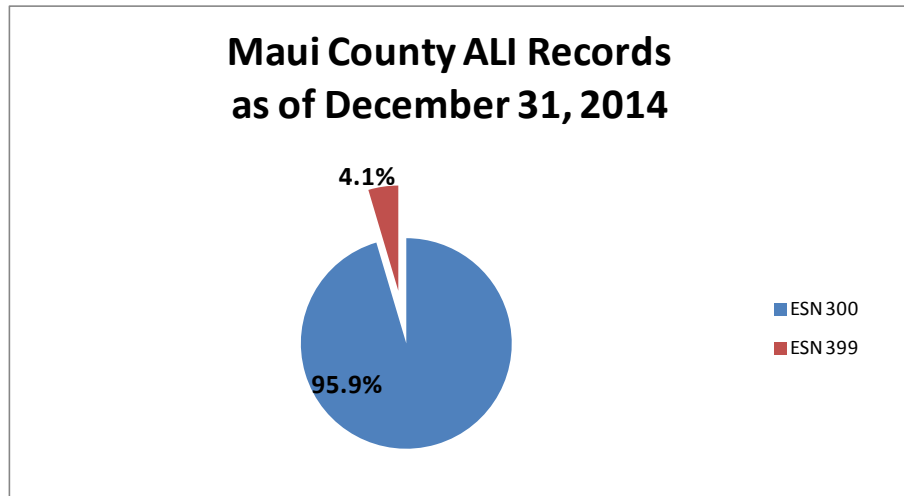
PSAP	ESN	Invalid MSAG Records							
		9-1-1 MSAG Dated 03-01-14		9-1-1 MSAG Dated 06-01-14		9-1-1 MSAG Dated 09-01-14		9-1-1 MSAG Dated 12-01-14	
		# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)	# of Records	% of Total MSAG Records (Valid and Invalid)
MAUI	399	194	7.3%	184	7.0%	162	6.7%	119	4.7%
MOLOKAI	359	68	23.5%	61	22.0%	49	22.0%	54	19.5%
TOTAL MAUI COUNTY		262	8.9%	245	8.4%	211	7.9%	173	6.1%

## Maui County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Maui County. As of December 31, 2014, **2,833** ESN 399 (Maui/Lanai) and ESN 359 (Molokai) records, representing **4.1%** of Maui County's total ALI records, require research and corrective action, if needed.



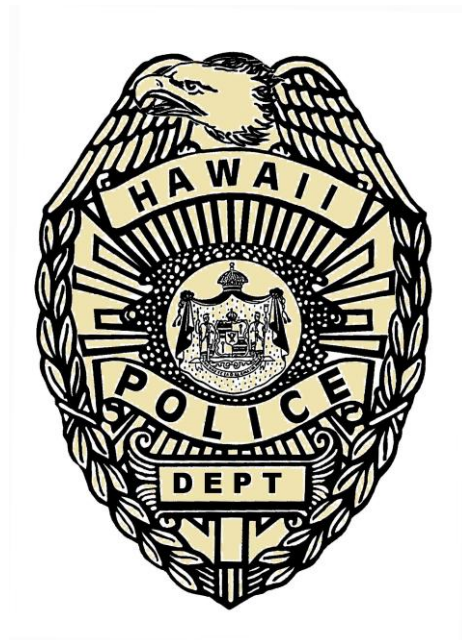
THE TOTAL NUMBER OF ALI RECORDS REMAINS RELATIVELY CONSISTENT.

#### NOTES:

The number of ESN 359/399 ALI records decreased from 3,176 to 2,833 from September 2014 to December 2014 respectively. The decrease reflects the work that Akimeka has done since the last database synchronization in September 2014. Extensive research has gone into verifying the invalid TNs against current County data. This is an ongoing project, as Akimeka continues to research and correct the ESN 359/399 records.

# Hawaii County E9-1-1 Status Report

*December 1, 2014 – December 31, 2014*



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

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 1. PSAP OPERATIONS

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

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
DEC	19,063	4,018	21.08%	12,697	66.61%	50.17%	49.83%	755	3.96%	5	0.03%	0	0.00%	1,588	8.33%	0	0.00%

