



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

Enhanced 911 Board Meeting
Thursday, February 12, 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 – Items for discussion
 - 1. SB1063 & HB894 Relating to E911 Board – Legislation to allow the E911 Board, the authority to hire employees exempt from chapters 76 and 89, Hawaii Revised Statutes.
 - 2. SB 193, Relating to E911 Surcharge – Legislation to allow the E911 Board to collect a surcharge from pre-paid wireless.
 - 3. HB 431, Relating to E911 Surcharge – Legislation to allow the collection of a surcharge from pre-paid wireless.
 - 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. Update on the Independent CPA Audit
 - iii. Update C&C of Honolulu (DIT) reimbursement refund.
 - iv. Others.
- d. RCUH Investigative Selection Committee update – Roy Irei.

VI. PSAP Status Updates

- a. Kauai – Mark Begley
- b. Oahu – Dave Kajihiro
- c. Molokai – Victor Ramos
- d. Maui – J. Jakubczak
- e. Hawaii – Marshall Kanehailua

VII. Items for Discussion, Consideration and Action

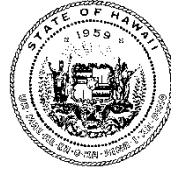
- a. 911 Timeline update
- b. Others.

VIII. Announcements

- a. Meeting dates (9am – 12noon).
 - 1. Thursday, March 12, 2015 (Combined meeting)
 - 2. Thursday, April 9, 2015 (Combined meeting)
 - 3. Thursday, May 14, 2015 (Combined meeting)
 - 4. **Tuesday**, June 9, 2015 (Combined meeting)
 - 5. Thursday, July 9, 2015 (Combined meeting)
- b. Others

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

X. Adjournment



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9:00 am to 12:00 noon

Meeting Minutes

Board members present: Victor Ramos (Chair), Jeff Riewer, Steve Schutte, Todd Crosby (CIO designee), Marshall Kanehailua, Kiman Wong, Lisa Hiraoka (Consumer Advocate designee), Mark Wong, Roy Irei, Dave Kajihiro, Mark Begley and Ryan Freitas.

Board members absent: None

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

Guests: Robert Gausepohl (KPD), Tony Ramirez (Akimeka, LLC), David Miyasaki (KPD), Bonnie Young (MPD-Molokai), John Jakubczak (MPD), Davlynn Racadio (MPD), Jim Howe (ESD), Gary Lum (HFD), Park Tachikabe (HFD), Randy Macadangdang (HPD), Eleni Papakiristis (HawTel), Annette Rausch (Intrado), Travis Ing (HawPD), Diana Chun (ESD), Wayne Hirasa (Sandwich Isle), Kenison Tejada (APCO/NENA Pac. Chap), Thalia Burns (HPD) and Lisa Fulton (TERT).

I. Call to Order, Public Notice, Quorum

- a. The meeting was called to order at 10:05am.
- b. Quorum was present.

II. Public testimony on all agenda items

- a. The board chair asked if anyone in attendance who wishes to provide testimony to please come forward. No one came forward to testify.

III. Introductions

- a. Introductions were made of all in attendance.

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

- a. Deputy Chief Dave Kajihiro motioned to approve the minutes of the January 2015 meeting after a noted correction to the meeting minutes. The motion was seconded and approved by voice vote by all board members present.

V. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte
 - 1. 2015 Legislative Investigative Committee – There were no updates from what was discussed during the Communications Committee meeting.
 - ii. Others - none
- b. Technical Committee – Victor Ramos
 - i. Investigative Regulatory Committee update
 - 1. There were no updates from what was discussed during the Technical Committee meeting.
 - ii. FCC updates
 - 1. There were no updates regarding the FCC from what was discussed 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 updates from what was discussed during the Finance Committee meeting.
 - ii. Update on the Independent CPA Audit
 - 1. There were no updates from what was discussed during the Finance Committee meeting.
 - iii. Update C&C of Honolulu (DIT) reimbursement refund.
 - 1. There were no updates from what was discussed during the Finance Committee meeting.

iv. Others - none

d. RCUH Investigative Selection Committee update – Roy Irei.

Board vice Chair Roy Irei stated that the selection committee has completed all its required tasks. The process is now with RCUH.

VI. PSAP Status Updates

a. Kauai – Mark Begley

i. There were no updates from what was discussed during the Joint Committee meeting.

b. Oahu – Dave Kajihiro

i. There were no updates from what was discussed during the Joint Committee meeting

c. Molokai – Victor Ramos

i. There was nothing to report.

d. Maui – J. Jakubczak

i. There were no updates from what was discussed during the Joint Committee meeting

e. Hawaii – Marshall Kanehailua

i. Chief Kanehailua stated that the Hawaii PSAP is down 9 dispatchers and will need to recruit for these vacancies.

VII. Items for Discussion, Consideration and Action

a. 911 Timeline update

i. There were no updates from what was discussed during the Joint Committee meeting.

b. Others.

i. Board member Mark Wong requested information regarding obtaining real time 911 call information on Oahu for its Emergency Operations Center. Chief Kajihiro offered to assist DIT with this matter.

ii. Tony Ramirez announced that the Hawaii and Kauai County files have been delivered while the Maui County data is in process for delivery to Intrado for MapFlex.

- iii. The executive director stated that FCC Commissioner Pai announced that all major hotels have agreed to resolve the MLTS issues regarding contacting 911 from hotel rooms. This will be of great advantage to Hawaii's tourist industry.
 - 1. Tony Ramirez commented that the problem with MLTS (Multi-Line Telephone System) is that it has no ALI (address location information) records. The recommendation is to place the hotel ALI records with the Intrado and HawTel delivery systems. This will be the responsibility of the businesses to provide.
- iv. The executive director stated that the FCC spectrum auction generated about \$45B. As a result the national 911 office will have \$115M in grants dedicated to further advancing 911. Since Hawaii's 911 fund was not raided, Hawaii will be eligible for some of the grant funds.
- v. The executive director acknowledged that the ICERT forum on cybersecurity will take place in Milpitas, California, on March 3-4, 2015. Please email Thera Bradshaw for more information.

VIII. Announcements

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 - 2. Thursday, April 9, 2015 (Combined meeting)
 - 3. Thursday, May 14, 2015 (Combined meeting)
 - 4. **Tuesday**, June 9, 2015 (Combined meeting)
 - 5. Thursday, July 9, 2015 (Combined meeting)

b. Others - None

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

- a. The board chair requested if anyone in attendance who wishes to comment on issues not on the agenda for consideration for the board agenda at the next meeting to please come forward; no one came forward.

X. Adjournment: Meeting adjourned at 10:20am

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

Budget Analysis				
FY 2014-15	Actuals		Annual Budget	% of Budget Expended
	JANUARY	FY-T-D		
Receipts:				
Enhanced 911 Surcharge Collection	783,077	5,392,750	9,080,000	59.4%
Interest Income	251	742	2,500	29.7%
<i>Receipts</i>	783,328	5,393,492	9,082,500	59.4%
Disbursements:				
Conference Travel	(1,046)	(55,558)	(158,000)	35.2%
Non-Recurring Expenses	-	(13,472)	(1,900,556)	0.7%
Recurring Expenses:				
Administration	(30,000)	(445,144)	(1,261,692)	35.3%
Maintenance	(38,737)	(953,548)	(3,533,551)	27.0%
Telecommunications	(127,700)	(803,188)	(2,097,998)	38.3%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement		120,314	120,314	100.0%
<i>Disbursements</i>	(197,484)	(2,146,825)	(8,839,083)	24.3%
<i>Net Receipts/(Disbursements)</i>	585,844	3,246,667	243,417	

Cash Flow Analysis				
<i>Net Receipts/(Disbursements)</i>	\$ 585,844	\$ 3,246,667		
Encumbrance Paydowns:				Encumb. Bal.
FY 2011 (Kauai)				419,000
FY 2012 (HFD/EDS/HPD)				751,432
FY 2014	\$ (1,086)	\$ (748,707)		1,522,198
Accounts Receivable (Offset)		\$ (350)		2,952
Net Encumbrance Adds/(Paydown)	\$ (1,086)	\$ (749,057)		
Net Cash Inflow/(Outflow)	\$ 584,758	\$ 2,497,609		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		\$ 12,504,198		
Net Bank Balance		\$ 15,001,807		
Outstanding Ecumb/Accruals		\$ (2,692,629)		
Unencumbered Cash Balance	\$ -	\$ 12,309,178		

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

MONTH OF JANUARY 2015	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	0		0	0	783,328	783,328
DISBURSEMENTS						
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	0		0	0	30,000	30,000
6401.08 Board Member Travel	0		0	0	1,046	1,046
Total 6401 ADMINISTRATION	0		0	0	31,046	31,046
6402 MAINTENANCE						
6402.07 0011 9-1-1MSAG Maint.	19,943		18,795	0	0	38,737
Total 6402 MAINTENANCE	19,943		18,795	0	0	38,737
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	28		0	0	0	28
6403.0109 Telcom Trunk	25,529		23,236	78,907	0	127,672
Total 6403.01 Telcom Charges	25,557		23,236	78,907	0	127,700
Total 6403 Other RECURRING	25,557		23,236	78,907	0	127,700
Total 6400 RECURRING EXPENSES	45,500		42,031	78,907	31,046	197,484
Total DISBURSEMENTS	45,500		42,031	78,907	31,046	197,484

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

FY-YTD JANUARY 2015 (7MOS.)	Hawaii	Kauai	Maui	Oahu	ADMIN	7 MOS.	ANNUAL Budget	\$ Over (UNDER) Budget
	PSAP	PSAP	PSAP	PSAP				
Total RECEIPTS	-	-	-	-	5,393,492	5,393,492	-	5,393,492
DISBURSEMENTS								
6200 CONFERENCES								
6201 911 Goes to WashDC	(150)	-	-	-	-	(150)	37,818	(37,968)
6204 APCO Conference	7,586	6,085	6,526	15,155	5,386	40,738	46,286	(5,548)
6213 Navigator	-	-	-	(73)	-	(73)	-	(73)
6214 Nena Conference	-	-	(2)	6,248	-	6,247	-	6,247
6222 TriTech CAD Users	-	1,865	-	4,408	-	6,273	18,000	(11,727)
6227 FCC Hearings	-	-	-	-	2,522	2,522	5,023	(2,501)
6200 CONFERENCES - Other	-	-	-	-	-	-	50,873	(50,873)
Total 6200 CONFERENCES	7,436	7,950	6,525	25,738	7,908	55,558	158,000	(102,442)
6300 Non-RECURRING								
6301 CAD Replac/Upgrade								
6301.01 EMS	-	-	-	6,949	-	6,949	-	6,949
6301.02 Hawai'i Police Dept	-	-	-	-	-	-	1,500,000	(1,500,000)
6301.04 Honolulu Police	-	-	-	(833)	-	(833)	-	(833)
6301.05 Kauai Police Dept	-	7,356	-	-	-	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	-	7,356	-	6,116	-	13,472	1,507,356	(1,493,884)
6302 CMLs for Altern Dispat	-	-	-	-	-	-	300,000	(300,000)
6303 Computers								
6303.20 Dispatch Software	-	-	-	-	-	-	5,000	(5,000)
6303.23 HPD SMART911 S/W	-	-	-	-	-	-	45,200	(45,200)
Total 6303 Computers	-	-	-	-	-	-	50,200	(50,200)
6306 Training								
6306.11 Training (CAD) HPD	-	-	-	-	-	-	16,000	(16,000)
6306.12 TriTechCADSysAdm	-	-	-	-	-	-	5,000	(5,000)
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
Total 6306.12 TriTechCADSysAdm	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	22,000	(22,000)
Total 6306 Training	-	-	-	-	-	-	43,000	(43,000)
Total 6300 Non-RECURRING	-	7,356	-	6,116	-	13,472	1,900,556	(1,887,084)