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	20,517	5,680	27.68%	12,884	62.80%	48.15%	51.85%	9	0.04%	22	0.11%	0	0.00%	1,922	9.37%	0	0.00%
FEB	17,275	4,716	27.30%	11,352	65.71%	46.41%	53.59%	22	0.13%	14	0.08%	0	0.00%	1,171	6.78%	0	0.00%
MAR	19,732	4,443	22.52%	12,678	64.25%	51.64%	48.36%	646	3.27%	20	0.10%	0	0.00%	1,945	9.86%	0	0.00%
APR	19,216	4,223	21.98%	12,562	65.37%	51.62%	48.38%	715	3.72%	15	0.08%	0	0.00%	1,694	8.82%	7	0.04%
MAY	19,520	4,459	22.84%	12,892	66.05%	51.61%	48.39%	670	3.43%	15	0.08%	0	0.00%	1,484	7.60%	0	0.00%
JUNE	19,007	4,179	21.99%	12,635	66.48%	52.16%	47.84%	656	3.45%	4	0.02%	0	0.00%	1,533	8.07%	0	0.00%
JULY	20,960	4,476	21.35%	14,023	66.90%	49.43%	50.57%	769	3.67%	7	0.03%	0	0.00%	1,685	8.04%	0	0.00%
AUG	22,244	4,572	20.55%	15,207	68.36%	49.74%	50.26%	637	2.86%	12	0.05%	0	0.00%	1,816	8.16%	0	0.00%
SEPT	20,128	3,975	19.75%	13,947	69.29%	51.70%	48.30%	553	2.75%	7	0.03%	0	0.00%	1,646	8.18%	0	0.00%
OCT	20,513	3,962	19.31%	13,945	67.98%	50.69%	49.31%	707	3.45%	9	0.04%	0	0.00%	1,890	9.21%	0	0.00%
NOV	18,688	3,938	21.07%	12,473	66.74%	48.56%	51.44%	717	3.84%	13	0.07%	0	0.00%	1,547	8.28%	0	0.00%
DEC	19,063	4,018	21.08%	12,697	66.61%	50.17%	49.83%	755	3.96%	5	0.03%	0	0.00%	1,588	8.33%	0	0.00%
YTD	236,863	52,641		157,295				6,856		143		0		19,921		7	
MON AVG	19,739	4,387	22.29%	13,108	66.38%	50.16%	49.84%	571	2.88%	11.92	0.06%	0	0.00%	1,660	8.39%	1	0.00%

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

- There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 9:01 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 9-1-1 CALL VOLUME BY AGENCY – DECEMBER 2014

2014	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned/Dropped Calls	Number of Other Calls
December	15,264	80.07%	0	1,560	0	2,211	11.60%	0	28	0

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

2014	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	Number of Admin Calls	Number of Abandoned Calls	Number of Other Calls	% of Total Calls	Number of Total Calls Received	Number of Admin Calls	Number of Dropped Calls	Number of Other Calls	% of Total Calls
January	16,012	0	1,891		78.04%	2,583	0	31		12.59%
February	13,955	0	1,163		80.78%	2,149	0	8		12.44%
March	15,526	0	1,845		78.68%	2,261	0	100		11.46%
April	15,296	0	1,667	5	79.60%	2,219	0	27	2	11.55%
May	15,829	0	1,462	0	81.07%	2,211	0	22	0	11.32%
June	15,326	0	1,512	0	80.63%	2,148	0	21	0	11.30%
July	16,977	0	1,669	0	81.00%	2,298	0	16	0	10.96%
August	17,852	0	1,793	0	81.00%	2,576	0	23	0	11.58%
September	16,251	0	1,621	0	80.74%	2,231	0	25	0	11.08%
October	16,532	0	1,872	0	80.59%	2,091	0	18	0	10.19%
November	16,712	0	1,529	0	89.43%	1,976	0	18	0	10.57%
December	15,264	0	1,560	0	80.07%	2,211	0	28	0	11.60%
YTD	191,532	0	19,584	5		26,954	0	337	2	
MON AVG	15,961	0	1,632	1	80.97%	2,246	0	28	0	11.39%

## PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.

## Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

### WIRELESS PSAP TESTING – DECEMBER 2014

Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail
12/11/14	Sprint	1 (COW)	3	Hawaii PSAP	Pass
12/14*/2014	Verizon	1	6	Hawaii PSAP	Pass
12/23**/2014	AT&T	1	12	Hawaii PSAP	Pass

#### NOTES:

There were two (3) scheduled Wireless 911 Tests for the month of December 2014.

A “No 911 Testing” period due to the Holidays is in effect between December 15<sup>th</sup> 2014, and January 4<sup>th</sup> 2015.

\*Special consideration given by the PSAP to test on Sunday due to the “No Test” blackout period and the Lava Flow issues.

\*\*Special consideration given by the PSAP to test during the “No Test” blackout period due to the Lava Flow in Pahoehoe.



# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS			TN CR	ALI-DR	VoIP-DR	# of Transactions	TNs Affected
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy Request (ALI-DR) Processed (b)	VoIP Discrepancy Request (VoIP DR) Processed (c)					
HAWAII COUNTY	212	39	7	1	14	16	1	68	165	3	5	515	2	6	0	0

### MSAG CURRENT MONTH NOTES:

A total of 212 MSAG transactions were processed in 9-1-1 Net during the month of December 2014. 39 requests were processed relating to the MSAG database, with 68 customer ANI/ALI (telephone/address) records updated as a direct result. 165 Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were three (3) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from both residences and businesses. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG valid address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

**There are 515 TN CRs in Referred Status as of December 31, 2014. (See chart in the next section “TNCR Current Status”)**

The TNCRs are a direct result of the ESN 299 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