**HAWAII ENHANCED 911 BOARD
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For month ending January 31, 2015**

FY-YTD JANUARY 2015 (7MOS.)	Hawaii PSAP		Kauai PSAP		Maui PSAP		Oahu PSAP		ADMIN		TOTAL		\$ Over (UNDER) Budget
	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	7 MOS.	ANNUAL Budget		
6400 RECURRING EXPENSES													
6401 ADMINISTRATION													
6401.01 Exec Dir. Services	-	-	-	-	-	-	-	-	200,625	-	200,625	350,625	(150,000)
6401.02 Electron Signatur	-	-	-	-	-	-	-	-	-	-	200	200	(200)
6401.05 Audit Expense	-	-	-	-	-	-	-	-	-	-	13,000	13,000	(13,000)
6401.06 Bank Charge	-	-	-	-	-	-	-	-	-	-	100	100	(100)
6401.08 Board Member Travel	-	-	-	-	-	-	-	-	11,306	-	11,306	35,000	(23,694)
6401.09 DB&F Assessments	-	-	-	-	-	-	-	-	26,896	-	26,896	175,000	(148,104)
6401.0101 DB&F Admin. Assess	-	-	-	-	-	-	-	-	189,043	-	189,043	452,500	(263,457)
6401.0102 DB&F Rev Assessments	-	-	-	-	-	-	-	-	215,939	-	215,939	627,500	(411,561)
Total 6401.09 DB&F Assessments	-	-	-	-	-	-	-	-	-	-	-	215	(215)
6401.12 NASNA Dues	-	-	-	-	-	-	-	-	400	-	400	200	200
6401.13 Parking Permits	-	-	-	-	-	-	-	-	2,522	-	2,522	-	2,522
6401.15 WSP Cost Recovery	-	-	-	-	-	-	-	-	-	-	-	70,000	(70,000)
6401.0101 Sprint/Nextel	-	-	-	-	-	-	-	-	-	-	-	-	-
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	-	-	2,522	-	2,522	-	2,522
Total 6401.15 WSP Cost Recovery	-	-	-	-	-	-	-	-	-	-	-	70,000	(70,000)
6401.17 ADA Compliance	-	-	-	-	-	-	-	-	-	-	500	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	-	-	-	-	100,000	100,000	(100,000)
6401.19 Public Education	-	-	-	-	-	-	-	-	-	-	50,000	50,000	(50,000)
6401.20 RCUH Contract	-	-	-	-	-	-	-	-	14,352	-	14,352	14,352	-
Total 6401 ADMINISTRATION	-	-	-	-	-	-	-	-	445,144	-	445,144	1,261,992	(816,548)
6402 MAINTENANCE													
6402.02 Imagery Lic Agree	-	-	-	-	-	-	-	120,225	-	-	120,225	1,116,896	(996,671)
6402.05 Logging Record Maint	-	-	-	-	-	-	-	-	-	-	80,775	80,775	(80,775)
6402.07 0011 9-1-1M SAG Maint.	79,771	-	54,968	93,973	186,458	500,522	1,312,521	811,999	85,352	-	332,801	1,038,752	(705,951)
6402.08 CAD Maintenance	-	-	-	170,000	162,801	-	-	-	-	-	-	-	-
6402.13 Software Maintenance	-	-	-	-	-	-	-	-	-	-	-	-	-
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	-	-	-	-	-	4,807	(4,807)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	-	-	-	-	-	4,807	(4,807)
6402 MAINTENANCE	79,771	54,968	263,973	469,484	85,352	953,548	3,533,551	(2,580,003)					
6403 Other RECURRING													
6403.01 Telecom Charges													
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	-	-	-	-	232,132	232,132	(232,132)
6403.0102 Long Distance	142	170	23,433	946	28	23,773	2,160	21,813	-	-	2,160	21,813	(10,407)
6403.0103 Mileage	-	-	-	946	-	946	11,353	888,993	-	-	1,643,237	1,643,237	(888,993)
6403.0109 Telecom Trunk	102,115	37,121	116,039	473,441	25,529	754,244	4,988	1,184	-	-	202	202	(2,124)
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	-	-	-	17,664	-	17,664	140,916	2,001	-	-	17,664	140,916	(123,252)
6403.0113 HPDCML Viper-Alapai	-	-	-	2,001	-	2,001	7,800	-	-	-	2,001	7,800	(5,800)
6403.0114 SD Viper (OSL) (3)	-	-	-	-	-	-	43,500	-	-	-	43,500	43,500	(43,500)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	24,100	-	-	-	24,100	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	600	-	-	-	600	600	(600)
6403.0117 Telecom Chgs-Other	-	-	-	311	-	311	-	-	-	-	-	-	-
Total 6403.01 Telecom Charges	102,256	37,601	139,473	498,300	25,557	803,188	2,097,998	(1,284,810)					
6403.02 EMS Tower Lease	-	-	-	-	-	-	7,800	-	-	-	7,800	7,800	(11,370)
6403.03 Prior Period Reimb.	-	-	-	-	-	-	(120,314)	-	-	-	(120,314)	(120,314)	-
Total 6403 Other RECURRING	102,256	37,601	139,473	494,530	94,757	679,103	1,985,284	(1,306,180)					
Total 6400 RECURRING EXPENSES	182,027	92,570	403,446	964,014	436,739	2,077,796	6,780,527	(4,702,731)					
Total DISBURSEMENTS	189,483	107,876	409,971	995,868	443,647	2,146,825	8,839,083	(6,692,257)					

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

Summary of Encumbrances/Accruals:												
	Oahu	Maui	Kauai	Hawaii	Admin	Total	Q1 Paydown	Q2 Paydown	Jan-15	Feb-15	Mar-15	Balance
FY 2011 Encumbrances:			419,000			419,000	-					419,000
FY 2012 Encumbrances:												
CAD Upgrades:												
EMS/FIRE	56,040					56,040	-					56,040
HPD	695,392					695,392	-					695,392
Total FY 2012 Encumbrances	751,432	-	-	-	-	751,432	-	-	-	-	-	751,432
FY 2014 Accruals												
CAD Upgrade	31,000			1,500,000		1,531,000	31,000					1,500,000
CAD Maintenance				66,518		66,518	66,518					-
DB&F Rev. Assessment					8,306	8,306	8,306					-
DB&F Admin. Assessment					55,632	55,632	55,632					-
AG Legal Expenses for IRC					25,000	25,000	1,481	235	1,086			22,198
NENA Conference		6,600				6,600	6,600					-
Imagery License Agreement	127,150					127,150	127,150					-
WSP Recovery-Sprint					36,000	36,000	36,000					-
MSAG & GIS	90,290	86,912	27,535	25,637		230,375	230,375					(0)
Microwave Antenna Lease	3,770					3,770	3,770					-
Ocean Safety-Telecom	2,124					2,124	2,124					-
HawTelcom CML Positions	78,907	46,416	18,578	25,529		169,430	169,430					-
HT CML Viper (Kapolei)	5,500					5,500	5,500					-
HT CML Viper (Alapai)	1,500					1,500	1,500					-
Board & Committee Travel					2,000	2,000	2,000					-
Total FY 2014 Accruals	340,242	139,927	46,114	1,617,684	126,939	2,270,905	747,386	235	1,086	-	-	1,522,198
Total Encumbrances/Accruals	1,091,674	139,927	465,113	1,617,684	126,939	3,441,337	747,386	235	1,086	-	-	2,692,629

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		9,000.00				(9,000.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,000.00				(3,000.00)	-	5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)	-	5/15/2014
Executive Director (2) APCO					5,386.11	(5,386.11)	-	6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)	-	6/10/2014
Oahu DIT - (1) APCO		3,000.00				(3,000.00)	-	6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)	-	6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)	-	6/10/2014
KPD- TRICON Conference (Sep28-10Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
RCUH Contract					14,352.00	(14,352.00)	14,352.00	7/1/2014
EMS-TRICON 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 Director Travel to Wash.DC for FCC Hearing 10/17/2014					2,523.00		2,523.00	10/9/2014
Executive Director 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)					2,500.00		2,500.00	12/11/2014
911 Goes to WashDC - Executive Dir (1)	7,000.00					(7,000.00)	-	12/11/2014
911 Goes to WashDC - MPD (2)			7,000.00			(7,000.00)	-	12/11/2014
911 Goes to WashDC - Board (4)		45,200.00				(45,200.00)	-	12/11/2014
HPD SMART911 S/W					500.00		500.00	1/6/2015
CPA AUDIT - Egami & Associates (incremental budget to \$13K)								1/6/2015
Totals	2,517,950.00	2,951,036.00	1,065,138.00	1,087,799.00	1,166,286.67	50,872.89	8,839,082.56	

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

FY-YTD JANUARY 2015 (7MOS.)	Hawaii PSAP		
	7 MOS.	ANNUAL Budget	\$ Over (UNDER) Budget
Total RECEIPTS	-		
DISBURSEMENTS			
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)
6303.23 HPD SMART911 S/W	-		
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 Integraph 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	182,027	992,550	(810,523)
Total DISBURSEMENTS	189,463	2,517,950	(2,328,487)

HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015

FY-YTD JANUARY 2015 (7MOS.)	Kauai PSAP		
	7 MOS.	ANNUAL Budget	\$ Over (UNDER) Budget
Total RECEIPTS	-		
DISBURSEMENTS			
6200 CONFERENCES			
6201 911 Goes to WashDC	-		
6204 APCO Conference	6,085	11,100	(5,015)
6213 Navigator	-		
6214 Nena Conference	-		
6222 TriTech CAD Users	1,865	6,000	(4,135)
6227 FCC Hearings	-		
6200 CONFERENCES - Other	-		
Total 6200 CONFERENCES	7,950	17,100	(9,150)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	-		
6301.02 Hawai'i Police Dept	-		
6301.04 Honolulu Police	-		
6301.05 Kauai Police Dept	7,356	7,356	(0)
Total 6301 CAD Replac/Upgrade	7,356	7,356	(0)
6302 CMLs for Altern Dispat	-	300,000	(300,000)
6303 Computers			
6303.20 Dispatch Software	-		
6303.23 HPD SMART911 S/W	-		
Total 6303 Computers	-		
6306 Training			
6306.11 Training (CAD) HPD	-		
6306.12 TriTechCADSystAdm	-		
6306.122 CAD TriTech EMS	-		
Total 6306.12 TriTechCADSystAdm	-		
6306.14 NG Text to 911 Refresh	-		
Total 6306 Training	-		
Total 6300 Non-RECURRING	7,356	307,356	(300,000)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	-	194,633	(194,633)
6402.05 Logging RecordMaint	-		
6402.07 0011 9-1-1MSAG Maint.	54,968	220,000	(165,032)
6402.08 CAD Maintenance	-		
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	54,968	414,633	(359,665)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-	232,132	(232,132)
6403.0102 Long Distance	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	-		
Total 6403.0110 Ocean Safety	-	-	-
6403.0112 HPD CML Viper-Kapolei	-		
6403.0113 HPDCMLViper-Alapai	-		
6403.0114 SD Viper (OSL) (3)	-		
6403.0115 Text-to-911 Service	-	4,100	(4,100)
6403.0116 Alt PSAP Call Route	-	600	(600)
6403.0117 Telecom Chgs-Other	311		311
Total 6403.01 Telcom Charges	37,601	348,710	(311,109)
6403.02 EMS Tower Lease	-		
6403.03 Prior Period Reimb.	-		
Total 6403 Other RECURRING	37,601	348,710	(311,109)
Total 6400 RECURRING EXPENSES	92,570	763,343	(670,773)
Total DISBURSEMENTS	107,876	1,087,799	(979,923)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

FY-YTD JANUARY 2015 (7MOS.)	Maui PSAP		
	7 MOS.	ANNUAL Budget	\$ Over (UNDER) Budget
Total RECEIPTS	-		
DISBURSEMENTS			
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	-		
6303.23 HPD SMART911 S/W	-		
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.	93,973	225,500	(131,527)
6402.08 CAD Maintenance	170,000	170,000	-
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	263,973	767,763	(503,790)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	23,433	480	22,953
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	139,473	282,975	(143,502)
6403.02 EMS Tower Lease	-		
6403.03 Prior Period Reimb.	-		
Total 6403 Other RECURRING	139,473	282,975	(143,502)
Total 6400 RECURRING EXPENSES	403,446	1,050,738	(647,292)
Total DISBURSEMENTS	409,971	1,065,138	(655,167)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

FY-YTD JANUARY 2015 (7MOS.)	Oahu PSAP		
	7 MOS.	ANNUAL Budget	\$ Over (UNDER) Budget
Total RECEIPTS	-		
DISBURSEMENTS			
6200 CONFERENCES			
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	-		-
Total 6200 CONFERENCES	25,738	36,318	(10,580)
6300 Non-RECURRING			
6301 CAD Replac/Upgrade			
6301.01 EMS	6,949		6,949
6301.02 Hawai'i Police Dept	-		-
6301.04 Honolulu Police	(833)		(833)
6301.05 Kauai Police Dept	-		-
Total 6301 CAD Replac/Upgrade	6,116		
6302 CMLs for Altern Dispat	-		-
6303 Computers			
6303.20 Dispatch Software	-		-
6303.23 HPD SMART911 S/W	-	45,200	(45,200)
Total 6303 Computers	-	45,200	(45,200)
6306 Training			
6306.11 Training (CAD) HPD	-	16,000	(16,000)
6306.12 TriTechCADSystAdm			
6306.122 CAD TriTech EMS	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	16,000	(16,000)
Total 6306 Training	-	37,000	(37,000)
Total 6300 Non-RECURRING	6,116	82,200	(76,084)
6400 RECURRING EXPENSES			
6402 MAINTENANCE			
6402.02 Imagery Lic Agree	120,225	250,000	(129,775)
6402.05 Logging RecordMaint	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	186,458	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	-		-
Total 6402.13 Software Maintenance	-		-
Total 6402 MAINTENANCE	469,484	1,670,149	(1,200,665)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		-
6403.0102 Long Distance	-		-
6403.0103 Mileage	946	11,353	(10,407)
6403.0109 Telcom Trunk	473,441	947,000	(473,559)
6403.0110 Ocean Safety			
6403.0110.1 CML	4,988		4,988
6403.0110.2 Centrex	1,184		1,184
6403.0110.3 Mileage	202		202
6403.0110 Ocean Safety - Other	(2,124)		(2,124)
Total 6403.0110 Ocean Safety	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	17,664	140,916	(123,252)
6403.0113 HPDCMLViper-Alapai	2,001		-
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	-		-
Total 6403.01 Telcom Charges	498,300	1,154,769	(658,469)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-		-
Total 6403 Other RECURRING	494,530	1,162,369	(667,839)
Total 6400 RECURRING EXPENSES	964,014	2,832,518	(1,868,504)
Total DISBURSEMENTS	995,868	2,951,036	(1,955,168)

**HAWAII ENHANCED 911 BOARD
STATEMENT OF CASH FLOWS
For month ending January 31, 2015**

FY-YTD JANUARY 2015 (7MOS.)	ADMIN		
	7 MOS.	ANNUAL Budget	\$ Over (UNDER) Budget
Total RECEIPTS	5,393,492	-	5,393,492
DISPURSEMENTS			
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	200,625	350,625	(150,000)
6401.02 ElectronSignatur	-	200	(200)
6401.05 Audit Expense	-	13,000	(13,000)
6401.06 Bank Charge	-	100	(100)
6401.08 Board Member Travel	11,306	35,000	(23,694)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	26,896	175,000	(148,104)
6401.0102 DB&F Rev Assessment	189,043	452,500	(263,457)
Total 6401.09 DB&F Assessments	215,939	627,500	(411,561)
6401.12 NASNA Dues	-	215	(215)
6401.13 Parking Permits	400	200	200
6401.15 WSP Cost Recovery			
6401.0101 Sprint/Nextel	2,522		2,522
6401.15 WSP Cost Recovery - Other	-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery	2,522	70,000	(67,478)
6401.17 ADA Compliance	-	500	(500)
6401.18 AG Legal Fees	-	100,000	(100,000)
6401.19 Public Education	-	50,000	(50,000)
6401.20 RCUH Contract	14,352	14,352	-
Total 6401 ADMINISTRATION	445,144	1,261,692	(816,548)
6403.02 EMS Tower Lease	-		
6403.03 Prior Period Reimb.	(120,314)	(120,314)	-
Total 6403 Other RECURRING	(94,757)	(120,314)	25,557
Total 6400 RECURRING EXPENSES	435,739	1,141,378	(705,639)
Total DISBURSEMENTS	443,647	1,217,160	(773,513)

Oahu Civilian E9-1-1

Status Report

January 1, 2015 – January 31, 2015

Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

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Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JANUARY 2015

(Source: Intrado Viper)

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

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
January	82,382	19,792	24.04%	59,531	72.31%	49.23%	23.08%	2,939	3.57%	66	0.08%	2,171	2.64%	11,306	13.73%	618	0.75%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Primary PSAP Call Volume																	
Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	82,382	19,792	24.04%	59,531	72.31%	49.23%	23.08%	2,939	3.57%	66	0.08%	2,171	2.64%	11,306	13.73%	618	0.75%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	82,382	19,792		59,531				2,939		66		2,171		11,306		618	
MON AVG	82,382	19,792	24.04%	59,531	72.31%	49.23%	23.08%	2,939	3.57%	66	0.08%	2,171	2.64%	11,306	13.73%	618	0.75%

NOTE:

- * Calls with no Ali 0.08% - Statewide average excluding Military = 0.2%

Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

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

2015	9-1-1 Call Volume by Agency									
	Honolulu Police Department						Honolulu Fire Department			
	No. of Total Calls Received	% of Total Calls	Number of Emergency Calls	Number of Non Emergency Calls	Number of Admin Calls	Number of Dropped Calls	No. of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
January	70,213	85.28%	19,601	38,128	1,178	11,306	2,597	3.15%	122	0

2015	9-1-1 Call Volume by Agency							
	Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Dropped Calls
January	8,814	10.71%	787	110	86	0.10%	84	4

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

2015	9-1-1 Call Volume by Agency																	
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	70,213	85.28%	19,601	38,128	1,178	11,306	2,597	3.15%	122	0	8,814	10.71%	787	110	86	0.10%	84	4
FEB																		
MAR																		
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	70,213	85.28%	19,601	38,128	1,178	11,306	2,597	3.15%	122	0	8,814	10.71%	787	110	86	0.10%	84	4
MON AVG	70,213	85.28%	19,601	38,128	1,178	11,306	2,597	3.15%	122	0	8,814	10.71%	787	110	86	0.10%	84	4

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PSAP OPERATION NOTES:

- Total call volumes does not include Administrative Calls. Administrative calls = Calls originating on Administrative lines that required 911 service.
- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) types of 911 calls are combined in the Call Volume statistic.

WIRELESS PSAP TESTING – JANUARY 2015

OAHU CIVILIAN - JANUARY 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
None						

NOTES:

- There were no scheduled Wireless 911 Testing for the Oahu Civilian PSAP in January 2015.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JANUARY 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	40	25	2	13	0	0	405

MSAG CURRENT MONTH NOTES:

A total of 195 MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Forty (40) requests were processed relating to the MSAG database, and One hundred fifty-five (155) requests relating to the ALI database (see ALI Transaction chart on next page). There were 405 customer ANI/ALI (telephone/address) records updated as a direct result.

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

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	40	25	2	13	0	0	405
FEB							
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	40	25	2	13	0	0	405
AVG PER MONTH	40	25	2	13	0	0	405

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ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

OAHU CIVILIAN		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
DEC	155	153	2	0	328	0	0

Definitions
(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 199 attached to them which indicates the need for validation.
(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

153 Telephone Number Change Requests (TN CR) and **2** 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.

OPEN DISCREPANCY RECORDS STATUS:

There are 328 Open Telephone Number Change Requests as of January 31, 2015.

- Refer to chart in the next section “TNCR Current Status”

The TNCRs are a direct result of the ESN 199 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

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There are no ALI DRs in Referred status as of January 31, 2015.

There are no VoIP DRs in Referred status as of January 31, 2015.

There are no Suspended Records as of January 31, 2015.

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

OAHU CIVILIAN		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	155	153	2	0	328	0	0
FEB							
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	155	153	2	0			
AVG PER MONTH	155	153	2	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
OAHU CIVILIAN	328	12	88	228

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.

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MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

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

Below is the latest Phase VII work effort as of **January 31, 2015**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14		11/14/14	11/21/14
Punaluu	11/10/14	11/11/14	11/05/14			
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	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	
Wahiawa	01/02/15	01/21/15	IN PROGRESS			
Waiialua	01/22/15	01/29/15				

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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
Mokuleia	01/30/15	02/05/15				
Makaha	02/06/15	02/13/15				
Waianae	02/16/15	02/25/15				
Maiili	02/26/15	03/06/15				
Nanakuli	03/09/15	03/17/15				
Makakilo	03/18/15	04/01/15				
Kapolei	04/02/15	04/24/15				
Kalaeloa	04/27/15	05/12/15				
Ewa Beach	05/13/15	06/30/15				
Iroquois	07/01/15	07/07/15				

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015

MAPPING LAYERS UPDATED (PART I)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/29/2015		Deleted two (2) address points in Wahiawa
	1/27/2015		Spatially corrected one hundred seventy-seven (177) address points in Makaha
		1/23/2015	
	1/23/2015		Deleted three (3) address points in Wahiawa
	1/23/2015		Added three (3) new address points in Wahiawa
	1/23/2015		Spatially corrected two hundred sixty-eight (268) address points in Wahiawa
	1/22/2015		Deleted three (3) address points in Wahiawa
	1/22/2015		Spatially corrected one hundred sixty-five (165) address points in Wahiawa
	1/22/2015		Spatially corrected one hundred fifty-six (156) address points in Makaha
	1/22/2015		Added five (5) new address points in Wahiawa
	1/21/2015		Spatially corrected seven (7) address points in Wahiawa
	1/21/2015		Deleted one (1) address point in Wahiawa
	1/20/2015		Added one (1) new address point in Aiea
	1/20/2015		Added one (1) new address point in Ewa Beach
	1/20/2015		Added one (1) new address point in Waialua
	1/20/2015		Added one (1) new address point in Nanakuli
	1/20/2015		Spatially corrected one (1) address point in Wahiawa
	1/20/2015		Spatially corrected one (1) address point in Waipahu
	1/20/2015		Spatially corrected one (1) address point in Waianae
	1/20/2015		Spatially corrected two (2) address points in Nanakuli
	1/20/2015		Spatially corrected two (2) address points in Kapahulu
	1/20/2015		Deleted three (3) address points in Makaha
	1/20/2015		Spatially corrected four hundred twenty (420) address points in Makaha
	1/20/2015		Spatially corrected one hundred five (105) address points in Wahiawa
	1/20/2015		Spatially corrected three (3) address points in Aiea
	1/20/2015		Spatially corrected seven (7) address points in Ewa Beach
	1/20/2015		Spatially corrected eleven (11) address points in Waialua
	1/16/2015		Deleted one (1) address point in Waialua
	1/16/2015		Deleted two (2) address points in Mokuleia
	1/16/2015		Spatially corrected one hundred twenty-eight (128) address points in Wahiawa
	1/16/2015		Spatially corrected twenty-two (22) address points in Waialua
	1/16/2015		Spatially corrected one hundred sixty-nine (169) address points in Mokuleia
1/16/2015		Spatially corrected eighty-seven (87) address points in Haleiwa	
1/15/2015		Deleted three (3) address points in Wahiawa	

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MAPPING LAYERS UPDATED (PART II)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/15/2015		Added two (2) new address points in Wahiawa	
	1/15/2015		Spatially corrected one hundred ninety-three (193) address points in Wahiawa	
	1/15/2015		Spatially corrected eighty-two (82) address points in Mokuleia	
	1/15/2015		Added one (1) new address point in Hickam	
	1/15/2015		Added one (1) new address point in Kalaeloa	
	1/15/2015		Added one (1) new address point in Schofield	
	1/15/2015		Added one (1) new address point in Hawaii Kai	
	1/13/2015		Deleted one (1) address point in Haleiwa	
	1/13/2015		Deleted six (6) address points in Waialua	
	1/13/2015		Added nine (9) new address points in Waialua	
	1/13/2015		Spatially corrected nine (9) address points in Haleiwa	
	1/13/2015		Spatially corrected seven hundred ninety-seven (797) address points in Waialua	
			1/12/2015	
		1/12/2015		Deleted five (5) address points in Wahiawa
		1/12/2015		Deleted one (1) address point in Mokuleia
		1/12/2015		Added two (2) address points in Wahiawa
		1/12/2015		Spatially corrected two hundred ninety-two (292) address points in Wahiawa
		1/12/2015		Spatially corrected one hundred twenty-four (124) address points in Mokuleia
		1/9/2015		Spatially corrected fifty-eight (58) address points in Wahiawa
		1/8/2015		Added seven (7) new address points in Wahiawa
		1/8/2015		Deleted nine (9) address points in Wahiawa
		1/8/2015		Spatially corrected five hundred twenty-two (522) address points in Wahiawa
		1/6/2015		Added one (1) new address point in Sunset
		1/6/2015		Added three (3) new address points in Wahiawa
		1/6/2015		Spatially corrected forty-three (43) address points in Sunset
		1/6/2015		Spatially corrected two hundred seventy-seven (277) address points in Wahiawa
		1/6/2015		Deleted one (1) address point in Sunset
		1/6/2015		Deleted two (2) address points in Wahiawa
		1/6/2015		Added one (1) new address point in Sunset
		1/6/2015		Added three (3) new address points in Wahiawa
		1/6/2015		Spatially corrected forty-three (43) address points in Sunset
		1/6/2015		Spatially corrected two hundred seventy-seven (277) address points in Wahiawa
	1/6/2015		Deleted one (1) address point in Sunset	

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MAPPING LAYERS UPDATED (PART III)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/6/2015		Deleted two (2) address points in Wahiawa
	1/6/2015		Added one (1) new address point in Sunset
	1/6/2015		Added three (3) new address points in Wahiawa
	1/6/2015		Spatially corrected forty-three (43) address points in Sunset
	1/6/2015		Spatially corrected two hundred seventy-seven (277) address points in Wahiawa
	1/6/2015		Deleted one (1) address point in Sunset
	1/6/2015		Deleted two (2) address points in Wahiawa
	1/5/2015		Added three (3) new address points in Sunset
	1/5/2015		Added four (4) new address points in Haleiwa
	1/5/2015		Added two (2) new address points in Mokuleia
	1/5/2015		Added fifteen (15) new address points in Wahiawa
	1/5/2015		Spatially corrected one hundred eighteen (118) address points in Wahiawa
	1/5/2015		Added three (3) new address points in Sunset
	1/5/2015		Added four (4) new address points in Haleiwa
	1/5/2015		Added two (2) new address points in Mokuleia
	1/5/2015		Added fifteen (15) new address points in Wahiawa
	1/5/2015		Spatially corrected one hundred eighteen (118) address points in Wahiawa
	1/5/2015		Added three (3) new address points in Sunset
	1/5/2015		Added four (4) new address points in Haleiwa
	1/5/2015		Added two (2) new address points in Mokuleia
	1/5/2015		Added fifteen (15) new address points in Wahiawa
	1/5/2015		Spatially corrected one hundred eighteen (118) address points in Wahiawa
	1/2/2015		Deleted three (3) address points in Wahiawa
	1/2/2015		Spatially corrected six hundred seventy-nine (679) address points in Wahiawa
1/2/2015		Deleted three (3) address points in Wahiawa	
1/2/2015		Spatially corrected six hundred seventy-nine (679) address points in Wahiawa	
1/2/2015		Deleted three (3) address points in Wahiawa	
1/2/2015		Spatially corrected six hundred seventy-nine (679) address points in Wahiawa	
Airports			

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MAPPING LAYERS UPDATED (PART IV)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places	1/30/2015		Spatially corrected two (2) common places in Wahiawa (Helemano ES & Helemano Head Start)
		1/23/2015	
	1/23/2015		Spatially corrected ten (10) common places in Wahiawa
	1/22/2015		Spatially corrected twelve (12) common places in Wahiawa
	1/20/2015		Spatially corrected location of five (5) common places in Ewa Beach
	1/20/2015		Spatially corrected location of one (1) common place in Waialua
	1/20/2015		Spatially corrected location of one (1) common place in Kapahulu
	1/20/2015		Spatially corrected twenty-five (25) common place locations for public schools
	1/15/2015		Added one (1) new common place for FAA site in Hawaii Kai
	1/15/2015		Added one (1) new common place for FAA site in Schofield
	1/15/2015		Added one (1) new common place for FAA site in Kalaeloa
	1/15/2015		Added one (1) new common place for FAA site in Hickam
		1/12/2015	
	1/12/2015		Added one (1) new CP in Honolulu per the GIS corrections spreadsheet
1/12/2015		Added one (1) new CP in Nuuanu per the GIS corrections spreadsheet	
1/12/2015		Added one (1) new CP in Aiea per the GIS corrections spreadsheet	

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MAPPING LAYERS UPDATED (PART V)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			

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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 and NG9-1-1 systems.