**There are two (2) ALI-DRs in Referred Status as of December 31, 2014**

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

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

**There are six (6) VoIP DRs in Referred Status as of December 31, 2014**

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

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

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

HAWAII COUNTY		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
DEC	212	39	7	1	14	16	1	68	165	3	5	515	2	6	0	0
NOV	147	96	9	0	80	6	1	80	45	3	3	648	2	5	0	0
OCT	475	96	13	3	75	4	1	409	372	7	0	825	3	0	0	0
SEPT	554	120	37	14	42	11	16	1,877	421	8	5	869	2	1	0	0
AUG	506	66	6	16	32	12	0	501	433	5	2	891	3	0	0	0
JULY	288	59	13	2	28	11	5	234	226	3	0	552	0	0	0	0
JUNE	326	65	13	2	28	16	6	67	255	4	2	427	1	3	0	0
MAY	333	76	21	5	22	25	3	592	246	8	3	476	0	1	0	0
APR	401	142	71	4	48	11	8	777	252	4	3	544	1	0	0	0
MAR	338	312	201	0	103	6	2	2,344	17	9		486	4		1	1
FEB	171	64	12	28	16	7	1	1,571	96	11		383	2		0	0
JAN	313	141	22	39	61	15	4	64	164	8		670	1		0	0
TOTAL YTD	4,064	1,276	425	114	549	140	48	8,584	2,692	73	23					
AVG PER MO	339	106	35	10	46	12	4	715	224	6	3					

### NOTES:

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

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

## Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- DECEMBER 2014

#### 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	515	89	65	361

#### NOTE:

- New chart initiated October 2014.

### STATUS

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

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

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

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

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2014

### MAPPING LAYERS UPDATED (PART I)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points	12/29/2014		Corrected address to one (1) address point (1038 Olioli Way) in Hilo.
	12/29/2014		Corrected routing id to one (1) address point (1038 Olioli Way) in Hilo.
	12/19/2014		Added one (1) address (766343 Kupuna St) in Kailua Kona.
		12/16/14	
	12/11/2014		Spatially corrected five (5) address points in Holualoa.
	12/11/2014		Added three (3) address points (820940 Coffee Dr, 872709 Hawaii Belt Rd and 881597 Moana Dr) in Captain Cook.
	12/11/2014		Added five (5) address points in Hilo.
	12/11/2014		Added two (2) address points (750676 Huaai St and 786461 Mamalahoa Hwy) in Holualoa.
	12/11/2014		Added two (2) address points (744980 Palani Rd and 711802 Puu Lani Dr) in Kailua Kona.
	12/11/2014		Added three (3) address points (661705 Haleaha Pl, 645171 Kalake St and 681210 S Kaniku Dr) in Kamuela.
	12/11/2014		Added one (1) address point (525055 Akoni Pule Hwy) in Kapaa.
	12/11/2014		Added six (6) address points in Keaau.
	12/11/2014		Added ten (10) address points in Kurtistown.
	12/11/2014		Added one (1) address point (350282 Weloka Rd) in Laupahoehoe.
	12/11/2014		Added six (6) address points in Mountain View.
	12/11/2014		Added two (2) address points (946543 Lewa Lani St and 946280 Pua St) in Naalehu.
	12/11/2014		Added ten (10) address points in Ocean View.
	12/11/2014		Added one (1) address point (962998 Koali St) in Pahala.
	12/11/2014		Added four (4) address points (130353 Kamaili Rd, 133492 Pahoia Kalapana Rd, 127008 and 127026 Wehelauniu St) in Pahoia.
	12/11/2014		Added eight (8) address points in Volcano.
	12/11/2014		Completed monthly update on address points.
	12/10/2014		Corrected address and spatially corrected one (1) address point (761000 S Pakalakala Pl) in Kailua Kona.

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART II)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Address Points	12/10/2014		Corrected address to one (1) address point (161474 Pohaku Cir) in Kurtistown.
	12/10/2014		Corrected address to eight (8) address points in Kamuela.
	12/9/2014		Spatially corrected eighty-four (84) address points in Pahoa.
	12/8/2014		Spatially corrected eighty-six (86) address points in Pahoa.
	12/8/2014		Corrected address to one (1) address point (485263 Kukuihaele Rd) in Honokaa.
	12/8/2014		Added one (1) address point (734183 Mamalahoa Hwy 3D) in Kailua Kona.
	12/8/2014		Corrected address to fourteen (14) address points in Kailua Kona.
	12/8/2014		Spatially corrected four (4) address points (734183 Mamalahoa Hwy 2D, 734163 Old Mamalahoa Hwy, 734183 Old Mamalahoa Hwy E and 734185 Old Mamalahoa Hwy) in Kailua Kona.
	12/5/2014		Spatially corrected six (6) address points in Kailua Kona.
	12/02/14		
Emergency Callboxes			
Fire Stations			
Medic Stations			
Milepost Markers			
Points of Interest (POI)			