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

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MAPPING LAYERS UPDATED (PART VII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medic Beats			
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities			
Net Junctions		1/30/2015	Populated with the latest MSAG Community and Police Beat updates
	1/30/2015	1/14/2015	
	1/14/2015		Populated with the latest MSAG Community and Police Beat updates
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			

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MAPPING LAYERS UPDATED (PART VIII)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks			
Parks Polygon	1/16/2015		Corrected boundaries for four (4) parks in Waianae
	1/16/2015		Corrected boundaries for three (3) parks in Nanakuli
	1/16/2015		Corrected boundaries for three (3) parks in Makaha
	1/16/2015		Corrected boundaries for three (3) parks in Maili
	1/16/2015		Corrected boundaries for two (2) parks in Kapolei
	1/15/2015		Deleted one (1) address point in Mokuleia
	1/14/2015		Added one (1) new park in Kalaeloa
	1/14/2015		Deleted one (1) park in Kapolei
	1/14/2015		Corrected boundaries for ten (10) parks in Waimanalo
	1/14/2015		Corrected boundaries for four (4) parks in Makakilo
	1/14/2015		Corrected boundaries for four (4) parks in Kapolei
	1/14/2015		Corrected boundaries for two (2) parks in Kalaeloa
	1/14/2015		Corrected boundaries for twenty-five (25) parks in Ewa Beach
	1/9/2015		Corrected boundaries for four (4) parks in Waipio
	1/9/2015		Corrected boundaries for eleven (11) parks in Waipio
	1/9/2015		Corrected boundaries for nine (9) parks in Pearl City
	1/9/2015		Corrected boundary for one (1) park in Aiea
	1/9/2015		Corrected boundaries for sixteen (16) parks in Mililani
	1/7/2015		Corrected boundaries for two (2) parks in Salt Lake
	1/7/2015		Corrected boundaries for two (2) parks in Punchbowl
	1/7/2015		Corrected boundaries for three (3) parks in Pearl City
	1/7/2015		Corrected boundaries for five (5) parks in Nuuanu
	1/7/2015		Corrected boundary for one (1) park in Moanalua V
	1/7/2015		Corrected boundaries for two (2) parks in Downtown
	1/7/2015		Corrected boundary for one (1) park in Aliamanu
1/7/2015		Corrected boundary for one (1) park in Airport	
1/7/2015		Corrected boundaries for eight (8) parks in Aiea	
1/7/2015		Corrected boundaries for fifteen (15) parks in Kalihi	
Points of Interest			

Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

MAPPING LAYERS UPDATED (PART IX)

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

OAHU CIVILIAN			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Police Beats	1/29/2015		Corrected Beat 372 and continued working on Beat 373, and 374 according to the HPD written policies and procedures
		1/23/2015	
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/30/2015		Spatially corrected forty-four (44) street segments in Wahiawa
	1/29/2015		Split one (1) segment of Kam Hwy in Wahiawa
	1/29/2015		Spatially corrected one hundred (100) street segments in Wahiawa
	1/29/2015		Spatially corrected one (1) street segment in Aiea
	1/29/2015		Spatially corrected twenty-three (23) street segments in Pearl City
	1/28/2015		Spatially corrected eighty (80) street segments in Wahiawa
	1/28/2015		Split one (1) street segment of Kalie St in Wahiawa
	1/28/2015		Corrected range for one (1) segment of Walea St in Wahiawa
	1/27/2015		Deleted two (2) street segments in Wahiawa (Ma Way & Ala Waina Way)
	1/27/2015		Spatially corrected eighty (80) street segments in Wahiawa
	1/26/2015		Spatially corrected sixty-four (64) street segments in Wahiawa
			1/23/2015
	1/23/2015		Corrected range for two (2) street segments in Wahiawa (Halakahiki Pl & Auhili Pl)
	1/22/2015		Corrected street type for one (1) segment in AMR

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MAPPING LAYERS UPDATED (PART X)

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

OAHU CIVILIAN				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	1/22/2015		Spatially corrected sixteen (16) street segments in Wahiawa	
	1/21/2015		Spatially corrected fifty (50) street segments in Wahiawa	
	1/14/2015		Spatially corrected eightytwo (82) street segments in Haleiwa	
	1/14/2015		Split three (3) street segments of Weed Cir and Haleiwa Rd in Haleiwa	
		1/12/2015		
	1/12/2015		Spatially corrected thirty-three (33) street segments in Haleiwa	
	1/6/2015		Spatially corrected twenty-six (26) street segments in Haleiwa	
Subdivisions				
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				
WSP Cell Sectors	1/26/2015		Per TMOB CRS	
		1/23/2015		
	1/13/2015		Per VZW CRS	
		1/12/2015		
	1/7/2015		Per MOBI CRS	
	1/7/2015		Per VZW CRS	
WSP Cell Towers	1/26/2015		Per TMOB CRS	
		1/23/2015		
	1/13/2015		Per VZW CRS	
		1/12/2015		
	1/7/2015		Per MOBI CRS	
	1/7/2015		Per VZW CRS	

Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/30/2015	Net Junctions with the latest MSAG Community and Police Beat updates
1/26/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
1/23/2015	Street Centerlines and Common Places to HPD for Motorola CAD
1/23/2015	Street Centerlines and Bus Stops to HFD, EMS, and Ocean Safety for TriTech CAD
1/23/2015	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
1/19/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
1/14/2015	Net Junctions with the latest MSAG Community and Police Beat updates
1/12/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
1/12/2015	Street Centerlines and Common Places to HPD for Motorola CAD
1/12/2015	Street Centerlines and Bus Stops to HFD, EMS, and Ocean Safety for TriTech CAD
1/12/2015	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
1/5/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

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. There were no updates during the month of January 2015. It is an item that is being addressed by Hawaiian Telcom and Intrado technicians.

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 January 2015. Akimeka completed an additional one (1) Police Beat (372 and continued on 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.

Oahu Civilian E9-1-1 Status Report

January 1, 2015 - January 31, 2015

POLICE BEATS CORRECTIONS - CONTINUED

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

Throughout January 2015, Akimeka and HFD worked together to identify what additional information they would like to see as descriptions into the Address Points layer.

1. On January 7, 2015, HFD requested that the individual descriptions for Surf Breaks, Dive Locations, Lifeguard Towers, and ERLs be added to the Address Points layer.
 - a. Akimeka replied that they can work on this and can shoot for having it completed in the next GIS deliverable.
 - b. The Address Points layer detailing this information was made available in the January 12, 2015 GIS deliverable.

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.

During December 2014 and January 2015, Akimeka included the Bus Stops layer into the Common Places for HPD and included the information in the Address Points for HFD, EMS, and Ocean Safety.

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ESN PROJECT

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

1. The new ESN layer was created based on all of the operational response areas for each agency
2. Review and discussion was held during the meeting and Akimeka was given approval to proceed with preparing documentation to provide HPD with in order for Hawaiian Telcom to program the new ESN numbers and ELTs.
3. Akimeka prepared the final documentation during the month of January 2015 and provided the ELTs, Letter, and supporting attachments to HPD.
 - a. Upon approval, HPD will send the letter and attachments to Hawaiian Telcom to proceed with the project.

SPAWAR MEETING ON ADDRESSING FOR MCBH

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

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STREET UTILITY CHECK

This is an ongoing project to correct the errors identified. A comparison of the raw CAD generated report from the Street Check Utility was performed between the Street Centerline GIS data delivered December 29, 2014 and January 29, 2015. Below are the results of the comparison.

Street Utility Check				
	First Report 06/01/13	12/29/2014	1/29/2015	Improvements/Corrections
Total Number of GIS Records	26,602	27,435	27,432	Removed three (3) records
Errors Identified				
Zero Errors	5,112	553	545	Further reduced by 1.4% (8 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	491	486	Further reduced by 1% (5 errors)
Total Errors	9,303	1,044	1,031	Further reduced by 1.2% (13 errors)

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

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

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

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4. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a database synchronization audit for the Oahu Civilian PSAP in January 1, 2015.

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on January 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,525** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on January 1, 2015 for the Oahu Civilian PSAP are reported below.

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

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

Oahu Civilian E9-1-1 Status Report

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AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1, 2014		As of July 1, 2014		As of October 1, 2014		As of January 1, 2015	
		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		7,509		7,511		7,524		7,525	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	118	1.6%	11	0.1%	27	0.4%
Net 9-1-1 MSAG Records Eligible for Comparison		6,560		7,393		7,513		7,498	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		6,430	98.0%	7,364	99.6%	7,474	99.5%	7,474	99.7%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	57	0.9%	34	0.5%	19	0.3%	6	0.1%
9-1-1 MSAG Record With No Matching GIS Record	(3)	73	1.1%	7	0.1%	20	0.3%	16	0.2%
Total 9-1-1 MSAG Records No Match		130	2.0%	41	0.6%	39	0.5%	22	0.3%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate remained consistent from October 2014 with a 99.5% Match Rate to a 99.7% Match Rate as of January 2015

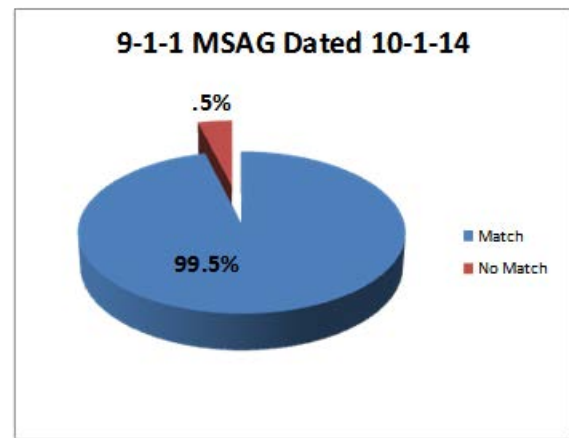
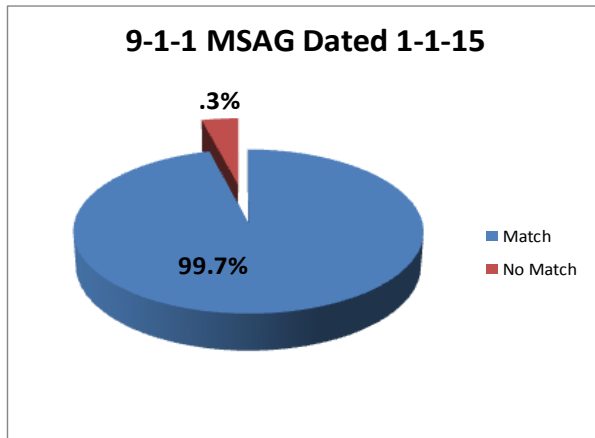
NOTES:

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

Oahu Civilian E9-1-1 Status Report

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AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. OCTOBER 1, 2014 MSAG



Oahu Civilian’s level of accuracy or 9-1-1 Match percentage remained consistent with a 99.5% as of October 1, 2014 to 99.7% as of January 1, 2015.

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

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- ❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- ❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- ❖ “MSAG - GIS Minor Corrections” were further reduced by **68%** (19 to 6) from October 2014 to January 2015 respectively. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

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AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. OCTOBER 1, 2014 MSAG CONTINUED

- ❖ “MSAG Record With No GIS Record” were further reduced by **20%** (20 to 16) from October 2014 to January 2015 respectively. The decrease in records were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2015 re-analysis.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” increased from 3 to 12 records from October 2014 to January 2015. The increase in records were due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the reason for the discrepancy and ensure they are processed in 9-1-1Net prior to the April 2015 re-analysis.
- ❖ “GIS – MSAG Minor Corrections” were further reduced by **86%** (21 to 3) from October 2014 to January 2015 respectively. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

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INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

Results of the Oahu Civilian data provided are as follows:

OAHU CIVILIAN	Invalid MSAG Records	
	9-1-1 MSAG Dated 01-01-15	
	# of Records (Baseline Starting Point)	% of Total MSAG Records (Valid and Invalid)
ESN 199	193	2.5%

These invalid MSAG records represent **2.5%** of the Total MSAG records for the City & County of Honolulu as of the January 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

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

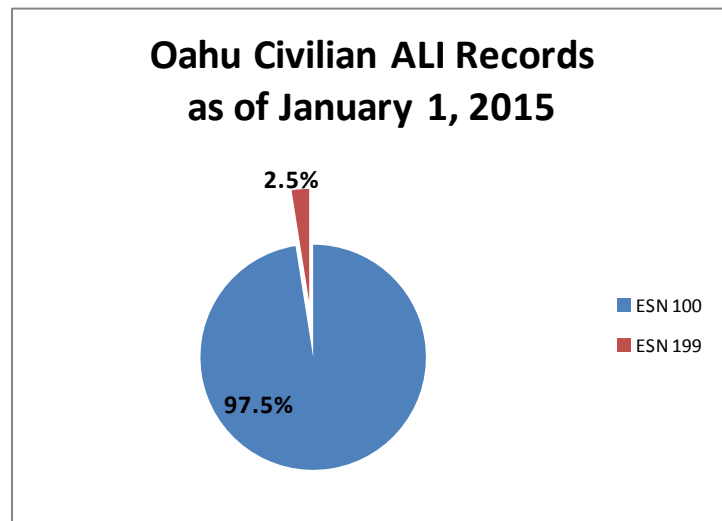
Oahu Civilian E9-1-1 Status Report

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AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of January 1, 2015, there are **1,176** ALI records with an assigned ESN of 199, representing **2.5%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



The number of Ali records with an ESN 199 records decreased by **22.3%** (1,513 to 1,176) from October 2014 to January 2015 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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1. PSAP OPERATIONS

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

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,904	2,411	20.25%	7,697	64.66%	61.96%	38.04%	277	2.33%	13	0.11%	0	0.00%	1,506	12.65%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

☒ Calls with no Ali 0.11% - Statewide average excluding Military = 0.2%

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

9-1-1 Call Volume																	
MAUI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,904	2,411	20.25%	7,697	64.66%	61.96%	38.04%	277	2.33%	13	0.11%	0	0.00%	1,506	12.65%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	11,904	2,411		7,697				277		13		0		1,506		0	
MON AVG	11,904	2,411	20.25%	7,697	64.66%	61.96%	38.04%	277	2.33%	13	0.11%	0	0.00%	1,506	12.65%	0.00	0.00%

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

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	152	40.97%	176	47.44%	51.70%	48.30%	0	0.00%	2	0.54%	0	0.00%	41	11.05%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

*Calls with no Ali 0.54% - Statewide average excluding Military = 0.2%

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

9-1-1 Call Volume																	
MOLOKAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	152	40.97%	176	47.44%	51.70%	48.30%	0	0.00%	2	0.54%	0	0.00%	41	11.05%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	371	152		176				0		2		0		41		0	
MON AVG	371	152	40.97%	176	47.44%	51.70%	48.30%	0.00	0.00%	2	0.54%	0	0.00%	41	11.05%	0	0.00%

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP Calls		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	12,275	2,563	20.88%	7,873	64.14%	61.73%	38.27%	277	2.26%	15	0.12%	0	0.00%	1,547	12.60%	0	0.00%

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

9-1-1 Call Volume																	
MAUI COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	12,275	2,563	20.88%	7,873	64.14%	61.73%	38.27%	277	2.26%	15	0.12%	0	0.00%	1,547	12.60%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	12,275	2,563		7,873				277		15		0		1,547		0	
MON AVG	12,275	2,563	20.88%	7,873	64.14%	61.73%	38.27%	277	2.26%	15	0.12%	0.00	0.00%	1,547	#DIV/0!	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the Wireline and Wireless total counts respectively.
- All VoIP (Voice over Internet Protocol) 911 calls are combined in the Call Volume statistic.
- Outgoing 911 calls are included in the totals. These are ringback or callback 911 calls made from the Viper System.

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WIRELESS PSAP TESTING – JANUARY 2015

MAUI COUNTY - JANUARY 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
1/30/2015	AT&T	1	3	Maui PSAP	Pass	Tower located on Lanai

NOTES:

- There was one (1) scheduled Wireless 911 Test in January 2015 for the Maui and Molokai PSAPs.
- A “No 911 Testing” period due to the Holidays was in effect between December 15th 2014, and January 4th 2015.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JANUARY 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	25	6	1	4	14	0	102

MSAG CURRENT MONTH NOTES:

A total of 119 MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Twenty-five (25) requests were processed relating to the MSAG database, and ninety-four (94) requests relating to the ALI database (see ALI Transaction chart on next page). There were 102 customer ANI/ALI (telephone/address) records updated as a direct result.

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

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	25	6	1	4	14	0	102
FEBRUARY							
MARCH							
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	25	6	1	4	14	0	102
AVG PER MONTH	25	6	1	4	14	0	102

Maui County E9-1-1 Status Report

January 1, 2015 - January 31, 2015

ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0

Definitions
<p>(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation.</p> <p>(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</p>

ALI TRANSACTIONS CURRENT MONTH NOTES:

Ninety-one (91) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There was one (1) ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net, as the result of a 911 call from a residence in Paia. Akimeka verified the address provided by the caller and verified the correct location. The address has been updated in the GIS and in 9-1-1 Net and is now MSAG valid.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 343 Open TN CR Transactions as of January 31, 2015**
- **Refer to chart in the next section “TNCR Current Status”**

The Open TN CR transactions 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.

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There are no Open ALI-DRs as of January 31, 2015

There are no Open VoIP DRs as of January 31, 2015

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

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0
FEB							
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	92	91	1	0			
AVG PER MONTH	92	91	1	0			

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
MAUI	327	40	46	241
MOLOKAI	16	4	4	8
TOTAL	343	44	50	249

STATUS
<u>TOTAL TNCRS SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<u>PENDING STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
<u>REFERRED STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

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January 1, 2015 - January 31, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015

MAPPING LAYERS UPDATED (PART I)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/28/2015		Added two (2) addresses in Kaunakakai	
	1/28/2015		Added two (2) addresses in Paia	
	1/27/2015		Spatially corrected ninety-eight (98) street centerline segments	
	1/26/2015		Spatially corrected three (3) address points in Paia	
	1/23/2015		Added two (2) addresses in Hana	
	1/23/2015		Spatially corrected one (1) address in Hana	
	1/23/2015		Added location name to one (1) address in Hoolehua	
	1/23/2015		Spatially corrected two (2) addresses in Kahului	
	1/23/2015		Corrected one (1) address in Kahului	
	1/23/2015		Added one (1) address in Kahului	
	1/23/2015		Spatially corrected one (1) address in Makawao	
	1/23/2015		Spatially corrected one (1) address in Paia	
	1/23/2015		Added house number to one (1) address in Paia	
	1/23/2015		Spatially corrected one (1) address in Waihee	
	1/23/2015		Added one (1) address in Waihee	
	1/22/2015		Spatially corrected five (5) address points in Lahaina	
	1/22/2015		Spatially corrected two (2) address points in Hana	
	1/22/2015		Added House Number to one (1) address in Maunaloa	
	1/22/2015		Spatially corrected two (2) address points in Pukalani	
	1/22/2015		Added two (2) Location Names to two (2) addresses in Lahaina	
		1/21/2015		
		1/21/2015		Added one (1) address in Lahaina
		1/21/2015		Added one (1) address in Kula
		1/21/2015		Added one (1) address in Wailea
		1/21/2015		Added one (1) address in Hana
		1/21/2015		Added one (1) address in Kaunakakai
		1/20/2015		Corrected one (1) address in Wailuku
		1/20/2015		Spatially corrected one (1) address in Wailea
		1/16/2015		Added one (1) address in Wailea
		1/16/2015		Spatially corrected one (1) address point in Wailea
	1/16/2015		Spatially corrected six (6) address points in Pukalani	
	1/16/2015		Added one (1) address in Paia	
	1/16/2015		Spatially corrected five (5) address points in Kihei	
	1/16/2015		Added one (1) address in Kihei	

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MAPPING LAYERS UPDATED (PART II)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/16/2015		Changed one (1) address in Kihei
	1/16/2015		Added two (2) addresses in Hana
	1/16/2015		Added thirteen (13) address points in Haiku
	1/16/2015		Spatially corrected one hundred six (106) address points in Haiku
	1/16/2015		Corrected one (1) address in Haiku
	1/16/2015		Added one (1) address in Kualapuu
	1/15/2015		Spatially corrected one (1) address point in Waikapu
	1/15/2015		Spatially corrected forty-two (42) address points in Waiehu
	1/15/2015		Added four (4) addresses in Paia
	1/15/2015		Corrected one (1) address in Paia
	1/15/2015		Spatially corrected forty-six (46) address points in Paia
	1/15/2015		Spatially corrected four (4) in Kula
	1/15/2015		Spatially corrected twenty (20) address points in Haiku
	1/14/2015		Added two (2) addresses in Kula
	1/14/2015		Spatially corrected one hundred two (102) address points in Kula
	1/14/2015		Spatially corrected one (1) address point in Kahului
	1/14/2015		Spatially corrected two (2) address points in Haiku
	1/14/2015		Added nine (9) addresses in Kaunakakai
	1/14/2015		Spatially corrected twenty (20) address points in Kaunakakai
	1/13/2015		Added two (2) addresses in Wailea
	1/13/2015		Spatially corrected fifty-three (53) address points in Wailea
	1/13/2015		Spatially corrected thirteen (13) address points in Kula
	1/13/2015		Added two (2) addresses in Kula
	1/13/2015		Added one (1) address in Hana
	1/13/2015		Spatially corrected eight (8) address points in Hana
	1/13/2015		Added eleven (11) addresses in Haiku
	1/13/2015		Spatially corrected sixteen (16) address points in Haiku
	1/13/2015		Spatially corrected five (5) address points in Kaunakakai
	1/12/2015		Added five (5) addresses in Pukalani
	1/12/2015		Spatially corrected twenty-four (24) address points in Pukalani
1/12/2015		Added one (1) address in Lanai	
1/12/2015		Added one (1) address in Lahaina	
1/12/2015		Spatially corrected sixteen (16) address points in Kula	
1/12/2015		Spatially corrected one (1) address point in Kahului	

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MAPPING LAYERS UPDATED (PART III)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Address Points	1/12/2015		Spatially corrected four (4) address points in Hana
	1/12/2015		Added one (1) address in Kahului
	1/12/2015		Added four (4) addresses in Hana
	1/12/2015		Added four (4) addresses in Haiku
	1/12/2015		Spatially corrected twenty-six (26) address points in Haiku
	1/12/2015		Spatially corrected nine (9) address points in Kualapuu
	1/9/2015		Added four (4) addresses in Pukalani
	1/9/2015		Spatially corrected thirty-one (31) address points in Pukalani
	1/9/2015		Spatially corrected thirty-nine (39) address points in Paia
	1/9/2015		Spatially corrected thirty-two (32) address points in Makawao
	1/9/2015		Spatially corrected sixty-four (64) address points in Kula
	1/9/2015		Spatially corrected forty (40) address points in Kahului
	1/9/2015		Added one (1) address in Kahului
	1/8/2015		Spatially corrected eleven (11) address points in Wailea
	1/8/2015		Added two (2) addresses in Lahaina
	1/8/2015		Spatially corrected twenty-three (23) address points in Lahaina
	1/8/2015		Spatially corrected thirty-three (33) address points in Kula
	1/8/2015		Spatially corrected seventeen (17) address points in Kihei
	1/8/2015		Added one (1) address in Haiku
	1/8/2015		Spatially corrected sixty (60) address points in Haiku
	1/8/2015		Corrected two (2) addresses in Haiku
	1/8/2015		Spatially corrected five (5) address points in Pukoo
	1/8/2015		Spatially corrected sixty (60) address points in Kaunakakai
	1/8/2015		Added one (1) address in Kaunakakai
	1/7/2015		
	1/7/2015		Added one (1) address in Makawao
	1/7/2015		Added four (4) addresses in Haiku
	1/7/2015		Spatially corrected seventeen (17) address points in Haiku
Airports			
Bridges			

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MAPPING LAYERS UPDATED (PART IV)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Building Footprints			
Bus Stops			
Churches			
Coastal Names	1/23/2015		Spatially corrected fifteen (15) coastal name points. Corrected three (3) names.
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	1/5/2015		Modified boundary of ESN 301, 302, 311, 312, 313, 314, 315, 317, 318, 322, 327, and 328 to match spatially corrected street centerlines

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MAPPING LAYERS UPDATED (PART V)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Fire Beats			
Fire Districts			
Fire Response Areas	1/2/2015	1/7/2015	Modified boundary of Fire RA 500, 501, 502, 1000, 1001, 1002, 1003, and 1300 to match spatially corrected street centerlines
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			

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MAPPING LAYERS UPDATED (PART VI)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats	1/2/2015	1/7/2015	Modified boundary for Medic 2, 3, 11 and 14 to match spatially corrected street centerlines
Medic Districts			
Medic Response Areas			
Medic Stations			

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MAPPING LAYERS UPDATED (PART VII)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Medical Facilities			
Milepost Markers			
MSAG Communities		1/7/2015	
	1/2/2015		Modified boundary of Haiku, Kahului, Kapalua, Kihei, Maalaea, Makawao, Napili, Paia, Pukalani, Spreckelsville, Waiehu, Waihee, Waikapu, and Wailuku to match spatially corrected street centerlines
	1/2/2015		Modified boundary of Hoolehua, Kaluakoi, Kaunakakai, Maunaloa and Kualapuu to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	1/23/2015		Spatially corrected thirty-five (35) POI. Corrected two (2) addresses. Corrected four (4) names. Added one (1) address.
	1/22/2015		Added twelve (12) POI, spatially corrected twenty-one (21) POI, added one (1) address and corrected four (4) addresses
		1/21/2015	
	1/20/2015		Added new Subdivision, The Ridge
	1/13/2015		Added Lanai VOR
		1/7/2015	
	1/6/2015		Added ESN for POI not geographically within the ESN layer