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART III)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
CALLER LOCATION			
Police Stations			
Schools			
Tsunami Evacuation Zones			
Tsunami Roadblocks			
WSP Cell Towers		12/16/14	
	12/15/2014		Per VZW CRS
		12/02/14	
	12/2/2014		Per T-Mobile CRS
	12/2/2014		Per VZW CRS
DISPATCH AND RESPONSE			
ESZ/ESN			
	12/9/2014		Corrected boundary to three (3) ESNs (226, 227 and 228).
Fire Beats (Includes Medic Beats)	12/9/2014		Corrected boundary to two (2) Fire Beats (11 and 19).
Fire Districts (Includes Medic Districts)			
	12/18/2014		Corrected boundary to fifteen (15) Fire Districts.
	12/9/2014		Corrected boundary to two (2) Fire Districts (11 and 19).
Fire Response Areas	12/9/2014		Corrected boundary to two (2) Fire Response Areas (27 and 49).

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART IV)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
ESZ/ESN			
	12/9/2014		Corrected boundary to three (3) ESNs (226, 227 and 228).
Fire Beats (Includes Medic Beats)			
	12/9/2014		Corrected boundary to two (2) Fire Beats (11 and 19).
Fire Districts (Includes Medic Districts)			
	12/18/2014		Corrected boundary to fifteen (15) Fire Districts.
	12/9/2014		Corrected boundary to two (2) Fire Districts (11 and 19).
Fire Response Areas	12/9/2014		Corrected boundary to two (2) Fire Response Areas (27 and 49).
MSAG Communities (aka Towns)			
Medic Response Areas	N/A for Hawaii County		
Ocean Rescue Boundaries			
Police Beats			
Police Districts	12/18/2014		Corrected boundary to eight (8) Police Districts.

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART V)

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

HAWAII			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Police Response Areas			
WSP Cell Sectors		12/16/14	
	12/15/2014		Per VZW CRS
		12/02/14	
	12/2/2014		Per T-Mobile CRS
	12/2/2014		Per VZW CRS
RESPONSE ROUTING			
Street Centerlines	12/18/2014		Corrected street name to two (2) street segments of Allied Quarry Rd in Kailua Kona.
	12/18/2014		Corrected street name to three (3) street segments of Omeo Rd in Captain Cook.
		12/16/14	
	12/16/2014		Corrected range to four (4) segments of Pahoa Bypass Rd in Pahoa.
	12/11/2014		Corrected range to two (2) street segments of Haleaha Pl in Kamuela.
	12/11/2014		Completed monthly update on street centerlines.
	12/10/2014		Corrected range to two (2) street segments of Kahi Nani Rd in Honomu.
	12/10/2014		Changed street name to one (1) segment of Puako Beach Dr to Nani Paniau PL in Kamuela.
	12/10/2014		Corrected range to two (2) segments of Lepoloo Rd in Ninole.
	12/10/2014		Spatially corrected five (5) street segments in Mountain View.
	12/10/2014		Corrected range and flipped direction to five (5) street segments in Mountain View.
	12/9/2014		Spatially corrected thirty-four (34) street segments in Pahoa.
	12/8/2014		Spatially corrected eight (8) street segments in Pahoa.
	12/8/2014		Merged two (2) segments and split one (1) segment of Hawaii Belt Rd in Kailua Kona.
	12/8/2014		Spatially corrected one (1) segment of Old Mamalahoa Hwy in Kailua Kona.



# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VI)

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

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

### NOTE:

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

### NOTE:

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

# Hawaii County E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

- 12/16/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014.
- 12/2/2014 Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014.

### ADDRESS POINTS AND STREET CENTERLINES UPDATE COMPARISON

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **December 11, 2014**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
# of New Street Segments Added		0
# of Street Segments Removed		0
# of New Addresses Added	64	
# of Addresses Removed	0	
# of Street Segment Range Changes		4
# of Street Segment Name Changes		1
# of Address Street Name Changes	9	
# of Address Street Number Changes	2	

### NOTE:

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

# Hawaii County E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

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

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

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

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

During the month of December 2014, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
Street Centerlines	Street Name	6 Corrected	Majority were in Captain Cook and Kailua Kona
Street Centerlines	Range/Parity	15 Corrected	Majority were in Mountain View and Pahoa
Street Centerlines	Spatial Correction	48 Corrected	To increase spatial accuracy, majority were in Pahoa
Street Centerlines	Splits	1 Corrected	To eliminate segments from crossing boundaries and where existing streets were intersected by new streets

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

NG9-1-1 GIS Data Corrections - continued			
Street Centerlines	Merged	2 Corrected	Streets were in Kailua Kona
Street Centerlines	Flipped	5 Corrected	Streets were in Mountain View
Address Points	New Address Points	66 Added	Throughout County in 15 communities
Address Points	Routing ID	1 Corrected	To ensure proper routing to address, address was in Hilo
Address Points	Address	26 Corrected	Majority were in Kailua Kona and Kamuela
Address Points	Spatial Correction	186 Corrected	Corrected location of Address Point, recalculated x/y, majority were in Pahoa
ESN	Boundary	3 Corrected	ESNs 226, 227 and 228
Police Districts	Boundary	8 Corrected	Throughout County
Fire Districts	Boundary	16 Corrected	Throughout County
Fire Response Areas	Boundary	2 Corrected	Fire Response Areas 27 and 49
Fire Beats	Boundary	2 Corrected	Fire Beats 11 and 19

# Hawaii County E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

## LAVA FLOW AND ALTERNATE ROUTES

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

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoa, Akimeka created two new layers to support the PSAP, “Puna Lava Flow 2014” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
  - a. Akimeka created the layer “Puna Lava Flow 2014”, which details the current progress of the lava flow as well as the flow forecast.
  - b. Akimeka also created the layer “Alternate Routes Lower Puna”, which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.
  - c. The two new layers were uploaded into PowerMap on September 23<sup>rd</sup> 2014 and are available to the dispatchers.
2. During December 2014, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on December 2<sup>nd</sup> and December 16<sup>th</sup> 2014.
  - a. Akimeka will continue to monitor the activity of the lava flow and will update the Puna Lava Flow 2014 layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
  - b. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoa and the Pacific Ocean, Akimeka will upload the Puna Lava Flow 2014 and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.

## EMERGENCY CALLBOXES

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

1. During September 2014, Akimeka re-addressed all Emergency Callboxes on Hawaii so they would fall within valid GIS and MSAG ranges.
  - a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.
  - b. On October 14<sup>th</sup> 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.
  - c. There were no reported Emergency Callbox discrepancies in December 2014.

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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## FIRE DEPARTMENT'S POWERMAP

There were no issues reported in December 2014.

## MAPFLEX DEPLOYMENT

As Hawaii County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of December 2014.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Hawaii County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Hawaii County Police Department.
  - a. The NDA would serve as the agreement among the County and vendors.
    - i. Hawaii County Police Department, Akimeka, Intrado, and Hawaiian Telcom
  - b. The initial NDA had been coordinated between Hawaii County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
  - c. Shortly after the NDA was signed and fully executed by all parties, the GIS data was delivered via Intrado's ftp site on December 19, 2014 for validation.
2. On December 22, 2014, the results of the GIS validation from Intrado were received.
  - a. The data assessment was in alignment with the expectations from Akimeka and looked very good.
    - i. There were no mandatory corrections required and some recommended corrections.
      1. Of the recommended corrections, there were none that required correction. All of the identified potential records in need of cleanup were valid exceptions. Meaning, they were not actual discrepancies.
    - ii. Akimeka followed up with Intrado to confirm receipt of the data assessment, and it was communicated that there were no further data assessments required and Intrado will move forward with their MapFlex deployment timeline.
3. In January 2015, Akimeka will continue to assist with the MapFlex deployment if needed on the GIS data portions, in an effort to support the Hawaii County PSAPs.

# Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – DECEMBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
1	08/19/14	716	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
2	08/19/14	717	Updated Address	MSAG	Normal	Submitted to Intrado for Correction. RN
3	11/25/2014	747	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN
4	11/25/2014	748	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN
5	12/1/2014	749	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN
6	12/1/2014	750	Updated Address	MSAG	Normal	Submitted to Time Warner Cable for Correction. RN

Note\* There are six (6) opened service requests pending for December 2014

These six (6) service requests will be carried over into 2015.

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

HAWAII				SERVICE REQUEST CATEGORIES							
2014	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	5	4	6	0	0	5	4	0	0	0	0
November	3	1	5	0	0	3	1	0	0	0	0
October	7	7	3	0	0	7	7	0	0	0	0
September	13	13	3	0	0	13	13	0	0	0	0
August	9	6	3	0	0	9	6	0	0	0	0
July	3	7	0	0	0	3	7	0	0	0	0
June	7	4	4	0	0	7	4	0	0	0	0
May	12	13	1	0	0	12	13	0	0	0	0
April	10	17	2	0	0	10	17	0	0	0	0
March	11	5	9	0	0	11	5	0	0	0	0
February	14	13	3	0	0	14	13	0	0	0	0
January	9	9	2	0	0	9	9	0	0	0	0
2013 Carryover			2	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>103</b>	<b>99</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>103</b>	<b>99</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### NOTE:

- Open Service Requests reflect what is in pending status at the end of the report month.
- The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

## Hawaii County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

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

## Next Database Synchronization Report – February 2015

AUDIT SUMMARY RESULTS – TBA

AUDIT SUMMARY RESULTS COMPARISON - TBA

AUDIT SUMMARY RESULTS - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT – TBA



# Kauai County E9-1-1 Status Report

*December 1, 2014 – December 31, 2014*



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

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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# Kauai County E9-1-1 Status Report

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# Kauai County E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

### 1. PSAP OPERATIONS

#### 9-1-1 CALL VOLUME – DECEMBER 2014

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
Dec	4,992	754	15.10%	3,300	66.11%	49.81%	50.19%	166	3.33%	15	0.30%	0	0.00%	757	15.16%	0	0.00%