Maui County E9-1-1 Status Report

January 1, 2015 - January 31, 2015

MAPPING LAYERS UPDATED (PART VIII)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Police Beats	1/28/2015		Modified boundary between RA 15 & 19 to follow spatially corrected street centerlines	
		1/7/2015		
Police Beats	1/5/2015		Modified boundary of Beat 1-11, 1-12, 1-20, 1-21, 1-22, 1-30, 1-31, 1-32, 2-10, and 2-20 with spatially corrected street centerlines	
Police Districts				
Police Response Areas	1/28/2015		Modified boundary between Beat 1-20 & 1-21 to follow spatially corrected street centerlines	
	1/2/2015		Modified boundary of RA 8, 9, 10, 11, 14, 15, 18, 22, 23, 36, 37, 38, and 42 to match spatially corrected street centerlines	
	1/2/2015		Modified boundary of RA 83, 84, and 85 to match spatially corrected street centerlines	
Police Stations				
Post Offices	1/23/2015		Spatially corrected three (3) post offices	
	1/22/2015		Spatially corrected twelve (12) post offices and corrected one (1) address	
Schools				
Street Centerlines	1/30/2015		Spatially corrected thirty-one (31) street centerline segments in Kahului	
	1/29/2015		Spatially corrected one hundred nine (109) street centerline segments in Kahului	
	1/28/2015		Spatially corrected seventy (70) street centerline segments in Kahului	
	1/26/2015		Spatially corrected twelve (12) street centerline segments in Spreckelsville	
	1/26/2015		Spatially corrected forty-two (42) street centerline segments in Paia	
	1/26/2015		Spatially corrected three (3) street centerline segments in Makawao	
	1/26/2015		Partial spatial correction of one (1) street centerline segment in Makawao	
	1/26/2015		Spatially corrected seven (7) street centerline segments in Haiku	
	1/23/2015		Assigned a range to three (3) street centerline segments of Holomua Rd, Paia	
		1/21/2015		
	1/16/2015		Spatially corrected two (2) street centerline segments in Haiku	
	1/15/2015		Spatially corrected five (5) street centerline segments and partial spatial correction of three (3) segments in Waikapu	
	1/15/2015		Spatially corrected three (3) street centerline segments in Paia	
1/15/2015		Spatially corrected one (1) street centerline segment in Waiehu		

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MAPPING LAYERS UPDATED (PART IX)

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

MAUI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Street Centerlines	1/14/2015		Spatially corrected three (3) street centerline segments and partial spatial correction of three (3) segments in Kula	
	1/14/2015		Spatially corrected one (1) street centerline segment in Kaunakakai	
	1/13/2015		Corrected Street Owner, Class, Code and Speed limit of twenty (20) street centerline segments in Lanai	
	1/13/2015		Spatially corrected one (1) street centerline in Kihei	
	1/13/2015		Added FAA ACCESS RD with one (1) street centerline segment in Lanai	
	1/12/2015		Spatially corrected two (2) street centerline segments in Pukalani	
	1/12/2015		Modified two (2) street centerline range segments in Haiku to fit newly added addresses	
	1/9/2015		Spatially corrected three (3) street centerline segments in Pukalani	
	1/9/2015		Corrected Street Owner, Class, Code and Speed limit of three (3) street centerline segments in Lanai	
	1/8/2015		Spatially corrected five (5) street centerline segments in Haiku	
	1/8/2015		Spatially corrected five (5) street centerline segments in Kaunakakai	
			1/7/2015	
		1/7/2015		Modified three (3) street centerline segments in Haiku to fit newly assigned MSAG Address
		1/2/2015		Split street centerline in Kula at Fire Beat
	1/2/2015		Split street centerline in Kihei at Fire Beat	
Subdivisions		1/20/2015		
	1/20/2015		Added The Ridge, Wailea	
Tow Jurisdictions				
Tsunami Evacuation Zones				
Tsunami Heights				
Waste Water Plants				

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MAPPING LAYERS UPDATED (PART X)

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

MAUI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
WSP Cell Sectors		1/20/2015	
	1/20/2015		Per VZW CRS
WSP Cell Towers		1/20/2015	
	1/20/2015		Per VZW CRS
		1/7/2015	
		1/7/2015	

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

January 1, 2015 - January 31, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

Date	Key Activities/Updates
1/21/2015	Updated PowerMap with Address Points, Points of Interest, Subdivisions, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/21/2015	Delivered the following for Intergraph CAD: Maui Cell Coverage .csv, .str, .rte and .map which included updated Address Points, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Towers and Common name look up table.
1/20/2015	Prepared the following data for a PowerMap update: Address Points, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Sectors and WSP Cell Towers
1/20/2015	Prepared the following data for an Intergraph CAD deliverable: Address Points, Points of Interest, Subdivisions, Street Centerlines, Subdivisions and WSP Cell Towers
1/7/2015	Uploaded the following data for a PowerMap update. This included Address Points, Fire Beats, Medic Beats, MSAG Communities, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers.
1/7/2015	Prepared data for MapFlex deliverable
1/6/2015	Prepared data for PowerMap update. This included Address Points, Fire Beats, Medic Beats, MSAG Communities, Points of Interest, Police Beats, Street Centerlines, WSP Cell Sectors and WSP Cell Towers
1/6/2015	Prepared data for MapFlex deliverable

Maui County E9-1-1 Status Report

January 1, 2015 - January 31, 2015

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
<i>Address Points</i>	Addition	92	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	1080	Corrected location of address point, recalculated x/y
	Correction	6	Correction of address
	Change	3	DSA reassigns an address
	Location Name	3	Added Location Name
<i>Response Boundaries</i>	Spatially Corrected	28	Boundary corrections to match spatially corrected street centerlines. Layers include ESN, Police Beats, Fire Beats and Medic Beats.
<i>Street Centerlines</i>	Addition	1	Added a street centerline segment
	Range Segments	8	Modification of a range
	Spatially Corrected	305	Corrected using Pictometry
	Partial Spatial Correction	4	Corrected using Pictometry

NOTE:

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

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EMERGENCY CALLBOXES:

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

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

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

There were no reported Emergency Callbox discrepancies in December 2014.

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 January 7, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
 - a. Address Points, Fire Beats, Fire Response Areas, Medic Beats, Points Of Interest, Police Beats, Police Response Areas, 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 January 21, 2015 which included:
 - a. Address Points, Points Of Interest, Street Centerlines, Subdivisions, WSP Cell Towers, and Common name look up table.
 - b. The .map, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.

During February 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

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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.
2. The Bus Stops layer will be uploaded onto PowerMap in February 2015.

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 January 2015.

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 serves 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 were received by the Maui County Police Department, Akimeka proceeded with providing the GIS data to Intrado for the data assessment.
2. On January 7, 2015, Akimeka provided the GIS data needed to perform the data assessment by Intrado prior to moving forward with the MapFlex system.
 - a. On January 9, 2015, Akimeka received the evaluations from Intrado regarding the data assessment that was performed.
 - i. The results of the assessment were that there were no mandatory corrections required of the GIS data provided by Akimeka.
 - ii. Recommended corrections that were provided were valid exceptions that were not discrepancies in the GIS data.
 - iii. As a result of the good quality of the GIS data, Intrado decided to move forward with their implementation schedule.
3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
 - a. There were no further requests for GIS data for Akimeka from Intrado.
 - b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
 - i. The status is considered pending.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP JANUARY 2015

MAUI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

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

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

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

NOTE:

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

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

Maui County E9-1-1 Status Report

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OPEN SERVICE REQUESTS – MOLOKAI PSAP JANUARY 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

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

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

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

NOTE:

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

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

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5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Scheduled Database Synchronization Report – March 2015

AUDIT SUMMARY RESULTS – 2015 -- TBA

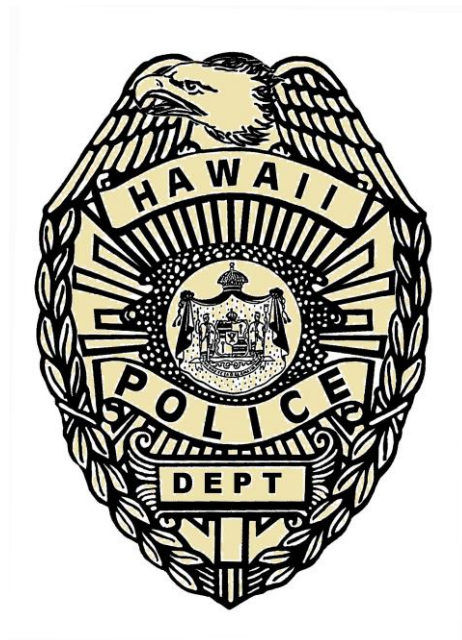
MSAG AUDIT SUMMARY RESULTS – DECEMBER 1, 2014 – MARCH 1, 2015 --TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Hawaii County E9-1-1 Status Report

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Automatic Location Identification (ALI) Discrepancy Report – TBA 27

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1. PSAP OPERATIONS

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

(Source: Intrado Viper)

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

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The number of Wireless Phase 2 calls (54.44%) has exceeded the number of Wireless Phase 1 calls (47.56%) in January 2015.

*Call with no Ali 0.02% - Statewide average excluding Military = 0.2%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	19,236	4,158		12,597				807		4		0		1,670		0	
MON AVG	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%

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

2015	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0

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

2015	9-1-1 Call Volume by Agency									
	Hawaii Police Department					Hawaii Fire Department				
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0
February										
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0
MON AVG	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total of Wireline and Wireless counts respectively.

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

WIRELESS PSAP TESTING – JANUARY 2015

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

NOTES:

- There were no scheduled Wireless 911 Tests for the month of January 2015.
- A “No 911 Testing” period due to the Holidays was in effect between December 15th 2014, and January 4th 2015.

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2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – JANUARY 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	86	32	0	37	17	0	149

MSAG CURRENT MONTH NOTES:

A total of 168 MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Eighty-six (86) requests were processed relating to the MSAG database, and eighty-two (82) requests relating to the ALI database (see ALI Transaction chart on next page). There were 149 customer ANI/ALI (telephone/address) records updated as a direct result.

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

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	86	32	0	37	17	0	149
FEBRUARY							
MARCH							
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	86	32	0	37	17	0	149
AVG PER MONTH	86	32	0	37	17	0	149

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ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2

Definitions
(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 299 attached to them which indicates the need for validation.
(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.
(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

Seventy-one (71) 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 five (5) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from both residences and businesses. There were six (6) VoIP Discrepancy Requests submitted to Time Warner Cable for correction. 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.

OPEN DISCREPANCY RECORDS STATUS:

- There are 408 Open TN CR Transactions as of January 31, 2015
- Refer to chart in the next section “TNCR Current Status”

The Open TN CR transactions 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.

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There are two (2) ALI-DRs in Referred Status as of January 31, 2015

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.

There are two (2) Open VoIP DRs as of January 31, 2015

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.

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

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	82	71	5	6	408	2	2
FEB							
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	82	71	5	6			
AVG PER MONTH	82	71	5	6			

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TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- JANUARY 2015

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
HAWAII	408	106	64	238

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.

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015

MAPPING LAYERS UPDATED (PART I)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/21/2015		Added one (1) address (161311 37th Ave) in Kurtistown.	
	1/21/2015		Added one (1) address (113155 Ala Naulani Rd) in Volcano.	
	1/21/2015		Added one (1) address (161954 Ao Rd) in Mountain View.	
	1/21/2015		Spatially corrected five (5) address points in Mountain View.	
		1/20/2015		
	1/20/2015		Spatially corrected one (1) address point (946435 Palaoa Rd) in Naalehu.	
	1/20/2015		Added one (1) address (946306 Makani Nalu Rd) in Naalehu.	
	1/20/2015		Spatially corrected two (2) address points (151958 12th Ave and 152037 14th Ave) in Keaau.	
	1/20/2015		Added two (2) addresses (160667 9 Half Mile Camp Rd and 151930 12th Ave) in Keaau.	
	1/15/2015		Corrected address to four (4) addresses (490 and 500 Alawaena St and 1543 and 1570 Kaualehua Pl) in Hilo.	
	1/15/2015		Added five (5) addresses in Captain Cook.	
	1/15/2015		Added two (2) addresses (290262 Chin Chuck Rd and 292264 Old Mamalahoa Hwy) in Hakalau.	
	1/15/2015		Added one (1) address point (550730 Kahei Rd) in Hawi.	
	1/15/2015		Added three (3) address points (2162 Kilauea Ave, 153 Makaliika St and 2065 Waiuanuenue Ave) in Hilo.	
	1/15/2015		Added one (1) address point (495795 Waipio Valley Rd) in Honokaa.	
	1/15/2015		Added one (1) address point (281835 Old Mamalahoa Hwy) in Honomu.	
	1/15/2015		Added three (3) address points (734152 Kaala Pl, 755792 Lalo Kawena Pl and 755770 Poni Pl) in Kailua Kona.	
	1/15/2015		Added two (2) address points (645247 Kauakea Rd and 645277 Puanuanu Pl) in Kamuela.	
	1/15/2015		Added one (1) address point (543892 Akoni Pule Hwy) in Kapaau.	
	1/15/2015		Added seven (7) address points in Keaau.	
	1/15/2015		Added five (5) address points in Kurtistown.	
	1/15/2015		Added eleven (11) address points in Mountain View.	
	1/15/2015		Added one (1) address point (946532 Kuamoo Rd) in Naalehu.	
	1/15/2015		Added seven (7) address points in Ocean View.	
	1/15/2015		Added three address points (393264 Milo Pl, 361142 and 361156 Stevens Rd) in Ookala.	
	1/15/2015		Added two (2) address points (445346 and 445358 Waikaalulu Rd) in Paauilo.	
	1/15/2015		Added twelve (12) address points in Paho.	
	1/15/2015		Added one (1) address point (283296 Beach Rd) in Pepeekeo.	

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MAPPING LAYERS UPDATED (PART II)

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

HAWAII COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/15/2015		Added six (6) address points in Volcano.	
	1/15/2015		Completed monthly update on address points.	
	1/14/2015		Corrected routing id to six (6) address points in Kailua Kona.	
	1/14/2015		Corrected routing id to twenty (20) address points in Hilo.	
	1/13/2015		Corrected routing id to seven (7) address points in Hilo.	
	1/13/2015		Added two (2) addresses (100 FAA Access Rd and 138 Service St) in Hilo.	
	1/13/2015		Corrected routing id to fifty-three (53) address points in Hawi.	
	1/12/2015		Added one (1) address (825996 Lower Napoopoo Rd) in Captain Cook.	
	1/12/2015		Added one (1) address (281098 Pepeekeo Transmitter Rd) in Pepeekeo.	
	1/9/2015		Added one (1) address (281641 Old Mamalahoa Hwy) in Honomu.	
	1/9/2015		Added one (1) address (162097 Gardenia Dr) in Kurtistown.	
	1/9/2015		Added one (1) address (929077 Catamaran Ln) in Ocean View.	
	1/7/2015		Added one (1) address (282996 Beach Rd) in Pepeekeo.	
		1/6/2015		
		1/5/2015		Added one (1) address (730112 Aulepe St) in Kailua Kona.
	1/5/2015		Added one (1) address (113903 9th St) in Volcano.	
	1/5/2015		Spatially corrected twenty-seven (27) address points in Volcano.	
	1/2/2015		Added one address (770316 Hoomaluhia Dr) in Kailua Kona.	
Airports				
Bridges				
Building Footprints				
Bus Stops				
Churches				
Coastal Names				

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MAPPING LAYERS UPDATED (PART III)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	1/13/2015		Corrected boundary to two (2) ESNs (216 and 217).
Fire Beats			
Fire Districts			
Fire Response Areas	1/13/2015		Corrected boundary to two (2) Fire Response Areas (8 and 41).
Fire Stations			
Food & Beverage			

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MAPPING LAYERS UPDATED (PART IV)

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

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

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MAPPING LAYERS UPDATED (PART V)

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

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

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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 and NG9-1-1 systems.

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Parks			
Parks Polygon			
Points of Interest	1/22/2015		Spatially corrected five (5) points of interest in Hilo.
	1/22/2015		Spatially corrected five (5) points of interest in Kailua Kona.
	1/22/2015		Spatially corrected five (5) points of interest in Kamuela.
	1/22/2015		Spatially corrected six (6) points of interest in Mountain View.
	1/22/2015		Spatially corrected five (5) points of interest in Pahoa.
			1/20/2015
		1/6/2015	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		1/20/2015	
	1/15/2015		Corrected range to one (1) segment of Kukula St in Keaau.
	1/15/2015		Corrected range to one (1) segment of Old Mamalahoa Hwy in Honomu.
	1/15/2015		Completed monthly update on street centerlines.
	1/14/2015		Added one (1) street segment of Old Mamalahoa Hwy in Honomu.
	1/14/2015		Added nine (9) streets and split one (1) street in Hilo.

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MAPPING LAYERS UPDATED (PART VII)

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

HAWAII COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines	1/14/2015		Added three (3) streets (Alani Loop, Lemi Pl and Ke Ala Koa) and split two streets (Ala Kohanaiki and Queen Kaahumanu Hwy) in Kailua Kona.
	1/13/2015		Added one (1) street segment of Hawi Rd and split one (1) segment of Hawi Rd in Hawi.
	1/13/2015		Added three (3) segments of FAA Access Rd in Hilo.
	1/12/2015		Split one (1) segment of Kekuanaoa St in Hilo.
	1/12/2015		Spatially corrected two (2) segments of Pepeekeo Water Tank Rd in Pepeekeo.
	1/12/2015		Added two (2) segments of Pepeekeo Transmitter Rd in Pepeekeo.
	1/7/2015		Corrected range to one (1) segment of Beach Rd in Pepeekeo.
	1/7/2015		Spatially corrected two (2) streets (Beach Rd and Sugar Mill Rd) in Pepeekeo.
			1/6/2015
	1/5/2015		Corrected range to one (1) street segment of Aulepe St in Kailua Kona.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		1/20/2015	
	1/13/2015		Per VZW CRS
WSP Cell Towers		1/6/2015	
		1/20/2015	
	1/13/2015		Per VZW CRS
		1/6/2015	

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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.

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

GIS KEY ACTIVITIES/UPDATES

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

- | | |
|-----------|--|
| 1/6/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014. |
| 1/20/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014. |

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

The Address Points and Street Centerlines layer comparative analysis was completed on the updates received from the Hawai'i County Planning Department on **January 15, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	74	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	4	
New Street Segments Added		13
Street Segments Removed		0
Street Segment Range Changes		2
Street Segment Name Changes		0

NOTE:

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

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

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

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

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

During the month of January 2015, Akimeka has focused on correcting the following areas and has established a baseline moving into NG9-1-1:

NG9-1-1 GIS Data Corrections			
GIS Layer Name	Type of Correction	Number of Records Corrected/Modified/Added/Removed	Comments/Details
<i>Address Points</i>	New Address Points	91 Added	Throughout County in 19 Communities
	Routing ID	86 Corrected	To ensure proper routing to address
	Address	4 Corrected	Addresses corrected in Hilo
	Spatial Correction	35 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Volcano
<i>Response Boundaries</i>	ESN Boundary	2 Corrected	ESNs 216 and 217
	Fire Response Area Boundary	2 Corrected	Fire Response Areas 8 and 41
<i>Street Centerlines</i>	New Streets	19 Added	Majority were in Hilo
	Range/Parity	4 Corrected	Streets were in Honouliuli, Kailua Kona, Keaau, and Pepeekeo
	Spatial Correction	4 Corrected	To increase spatial accuracy; streets were in Pepeekeo
	Split	5 Corrected	To eliminate segments from crossing boundaries and existing streets intersected by new streets

NOTE:

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

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LAVA FLOW AND ALTERNATE ROUTES

During the month of September 2014, Akimeka created two (2) new layers detailing the lava flow nearing Pahoia, 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 Pahoia, 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 23rd 2014 and are available to the dispatchers.
 - d. During January 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on January 6th and January 20th 2015.
 - e. Akimeka will continue to monitor the activity of the lava flow and will update the Puna Lava Flow 2014 layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
 - f. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoia 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 14th 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.
 - c. There were no reported Emergency Callbox discrepancies in January 2015.

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FIRE DEPARTMENT'S POWERMAP

There were no issues reported in January 2015.

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 January 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 to Akimeka that there were no further data assessments required and Intrado will move forward with their MapFlex deployment timeline.
3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
 - a. There were no further requests for GIS data for Akimeka from Intrado.
 - b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
 - i. The status is considered pending.
4. On January 30, 2015, Akimeka participated in an assessment of the MapFlex system. Upon arrival Akimeka met with PSAPs representatives from the Hawaii PSAP and the Maui PSAP. Discussion was held with regards to the specification for the delivery of the GIS data to Hawaiian Telcom and Intrado, and the delivery of the GIS layers which had resulted in confusion regarding the delivery of the GIS data.

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MAPFLEX DEPLOYMENT - CONTINUED

- a. The issue that had been identified was that Intrado had requested GIS data from Akimeka, in order to perform the data assessment.
 - i. Included in the request was an attached MapFlex specifications document from Intrado's GIS Manager that detailed the required layers.
 1. All required layers were provided to Intrado for the data assessment.
 - ii. The additional GIS layers currently within Hawaii County's PowerMap were not provided as it had not been requested for the data validation process, and it was understood from Akimeka that these would be requested once the MapFlex system had been configured with the mandatory data and all function of the required layers were operating properly.
 1. In addition, the remaining GIS layers that had not been provided on the first delivery are almost all strictly for visual purposes and do not impact the true functionality of the MapFlex system.
 2. It was understood that at a minimum, Intrado's secure ftp site would be established and an upload of the remaining GIS layers would run through the process before "going live".
 3. Intrado technicians that were on site did a side by side comparison and identified that many GIS layers were missing and it appeared all were merged into a Common Places layer.
 - a. Unknown to the Intrado technicians, the Common Places layer also known as Points of Interest, have been in the PowerMap since 2009 and is the configured layer for searching location names.
 - b. The individual layers identified as "missing" are the layers used for visual purposes in order to provide a separate symbol within the map; however these individual layers are not configured for searching. That functionality exists with the Common Places layer, meaning nothing in MapFlex that was provided by Akimeka through the GIS layers differs from the functionality of what is currently in PowerMap. The "discrepancies" that were identified are visual icons, which with some configuration could have easily been established. Intrado did not have this understanding, since the system was not being specifically designed for the PSAP operations.
- b. Akimeka and the Hawaii PSAPs agreed that an itemized inventory of the existing GIS layers would be provided to the Hawaii PSAPs and Akimeka would have the layers available to Intrado once their secure ftp site has been established and the process formalized.
- c. It was determined during observation that the Pictometry Oblique Photo Imagery was not operational and it was agreed upon that Pictometry would need to be consulted and this would not be a part of this assessment/observation.
 - i. It was recommended that a Pictometry technician/representation be brought on-site to properly configure and activate the tools and features for Pictometry's Active-X functionality.

During the assessment the following items were either visually confirmed or analyzed;

Key 9-1-1 Functional Operational and Visual Mapping Items:

1. It was observed that Wireless Phase I 9-1-1 calls were not displaying the coverage area associated with the sector.
 - a. A discussion took place between Akimeka and Intrado representatives regarding the location in the delivered ALI stream and the location of the information utilized to identify the Tower ID and the Sector ID fields.

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January 1, 2015 - January 31, 2015

MAPFLEX DEPLOYMENT - CONTINUED

2. It was observed that the Latitude and Longitude were only displaying out to the fifth character with a "*" character in the sixth position.
 - a. It was recommended by Akimeka that the Latitude and Longitude be carried out to the sixth degree to match the delivered Latitude and Longitude from the CSPs in the ALI spill.
3. It was reported to the Akimeka representatives the additional Alias names were not displaying for Street Centerlines and other Common Place Names.
4. It was observed the Medical Services Agency was missing from the ESN display box. The ESN display box annotated the proper ESN, the MSAG Community, and the English Language Translations (ELTs) for Police and Fire; however, the Medic unit was missing and there was not a column in the table for the medic ELT.
5. It was identified that the Street Centerline labeling was overlapping the Street segment, which makes the geometry of the street disappear behind the label.
6. It was observed that the ortho-mosaic imagery on the MapFlex system appeared to be slightly off.
 - a. A potential resolution to the issue that was provided by Akimeka was to perform the proper geographic transformations of the ortho-mosaic imagery to the correct spatial reference of WGS 1984.
 - b. The spatial reference of WGS 1984 was utilized in the GIS data as a forward-thinking drive to satisfy NG9-1-1 requirements and to establish a foundation for interoperability among all of the PSAPs in the State of Hawaii.
7. It was observed that all address points on the Points of Interest layer were utilizing the same icon as a residence.
 - a. The potential remedy for this item is to properly utilize the symbology within the MapFlex system. Properly utilizing the symbology features will make the mapping system more productive and efficient for the dispatchers.
8. It was observed that the "Labels" on the Street Centerlines may be required to be resized to accommodate zoom extents before truncation takes place and to reduce clutter.
9. Recommended was provided that; as all new visual layers are added to the mapping system, the PSAPs have an opportunity to identify the zoom extent that is best applicable to their operation.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JANUARY 2015

#	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

Note* There are two (2) opened service requests pending for January 2015.

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

HAWAII				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			6				
January	6	10	2	0	0	6	10
February							
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	6	10	2	0	0	6	10

NOTE:

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

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

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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 COMPARISION - 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

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AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Kauai County E9-1-1 Status Report

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1. PSAP OPERATIONS

9-1-1 CALL VOLUME – JANUARY 2015

(Source: Intrado Viper)

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls With No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																	
KAUAI PSAP		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%
FEB																	
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	5,155	790		3,349				176		21		0		819		0	
MON AVG	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%

PSAP OPERATION NOTES:

- Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.
- Abandoned Calls are not included in the total Wireline and Wireless counts respectively.
- All VoIP (Voice over Internet Protocol) type of 911 calls is combined in the Call Volume statistic.
- *Calls with no Ali 0.41% - Statewide average excluding Military = 0.2%

Kauai County E9-1-1 Status Report

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WIRELESS PSAP TESTING – JANUARY 2015

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

NOTES:

- There was no scheduled Wireless 911 test for the month of January, 2105.
- A “No 911 Testing” period due to the Holidays was in effect between December 15th 2014, and January 4th 2015.