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

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2014	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,059	1,034	20.44%	3,107	61.42%	51.66%	48.34%	7	0.14%	30	0.59%	0	0.00%	881	17.41%	0	0.00%
FEB	4,091	806	19.70%	2,703	66.07%	50.06%	49.94%	6	0.15%	28	0.68%	0	0.00%	548	13.40%	0	0.00%
MAR	4,717	857	18.17%	2,977	63.11%	51.06%	48.94%	97	2.06%	32	0.68%	0	0.00%	754	15.98%	0	0.00%
APR	4,819	819	17.00%	3,001	62.27%	53.52%	46.48%	125	2.59%	55	1.14%	0	0.00%	819	17.00%	0	0.00%
MAY	4,966	806	16.23%	3,379	68.04%	56.38%	43.62%	110	2.22%	27	0.54%	0	0.00%	644	12.97%	0	0.00%
JUNE	4,900	778	15.88%	3,191	65.12%	55.31%	44.69%	128	2.61%	48	0.98%	0	0.00%	755	15.41%	0	0.00%
JULY	5,826	839	14.40%	3,900	66.94%	54.21%	45.79%	116	1.99%	34	0.58%	0	0.00%	937	16.08%	0	0.00%
AUG	5,236	747	14.27%	3,545	67.70%	53.12%	46.88%	135	2.58%	60	1.15%	0	0.00%	749	14.30%	0	0.00%
SEPT	6,015	793	13.18%	4,051	67.35%	53.20%	46.80%	155	2.58%	42	0.70%	0	0.00%	974	16.19%	0	0.00%
OCT	5,125	796	15.53%	3,352	65.40%	51.14%	48.84%	130	2.54%	64	1.25%	0	0.00%	783	15.28%	0	0.00%
NOV	4,805	662	13.78%	3,068	63.85%	53.40%	46.60%	174	3.62%	45	0.94%	0	0.00%	856	17.81%	0	0.00%
DEC	4,992	754	15.10%	3,300	66.11%	49.81%	50.19%	166	3.33%	15	0.30%	0	0.00%	757	15.16%	0	0.00%
YTD	60,551	9,691	16.00%	39,574				1,349		480		0		9,457		0	
MON AVG	5,046	808	16.14%	3,298	65.28%	52.74%	47.26%	112	2.20%	40	0.80%	0	0.00%	788	15.58%	0	0.00%

CALL VOLUME KAUAI COUNTY PSAP NOTES:

# Kauai County E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

- There were no call volume statistics between January 28, 2014, 2:11 p.m. HST, and January 28, 2014, 9:01 p.m. HST, while the PSAPs were on the 9-1-1 back-up system due to a Intrado Viper System outage.

### PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are included in the Wireline and Wireless counts respectively.
- All VOIP (Voice over internet protocol) 911 calls are combined in the Call Volume statistic.

### WIRELESS PSAP TESTING – DECEMBER 2014

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

### NOTES:

- There was no scheduled Wireless 911 test in December, 2104.
- A “No 911 Testing” period due to the Holidays is in effect between December 15<sup>th</sup> 2014, and January 4<sup>th</sup> 2015.

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – DECEMBER 2014

2014		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
PSAP	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected	County Address Change Request (TN CR) Submitted (a)	ALI Discrepancy (ALI-DR) Submitted (b)	VoIP Discrepancy (VoIP DR) Request Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
KAUAI COUNTY	101	6	1	0	2	3	0	105	93	1	1	155	0	0	0	0

### MSAG CURRENT MONTH NOTES:

A total of 101 MSAG transactions were processed during the month of December 2014. Six (6) 9-1-1Net requests were processed relating to the MSAG database, with 105 customer ANI/ALI (telephone/address) records updated as a direct result of Akimeka's address research and GIS validation process. 93 Telephone Number Change Requests (TN CR) were processed in 9-1-1Net for updates and corrections to the ALI database. The TN CRs were submitted as a result of the ESN 499 clean-up effort. Streets and address ranges were validated against the GIS to ensure synchronization and an MSAG address was provided to the Telco. TN CRs must be validated against HT records and approved by the end user Hawaiian Telcom customer before updating the ALI record.

**There are 155 TN CRs in Referred status as of December 31, 2014. (See chart in the next section "TNCR Current Status")**