Kauai County E9-1-1 Status Report

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2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JANUARY 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	9	7	0	1	1	0	116

MSAG CURRENT MONTH NOTES:

A total of Seventy-eight (78) MSAG transactions were processed in 9-1-1 Net during the month of January 2015. Nine (9) requests were processed relating to the MSAG database, and sixty-nine (69) requests relating to the ALI database (see ALI Transaction chart on next page). There were 116 customer ANI/ALI (telephone/address) records updated as a direct result.

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	9	7	0	1	1	0	116
FEB							
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	9	7	0	1	1	0	116
AVG PER MONTH	9	7	0	1	1	0	116

Kauai County E9-1-1 Status Report

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ALI TRANSACTIONS CURRENT MONTH – JANUARY 2015

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR (A)	ALI-DR (B)	VoIP DR (C)	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0

Definitions
<p>(A) Telephone Number Change Request - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.</p> <p>(B) Automatic Location Information Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.</p> <p>(C) Voice over Internet Protocol Discrepancy Record - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.</p>

ALI TRANSACTIONS CURRENT MONTH NOTES:

69 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.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 201 Open TN CR Transactions as of January 31, 2015.**
- **Refer to chart in the next section “TNCR Current Status”**

The Open TN CR transactions 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.

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There are no ALI DRs in Referred status as of January 31, 2015.

There are no VoIP Drs in Referred status as of January 31, 2015.

There are no Suspended Records as of January 31, 2015.

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

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB							
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	69	69	0	0			
AVG PER MONTH	69	69	0	0			

Kauai County E9-1-1 Status Report

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

NOTE:

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

PSAP 9-1-1 Telephone Number Location Change Request (Telephone Number Change Request (TNCR) Status)				
PSAP	TOTAL TNCR RECORDS SUBMITTED BY AKIMEKA	OPENED TNCRS PENDING FURTHER ACTION BY INTRADO	OPENED TNCRS REFERRED TO TELCO BY INTRADO	TOTAL UNOPENED TNCR RECORDS
KAUAI	201	28	53	120

STATUS
<u>TOTAL TNCRs SUBMITTED</u> - The total number of TNCR requests for modification that have been submitted in 9-1-1 NET.
<u>PENDING STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and are pending investigation whether the request is valid or invalid, and/or whether the request requires additional information to validate.
<u>REFERRED STATUS</u> - TNCRs assigned this status are requests which have been reviewed by the 9-1-1 Database Service Provider Data Analyst, and the request requires additional information to validate. The Intrado Data Analysts assigns this status to a TNCR and the request is referred to the telephone service providers for further research.
<u>TOTAL UNOPENED TNCR RECORDS STATUS</u> - The request is submitted by Akimeka on behalf the PSAP; however, processing by the 9-1-1 Database Service Provider Data Analyst has not begun.

Kauai County E9-1-1 Status Report

January 1, 2015 - January 31, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JANUARY 2015

MAPPING LAYERS UPDATED (PART I)

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

KAUAI COUNTY				
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks	
	Date Created/ Edits Performed			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)				
Address Points	1/23/2015		Spatially corrected one (1) address point (505161 Kuhio Hwy) in Hanalei.	
	1/23/2015		Spatially corrected one (1) address point (340 Ahe St) in Eleele.	
		1/22/2015		
	1/22/2015		Added one (1) address (4300 Papalina Rd 2) in Kalaheo.	
	1/21/2015		Added twenty-six (26) address points in Princeville.	
	1/21/2015		Corrected routing id to seventy-three (73) address points in Princeville.	
	1/21/2015		Spatially corrected two (2) address points (3830 Edward Rd and 3880 Wylie Rd) in Princeville.	
	1/20/2015		Spatially corrected thirteen (13) address points in Kapaa.	
	1/20/2015		Spatially corrected six (6) address points in Kilauea.	
	1/20/2015		Spatially corrected one (1) address point (6751 Koolau Rd R) in Moloaa.	
	1/13/2015		Added one (1) address point (2513 Puu Rd) in Kalaheo.	
	1/8/2015			
Airports				
Bridges				
Building Footprints				
Bus Stops				
Churches				
Coastal Names				
Coastline				
Common Places				

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MAPPING LAYERS UPDATED (PART II)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			

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MAPPING LAYERS UPDATED (PART III)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers: Dams Ponds Streams Waterfalls			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats	1/2/2015	1/8/2015	Corrected boundary to two (2) medic beats (21 and 24).

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MAPPING LAYERS UPDATED (PART IV)

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

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

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MAPPING LAYERS UPDATED (PART V)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	1/23/2015		Spatially corrected one (1) point of interest (Anahola Post Office) in Anahola.
	1/23/2015		Spatially corrected two (2) points of interest (Eleele Low Income and Eleele State Housing) in Eleele.
	1/23/2015		Spatially corrected two (2) points of interest (Hanalei Colony Resort and Hale Hoomaha B and B) in Haena.
	1/23/2015		Spatially corrected twenty (20) points of interest in Hanalei.
			1/22/2015
		1/8/2015	
Police Beats			
Police Districts		1/8/2015	
	1/2/2015		Corrected boundary to two (2) Police Districts (Lihue and Hanalei).
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	1/23/2015		Added four (4) street segments and split one (1) street segment of Queen Emmas Dr in Princeville.
		1/22/2015	
	1/22/2015		Added two (2) segments and split one (1) segment of Papalina Rd in Kalaheo.
	1/21/2015		Added sixteen (16) street segments and spit two (2) street segments in Princeville.
	1/21/2015		Spatially corrected one (1) street segment of Wyllie Rd in Princeville.
		1/8/2015	
	1/2/2015		Corrected Medic Beat to sixteen (16) street segments in Koloa.

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MAPPING LAYERS UPDATED (PART VI)

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

KAUAI COUNTY			
Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	1/16/2015	1/22/2015	Per VZW CRS
		1/8/2015	
WSP Cell Towers	1/16/2015	1/22/2015	Per VZW CRS
		1/8/2015	

NOTE:

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

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GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

- | | |
|-----------|---|
| 1/22/2015 | Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm. |
| 1/22/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest. |
| 1/8/2015 | Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, Fire Beats, Medic Beats and Police Districts to GeoComm. |
| 1/8/2015 | Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest. |

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.

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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 15th 2014, the updated Emergency Callboxes, as well as the corresponding Address Points and Points of Interest, were uploaded into PowerMap and were made available to the dispatchers.
 - c. Akimeka continues to update the Emergency Callbox addresses in January 2015 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 MDTs Map.

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

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January 1, 2015 - January 31, 2015

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 January 2015.

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 serves 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 were received by the Kauai County Police Department, Akimeka proceeded with providing the GIS data to Intrado for the data assessment.
2. On January 7, 2015, Akimeka provided the GIS data needed to perform the data assessment by Intrado prior to moving forward with the MapFlex system.
 - a. On January 9, 2015, Akimeka received the evaluations from Intrado regarding the data assessment that was performed.
 - i. The results of the assessment were that there were no mandatory corrections required of the GIS data provided by Akimeka.
 - ii. Recommended corrections that were provided were valid exceptions that were not discrepancies in the GIS data.
 - iii. As a result of the good quality of the GIS data, Intrado decided to move forward with their implementation schedule.
3. During the month of January, 2015, Intrado continued with their MapFlex implementation.
 - a. There were no further requests for GIS data for Akimeka from Intrado.
 - b. No status on the establishment of the secure FTP site and new GIS data upload procedures were communicated by Intrado.
 - i. The status is considered pending.

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4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – JANUARY 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for January 2015.

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

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

NOTE:

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

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

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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 a database synchronization audit for Kauai County in January 2015.

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on January 1, 2015, against its 9-1-1 GIS Street Centerline data. A total number of **1,275** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on **January 1, 2015** for Kauai County are reported below.

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

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

Kauai County E9-1-1 Status Report

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AUDIT SUMMARY RESULTS – 2015

9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of April 1, 2014		As of July 1, 2014		As of October 1, 2014		As of January 1, 2015	
		9-1-1 MSAG Dated 04-01-14		9-1-1 MSAG Dated 07-01-14		9-1-1 MSAG Dated 10-01-14		9-1-1 MSAG Dated 1-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		1,264		1,268		1,271		1,275	
Less: 9-1-1 MSAG Exception Records	(1)	56	4.4%	60	4.7%	63	5.0%	64	5.0%
Net 9-1-1 MSAG Records Eligible for Comparison		1,208		1,208		1,208		1,211	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		1,205	99.8%	1,202	99.5%	1,205	99.8%	1,211	100.0%
9-1-1 MSAG -- GIS No Match - Minor Correction Required	(2)	3	0.2%	5	0.4%	3	0.2%	0	0.0%
9-1-1 MSAG Record With No GIS Record	(3)	0	0.0%	1	0.1%	0	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		3	0.2%	6	0.5%	3	0.2%	0	0.0%

Objective: NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit completed for Kauai County resulted in a 100% 9-1-1 Match percentage

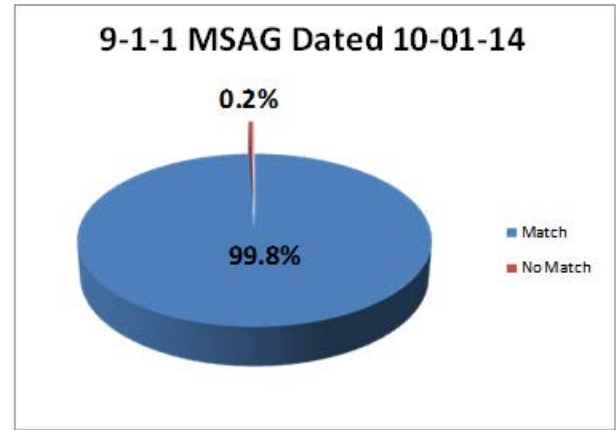
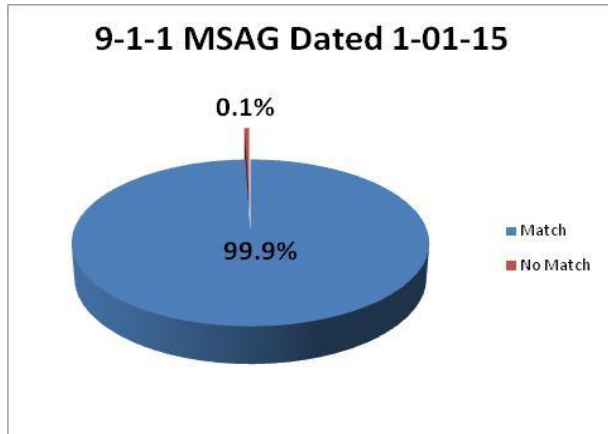
NOTES:

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

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January 1, 2015 - January 31, 2015

AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. OCTOBER 1, 2014 MSAG



Kauai County level of accuracy or 9-1-1 Match percentage remained consistent with a 99.8% as of October 1, 2014 to 99.9% as of January 1, 2015.

The NENA recommended minimum match rate of 98% has been met consistently in 2013 and continues in 2015.

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ “MSAG record that doesn’t match the GIS” is now at 100% match. A combination of corrections to the GIS and MSAG databases resulted in a decrease (3 to 0) of non-matching GIS to MSAG records.
- ❖ “MSAG record with missing GIS record” reminded consistent with zero (0) records falling under section.
- ❖ Zero (0) MSAG corrections were identified. MSAG records have been combined, split, and high/low ranges have been changed, to match the Street Centerlines resulting in a 100% match.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

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

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

Results of the data provided are as follows:

KAUAI	Invalid MSAG Records	
	9-1-1 MSAG Dated 1-01-15	
	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 499	61	4.6%

These invalid MSAG records represent **4.6%** of the Total MSAG records for Kauai County as of the January 1, 2015 MSAG as compared to **4.9%** as of the October 1, 2014 MSAG. The individual ALI records associated with these records are provided below.

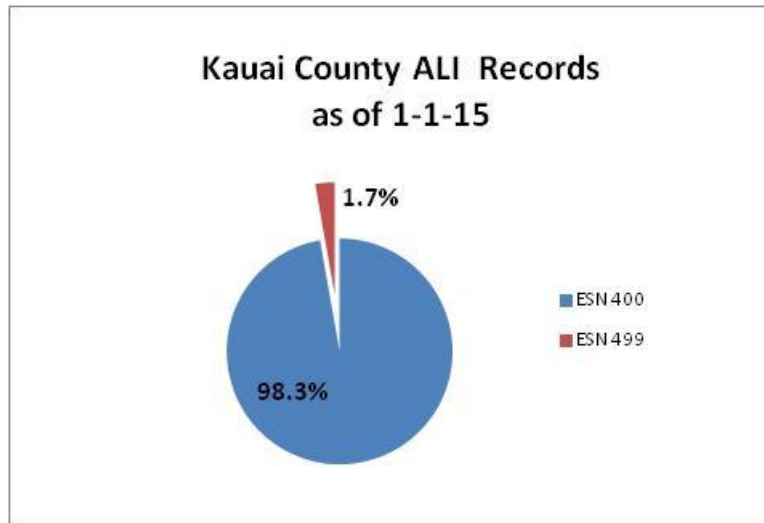
The decrease in the number of invalid MSAG records is a result of Akimeka’s research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

Kauai County E9-1-1 Status Report

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AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of January 28, 2015, there are **429** ESN 499 ALI records, representing **1.7%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **39%** (704 to 429) from October 28, 2014 to January 28, 2015 respectively.



The total number of ALI records remains relatively consistent.

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

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