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

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

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

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

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

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

# Kauai County E9-1-1 Status Report

## December 1, 2014 - December 31, 2014

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

KAUAI COUNTY		9-1-1 NET REQUESTS										In Referred Status as of Report Month End (d)			In Suspended Status as of Report Month End (e)	
		MSAG TRANSACTIONS							ALI TRANSACTIONS							
2014	TOTAL	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected (*)	County Address Change Request (TN CR) Processed (a)	ALI Discrepancy (ALI-DR) Processed (b)	VoIP Discrepancy (VoIP DR) Processed (c)	TN CR	ALI-DR	VoIP DR	# of Transactions	TNs Affected
DEC	101	6	1	0	2	3	0	105	93	1	1	155	0	0	0	0
NOV	145	11	4	0	4	1	2	84	134	0	0	134	0	0	0	0
OCT	161	6	2	0	1	2	1	45	155	0	0	154	0	0	0	0
SEPT	131	22	2	1	15	3	1	160	105	2	2	149	0	0	0	0
AUG	138	11	3	0	3	5	0	131	127	0	0	225	0	0	0	0
JULY	51	12	2	2	2	6	0	94	38	1	0	142	0	0	0	0
JUNE	62	30	7	2	15	5	1	102	32	0	0	121	0	0	0	0
MAY	59	20	8	1	3	8	0	107	39	0	0	239	0	0	2	2
APR	86	10	5	0	1	1	3	203	75	0	1	263	0	0	1	1
MAR	124	11	2	1	5	3	0	82	113	0		217	0		0	0
FEB	38	9	7	2	0	0	0	443	27	2		155	0		0	0
JAN	46	15	3	2	5	2	3	42	31	0		139	0		0	0
TOTAL YTD	1,142	163	46	11	56	39	11	1,598	969	6	4					
AVG PER MO	95	14	4	1	5	3	1	133	81	1	0					

#### NOTES:

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

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

## Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

#### 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	155	24	53	78

#### NOTE:

- New chart initiated October 2014.

### STATUS

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

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

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

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



# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – DECEMBER 2014

### MAPPING LAYERS UPDATED (PART I)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
Address Points	12/24/2014		Corrected address to one (1) address point (3480 Waikomo Rd) in Koloa.
	12/23/2014		Corrected routing id to one hundred thirty-two (132) address points in Princeville.
	12/22/2014		Added one (1) address point (303975 Kuhio Hwy) in Hanamaulu.
	12/22/2014		Added one (1) address point (303601 Kuhio Hwy) in Kapaia.
	12/22/2014		Added one (1) pseudo address point (3448 Smith Rd) in Koloa.
	12/22/2014		Corrected routing id to twenty-five (25) address points in Koloa.
		12/18/14	
	12/17/2014		Spatially corrected five (5) address points in Kapaa.
	12/15/2014		Spatially corrected one (1) address point (5530 Mua Loa St H) in Kapaa.
	12/12/2014		Corrected routing id to thirty-two (32) address points in Princeville.
	12/04/14		
DISPATCH AND RESPONSE			
ESZ/ESN			
Emergency Callboxes			
Fire Beats			
	12/23/2014		Corrected boundary to two (2) Fire Beats (Beats 5 and 6).
Fire Districts			
Fire Response Areas			

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART II)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Fire Stations			
Incident Response Area			
Major Roads			
MSAG Communities (aka Towns)			
Medic Districts			
Medic Response Areas			
	12/24/2014		Corrected boundary to three (3) Medic Beats (Beats 20, 22 and 23).
Medic Stations			
Milepost Markers			
Points of Interest			
Police Beats			

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART III)

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

KAUAI			
Type of Layer	Akimeka GIS Server	Date Loaded Into PSAP GIS Server	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS (Listed Alphabetically)			
DISPATCH AND RESPONSE			
Police Districts			
	12/23/2014		Corrected boundary to three (3) Police Districts (Hanalei, Lihue and Waimea).
Police Response Areas			
Police Stations			
Schools			
Street Centerlines	12/22/2014		Corrected range to two (2) street segments of Kuhio Hwy in Kapaia.
	12/22/2014		Added three (3) segments of Poipu Rd and one (1) segment of Smith Rd and split one (1) segment of Poipu Rd in Koloa.
		12/18/14	
	12/15/2014		Added ten (10) street segments and split one (1) street segment in Princeville.
	12/12/2014		Added fifteen (15) street segments and split four (4) street segments in Princeville.
		12/04/14	
	12/3/2014		Spatially corrected forty-four (44) street segments in Princeville.
Trails			
WSP Cell Sectors			
	12/31/2014		Per ATT CRS
		12/18/14	
	12/15/2014		Per VZW CRS
		12/04/14	
WSP Cell Towers (Points)			
	12/31/2014		Per ATT CRS
		12/18/14	
	12/15/2014		Per VZW CRS
		12/04/14	

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART IV)

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

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

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART V)

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

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

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## MAPPING LAYERS UPDATED (PART VI)

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

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

### NOTE:

- The Parcels layer is provided by Kauai County. Akimeka performs edits on the spatial information of the layer for 9-1-1 purposes. Changes to the attribute table are made when needed. The Parcels layer uploaded to the PSAP GIS server is intended for 9-1-1 purposes only and should not be disseminated to other county agencies.
- Every time the GIS Update tool is used, Indexes and Cache have to be built. The Positron system configurator is adjusted every time a layer is loaded in the PowerMap database. Each PSAP position is updated accordingly.
- Due to the upcoming Holidays, Akimeka's GIS Deliverables was rescheduled as follows:  
November 13, 2014 and November 25, 2014 (to avoid Thanksgiving Day)  
December 4, 2014 and December 18, 2014 (to avoid Christmas Day)

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

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

12/18/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
12/18/2014	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, and Police Beats for GeoComm.
12/4/2014	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
12/4/2014	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, and Police Beats for GeoComm.

### CREATION OF POLICE BEAT 453

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

1. Throughout July 2014, Akimeka completed the draft boundary for Police Beat 453 based on the boundary descriptions provided by the Kauai Police Department.
  - a. During this process, the boundaries for Police Beats 450, 456 and 556 were modified to accommodate for the new Police Beat 453.
  - b. Two (2) maps were created by Akimeka in July detailing the boundary of the new Police Beat and provided to the Kauai Police Department for their review and approval.
  - c. In August 2014, the maps previously provided to the Kauai Police Department were reviewed. It was decided that based on the complexity of the CAD configurations for a new beat implementation, the Kauai Police Department will assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there are minor boundary updates that will take place in September. Akimeka will continue to monitor the progress of the boundary updates made by the Kauai Police Department and will update the GIS accordingly.
  - d. In December 2014, two (2) more maps were created by Akimeka detailing the boundary updates of the new Police Beat and were provided to the Kauai Police Department for their review. Akimeka is also currently researching the number of telephone numbers that will be affected by the required changes due to the addition of four (4) new ESNs so that coordination with the telephone service providers can begin.
  - e. Subsequent to both approval from the Kauai Police Department and completed coordination with the telephone service providers, the Police Beats layer as well the affected ESN and IRA layers will be uploaded into PowerMap and will be available to the dispatchers as well as be delivered to the FTP site to be used in the GeoComm system.

## Kauai County E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

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### EMERGENCY CALLBOXES:

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

1. During September 2014, Akimeka re-addressed all 45 Emergency Callboxes on Kauai so they would fall within valid GIS and MSAG ranges.
  - a. During this process, Emergency Callboxes were reverse geocoded based off of Street Centerline ranges.
  - b. On October 15<sup>th</sup> 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.
  - c. Akimeka continues to update the Emergency Callbox addresses in December as the GIS data is updated.

### BRIDGES:

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

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



## Kauai County E9-1-1 Status Report

**December 1, 2014 - December 31, 2014**

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### MAPFLEX DEPLOYMENT:

As Kauai County and Intrado continued to move forward with the deployment of the new MapFlex mapping system to replace the current PowerMap, forward movement with the project took place during the month of December 2014.

1. In order to proceed with the system configuration by Intrado for MapFlex, the GIS data for Kauai County was requested by Intrado in order to perform validation prior to the installation. As a means of safeguarding the proprietary content of the GIS data, a Non-Disclosure Agreement (NDA) was initiated by Akimeka in May 2014 with guidance and approval from the Kauai County Police Department.
  - a. The NDA would serve as the agreement among the County and vendors.
    - i. Kauai County Police Department, Akimeka, Intrado, and Hawaiian Telcom
  - b. The initial NDA had been coordinated between Kauai County and Akimeka in May 2014 and was pending Intrado's approval until it was signed on December 5, 2014.
  - c. Once the final signatures are received by the Kauai County Police Department, Akimeka will proceed with providing the GIS data to Intrado for the data assessment.
2. In January 2015, Akimeka will continue to assist with the MapFlex deployment as needed on the GIS data portions, in an effort to support the Kauai County PSAP.

# Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

## 4. SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – DECEMBER 2014

#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

#### NOTE:

- There are no open service requests for December 2014

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

2014	KAUAI			SERVICE REQUEST CATEGORIES							
	TOTAL		Open*	911 Map		MSAG		Request Training		Suggestions	
	Created	Closed		Created	Closed	Created	Closed	Created	Closed	Created	Closed
December	1	1	0	0	0	1	1	0	0	0	0
November	0	0	0	0	0	0	0	0	0	0	0
October	0	0	0	0	0	0	0	0	0	0	0
September	4	4	0	0	0	4	4	0	0	0	0
August	0	0	0	0	0	0	0	0	0	0	0
July	1	1	0	0	0	1	1	0	0	0	0
June	0	0	0	0	0	0	0	0	0	0	0
May	0	1	0	0	0	0	1	0	0	0	0
April	1	1	1	0	0	1	1	0	0	0	0
March	0	0	1	0	0	0	0	0	0	0	0
February	3	2	1	0	0	3	2	0	0	0	0
January	0	0	0	0	0	0	0	0	0	0	0
2013 Carryover	0	0	0	0	0	0	0	0	0	0	0
<b>TOTAL</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>10</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

#### NOTE:

- Open Service Requests reflect what is in pending status at the end of the report month.
- The 2013 Carry Over row indicated the number of Service Requests that were opened in 2013; however, were brought forward into 2014 in an effort to track the service request until completion.

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

## Kauai County E9-1-1 Status Report

December 1, 2014 - December 31, 2014

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

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

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

AUDIT SUMMARY RESULTS – 2014 - TBA

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

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA