DAVID Y. IGE
GOVERNOR

DOUGLAS MURDOCK
Comptroller

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

Enhanced 911 Board Meeting
Thursday, March 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.

  4. HB651 – amends section 138-2(a), HRS by reverting e911 board membership from the CIO or CIO's designee back to the comptroller or the comptroller's designee.

  5. SB699 – Establishes a fine of not less than $500 nor more than $1,000 for committing an offense of misuse of 911 emergency telephone service.

      ii. NENA 911 Goes to Washington

      iii. Others

  b. Technical Committee – Victor Ramos

      i. Investigative Regulatory Committee update

      ii. Discussion on HxGN Live Hexagon International Conference (June 2015, Las Vegas)

      iii. FCC updates

      iv. Others

  c. Finance Committee – Kiman Wong

      i. Review of FY 2015 Cash Monthly Financial report

      ii. Update on the Independent CPA Audit

      iii. 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. Request for approval:

      i. NENA Conference (June 28 – July 2, 2015) Denver

          1. MPD (3) - $10,500

          2. Executive Director (1) - $2,725.

          3. KPD (3) - $9,900.

          4. HPD (3) (includes 1 APCO/NENA Rep) - $9,999.

          5. HawPD (3) - $10,500

          6. Board member – (1) $3,000

          7. ESD (2) - $5,400

      ii. NASNA Meeting (June 26 –28, 2015) Denver

1. Executive Director (1) - $650.

c. Others.

VIII. Announcements

a. Meeting dates (9am – 12noon).

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

Hawai'i Enhanced 911
Board Meeting

Kalanimoku Bldg., Room 322B
1151 Punchbowl St., Honolulu

Thursday, March 12, 2015
9:00 am to 12:00 pm

<u>Meeting Minutes</u>

Board members present: Roy Irei (Vice Chair), Mark Begley, Dave Kajihiro, Marshall Kanehailua, Jeff Riewer, Steven Schutte, Kiman Wong and Mark Wong.

Board members absent: Ryan Freitas, Lisa Hiraoka (Consumer Advocate Designee), and Victor Ramos.

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

Guests: Sandrabel George (Akimeka), Davlynn Racadio (MPD), Travis Ing (HawPD), Paul Ferreira (HawPD), John J. Jakubczak (MPD), Dwayne Sakamoto (Motorola), Suzanne Valdez (Motorola), Andrew Lum (HPD), Ben Morgan (HawTel), Ikaika Soo (AT&T), Eleni Papakiristis (HawTel), Agnes Lee (Intrado), Elle Walters (Intrado), Bonnie Feato (HPD), Wayne Hirasa (Sandwich Isle), Clement Chan (C&C DIT), Gary Lum (HFD), Kenison Tejada (APCO/NENA JPC), Ken Schulte (TriTech), Allan Nagata (HPD), Sean Naito (HPD), Randy Macadangdang (HPD), Rob Gausepohl (KPD), David Miyasaki (KPD) and Jim Howe (HNL ESD)

I. Call to Order, Public Notice, Quorum

a. The Board Chair called the meeting to order at 10:35am.

b. Quorum was present.

II. Public testimony on all agenda items

a. None

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 meeting minutes of the February 12, 2015. The motion was seconded and approved by voice vote by all the committee members present.

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.

        4. HB651 – amends section 138-2(a), HRS by reverting e911 board membership from the CIO or CIO's designee back to the comptroller or the comptroller's designee.

        5. SB699 – Establishes a fine of not less than $500 nor more than $1,000 for committing an offense of misuse of 911 emergency telephone service.

        6. There were no updates on what was discussed during the Communications Committee meeting.

  ii. NENA 911 Goes to Washington

    1. There were no updates on what was discussed during the Communications Committee meeting Others

 b. Technical Committee – Victor Ramos

  i. Investigative Regulatory Committee update

  ii. Discussion on HxGN Live Hexagon International Conference (June 2015, Las Vegas)

  iii. FCC updates

  iv. Others

 c. Finance Committee – Kiman Wong

  i. Review of FY 2015 Cash Monthly Financial report

  ii. Update on the Independent CPA Audit

  iii. Others.

  iv. There were no updates on what was discussed during the Finance Committee meeting.

 d. RCUH Investigative Selection Committee update – Roy Irei.

  i. Roy Irei is still awaiting feedback from RCUH and possibly a date of hire will be available.

VI. PSAP Status Updates

 a. Kauai – Mark Begley

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

 b. Oahu – Dave Kajihiro

  i. Nothing to report

 c. Molokai – Victor Ramos

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

 d. Maui – J. Jakubczak

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

    e. Hawaii – Marshall Kanehailua

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

VII. Items for Discussion, Consideration and Action

    a. 911 Timeline update – No updates

    b. Request for approval:

        i. NENA Conference (June 28 – July 2, 2015) Denver

           1. MPD (3) - $10,500

           2. Executive Director (1) - $2,725.

           3. KPD (3) - $9,900.

           4. HPD (3) (includes 1 APCO/NENA Rep) - $9,999.

           5. HawPD (3) - $10,500

           6. Board member – (1) $3,000

           7. ESD (2) - $5,400

           8. Kiman Wong motioned to approve funding in the amount of $52,024.00 for the above listed attendees to the NENA Conference in Denver from June 28 – July 2, 2015. The motion was seconded and approved by voice vote by all board members in attendance.

        ii. NASNA Meeting (June 26 –28, 2015) Denver

           1. Executive Director (1) - $650.

           2. Dave Kajihiro motioned to approve funding in the amount of $650.00 for the incremental cost for the Executive Director to attend the NASNA Conference in Denver from June 26 – 28, 2015. The motion was seconded and approved by voice vote by all board members in attendance.

    c. Others.

        i. None

VIII. **Announcements**

    a. Meeting dates (9am – 12noon).

        1. Thursday, April 9, 2015 (Combined Meeting)

        2. Thursday, May 14, 2015 (Combined meeting)

        3. **<u>Tuesday</u>**, June 9, 2015 (Combined meeting)

        4. 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**

    a. Meeting adjourned at 10:42 am.

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending February 28, 2015

Budget Analysis				
FY 2014-15	**Actuals**		**Annual**	**% of Budget**
	February	**FY-T-D**	**Budget**	**Expended**
Receipts:				
Enhanced 911 Surcharge Collection	715,907	6,108,657	9,080,000	67.3%
Interest Income	166	907	2,500	36.3%
Receipts	716,073	6,109,565	9,082,500	67.3%
Disbursements:				
Conference Travel	(1,156)	(56,714)	(158,000)	35.9%
Non-Recurring Expenses	-	(13,472)	(1,900,556)	0.7%
Recurring Expenses:				
Administration	(129,283)	(574,427)	(1,261,692)	45.5%
Maintenance	(131,966)	(1,085,514)	(3,533,551)	30.7%
Telecommunications	(175,415)	(978,603)	(2,097,998)	46.6%
Other	-	3,770	(7,600)	-49.6%
C&C HNL Reimbursement		120,314	120,314	100.0%
Disbursements	(437,821)	(2,584,646)	(8,839,083)	29.2%
Net Receipts/(Disbursements)	278,252	3,524,919	243,417	
Cash Flow Analysis				
Net Receipts/(Disbursements)	$ 278,252	$ 3,524,919		
Encumbrance Paydowns:				**Encumb. Bal.**
FY 2011 (Kauai)				**419,000**
FY 2012 (HFD/EDS/HPD)				**751,432**
FY 2014	$ (198)	$ (748,905)		**1,522,000**
Accounts Receivable (Offset)		$ (350)		**2,952**
Net Encumbrance Adds/(Paydown)	$ (198)	$ (749,255)		
Net Cash Inflow/(Outflow)	$ 278,055	$ 2,775,664		
Bank Balance Analysis:				
ADD: July 1, 2014 Beginning Balance		$ 12,504,198		
Net Bank Balance		$ 15,279,862		
Outstanding Ecumb/Accruals		$ (2,692,432)		
Unencumbered Cash Balance	$ -	$ 12,587,430		

MONTH OF FEBRUARY 2015	Hawaii PSAP	Kauai PSAP	Maui PSAP	Oahu PSAP	ADMIN	TOTAL
Total RECEIPTS	-		-	-	716,073	716,073
DISBURSEMENTS:						
6200 CONFERENCES						
6227 FCC Hearings	-		-	-	1,156	1,156
Total 6200 CONFERENCES	-		-	-	1,156	1,156
6400 RECURRING EXPENSES						
6401 ADMINISTRATION						
6401.01 Exec Dir. Services	-		-	-	30,000	30,000
6401.05 Audit Expense	-		-	-	25	25
6401.08 Board Member Travel	-		-	-	1,099	1,099
6401.09 DB&F Assessments						
6401.0101 DB&F Admin. Assess	-		-	-	17,411	17,411
6401.0102 DB&F Rev Assessment	-		-	-	80,748	80,748
Total 6401.09 DB&F Assessments	-		-	-	98,159	98,159
Total 6401 ADMINISTRATION	-		-	-	129,283	129,283
6402 MAINTENANCE						
6402.07 0011 9-1-1MSAG Maint.	19,943		18,795	93,229	-	131,966
Total 6402 MAINTENANCE	19,943		18,795	93,229	-	131,966
6403 Other RECURRING						
6403.01 Telcom Charges						
6403.0102 Long Distance	28		28	-	-	57
6403.0109 Telcom Trunk	25,529		23,208	78,907	-	127,643
6403.0112 HPD CML Viper-Kapolei	-		-	27,073	-	27,073
6403.0113 HPDCMLViper-Alapai	-		-	2,334	-	2,334
6403.0114 SD Viper (OSL) (3)	-		-	18,309	-	18,309
Total 6403.01 Telcom Charges	25,557		23,236	126,622	-	175,415
Total 6403 Other RECURRING	25,557		23,236	126,622	-	175,415
Total 6400 RECURRING EXPENSES	45,500		42,031	219,851	129,283	436,664
Total DISBURSEMENTS	45,500		42,031	219,851	130,439	437,821

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending February 28, 2015

FY-TO-DATE FEBRUARY 2015 (8 MOS)	Hawaii PSAP 8 MOS	Kauai PSAP 8 MOS	Maui PSAP 8 MOS	Oahu PSAP 8 MOS	ADMIN 8 MOS	TOTAL 8 MOS	ANNUAL Budget	$ Over/(UNDER) Budget
Total RECEIPTS:	-	-	-	-	6,109,565	6,109,565	-	6,109,565
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	-	-	-	-	3,679	3,679	5,023	(1,344)
6200 CONFERENCES - Other	-	-	-	-	-	-	50,873	(50,873)
Total 6200 CONFERENCES	7,436	7,950	6,525	25,738	9,065	56,714	158,000	(101,286)
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 TriTechCADSystAdm								
6306.122 CAD TriTech EMS	-	-	-	-	-	-	5,000	(5,000)
Total 6306.12 TriTechCADSystAdm	-	-	-	-	-	-	5,000	(5,000)
6306.14 NG Text to 911 Refresh	-	-	-	-	-	-	22,000	(22,000)
Total 6306 Training	-	-	-	-	-	-	43,000	(43,000)
Total 6300 Non-RECURRING	-	7,356	-	6,116	-	13,472	1,900,556	(1,887,084)

FY-TO-DATE FEBRUARY 2015 (8 MOS)	Hawaii PSAP 8 MOS	Kauai PSAP 8 MOS	Maui PSAP 8 MOS	Oahu PSAP 8 MOS	ADMIN 8 MOS	TOTAL 8 MOS	TOTAL ANNUAL Budget	$ Over/(UNDER) Budget
6400 RECURRING EXPENSES								
6401 ADMINISTRATION								
6401.01 Exec Dir. Services	-	-	-	-	230,625	230,625	350,625	(120,000)
6401.02 ElectronSignatur	-	-	-	-	-	-	200	(200)
6401.05 Audit Expense	-	-	-	-	25	25	13,000	(12,975)
6401.06 Bank Charge	-	-	-	-	-	-	100	(100)
6401.08 Board Member Travel	-	-	-	-	12,405	12,405	35,000	(22,595)
6401.09 DB&F Assessments								
6401.0101 DB&F Admin. Assess	-	-	-	-	44,307	44,307	175,000	(130,693)
6401.0102 DB&F Rev Assessment	-	-	-	-	269,791	269,791	452,500	(182,709)
Total 6401.09 DB&F Assessments	-	-	-	-	314,098	314,098	627,500	(313,402)
6401.12 NASNA Dues	-	-	-	-	-	-	215	(215)
6401.13 Parking Permits	-	-	-	-	400	400	200	200
6401.15 WSP Cost Recovery								
6401.0101 Sprint/Nextel	-	-	-	-	2,522	2,522	-	2,522
6401.15 WSP Cost Recovery - Other	-	-	-	-	-	-	70,000	(70,000)
Total 6401.15 WSP Cost Recovery	-	-	-	-	2,522	2,522	70,000	(67,478)
6401.17 ADA Compliance	-	-	-	-	-	-	500	(500)
6401.18 AG Legal Fees	-	-	-	-	-	-	100,000	(100,000)
6401.19 Public Education	-	-	-	-	-	-	50,000	(50,000)
6401.20 RCUH Contract	-	-	-	-	14,352	14,352	14,352	-
Total 6401 ADMINISTRATION	-	-	-	-	574,427	574,427	1,261,692	(687,265)
6402 MAINTENANCE								
6402.02 Imagery Lic Agree	-	-	-	120,225	-	120,225	1,116,896	(996,671)
6402.05 Logging RecordMaint	-	-	-	-	-	-	60,775	(60,775)
6402.07 0011 9-1-1MSAG Maint.	119,656	54,968	112,768	279,687	65,409	632,489	1,312,521	(680,032)
6402.08 CAD Maintenance	-	-	170,000	162,801	-	332,801	1,038,752	(705,951)
6402.13 Software Maintenance								
6402.131 Integraph DB S/W Maint	-	-	-	-	-	-	4,607	(4,607)
Total 6402.13 Software Maintenance	-	-	-	-	-	-	4,607	(4,607)
Total 6402 MAINTENANCE	119,656	54,968	282,768	562,713	65,409	1,085,514	3,533,551	(2,448,037)
6403 Other RECURRING								
6403.01 Telcom Charges								
6403.0101 Alt. PSAP 9-1-1 Del	-	-	-	-	-	-	232,132	(232,132)
6403.0102 Long Distance	199	170	225	-	-	594	2,160	(1,566)
6403.0103 Mileage	-	-	-	946	-	946	11,353	(10,407)
6403.0109 Telcom Trunk	153,172	37,121	162,484	552,347	-	905,124	1,643,237	(738,113)
6403.0110 Ocean Safety								
6403.0110.1 CML	-	-	-	4,988	-	4,988	-	4,988
6403.0110.2 Centrex	-	-	-	1,184	-	1,184	-	1,184
6403.0110.3 Mileage	-	-	-	202	-	202	-	202
6403.0110 Ocean Safety - Other	-	-	-	(2,124)	-	(2,124)	-	(2,124)
Total 6403.0110 Ocean Safety	-	-	-	4,249	-	4,249	-	4,249
6403.0112 HPD CML Viper-Kapolei	-	-	-	44,736	-	44,736	140,916	(96,180)
6403.0113 HPDCMLViper-Alapai	-	-	-	4,335	-	4,335	-	4,335
6403.0114 SD Viper (OSL) (3)	-	-	-	18,309	-	18,309	43,500	(25,191)
6403.0115 Text-to-911 Service	-	-	-	-	-	-	24,100	(24,100)
6403.0116 Alt PSAP Call Route	-	-	-	-	-	-	600	(600)
6403.0117 Telecom Chgs-Other	-	311	-	-	-	311	-	311
Total 6403.01 Telcom Charges	153,370	37,601	162,709	624,922	-	978,603	2,097,998	(1,119,395)
6403.02 EMS Tower Lease	-	-	-	(3,770)	-	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-	-	-	-	(120,314)	(120,314)	(120,314)	-
Total 6403 Other RECURRING	153,370	37,601	162,709	621,152	(120,314)	854,519	1,985,284	(1,130,765)
Total 6400 RECURRING EXPENSES	273,027	92,570	445,477	1,183,865	519,522	2,514,460	6,780,527	(4,266,067)
Total DISBURSEMENTS	280,462	107,876	452,002	1,215,719	528,587	2,584,646	8,839,083	(6,254,437)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending February 28, 2015

Summary of Encumbrances/Accruals:							Q1	Q2				
FY 2011 Encumbrances:	Oahu	Maui	Kauai	Hawaii	Admin	Total	Paydown	Paydown	Jan-15	Feb-15	Mar-15	Balance
CAD Upgrade:			419,000			419,000	-					419,000
FY 2012 Encumbrances:						-						
CAD Upgrades:												
EMS/FIRE	56,040					56,040	-					56,040
HPD	695,392					695,392	-					695,392
Total FY 2012 Encumbrances	751,432	-	-	-	-	751,432	-	-				751,432
FY 2014 Accruals												
CAD Upgrade	31,000			1,500,000		1,531,000	31,000					1,500,000
CAD Maintenance				66,518		66,518	66,518					-
DB&F Rev. Assessment					8,306	8,306	8,306					-
DB&F Admin. Assessment					55,632	55,632	55,632					-
AG Legal Expenses for IRC					25,000	25,000	1,481	235	1,086	198		22,000
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	198	-	1,522,000
Total Encumbrances/Accruals	1,091,674	139,927	465,113	1,617,684	126,939	3,441,337	747,386	235	1,086	198	-	2,692,432

FY 2015 STRATEGIC BUDGET PLAN CHANGES	HAWAII PSAP	OAHU PSAP	MAUI PSAP	KAUAI PSAP	ADMIN	CONFERENCE	TOTAL	Board Approval Date
Approved FY 2015 Strategic Budget Plan	2,503,550.00	2,869,518.00	1,050,738.00	1,063,343.00	1,264,765.00	158,000.00	8,909,914.00	6/10/2014
HPD - APCO Conference (3)		9,000.00				(9,000.00)	-	5/15/2014
HPD - APCO Conference (1) APCO/NENA Pacific Chapter		3,000.00				(3,000.00)	-	5/15/2014
KPD - APCO Conference (3)				11,100.00		(11,100.00)	-	5/15/2014
Executive Director (2) APCO					5,386.11	(5,386.11)	-	6/10/2014
MPD - APCO (2)			7,400.00			(7,400.00)	-	6/10/2014
Oahu DIT - (1) APCO		3,000.00				(3,000.00)	-	6/10/2014
HawPD - (2) APCO	7,400.00					(7,400.00)	-	6/10/2014
EMS - (2) TRICON Conference (Sep28-Oct1, 2014)		4,000.00				(4,000.00)	-	6/10/2014
KPD- TRICON Conference (Sep28-1Oct2014)				6,000.00		(6,000.00)	-	6/10/2014
RCUH Contract					14,352.00		14,352.00	7/1/2014
EMS-TRICCON Conference added funding (2)		2,000.00				(2,000.00)	-	8/14/2014
HFD - TRICON Conference (1)		6,000.00				(6,000.00)	-	8/14/2014
KPD: Intrado interface				7,356.00			7,356.00	8/14/2014
Prior Period C&CHNL Reimbursement					(120,314.44)		(120,314.44)	
Executive Director Extension (6 months)					9,375.00		9,375.00	9/11/2014
Administration Budget Adjustment from original Plan					(27,300.00)		(27,300.00)	9/15/2014
Executive Diretor Travel to Wash.DC for FCC Hearing 10/17/2014					2,523.00	(2,523.00)	-	10/9/2014
Executive Diretor Travel to Wash.DC for FCC Hearing (TBD)					2,500.00	(2,500.00)		11/13/2014
911 Goes to WashDC - HPD (3)		9,318.00				(9,318.00)		12/11/2014
911 Goes to WashDC - HawPD (2)	7,000.00					(7,000.00)		12/11/2014
911 Goes to WashDC - Executive Dir (1)					2,500.00	(2,500.00)		12/11/2014
911 Goes to WashDC - MPD (2)			7,000.00			(7,000.00)		12/11/2014
911 Goes to WashDC - Board (4)					12,000.00	(12,000.00)		12/11/2014
HPD SMART911 S/W		45,200.00					45,200.00	1/6/2015
CPA AUDIT - Egami & Associates (incremental budget to $13K					500.00		500.00	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 BOARDSTATEMENT OF CASH FLOWS
For month ending February 28, 2015

FY-TO-DATE FEBRUARY 2015 (8 MOS)	8 MOS	Hawaii PSAP 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.	119,656	307,647	(187,991)
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	119,656	681,006	(561,350)
6403 Other RECURRING			
6403.01 Telcom Charges			
6403.0101 Alt. PSAP 9-1-1 Del	-		
6403.0102 Long Distance	199	1,200	(1,001)
6403.0103 Mileage	-		
6403.0109 Telcom Trunk	153,172	306,344	(153,172)
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	153,370	311,544	(158,174)
6403.02 EMS Tower Lease	-		
6403.03 Prior Period Reimb.	-		
Total 6403 Other RECURRING	153,370	311,544	(158,174)
Total 6400 RECURRING EXPENSES	273,027	992,550	(719,524)
Total DISBURSEMENTS	280,462	2,517,950	(2,237,488)

						Kauai PSAP	
FY-TO-DATE FEBRUARY 2015 (8 MOS)					**8 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)

			Maui PSAP	
FY-TO-DATE FEBRUARY 2015 (8 MOS)		**8 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.		112,768	225,500	(112,732)
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		282,768	767,763	(484,995)
6403 Other RECURRING				
6403.01 Telcom Charges				
6403.0101 Alt. PSAP 9-1-1 Del		-		
6403.0102 Long Distance		225	480	(255)
6403.0103 Mileage		-		
6403.0109 Telcom Trunk		162,484	278,495	(116,011)
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		162,709	282,975	(120,266)
6403.02 EMS Tower Lease		-		
6403.03 Prior Period Reimb.		-		
Total 6403 Other RECURRING		162,709	282,975	(120,266)
Total 6400 RECURRING EXPENSES		445,477	1,050,738	(605,261)
Total DISBURSEMENTS		452,002	1,065,138	(613,136)

HAWAII ENHANCED 911 BOARDSTATEMENT OF CASH FLOWS
For month ending February 28, 2015

	Oahu PSAP		
FY-TO-DATE FEBRUARY 2015 (8 MOS)	**8 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.	279,687	559,374	(279,687)
6402.08 CAD Maintenance	162,801	800,000	(637,199)
6402.13 Software Maintenance			
6402.131 Integraph DB S/W Maint	-		
Total 6402.13 Software Maintenance	-		
Total 6402 MAINTENANCE	562,713	1,670,149	(1,107,436)
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	552,347	947,000	(394,653)
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	44,736	140,916	(96,180)
6403.0113 HPDCMLViper-Alapai	4,335		
6403.0114 SD Viper (OSL) (3)	18,309	43,500	(25,191)
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	624,922	1,154,769	(529,847)
6403.02 EMS Tower Lease	(3,770)	7,600	(11,370)
6403.03 Prior Period Reimb.	-		
Total 6403 Other RECURRING	621,152	1,162,369	(541,217)
Total 6400 RECURRING EXPENSES	1,183,865	2,832,518	(1,648,653)
Total DISBURSEMENTS	1,215,719	2,951,036	(1,735,317)

FY-TO-DATE FEBRUARY 2015 (8 MOS)	ADMIN		
	8 MOS	ANNUAL Budget	$ Over/(UNDER) Budget
Total RECEIPTS:	6,109,565	9,082,500	(2,972,935)
DISBURSEMENTS:			
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	3,679	5,023	(1,344)
6200 CONFERENCES - Other	-	50,873	(50,873)
Total 6200 CONFERENCES	9,065	75,782	(66,717)
6400 RECURRING EXPENSES			
6401 ADMINISTRATION			
6401.01 Exec Dir. Services	230,625	350,625	(120,000)
6401.02 ElectronSignatur	-	200	(200)
6401.05 Audit Expense	25	13,000	(12,975)
6401.06 Bank Charge	-	100	(100)
6401.08 Board Member Travel	12,405	35,000	(22,595)
6401.09 DB&F Assessments			
6401.0101 DB&F Admin. Assess	44,307	175,000	(130,693)
6401.0102 DB&F Rev Assessment	269,791	452,500	(182,709)
Total 6401.09 DB&F Assessments	314,098	627,500	(313,402)
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	574,427	1,261,692	(687,265)
6403.03 Prior Period Reimb.	(120,314)	(120,314)	-
Total 6403 Other RECURRING	(120,314)	(120,314)	-
Total 6400 RECURRING EXPENSES	519,522	1,141,378	(621,856)
Total DISBURSEMENTS	528,587	1,217,160	(688,573)

Oahu Civilian E9-1-1

Status Report

February 1, 2015 – February 28, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Oahu Civilian E9-1-1 Status Report
February 1, 2015 - February 28, 2015

TABLE OF CONTENTS

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – FEBRUARY 2015

(Source: Intrado Viper)

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

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
February	77,047	18,692	24.26%	55,782	72.40%	49.78%	22.62%	2,504	3.25%	62	0.08%	1,790	2.32%	10,656	13.83%	600	0.78%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

Honolulu City & County PSAPs		Wireline		Wireless				VOIP Calls		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Total Call Received	% of Total Calls
JAN	82,328	19,792	24.04%	59,531	72.31%	49.23%	23.08%	2,939	3.57%	66	0.08%	2,171	2.64%	11,306	13.73%	618	0.75%
FEB	77,047	18,692	24.26%	55,782	72.40%	49.78%	22.62%	2,504	3.25%	62	0.08%	1,790	2.32%	10,656	13.83%	600	0.78%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	159,375	38,484		115,313				5,443		128		3,961		21,962		1,218	
MON AVG	79,688	19,242	24.15%	57,657	72.36%	49.51%	22.85%	2,722	3.41%	64	0.08%	1,981	2.48%	10,981	13.78%	609	0.77%

NOTE:

- ***Calls with no Ali 0.08% - Statewide average excluding Military = 0.24%***

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

9-1-1 CALL VOLUME BY AGENCY – FEBRUARY 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
February	65,139	84.54%	18,691	34,812	980	10,656	2,552	3.31%	83	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
February	8,679	11.26%	652	89	77	0.10%	75	3

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

2015	9-1-1 Call Volume by Agency																		
	Honolulu Police Department						Honolulu Fire Department				Emergency Medical Services				Ocean Safety			
	Number of Total Calls Received	% of Total Calls	No. of Emergency Calls	No. of Non Emergency Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls	No. of Total Calls Received	% of Total Calls	No. of Admin Calls	No. of Dropped Calls
JAN	70,213	85.28%	19,601	38,128	1,178	11,306	2,597	3.15%	122	0	8,814	10.71%	787	110	86	0.10%	84	4
FEB	65,139	84.54%	18,691	34,812	980	10,656	2,552	3.31%	83	0	8,679	11.26%	652	89	77	0.10%	75	3
MAR																		
APR																		
MAY																		
JUNE																		
JULY																		
AUG																		
SEPT																		
OCT																		
NOV																		
DEC																		
YTD	135,352		38,292	72,940	2,158	21,962	5,149		205	0	17,493		1,439	199	163		159	7
MON AVG	67,676	84.91%	19,146	36,470	1,079	10,981	2,575	3.23%	103	0	8,747	10.99%	720	100	82	0.10%	80	4

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

PSAP OPERATION NOTES:

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

FYI…..FOR YOUR INFORMATION

FYI ………... For Your Information				
911 VoIP Calls Statewide has increased significantly since January 2014.				
COUNTY	January 2014		January 2015	
	Total Calls	% of 911 Calls	Total Calls	% of 911 Calls
Hawaii County	9	0.04%	807	4.20%
Kauai County	7	0.14%	176	3.41%
Maui County	0	0.00%	277	2.33%
Oahu Civilian	178	0.22%	2,939	3.57%
Statewide Total	**194**		**4,199**	
Statewide average of 911 Wireless Calls (2014) = 66.94% vs all other types of 911 Calls				
Statewide average of 911 Wireless Calls (2014) initial class of service Phase I = 53.99%				

NOTE:

- All numbers and calculations do not include the Military PSAPs.

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

WIRELESS PSAP TESTING – FEBRUARY 2015

OAHU CIVILIAN - FEBRUARY 2015						
Date	**WSP**	**Sites Tested**	**Sectors Tested**	**Tested By:**	**Test Pass/Fail**	**Comments:**
2/2/2015	AT&T	1	2	Oahu PSAP	Pass	
2/9/2015	AT&T	1	12	Oahu PSAP	Pass	4 sectors listed were not tested

NOTES:

- **There were two (2) scheduled Wireless 911 Tests for the Oahu Civilian PSAP in January 2015.**

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – FEBRUARY 2015

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
FEB	7	4	0	2	1	0	202

MSAG CURRENT MONTH NOTES:

A total of 146 MSAG transactions were processed in 9-1-1 Net during the month of February 2015. Seven **(7)** requests were processed relating to the MSAG database, and One hundred thirty-nine **(139)** requests relating to the ALI database (see ALI Transaction chart on next page). There were 202 customer ANI/ALI (telephone/address) records updated as a direct result.

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

OAHU CIVILIAN	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JAN	40	25	2	13	0	0	405
FEB	7	4	0	2	1	0	202
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	**47**	**29**	**2**	**15**	**1**	**0**	**607**
AVG PER MONTH	**24**	**15**	**1**	**8**	**1**	**0**	**304**

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

ALI TRANSACTIONS CURRENT MONTH – FEBRUARY 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**
FEB	139	139	0	0	245	0	0

Definitions
(A) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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:

139 Telephone Number Change Requests (TN CR) 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 245 Open Telephone Number Change Requests as of February 28, 2015.**
- **Refer to chart in the next section "TNCR Current Status"**

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

There are zero (0) Open ALI-DRs as of February 28, 2015.

There are zero (0) Open VoIP DRs as of February 28, 2015.

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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

OAHU CIVILIAN		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	155	153	2	0	328	0	0
FEB	139	139	0	0	245	0	0
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	294	292	2	0			
AVG PER MONTH	147	146	1	0			

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 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	**245**	**13**	**106**	**126**

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

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MSAG COMMUNITIES PROJECT

MSAG COMMUNITY AND STREET SEGMENT SWEEP – PHASE VII

MSAG Community and Street Segment Sweep – Phase VII

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

Below is the latest Phase VII work effort as of **February 28, 2015**:

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waimanalo	08/01/14	08/12/14	08/09/14		08/11/14	08/22/14
Kailua	08/13/14	09/16/14	09/11/14		09/19/14	09/26/14
Kaneohe	09/17/14	10/24/14	10/27/14	Completed 1 business day behind schedule due to approved special requests	10/31/14	11/07/14
Kahaluu	10/27/14	11/04/14	10/29/14			
Kaaawa	11/05/14	11/07/14	10/31/14			
Punaluu	11/10/14	11/11/14	11/05/14			
Hauula	11/12/14	11/17/14	11/06/14		11/14/14	11/21/14
Laie	11/18/14	11/24/14	11/14/14			
Kahuku	11/25/14	12/02/14	11/25/14		11/28/14	12/08/14
Sunset	12/03/14	12/10/14	12/08/14		12/12/14	12/18/14
Haleiwa	12/12/14	12/24/14	01/14/15	There are many farming and cane roads that require lengthy and detailed editing, slowing down progress	01/23/15	02/05/15
Wahiawa	01/02/15	01/21/15	02/03/15		02/06/15	02/13/15
Waialua	01/22/15	01/29/15	02/09/15			
Mokuleia	01/30/15	02/05/15	02/12/15		02/19/15	02/25/15
Kalanianaole Hwy Project	02/09/15	03/04/15	02/19/15			
Makaha	03/05/15	03/12/15	02/17/15			

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MSAG Community and Street Segment Sweep – Phase VII continued

MSAG COMMUNITY (In Order of Effort)	MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII				GIS UPDATES	
	TARGET START DATE	TARGET COMPLETION DATE	AKIMEKA COMPLETION DATE	NOTES/COMMENTS	DATE GIS DELIVERED TO HPD	DATE GIS LOADED TO CAD BY HPD
Waianae	03/13/15	03/24/15				
Maili	03/25/15	04/02/15				
Nanakuli	04/03/15	04/13/15				
Makakilo	04/14/15	04/28/15				
Kapolei	04/29/15	05/21/15				
Kalaeloa	05/22/15	06/08/15				
Ewa Beach	06/09/15	07/27/15				
Iroquois	07/28/15	08/03/15				

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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.

Type of Layer	Akimeka GIS Server — Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE *(Listed Alphabetically)*			
Address Points	2/27/2015		Deleted three (3) address points in Ewa Beach
	2/27/2015		Corrected ten (10) addresses in Ewa Beach
	2/27/2015		Spatially corrected six hundred fifty-one (651) address points in Waianae
	2/26/2015		Added routing ID to two (2) adresses in Sunset
	2/26/2015		Corrected twenty (20) addresses in Catlin Pk
	2/26/2015		Corrected two (2) addresses in Ewa Beach
	2/24/2015		Added seven (7) new address points in Kaimuki
	2/24/2015		Added one (1) new address point in Pearl City
	2/24/2015		Added one hundred thirty-one (131) new address points in McGrew Pt
	2/20/2015		Deleted four (4) address points in Makaha
	2/20/2015		Added one (1) new address point in Makaha
	2/20/2015		Spatially corrected five hundred six (506) address points in Makaha
		02/19/15	
	2/19/2015		Added twenty-three (23) new address points in Waimanalo
	2/19/2015		Added routing ID to twenty-one (21) address points in Waimanalo
	2/18/2015		Corrected forty-three (43) addresses in Ewa Beach
	2/11/2015		Corrected three (3) addresses in Waipio
		02/06/15	
	2/5/2015		Added routing ID to fourteen (14) address points in Waialua
	2/5/2015		Spatially corrected one (1) address point in Waianae
	2/5/2015		Spatially corrected one (1) address point in Honolulu
	2/5/2015		Spatially corrected one (1) address point in Punaluu
	2/5/2015		Spatially corrected two (2) address point in Nanakuli
	2/5/2015		Added one (1) new address point in Kahuku
	2/5/2015		Added one (1) new address point in Kalihi
Airports			
Bridges			
Building Footprints			

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	2/17/2015		Updated new ESN attributes
Fire Beats			
Fire Districts			

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Fire Response Areas	2/26/2015		Corrected STA38/STA20 boundary
		02/19/15	
	2/13/2015		Corrected STA23/STA34 boundary
		02/06/15	
	2/2/2015		Corrected STA20/STA38 boundary
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART IV)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Hyrdology Layers: **Dams** **Ponds** **Streams** **Waterfalls**			
Incident Response Areas			
Lodging			
Major Roads			
Medic Beats			
Medic Districts			
Medic Response Areas	2/13/2015	**02/19/15**	Corrected MED15/MED8 boundary
		02/06/15	
Medic Stations			
Medical Facilities			
Milepost Markers			

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART V)

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

	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
Type of Layer	Date Created/ Edits Performed		
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
MSAG Communities	2/26/2015		Corrected Pearl City/Aiea boundary
	2/23/2015		Corrected Waianae/Makaha boundary
		02/19/15	
	2/19/2015		Corrected Waialae, Kahala, and Kaimuki boundaries
	2/13/2015		Corrected Aina Haina/Hawaii Kai boundary
	2/10/2015		Corrected Waialae/Kahala boundary
		02/06/15	
Net Junctions		02/23/15	
	2/23/2015		Populated with the latest MSAG Community and Police Beat updates
		02/12/15	
	2/12/2015		Populated with the latest MSAG Community and Police Beat updates
Ocean Rescue Boundaries	2/24/2015		Corrected Mobile Responder 402 boundary
		02/19/15	
	2/19/2015		Corrected boundaries for Mobile Responder 103 and Mobile Responder 202
	2/10/2015		Corrected Mobile Responder 103 boundary
		02/06/15	
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest	2/27/2015		Spatially corrected three (3) common places in Waianae
	2/20/2015		Spatially corrected eleven (11) common places in Makaha
		02/19/15	
	2/19/2015		Added one (1) new common place in Waimanalo
	2/18/2015		Added one (1) new common place in Manoa per the GIS Corrections spreadsheet
	2/18/2015		Added one (1) new common place in Waipahu per the GIS Corrections spreadsheet

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VI)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Points of Interest	2/18/2015		Corrected name for one (1) common place in Wahiawa per the GIS Corrections spreadsheet
	2/18/2015		Deleted one (1) common place in Downtown per the GIS Corrections spreadsheet
	2/17/2015		Spatially corrected two (2) common places in Makaha
	2/13/2015		Spatially corrected one (1) common place in Aina Haina
	2/13/2015		Corrected alias address for one (1) common place in Makaha
		02/06/15	
	2/5/2015		Spatially corrected one (1) common place in Halweiwa
	2/5/2015		Added one (1) new common place in Haleiwa per the GIS Corrections spreadsheet
	2/5/2015		Added one (1) new common place in Kalihi per the GIS Corrections spreadsheet
	2/5/2015		Added one (1) new common place in Waimanalo per the GIS Corrections spreadsheet
	2/5/2015		Updated name for one (1) common place in Honolulu per the GIS Corrections spreadsheet
	2/5/2015		Updated name for one (1) common place in Kahuku per the GIS Corrections spreadsheet
	2/5/2015		Updated name for one (1) common place in Waianae per the GIS Corrections spreadsheet
	2/5/2015		Updated name for one (1) common place in Punaluu per the GIS Corrections spreadsheet
	2/5/2015		Updated name for two (2) common places in Nanakuli per the GIS Corrections spreadsheet
	2/5/2015		Updated name for one (1) common place in Kaneohe per the GIS Corrections spreadsheet
	2/5/2015		Spatially corrected one (1) common place in Kaneohe
	2/5/2015		Spatially corrected one (1) common place in Nanakuli
	2/5/2015		Spatially corrected one (1) common place in Punaluu
	2/5/2015		Spatially corrected one (1) common place in Kahuku
Police Beats	2/26/2015		Corrected Beats 373 and 374 and continued working on Beat 375 according to the HPD written policies and procedures
		02/19/15	
	2/19/2015		Corrected Police Beats 759, 761, 766, and 768 - due to Kalanianaole Hwy Project

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Police Beats	2/13/2015		Corrected Police Beats 770, 772, 774, 774, 778, 782, 784 - due to Kalanianaole Hwy Project.
	2/10/2015		Corrected Police Beats 768 and 761 - due to Kalanianaole Hwy Project
		02/06/15	
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	2/26/2015		Added one (1) new street segment in Sunset (Kekiliohulani St)
	2/26/2015		Split two (2) segments of Kam Hwy in Sunset
	2/25/2015		Spatially corrected one hundred eighteen (118) street segments in Waianae
	2/25/2015		Added one (1) new street segment in Waianae
	2/23/2015		Deleted one (1) street segment in Waianae
	2/23/2015		Spatially corrected eighty-one (81) street segments in Waianae
	2/20/2015		Split one (1) segment of Farrington Hwy in Waianae
	2/20/2015		Added one (1) new street segment in Waianae
	2/20/2015		Spatially corrected sixty-two (62) street segments in Waianae
		02/19/15	
	2/19/2015		Spatially corrected three (3) street segments at the Kaimuki/Kahala boundary
	2/19/2015		Spatially corrected one (1) street segment at the Waialae/Kaimuki boundary
	2/19/2015		Spatially corrected four (4) street segments in Waialae
	2/19/2015		Spatially corrected fourteen (14) street segments in Kaimuki
	2/19/2015		Split one (1) segment of Hunakai St in Waialae

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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.

Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE *(Listed Alphabetically)*			
Street Centerlines	2/19/2015		Split seven (7) street segments in Kaimuki
	2/19/2015		Corrected one-way code for five (5) street segments in Kaimuki
	2/19/2015		Split one (1) segment of Old Kalanianaole Rd in Waiamanalo
	2/19/2015		Added three (3) new street segments in Waimanalo
	2/19/2015		Corrected full street name for twenty-one (21) segments in Hickam
	2/18/2015		Added two (2) new street segments at the Waialae/Kaimuki boundary
	2/18/2015		Added two (2) new street segments at the Waialae/Kahala boundary
	2/18/2015		Added one (1) new street segment in Kahala
	2/18/2015		Added three (3) ingresses in Hawaii Kai
	2/18/2015		Deleted one (1) segment of Kealaolu Ave in Kahala
	2/18/2015		Deleted one (1) segment of Waialae Ave in Waialae
	2/17/2015		Deleted one (1) street segment in Makaha
	2/17/2015		Split three (3) segments of Farrington Hwy in Makaha
	2/17/2015		Spatially corrected fifty-eight (58) street segments in Makaha
	2/13/2015		Deleted one (1) segment in Aina Haina
	2/13/2015		Added two (2) new street segments in Waialae
	2/13/2015		Added two (2) new street segments in Aina Haina
	2/13/2015		Added one (1) new street segment in Makaha
	2/13/2015		Split eight (8) street segments in Aina Haina
	2/13/2015		Split eight (8) street segments in Waialae
	2/13/2015		Spatially corrected forty-nine (49) street segments in Makaha
	2/12/2015		Deleted four (4) street segments in Mokuleia
	2/12/2015		Split one (1) segment of Puuiki St in Mokuleia
	2/12/2015		Spatially corrected thirty-nine (39) street segments in Mokuleia
	2/12/2015		Spatially corrected nine (9) street segments in Makaha
	2/12/2015		Added one (1) new ingress in Aina Haina
	2/12/2015		Split one (1) segment of Puuikena Dr Turnaround in Aina Haina
	2/12/2015		Corrected one (1) overlap on Kam Hwy in Wahiawa
	2/12/2015		Corrected one (1) overlap on Farrington Hwy in Waialua
	2/12/2015		Corrected one (1) gap on Kane Pl in Waialua
	2/11/2015		Added four (4) new street segments in Hawaii Kai

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 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.

Type of Layer	Akimeka GIS Server	Date GIS Delivered	Other/Remarks
	Date Created/ Edits Performed		
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	2/11/2015		Added eight (8) new street segments in Aina Haina
	2/11/2015		Spatially corrected one (1) street segment in Kahala
	2/11/2015		Spatially corrected sixteen (16) street segments in Hawaii Kai
	2/11/2015		Spatially corrected twelve (12) street segments in Aina Haina
	2/11/2015		Split three (3) street segments in Hawaii Kai
	2/11/2015		Split three (3) street segments at the Waialae/Kahala community boundary
	2/11/2015		Split four (4) street segments in Aina Haina
	2/10/2015		Added three (3) new street segments in Waialae
	2/10/2015		Added fifteen (15) new street segments in Aina Haina
	2/10/2015		Spatially corrected four (4) street segments in Waialae
	2/10/2015		Split two (2) street segments in Waialae
	2/10/2015		Split seven (7) street segments in Aina Haina
	2/10/2015		Spatially corrected two (2) street segments in Kahala
	2/10/2015		Spatially corrected twenty-three (23) street segments in Aina Haina
	2/9/2015		Spatially corrected three (3) street segments in Kahala
	2/9/2015		Added two (2) new street segments in Waialae
	2/9/2015		Spatially corrected three (3) street segments in Waialae
	2/9/2015		Split three (3) street segments in Waialae
	2/9/2015		Split one (1) segment of Farrington Hwy in Mokuleia
	2/9/2015		Spatially corrected sixty-nine (69) street segments in Mokuleia
		02/06/15	
	2/5/2015		Added six (6) new street segments in Waialua
	2/5/2015		Spatially corrected ten (10) street segments in Waialua
	2/5/2015		Split three (3) street segments in Waialua
	2/4/2015		Split two (2) street segments in Waialua (Kanoulu St & Kane Pl)
	2/4/2015		Spatially corrected forty-six (46) street segments in Waialua
	2/4/2015		Deleted three (3) segments in Waialua
	2/4/2015		Deleted one (1) segment of Maunalua Rd in Hawaii Kai
	2/4/2015		Corrected range for one (1) segment of Maunalua Ave in Hawaii Kai
	2/3/2015		Deleted four (4) street segments in Wahiwa
	2/3/2015		Spatially corrected twelve (12) street segments in Wahiawa

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
OAHU CIVILIAN			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	2/3/2015		Spatially corrected one hundred nine (109) street segments in Waialua
	2/3/2015		Corrected range for two (2) street segments in Mapunapuna
	2/2/2015		Spatially corrected one (1) segment of May Way in Hawaii Kai
	2/2/2015		Split five (5) street segments in Wahiawa
	2/2/2015		Spatially corrected fifty-four (54) street segments in Wahiawa
	2/2/2015		Added six (6) new street segments in Wahiawa
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors	2/24/2015		Per VZW CRS
		02/23/15	
		02/19/15	
		02/17/15	
	2/12/2015		Per VZW CRS
	2/11/2015		Per T-Mobile CRS
		02/09/15	
		02/06/15	
	2/3/2015		Per VZW CRS
		02/02/15	
	2/2/2015		Per VZW CRS

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART XI)

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

	OAHU CIVILIAN		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS** **Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
WSP Cell Towers	2/24/2015		Per VZW CRS
		02/23/15	
		02/19/15	
		02/17/15	
	2/12/2015		Per VZW CRS
	2/11/2015		Per T-Mobile CRS
		02/09/15	
		02/06/15	
	2/3/2015		Per VZW CRS
		02/02/15	
	2/2/2015		Per VZW CRS

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 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
2/23/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/23/2015	Net Junctions with the latest MSAG Community and Police Beat updates
2/19/2015	Street Centerlines, Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas Stops to HFD, EMS, and Ocean Safety for TriTech CAD
2/19/2015	Street Centerlines and Common Places to HPD for Motorola CAD
2/19/2015	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
2/17/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/12/2015	Net Junctions with the latest MSAG Community and Police Beat updates
2/11/2015	Continued working on HPD Map Books
2/10/2015	Continued working on HPD Map Books
2/9/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS
2/9/2015	Continued working on HPD Map Books
2/6/2015	Street Centerlines and Common Places to HPD for Motorola CAD
2/6/2015	Street Centerlines, Address Points, Bus Stops, Dive Locations, Lifeguard Stations and Surf Breaks to HFD, EMS, and Ocean Safety for TriTech CAD
2/6/2015	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
2/6/2015	At the request of HPD, began creating HPD Map Books which includes intersections, street ranges for Police Beats, and Common Place listings
2/2/2015	Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS

INTRADO POWERMAP UPLOAD

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

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

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

1. During discussion with the PSAPs in December 2014, it was identified that there have been display issues with the PowerMap wireless 911 calls.

    a. During a wireless 911 call the calls are plotting at zoom extents that are too small in order to see where the call is located and any surrounding GIS layers. The issues with the zoom extents are for Phase I calls and the extents are not consistent among all of the public safety agencies.

    b. There were no updates during the month of February 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 February 2015. Akimeka completed an additional two (2) Police Beat (373 and 374 and continued on 770, 772, 774, 776, 778, 782, 784, 768, and 761) 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.

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 February, 2015, no issues regarding the TriTech CAD system were reported. GIS data deliverables remained on schedule. Minor updated to Fire Response Areas, Medic Response Areas, and Ocean Response Areas were made during February 2015 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.

2. Throughout February 2015, normal GIS deliverables continued and there were no issues reported.

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.

Beginning in December 2014 and continuing with each GIS deliverable for HFD, EMS, and Ocean Safety, Akimeka has 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.

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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.

4. On February 13, 2014, the letter requesting change to Honolulu ESN numbers and corresponding ELTs were submitted to Hawaiian Telecom.

KALANIANAOLE HWY PROJECT

During the month of February 2015, Akimeka began correcting the Street Centerline segments on Kalanianaole Hwy, as a result of many routing discrepancies and CAD recommendations for both HFD and EMS. In an effort to improve the accuracy of the Street network in the MSAG Communities of Kahala, Waialae, Aina Haina, and Hawaii Kai, Akimeka put together a project plan to correct Street Centerline segments from the previous single lane Street network. This update also improved the accuracy of intersections and the ability to route 9-1-1 vehicles at turn lanes, and U-turns.

1. The Kalanianaole Hwy project was approved by HPD to begin on February 9, 2015 and was estimated to be completed within 18 business days with a target completion date of March 4, 2015.
   a. Akimeka completed the Kalanianaole Hwy project on February 19, 2015 and was delivered via the normal GIS deliverables on February 19, 2015.

Below are some before and after screenshots to highlight the success of the project.

Before and After Screenshot of Kalanianaole Hwy

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

Before and After Screenshot of Kalanianaole Hwy

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPFLEX DEPLOYMENT

During the month of February 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs. As a result, Akimeka coordinated with the Honolulu Police Department for final approval of GIS layers to be provided for the MapFlex system once the four-way NDA was finalized among HPD, Akimeka, Hawaiian Telecom, and Intrado.

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

1. The new MapFlex mapping system operates from GIS data that is provided to a secure FTP site, where it is then delivered into the MapFlex server and made available through the mapping product. On February 5, 2015, Intrado had sent a request for additional mapping layers in Maui County and when Akimeka asked if the FTP site was the established MapFlex FTP server, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.

2. On February 7, 2015, prior to the GIS deliverable for Maui County, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
    (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.

3. On February 10, Akimeka prepared a total of fifty-two (52) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided, include all of the displayed GIS layers currently within the PowerMap.
    a. Akimeka attempted to deliver the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex, but received permission issues copying the data.
    b. After several attempts to upload data, the GIS data was compressed, encrypted, and submitted outside of the FTP site through email by Akimeka on February 11, 2015.

4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex secure FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
    (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
    (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
    (i) Does each delivery within MapFlex require a complete refresh or only updated layers?
    (ii) Are there specific file names and locations needed to pull updates?
    (iii) What is the update process that takes place within MapFlex?
    (iv) Is there a specific time the update takes place?
    (v) What is the notification processes that the updates were successful?
    (vi) What is the test/validation processes the PSAP should be informed of?
    (vii) How are discrepancies reported in the procedure and to whom?

5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
    (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
    (b) Little information was provided during the conference call on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the

MAPFLEX DEPLOYMENT CONTINUED

MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.

6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
    (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.
7. On February 26, 2015, Akimeka successfully delivered the updated GIS layers for Hawaii, Maui, and Kauai County to the MapFlex system via new secure FTP site.

Once the four-way NDA is completed and fully executed for the City and County of Honolulu, Akimeka will be providing the approved GIS layers for the MapFlex to Intrado for them to perform the GIS data validation. Once the validation is successful, Intrado will move forward with installation of MapFlex within the City and County of Honolulu.

SPAWAR MEETING ON ADDRESSING FOR MCBH

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

Oahu Civilian E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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 January 29, 2015 and February 20, 2015. Below are the results of the comparison.

Street Utility Check				
	First Report 06/01/13	**1/29/2015**	**2/20/2015**	**Improvements/Corrections**
Total Number of GIS Records	26,602	27,432	27,533	Increased by 101 records
Errors Identified				
Zero Errors	5,112	545	605	Increased by 11% (60 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	4	Increased by 4 errors
Flipped Link Errors	1,030	486	501	Increased by 3.1% (15 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.

4. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Database Synchronization Report – April 2015

AUDIT SUMMARY RESULTS – TBA

AUDIT SUMMARY RESULTS – APRIL 1, 2015 MSAG VS. JANUARY 1, 2015 MSAG - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

Maui County E9-1-1 Status Report

February 1, 2015 – February 28, 2015

TABLE OF CONTENTS

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME MAUI PSAP – FEBRUARY 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
FEB	10,934	2,340	21.40%	6,977	63.81%	63.15%	36.85%	255	2.33%	20	0.18%	0	0.00%	1,342	12.27%	0	0.00%

CALL VOLUME MAUI PSAP NOTES:

***Calls with no Ali 0.18% - Statewide average excluding Military = 0.24%**

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

9-1-1 Call Volume															
MAUI PSAP		**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	11,904	2,411	20.25%	7,697	64.66%	61.96%	38.04%	277	2.33%	13	0.11%	0	0.00%	1,506	12.65%	0	0.00%
FEB	10,934	2,340	21.40%	6,977	63.81%	63.15%	36.85%	255	2.33%	20	0.18%	0	0.00%	1,342	12.27%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	22,838	4,751		14,674				532		33		0		2,848		0	
MON AVG	11,419	2,376	20.83%	7,337	64.24%	62.56%	37.44%	266	2.33%	17	0.15%	0	0.00%	1,424	12.46%	0.00	0.00%

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

9-1-1 CALL VOLUME MOLOKAI PSAP – FEBRUARY 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
FEB	355	159	44.79%	141	39.72%	55.32%	44.68%	0	0.00%	2	0.56%	0	0.00%	53	14.93%	0	0.00%

CALL VOLUME MOLOKAI PSAP NOTES:

Calls with no Ali 0.56% - Statewide average excluding Military = 0.24%

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

9-1-1 Call Volume															
MOLOKAI PSAP	Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	371	152	40.97%	176	47.44%	51.70%	48.30%	0	0.00%	2	0.54%	0	0.00%	41	11.05%	0	0.00%
FEB	355	159	44.79%	141	39.72%	55.32%	44.68%	0	0.00%	2	0.56%	0	0.00%	53	14.93%	0	0.00%
MAR																
APR																
MAY																
JUNE																
JULY																
AUG																
SEPT																
OCT																
NOV																
DEC																
YTD	726	311		317				0		4		0		94		0	
MON AVG	363	156	42.88%	159	43.58%	53.51%	46.49%	0.00	0.00%	2	0.55%	0	0.00%	47	12.99%	0	0.00%

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – FEBRUARY 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
FEB	11,289	2,499	22.14%	7,118	63.05%	63.00%	37.00%	255	2.26%	22	0.19%	0	0.00%	1,395	12.36%	0	0.00%

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

| 9-1-1 Call Volume | | | | | | | | | | | | | | | | |
| MAUI COUNTY PSAPs | Wireline | | Wireless | | | | VOIP | | Calls with No ALI | | Admin Calls | | Abandoned Calls | | Other Calls | |
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other Calls	% of Total Calls
JAN	12,275	2,563	20.88%	7,873	64.14%	61.73%	38.27%	277	2.26%	15	0.12%	0	0.00%	1,547	12,60%	0	0.00%
FEB	11,904	2,499	22.14%	7,118	63.05%	63.00%	37.00%	255	2.26%	22	0.19%	0	0.00%	1,395	12.36%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	24,179	5,062		14,991				532		37		0		2,942		0	
MON AVG	12,090	2,531	21.51%	7,496	63.60%	62.36%	37.64%	266	2.26%	19	0.16%	0.00	0.00%	1,471	12.36%	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 911calls made from the Viper System.**

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

FYI…..FOR YOUR INFORMATION

FYI ………... For Your Information				
911 VoIP Calls Statewide has increased significantly since January 2014.				
COUNTY	January 2014		January 2015	
	Total Calls	% of 911 Calls	Total Calls	% of 911 Calls
Hawaii County	9	0.04%	807	4.20%
Kauai County	7	0.14%	176	3.41%
Maui County	0	0.00%	277	2.33%
Oahu Civilian	178	0.22%	2,939	3.57%
Statewide Total	194		4,199	
Statewide average of 911 Wireless Calls (2014) = 66.94% vs all other types of 911 Calls				
Statewide average of 911 Wireless Calls (2014) initial class of service Phase I = 53.99%				

NOTE:

- All numbers and calculations do not include the Military PSAPs.

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

WIRELESS PSAP TESTING – FEBRUARY 2015

MAUI COUNTY - FEBRUARY 2015						
Date	WSP	Sites Tested	Sectors Tested	Tested By:	Test Pass/Fail	Comments:
2/27/2015	Verizon	1	1	Maui PSAP	Pass	COLT in Lahaina

NOTES:

- There was one (1) scheduled Wireless 911 Test in February 2015 for the Maui and Molokai PSAPs.

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – FEBRUARY 2015

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
FEBRUARY	26	18	0	5	3	0	93

MSAG CURRENT MONTH NOTES:

A total of 71 MSAG transactions were processed in 9-1-1 Net during the month of February 2015. Twenty-six (**26**) requests were processed relating to the MSAG database, and forty-five (**45**) requests relating to the ALI database (see ALI Transaction chart on next page). There were 93 customer ANI/ALI (telephone/address) records updated as a direct result.

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

MAUI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	25	6	1	4	14	0	102
FEBRUARY	26	18	0	5	3	0	93
MARCH							
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	**51**	**24**	**1**	**9**	**17**	**0**	**195**
AVG PER MONTH	**26**	**12**	**1**	**5**	**9**	**0**	**98**

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

ALI TRANSACTIONS CURRENT MONTH – FEBRUARY 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
FEB	45	44	1	0	340	0	0

Definitions
(A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 359/399 attached to them which indicates the need for validation.
(B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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:

Forty-four (**44**) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 359/399 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 Kahului. 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 340 Open TN CR Transactions as of February 28, 2015.**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions are a direct result of the ESN 359/399 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

There are no Open ALI-DRs as of February 28, 2015

There are no Open VoIP DRs as of February 28, 2015

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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

MAUI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	92	91	1	0	343	0	0
FEB	45	44	1	0	340	0	0
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	137	135	2	0			
AVG PER MONTH	69	68	1	0			

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 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	315	43	45	227
MOLOKAI	25	6	3	16
TOTAL	340	49	48	243

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

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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 Created/** **Edits Performed**	**Date GIS** **Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	2/27/2015		Added one (1) address in Haiku
	2/26/2015		Spatially corrected two (2) address points in Kahului
	2/26/2015		Added one (1) address in Kahului
	2/26/2015		Spatially corrected two (2) address points in Kihei
	2/26/2015		Added fourteen (14) address in Kihei
	2/26/2015		Added four (4) addresses in Kula
	2/26/2015		Spatially corrected one (1) address point in Kula
	2/26/2015		Changed one (1) address in Kula
	2/26/2015		Spatially corrected (3) address points in Lahaina
	2/26/2015		Added two (2) addresses in Lahaina
	2/26/2015		Spatially corrected one (1) address point in Makawao
	2/26/2015		Added one (1) address in Makawao
	2/26/2015		Spatially corrected four (4) address points in Napili
	2/26/2015		Added two (2) addresses in Napili
	2/26/2015		Added one (1) address in Paia
	2/26/2015		Spatially corrected two (2) address points in Pukalani
	2/26/2015		Added three (3) addresses in Pukalani
	2/26/2015		Added one (1) address in Waiehu
	2/26/2015		Added one (1) address in Wailea
	2/26/2015		Changed two (2) addresses in Wailuku
		02/25/15	
	2/25/2015		Added two (2) addresses in Kahului
	2/25/2015		Spatially corrected four (4) address points in Kahului
	2/25/2015		Added three (3) addresses in Kihei
	2/25/2015		Spatially corrected two (2) address points in Lahaina
	2/25/2015		Added four (4) addresses in Lahaina
	2/25/2015		Added three (3) address in Makawao
	2/25/2015		Added one (1) address in Napili
	2/25/2015		Changed one (1) address in Paia
	2/25/2015		Added one (1) address in Paia
	2/25/2015		Spatially corrected three (3) address points in Pukalani
	2/25/2015		Added one (1) address in Pukalani
	2/25/2015		Spatially corrected five (5) address points in Wailuku
	2/25/2015		Added two (2) addresses in Wailuku
	2/24/2015		Spatially corrected twenty (20) addresses in Haiku
	2/24/2015		Added twenty-four (24) addresses in Haiku

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 Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Address Points	2/23/2015		Spatially corrected four (4) address points in Haiku
	2/23/2015		Added three (3) addresses in Haiku
	2/23/2015		Added one (1) address in Kaunakakai
	2/23/2015		Spatially corrected one (1) address point in Kula
	2/23/2015		Added one (1) address in Kula
	2/23/2015		Spatially corrected one (1) address point in Pukalani
	2/23/2015		Added one (1) address in Pukalani
	2/23/2015		Added two (2) addresses in Wailea
	2/23/2015		Spatially corrected one (1) address point in Wailea
	2/20/2015		Corrected one (1) address in Wailuku
	2/18/2015		Added one (1) address in Kaunakakai
	2/18/2015		As requested by Maui Dispatch added one (1) POI address with two (2) cpn - Chutes and Ladders and Three Sisters
	2/17/2015		Added one (1) address in Kihei
	2/13/2015		Added one (1) address in Haiku
	2/13/2015		Added one (1) address in Hana
	2/13/2015		Spatially corrected one (1) address point in Kaunakakai
	2/13/2015		Added one (1) address in Kihei
	2/13/2015		Added one (1) address in Waihee
	2/13/2015		Added three (3) addresses in Wailuku
	2/13/2015		Spatially corrected one (1) address point in Wailuku
		02/11/15	
	2/11/2015		Added one (1) address in Kula
	2/11/2015		Added one (1) address in Kualapuu
	2/10/2015		Spatially corrected one (1) address point in Pukalani
	2/10/2015		Added one (1) address in Pukalani
	2/10/2015		Added one (1) address in Hana
	2/10/2015		Corrected one (1) address in Kaunakakai
	2/6/2015		Added one (1) address in Kula
	2/5/2015		Spatially corrected three (3) address points in Wailuku
	2/5/2015		Spatially corrected three (3) address points in Haiku
	2/5/2015		Added one (1) address point in Haiku
	2/5/2015		Added one (1) address point in Hana
	2/5/2015		Added one (1) address point in Spreckelsville
	2/3/2015		Spatially corrected six (6) address points in Kahului
	2/2/2015		Spatially corrected four (4) address points in Kahului

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART III)

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

	MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
Airports			
Bridges	2/26/2015		Named twenty (20) bridges with no name as "Bridge"
		02/25/15	
	2/20/2015		Corrected location of forty-six (46) bridges and added the name to thirty-nine (39) bridges
	2/19/2015		Corrected location of thirty-seven (37) bridges and added the name to thirty-five (35) bridges
	2/18/2015		Added two (2) bridges, corrected the location of fifty (50) bridges and added the name to forty-seven (47) bridges
	2/11/2015		Removed the leading zero's in the Route number for one hundred forty-nine (149) bridges
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART IV)

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

	MAUI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS** **Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN	2/4/2015		Modified boundary between ESN 315, 321, & 323 to match spatially corrected street centerlines
Fire Beats		**02/25/15**	
	2/23/2015		Modified boundary of Beat 7 & 13 to match spatially corrected street centerlines
Fire Districts			
Fire Response Areas		**02/25/15**	
	2/23/2015		Modified boundary of RA 700 & 1300 to match spatially corrected street centerlines
		02/11/15	
	2/4/2015		Modified RA 500 & 502 to match spatially corrected street centerlines
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes		**02/11/15**	
	2/10/2015		Changed code for Kaimanu Estates as requested by Maui Dispatch
Government Buildings			

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART V)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Harbors			
Helipads			
Hiking Trails			
Hospitals			
Hydrants			
Hyrdology Layers:		**02/25/15**	
Dams	2/20/2015		Corrected four (4) stream names and spatially corrected a section of one (1) stream
Ponds	2/19/2015		Corrected six (6) stream names
Streams	2/18/2015		Corrected fourteen (14) stream names and spatially corrected a section of two (2) streams.
Waterfalls			
Incident Response Areas			
Lodging			
Major Roads	2/10/2015	**02/25/15**	Spatially corrected
Medic Beats			
Medic Districts			

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Medic Response Areas			
Medic Stations			
Medical Facilities			
Milepost Markers			
MSAG Communities	2/4/2015		Modified boundary between Kahului, Haliimaile and Pukalani to match spatially corrected street centerlines
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VII)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Points of Interest	2/27/2015		Added one hundred ninety-three (193) bus stops
	2/26/2015		Updated twenty (20) bridges with no name as "Bridge", added Postal Commmunity and ZipCode to one hundred fifty-eight (158) bridges
		02/25/15	
	2/18/2015		Added one (1) POI, Three Sisters
		02/11/15	
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines	2/26/2015		Spatially corrected one (1) street centerline in Makawao
	2/26/2015		Spatially corrected two (2) street centerline segments in Paia
	2/26/2015		Spatially corrected one (1) street centerline segment in Pukalani
	2/26/2015		Partial spatial correction of four (4) street centerline segments in Paia
	2/26/2015		Corrected elevation of one (1) street centerline segment in Paia
		02/25/15	
	2/24/2015		Spatially corrected one (1) street centerline segment in Haiku
	2/23/2015		Partial spatial correction of five (5) street centerline segments in Haiku
	2/23/2015		Partial spatial correction of five (5) street centerline segments in Hana
	2/23/2015		Partial spatial correction of one (1) street centerline segment in Kula
	2/23/2015		Partial spatial correction of one (1) street centerline segment in Paia
	2/20/2015		Partial spatial correction of one (1) street centerline segment in Haiku
	2/20/2015		Partial spatial correction of five (5) street centerline segments in Hana
	2/20/2015		Spatially corrected three (3) street centerline segments and partial spatial correction of twelve (12) segments in Kaunakakai

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Street Centerlines	2/20/2015		Partial spatial correction of two (2) street centerline segments in Pukoo
	2/20/2015		Spatially corrected one (1) street centerline segment in Kihei
	2/20/2015		Spatially corrected one (1) street centerline segment in Napili
	2/19/2015		Partial spatial correction of seven (7) street centerline segments in Haiku
	2/19/2015		Partial spatial correction of six (6) street centerline segments in Hana
	2/19/2015		Partial spatial correction of one (1) street centerline segment in Kahului
	2/19/2015		Partial spatial correction of two (2) street centerline segments in Kapalua
	2/19/2015		Spatially corrected one (1) street centerline segment and partial spatial correction of four (4) segments in Kaunakakai
	2/19/2015		Partial spatial correction of one (1) street centerline segment in Kihei
	2/19/2015		Partial spatial correction of one (1) street centerline segment in Kula
	2/19/2015		Partial spatial correction of three (3) street centerline segments in Lahaina
	2/19/2015		Spatially corrected of one (1) street centerline segments in Maalaea
	2/19/2015		Partial spatial correction of two (2) street centerline segments in Pukoo
	2/19/2015		Partial spatial correction of three (3) street centerline segments in Waihee
	2/19/2015		Partial spatial correction of one (1) street centerline segment in Wailuku
	2/18/2015		Partial spatial correction of five (5) street centerline segments in Haiku
	2/18/2015		Partial spatial correction of one (1) street centerline segment in Kula
	2/18/2015		Partial spatial correction of two (2) street centerline segments in Hana
	2/18/2015		Partial spatial correction of one (1) street centerline segment in Kula
	2/18/2015		Spatially corrected three (3) street centerline segments and partial spatial correction of one (1) segment in Lahaina
	2/18/2015		Spatially corrected one (1) street centerline segment and partial spatial correction of two (2) street centerline segments in Waihee
	2/18/2015		Partial spatial correction of one (1) street centerline segment in Waiehu
	2/17/2015		Spatially corrected forty-two (42) street centerline segments in Wailuku
	2/13/2015		Spatially corrected seven (7) street centerline segments in Wailuku
		02/11/15	
	2/11/2015		Spatially corrected one (1) address point
	2/6/2015		Spatially corrected sixty-three (63) street centerline segments in Wailuku
	2/5/2015		Spatially corrected seventeen (17) street centerline segments in Kahului
	2/5/2015		Spatially corrected four (4) street centerline segments in Kihei
	2/5/2015		Spatially corrected forty-eight (48) street centerline segments in Wailuku
	2/4/2015		Spatially corrected forty-two (42) street centerline segments in Kahului
	2/3/2015		Spatially corrected forty (40) street centerline segments in Kahului
	2/2/2015		Spatially corrected fifty-three (53) street centerline segments in Kahului

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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.

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
MAUI COUNTY			
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		**02/25/15**	
	2/17/2015		Per ATT CRS
		02/11/15	
WSP Cell Towers		**02/25/15**	
	2/17/2015		Per ATT CRS
		02/11/15	

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

February 1, 2015 - February 28, 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
2/26/2015	MapFlex deliverable with the following GIS layers: Address Points, WSP Cell Sectors, WSP Cell Towers, Points Of Interest, Street Centerlines, Fire Response Areas, Police Response Areas and Bridges.
2/25/2015	Delivered the following data for Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map, which included updated Address Points, WSP Cell Towers, Fire Beats, Fire Response Areas, Points of Interest, Police Response Areas, Street Centerlines and Streams.
2/25/2015	Uploaded the following data for a PowerMap update: Address Points, WSP Cell Towers, WSP Cell Sectors, Fire Beats, Points of Interest, Streams, Street Centerlines, Bridges and Major Roads.
2/25/2015	Prepared the following data for a MapFlex deliverable: Address Points, WSP Cell Sectors, WSP Cell Towers, Points Of Interest, Street Centerlines, Fire Response Areas, Police Response Areas and Bridges.
2/25/2015	The MapFlex deliverable was unable to be delivered due to authentication error on Intrado's new SFTP site. Their engineer will be troubleshooting and get back to Akimeka in order to continue with the deliverable.
2/24/2015	Prepared the following data for a PowerMap update: Address Points, WSP Cell Towers, WSP Cell Sectors, Fire Beats, Points of Interest, Streams, Street Centerlines, Bridges and Major Roads.
2/24/2015	Prepared the following data for Intergraph CAD map: Address Points, WSP Cell Towers, Fire Beats, Fire Response Areas, Points of Interest, Police Response Areas, Street Centerlines and Streams.
2/24/2015	Prepared the following data for a MapFlex deliverable: Address Points, WSP Cell Sectors, WSP Cell Towers, Points Of Interest, Street Centerlines, Fire Response Areas, Police Response Areas and Bridges.
2/12/2015	There were still issues with Intrado's temporary FTP site, so the MapFlex deliverable was compressed, encrypted, and sent via email to Intrado
2/11/2015	Uploaded the following data for a PowerMap update: Address Points, WSP Cell Towers, WSP Cell Sectors, Points of Interest, Police Beats, Street Centerlines and Gate Codes

Date	Key Activities/Updates....continued
2/11/2015	Delivered the following data for Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte and .map, which included updated Address Points, WSP Cell Towers, Coastal Names, Fire Response Areas, Points of Interest, Police Beats, Police Response Areas, Street Centerlines and Gate Codes.
2/11/2015	MapFlex data including fifty-two (52) GIS layers to Intrado's temporary FTP site. There were issues with Intrado's temporary FTP, so deliverable was unable to be sent. *note - the temporary FTP site is in lieu of the MapFlex FTP site that is used to do MapFlex updates, as it is still being configured by Intrado.
2/10/2015	Prepared the following data for a PowerMap update: Address Points, WSP Cell Towers, WSP Cell Sectors, Points of Interest, Police Beats, Street Centerlines and Gate Codes
2/10/2015	Prepared the following data for a Intergraph deliverable: Address Points, WSP Cell Towers, Coastal Names, Fire Response Areas, Points of Interest, Police Beats, Police Response Areas, Street Centerlines and Gate Codes
2/10/2015	Prepared fifty-two (52) layers for a MapFlex deliverable

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 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 February 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**
Address Points	Addition	99	Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications
	Spatially Corrected	75	Corrected location of address point, recalculated x/y
	Correction	2	Correction of address
	Change	4	DSA reassigns an address
	Location Name	2	Added Location Name
Response Boundaries	Spatially Corrected	13	Boundary corrections to match spatially corrected street centerlines. Layers include ESN, Police Response Areas, Fire Beats and Fire Response Areas.
Street Centerlines	Addition	0	Added a street centerline segment
	Range Segments	0	Modification of a range
	Spatially Corrected	330	Corrected using Pictometry
	Partial Spatial Correction	80	Corrected using Pictometry
	Corrected Elevation	1	Elevation Correction

NOTE:

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

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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 February 11, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:

    a. Address Points, Coastal Names, Fire Response Areas, Gate Codes, 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 February 25, 2015 which included:

    a. Address Points, Fire Beats, Fire Response Areas, Points of Interest, Police Response Areas, Streams, Street Centerlines, and 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 March 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.

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. Akimeka is currently in the process of merging the new Bus Stops into the Points of Interest layer and will be available on the next PowerMap update on March 11, 2015.

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 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 February 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.

During the month of February 2015, Akimeka coordinated with the Maui Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 5, 2015, Intrado had sent a request for the additional mapping layers and when Akimeka asked if the FTP site was the established MapFlex FTP server, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.
2. On February 7, 2015, prior to the GIS deliverable, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
    (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
3. On February 10, Akimeka prepared a total of fifty-two (52) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided, include all of the displayed GIS layers currently within the PowerMap.
    a. Akimeka attempted to deliver the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex, but received permission issues copying the data.
    b. After several attempts to upload data, the GIS data was compressed, encrypted, and submitted outside of the FTP site through email by Akimeka on February 11, 2015.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
    (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.

MAPFLEX DEPLOYMENT CONTINUED

      (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:

      (i)   Does each delivery within MapFlex require a complete refresh or only updated layers?

      (ii) Are there specific file names and locations needed to pull updates?

      (iii) What is the update process that takes place within MapFlex?

      (iv) Is there a specific time the update takes place?

      (v) What are the notification processes that the updates were successful?

      (vi) What is the test/validation processes the PSAP should be informed of?

      (vii) How are discrepancies reported in the procedure and to whom?

5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.

      (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.

      (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issue that is identified, the data can be rolled back manually. Currently there is no automation with this.

6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.

      (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.

7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 25, 2015 deliverable for PowerMap.

      (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – MAUI PSAP FEBRUARY 2015

			MAUI PSAP			
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

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

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

MAUI PSAP				SERVICE REQUEST CATEGORIES			
2015	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	2	2	0	1	1	1	1
February	0	0	0	0	0	0	0
March							
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.

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

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

OPEN SERVICE REQUESTS – MOLOKAI PSAP FEBRUARY 2015

MOLOKAI PSAP						
#	Date	Ticket #	Description	Category	Urgency	Comments
			NONE			

NOTE:

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

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

MOLOKAI PSAP				SERVICE REQUEST CATEGORIES			
2015	**TOTAL**		Open	**911 Map**		**MSAG**	
	Created	**Closed**		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March							
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

Maui County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

(<u>Reference:</u> 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

Hawaii County E9-1-1 Status Report

February 1, 2015 – February 28, 2015

AKIMEKA | HIGH PRIORITY. HIGH IMPACT.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

TABLE CONTENTS

Hawaii County   February 2015

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – FEBRUARY 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
FEB	17,222	3,513	20.40%	11,581	67.25%	46.45%	53.55%	707	4.11%	7	0.04%	0	0.00%	1,414	8.21%	0	0.00%

CALL VOLUME HAWAII COUNTY PSAP NOTES:

*The number of Wireless Phase 2 calls (53.55%) has exceeded the number of Wireless Phase 1 calls (46.45%) in February 2015.

*Call with no Ali = 0.04% - Statewide average excluding Military = 0.24%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																
HAWAII COUNTY PSAPs		Wireline		Wireless				VOIP		Calls with No ALI		Admin Calls		Abandoned Calls		Other Calls	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	%of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	%of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	No. of Other Calls	% of Total Calls
JAN	19,236	4,158	21.62%	12,597	65.49%	47.56%	52.44%	807	4.20%	4	0.02%	0	0.00%	1,670	8.68%	0	0.00%
FEB	17,222	3,513	20.40%	11,581	67.25%	46.45%	53.55%	707	4.11%	7	0.04%	0	0.00%	1,414	8.21%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	36,458	7,671		24,178				1,514		11		0		3,084		0	
MON AVG	18,229	3,836	21.01%	12,089	66.37%	47.00%	53.00%	757	4.15%	6	0.03%	0	0.00%	1,542	8.45%	0	0.00%

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

9-1-1 CALL VOLUME BY AGENCY – FEBRUARY 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
February	13,678	79.42%	0	1,394	0	2,130	12.37%	0	20	0

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

| 2015 | 9-1-1 Call Volume by Agency | | | | | | | | | |
| | Hawaii Police Department | | | | | Hawaii Fire Department | | | | |
	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls	Number of Total Calls Received	% of Total Calls	Number of Admin Calls	Number of Abandoned Dropped Calls	Number of Other Calls
January	15,080	78.39%	0	1,633	0	2,486	12.92%	0	37	0
February	13,678	79.42%	0	1,394	0	2,130	12.37%	0	20	0
March										
April										
May										
June										
July										
August										
September										
October										
November										
December										
YTD	28,758		0	3,027	0	4,616		0	57	0
MON AVG	14,379	78.91%	0	1,514	0	2,308	12.64%	0	29	0

PSAP OPERATION NOTES:

- **Abandoned Calls represent the number of incoming 9-1-1 calls for which the caller had hung up before a call-taker answered. Dropped Calls are hang ups after transfers.**
- **Abandoned Calls are not included in the total of Wireline and Wireless counts respectively.**
- **All VOIP (Voice over internet protocol) types of 911 calls are combined in the Call Volume statistic.**

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

FYI…..FOR YOUR INFORMATION

FYI ………... For Your Information				
911 VoIP Calls Statewide has increased significantly since January 2014.				
COUNTY	January 2014		January 2015	
	Total Calls	% of 911 Calls	Total Calls	% of 911 Calls
Hawaii County	9	0.04%	807	4.20%
Kauai County	7	0.14%	176	3.41%
Maui County	0	0.00%	277	2.33%
Oahu Civilian	178	0.22%	2,939	3.57%
Statewide Total	**194**		**4,199**	
Statewide average of 911 Wireless Calls (2014) = 66.94% vs all other types of 911 Calls				
Statewide average of 911 Wireless Calls (2014) initial class of service Phase I = 53.99%				

NOTE:

- All numbers and calculations do not include the Military PSAPs.

Hawaii County   February 2015

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

WIRELESS PSAP TESTING – FEBRUARY 2015

HAWAII COUNTY - FEBRUARY 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 February 2015.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

MSAG TRANSACTIONS CURRENT MONTH – FEBRUARY 2015

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
FEBRUARY	26	5	1	9	9	2	109

MSAG CURRENT MONTH NOTES:

A total of **130** MSAG transactions were processed in 9-1-1 Net during the month of February 2015. Twenty-six (**26**) requests were processed relating to the MSAG database, and **104** requests relating to the ALI database (see ALI Transaction chart on next page). There were 109 customer ANI/ALI (telephone/address) records updated as a direct result.

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

HAWAII COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
JANUARY	86	32	0	37	17	0	149
FEBRUARY	26	5	1	9	9	2	109
MARCH							
APRIL							
MAY							
JUNE							
JULY							
AUGUST							
SEPTEMBER							
OCTOBER							
NOVEMBER							
DECEMBER							
TOTAL YTD	**112**	**37**	**1**	**46**	**26**	**2**	**258**
AVG PER MONTH	**56**	**19**	**1**	**23**	**13**	**1**	**129**

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

ALI TRANSACTIONS CURRENT MONTH – FEBRUARY 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
FEB	104	96	5	3	430	3	0

Definitions
(A) **T**elephone **N**umber **C**hange **R**equest - 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) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - 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:

Ninety-six (**96**) 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 three (**3**) 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 438 Open TN CR Transactions as of February 28, 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.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

There are three (3) Open ALI-DRs as of February 28, 2015

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

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

There are no Open VoIP DRs as of February 28, 2015

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

HAWAII COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	**TOTAL**	**TN CR**	**ALI-DR**	**VoIP DR**	**TN CR**	**ALI-DR**	**VoIP DR**
JAN	82	71	5	6	408	2	2
FEB	104	96	5	3	430	3	0
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	**186**	**167**	**10**	**9**			
AVG PER MONTH	**93**	**84**	**5**	**5**			

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS -- FEBRUARY 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	**430**	**107**	**64**	**259**

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

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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 Created/** **Edits Performed**	**Date GIS** **Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
Address Points	2/27/2015		Spatially corrected eighty-two (82) address points in Pahoa.
		02/25/15	
	2/25/2015		Spatially corrected twenty (20) address points in Pahoa.
	2/18/2015		Competed monthly update on address points.
	2/18/2015		Spatially corrected eighteen (18) address points in Pahoa.
	2/18/2015		Added six (6) address points in Captain Cook.
	2/18/2015		Added one (1) address point (293830 Pueoihi Rd) in Hakalau.
	2/18/2015		Added one (1) address point (562913 Puakea Bay Dr) in Hawi.
	2/18/2015		Added five (5) address points in Hilo.
	2/18/2015		Added three (3) address points (760951 Hualalai Rd, 761510 and 761596 Waiono Ranch Rd) in Holualoa.
	2/18/2015		Added one (1) address point (450487 Ilima St) in Honokaa.
	2/18/2015		Added thirteen (13) address points in Pahoa.
	2/18/2015		Added fourteen (14) address points in Kailua Kona.
	2/18/2015		Added four (4) address points (621317 Aho Pl, 640203 Kipuupuu Pl, 661657 and 661662 Waiaka Pl) in Kamuela.
	2/18/2015		Added one (1) address point (571418 Kohala Mountain Rd) in Kapaau.
	2/18/2015		Added nine (9) address points in Keaau.
	2/18/2015		Added ten (10) address points in Kurtistown.
	2/18/2015		Added sixteen (16) address points in Mountain View.
	2/18/2015		Added seven (7) address points in Naalehu.
	2/18/2015		Added ten (10) address points in Ocean View.
	2/18/2015		Added two (2) address points (320878 and 320887 Hawaii Belt Rd) in Papaaloa.
	2/18/2015		Added eleven (11) address points in Volcano.
	2/18/2015		Added one (1) address point (691047 Naupaka Kai Pl) in Waikoloa.
	2/13/2015		Corrected address to two (2) address points (112 Uluhe Rd and 2132 Waianuenue Ave) in Hilo.
	2/13/2015		Corrected address to one (1) address point (766196 Lehua Rd A) in Kailua Kona.
	2/13/2015		Spatially corrected one (1) address (766196 Lehua Rd A) in Kailua Kona.
	2/13/2015		Corrected address to one (1) address point (623666 N Kiekiena Pl) in Kamuela.
	2/13/2015		Corrected address to one (1) address point (132024 Lolia Pl) in Pahoa.
	2/13/2015		Spatially corrected six (6) address points in Volcano.
	2/13/2015		Spatially corrected seven (7) address points in Waikoloa.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Address Points		02/10/15	
	2/9/2015		Added alias to one address point (160701 Milo St) in Keaau.
	2/9/2015		Added one address (440380 Mauna Kea Access Rd) in Hilo.
	2/9/2015		Added one (1) address (946311 Pua St) in Naalehu.
	2/9/2015		Added ten (10) address points in Keaau.
	2/9/2015		Corrected address to eight (8) address points in Keaau.
	2/9/2015		Spatially corrected fourteen (14) address points in Naalehu.
	2/9/2015		Spatially corrected six (6) address points in Pahoa.
	2/3/2015		Added one (1) address (533956 N Kupa Pl) in Kapaau.
	2/3/2015		Spatially corrected twenty-one (21) address points in Kapaau.
	2/2/2015		Deleted two (2) address points (534017 Akoni Pule Hwy and 540595 Kapaau Rd) in Kapaau.
	2/2/2015		Added one (1) address (685293 Queen Kaahumanu Hwy) in Waikoloa.
	2/2/2015		Added one (1) address (281156 Pepeekeo Water Tank Rd) in Pepeekeo.
	2/2/2015		Corrected routing id to one (1) address (524924 Akoni Pule Hwy) in Kapaau.
	2/2/2015		Spatially corrected thirty-two (32) address points in Kapaau.
Airports			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART III)

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

	HAWAII COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			
ESZ/ESN			
Fire Beats			
Fire Districts			
Fire Response Areas	2/3/2015		Corrected boundary to seven (7) Fire Response Areas.
Fire Stations			
Food & Beverage			
Gas Stations			

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART IV)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY			
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			

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART V)

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

	HAWAII COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/** **Edits Performed**	**Date GIS** **Delivered**	**Other/Remarks**
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			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VI)

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

	HAWAII COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Parks Polygon			
Points of Interest	2/27/2015		Spatially corrected nineteen (19) points of interest in Captain Cook.
		02/25/15	
	2/13/2015		Spatially corrected twenty-eight (28) points of interest in Waikoloa.
		02/10/15	
	2/9/2015		Spatially corrected two (2) points of interest (Hale Pohaku and Mauna Kea State Park Halepohaku Area) in Hilo.
Police Beats			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		02/25/15	
	2/25/2015		Spatially corrected seventy-four (74) street segments in Pahoa.
	2/24/2015		Spatially corrected five (5) street centerlines in Pahoa.
	2/18/2015		Completed monthly update on street centerlines.
	2/18/2015		Corrected range to one (1) street segment of Hokuula Rd in Kamuela.
	2/18/2015		Corrected range to one (1) segment of Arena Rd in Naalehu.
	2/18/2015		Corrected range to three (3) street segments of Hawaii Belt Rd in Papaaloa.
	2/17/2015		Spatially corrected fifteen (15) street centerlines in Pahoa.
	2/17/2015		Corrected range to two (2) street segments of Ala Kulia in Pahoa.
	2/17/2015		Added three (3) street segments and split three (3) street segments in Pahoa.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VII)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
HAWAII COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Street Centerlines		02/10/15	
	2/9/2015		Added ten (10) streets segments of Eight Half Mi Cp Rd in Keaau.
	2/9/2015		Corrected street name to one (1) street segment of Eight Half Mi Cp Rd in Keaau.
	2/9/2015		Spatially corrected one (1) street segment of Eight Half Mi Cp Rd in Keaau.
	2/9/2015		Corrected range to one (1) street segment of Eight Half Mi Cp Rd in Keaau.
	2/2/2015		Corrected range to two (2) street segments of Pepeekeo Water Tank Rd in Pepeekeo.
	2/2/2015		Flipped one (1) street segment of Niu Lani in Kapaau.
	2/2/2015		Corrected range to four (4) street segments (two segments of Kaauhuhu Homestead Rd and two segments of Kynnersley Rd) in Kapaau.
	2/2/2015		Spatially corrected four (4) street segments (two segments of Kaauhuhu Homestead Rd and two segments of Kohala Mountain Rd) in Kapaau.
Subdivisions			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors		02/25/15	
	2/12/2015		Per VZW CRS
		02/10/15	

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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.

2/26/2015	MapFlex deliverable with the following GIS layers: Address Points, Cell Sectors, Cell Towers, Common Places, Lava Flows and Street Centerlines.
2/25/2015	Prepared the following layers for a MapFlex deliverable: Address Points, Cell Sectors, Cell Towers, Common Places, Lava Flows and Street Centerlines.
2/25/2015	The MapFlex deliverable was unable to be delivered due to authentication error on Intrado's new SFTP site. Their engineer will be troubleshooting and get back to Akimeka in order to continue with the deliverable.
2/24/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014.
2/10/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers, Points of Interest and Puna Lava Flow 2014.
2/5/2015	MapFlex data including forty-nine (49) GIS layers to Intrado's temporary FTP site. *note - the temporary FTP site is in lieu of the MapFlex FTP site that is used to do MapFlex updates, as it is still being configured by Intrado.
2/5/2015	Prepared forty-nine (49) layers for a MapFlex deliverable.

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 **February 18, 2015**. Results are as follows:

HAWAII COUNTY	Address Points Layer	Street Centerlines Layer
New Addresses Added	115	
Addresses Removed	0	
Address Street Name Changes	3	
Address Street Number Changes	6	
New Street Segments Added		0
Street Segments Removed		0
Street Segment Range Changes		0
Street Segment Name Changes		0

NOTE:

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

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 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 February 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**
Address Points	New Address Points	130 Added	Throughout County in 19 Communities
	Spatial Correction	207 Corrected	Corrected location of Address Point, recalculated x/y; majority were located in Pahoa and Kapaau
	Address	13 Corrected	Majority were in Keaau
	Deleted	2 Removed	Addresses were in Kapaau
	Alias	1 Added	Address was in Keaau
	Routing ID	1 Corrected	Address was in Kapaau
Response Boundaries	ESN Boundary	2 Corrected	ESNs 216 and 217
	Fire Response Area Boundary	9 Corrected	Throughout County
Street Centerlines	New Streets	13 Added	Streets were in Keaau and Pahoa
	Spatial Correction	99 Corrected	To Increase spatial accuracy; majority were in Pahoa
	Range/Parity	14 Corrected	Throughout County in 7 Communities
	Split	3 Corrected	To eliminate segments from crossing boundaries and existing streets intersected by new streets
	Name	1 Corrected	Street was in Keaau
	Flippped	1 Corrected	Street was in Kapaau

NOTE:

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

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

LAVA FLOW AND ALTERNATE ROUTES

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

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoa, Akimeka created two new layers to support the PSAP, "Puna Lava Flow 2014" and "Alternate Routes Lower Puna" to be utilized by the PSAPs.

    a. Akimeka created the layer "Puna Lava Flow 2014", which details the current progress of the lava flow as well as the flow forecast.

    b. Akimeka also created the layer "Alternate Routes Lower Puna", which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.

    c. The two new layers were uploaded into PowerMap on September 23rd 2014 and are available to the dispatchers.

    d. During February 2015, Akimeka continued to monitor the activity of the lava flow and updated and uploaded the Puna Lava Flow 2014 layer into PowerMap on February 10th and February 24th 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 Pahoa and the Pacific Ocean, Akimeka will upload the Puna Lava Flow 2014 and Alternate Routes Lower Puna layers into PowerMap more frequently than the regularly scheduled PowerMap uploads if necessary.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 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 February 2015.

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.

    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.

MAPFLEX DEPLOYMENT – CONTINUED

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.

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.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPFLEX DEPLOYMENT - CONTINUED

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.

During the month of February 2015, Akimeka coordinated with the Hawaii Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 5, Akimeka prepared a total of forty-nine (49) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided, include all of the displayed GIS layers currently within the PowerMap.
    a. Akimeka delivered the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex.

2. On February 5, 2015, during the delivery of GIS data, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex sFTP was not established yet.

3. On February 7, 2015, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
    (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.

4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
    (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.
    (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:
    (i) Does each delivery within MapFlex require a complete refresh or only updated layers?

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPFLEX DEPLOYMENT - CONTINUED

> (ii) Are there specific file names and locations needed to pull updates?
> (iii) What is the update process that takes place within MapFlex?
> (iv) Is there a specific time the update takes place?
> (v) What are the notification processes that the updates were successful?
> (vi) What is the test/validation processes the PSAP should be informed of?
> (vii) How are discrepancies reported in the procedure and to whom?

5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.
    (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.
    (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issues that is identified, the data can be rolled back manually. Currently there is no automation with this.

6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.
    (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.

7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 24, 2015 deliverable for PowerMap.
    (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – FEBRUARY 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 February 2015.

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

2015	HAWAII			SERVICE REQUEST CATEGORIES			
	TOTAL		Open	911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			6				
January	6	10	2	0	0	6	10
February	7	7	2	0	0	7	7
March							
April							
May							
June							
July							
August							
September							
October							
November							
December							
TOTAL	13	17	2	0	0	13	17

NOTE:

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

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

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

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

As part of Akimeka's value added services, Akimeka conducted a quarterly database synchronization audit for Hawaii County in February 2015.

The database synchronization effort included comparing Hawaii County's 9-1-1 MSAG against its GIS Street Centerline data. A total number of **4,424** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on February 1, 2015 for Hawaii County are reported below.

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

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

AUDIT SUMMARY RESULTS – FEBRUARY 2015

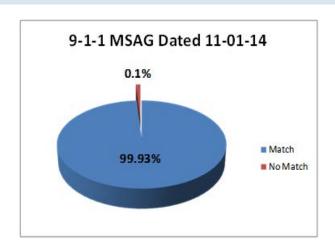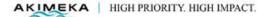| 9-1-1 MSAG TO GIS STREET CENTERLINE AUDIT COMPARISON RESULTS	Notes	As of May 1, 2014 9-1-1 MSAG Dated 05-01-14		As of August 1, 2014 9-1-1 MSAG Dated 08-01-14		As of November 1, 2014 9-1-1 MSAG Dated 11-01-14		As of February 1, 2015 9-1-1 MSAG Dated 02-01-15	
		# of Records	%	# of Records	%	# of Records	%	# of Records	%
Total 9-1-1 MSAG Records Reviewed		4,385		4,416		4,405		4,424	
Less: 9-1-1 MSAG Exception Records	(1)	6	0.1%	6	0.1%	50	1.1%	41	0.9%
Net 9-1-1 MSAG Records Eligible for Comparison		4,379		4,410		4,355		4,465	
Total 9-1-1 MSAG Records Match (9-1-1 MSAG -- GIS Match -- No Corrections Required)		4,345	99.2%	4,375	99.2%	4,341	99.7%	4,341	97.2%
9-1-1 MSAG -- GIS No Match Minor Correction Required	(2)	34	0.8%	25	0.6%	7	0.2%	3	0.1%
9-1-1 MSAG Record With No GIS Record	(3)	7	0.2%	10	0.2%	2	0.0%	0	0.0%
Total 9-1-1 MSAG Records No Match		41	0.9%	35	0.8%	9	0.2%	3	0.1%

AUDIT SUMMARY RESULTS – CONTINUED

Notes:

(1)   An MSAG Record that will not have a corresponding GIS Street Centerline Record but is required for the routing of E9-1-1 calls (i.e., Emergency Call Box, Foreign Exchange Records, Wireless Shell Records, etc.). No further action is required.

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

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

AUDIT SUMMARY RESULTS COMPARISION – FEBRUARY 1, 2015 VS. NOVEMBER 1, 2014

9-1-1 MSAG Dated 2-01-15

0.9%

99.14%

Match
No Match

9-1-1 MSAG Dated 11-01-14

0.1%

99.93%

Match
No Match

Hawai`i County's level of accuracy or 9-1-1 percentage remained consistent with a 99.14% as of February 1, 2015 to 99.93% as of November 1, 2014.

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

AUDIT SUMMARY RESULTS

COMPARISON NOTES:

❖ There continues to be a tremendous work effort to synchronize the MSAG and GIS data. Akimeka continues to work closely with County Planning to address problem areas. Hawai`i County has worked very hard to assign addresses and name and range street centerlines which have helped facilitate Akimeka's synchronization efforts.

❖ "MSAG - MSAG with Missing GIS Records" decreased by 100% (2 to 0) from November 2014 to February 2015 respectively.

❖ "MSAG - GIS Minor Corrections" decreased by 72% (7 to 2) from November 2014 to February 2015 respectively. This was primarily the result of edits made to the GIS Street Centerlines layer in order to meet new NG9-1-1 requirements. Akimeka will research and correct the remaining twenty-five (25) records to ensure they are processed in 9-1-1Net prior to the April 2015 re-analysis.

❖ "GIS Record With No Matching MSAG Record" decreased by 75% (8 to 2) from November 2014 to February 2015 respectively. This includes GIS records that have no MSAG records, and/or GIS records that do not match the MSAG record exactly. The non-match condition of the remaining 8 records may also be a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of month. The MSAG section will monitor these records to ensure they are processed in 9-1-1Net prior to the April re-analysis

❖ "GIS Record With No MSAG Record" decreased by 100% (1 to 0) from November 2014 to February 2015 respectively.

❖ Ongoing maintenance is critical to ensure the database synchronized level of address accuracy is maintained each time an MSAG or GIS record is "touched".

Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS

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

HAWAII	Invalid MSAG Records	
	9-1-1 MSAG Dated 02-01-15	
	# of Records	% of Total MSAG Records (Valid and Invalid)
ESN 299	940	17.7%

These invalid MSAG records represent **17.7%** of the Total MSAG records for Hawaiʻi County. The individual ALI records associated with these records are provided below.

TN CRs are submitted by Akimeka when valid MSAG addresses are identified and validated against the GIS data. Akimeka will continue to investigate and report on these ESN 299 MSAG records as a separate project and add-on to the Database Synchronization quarterly report.
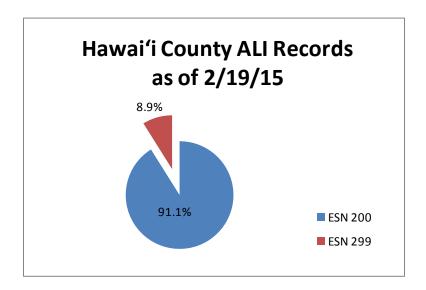
Hawaii County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancy reports by community for Hawaiʻi County. As of February 19, 2015, **6,542** ESN 299 records, representing **8.9%** of Hawaiʻi County's total ALI records, require research and corrective action, if needed. These ALI discrepancy reports may result in a No Record Found (NRF) condition during a 9-1-1 call.

Hawaiʻi County ALI Records as of 2/19/15

8.9%

91.1%

ESN 200
ESN 299

The total number of ALI records decreased by .16% (73,433to 73,314) while the number of ESN 299 records decreased from 7,304 to 6,542 (10.4%) from November 2014 to February 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 299 is a "valid" MSAG utilized for overflow addressing, the voice portion of the 9-1-1 call will still be routed to the PSAP. However, the address information will present an invalid address/location to the dispatcher or a "No Record Found" condition which may affect the processing of the 9-1-1 response and/or cause confusion or delay during the dispatch of 9-1-1 resources to the caller's location.

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

Kauai County E9-1-1 Status Report

February 1, 2015 – February 28, 2015

TABLE OF CONTENTS

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

1. PSAP OPERATIONS

9-1-1 CALL VOLUME – FEBRUARY 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
FEB	4,738	706	14.90%	3,102	65.47%	50.06%	49.94%	129	2.72%	27	0.57%	0	0.00%	774	16.34%	0	0.00%

9-1-1 CALL VOLUME – CALENDAR YEAR 2015

9-1-1 Call Volume																
KAUAI PSAP	**Wireline**		**Wireless**				**VOIP**		**Calls with No ALI**		**Admin Calls**		**Abandoned Calls**		**Other Calls**	
2015	Total 9-1-1 Calls Processed	No. of Wireline Calls	% of Total Calls	No. of Wireless Calls	% of Total Calls	% of Wireless WPH1 Calls	% of Wireless WPH2 Calls	No. of VoIP Calls	% of Total Calls	No. of Calls with No ALI	% of Total Calls	No. of Admin Calls	% of Total Calls	No. of 9-1-1 Abandoned	% of Total Calls	Other	% of Total Calls
JAN	5,155	790	15.32%	3,349	64.97%	48.40%	51.60%	176	3.41%	21	0.41%	0	0.00%	819	15.89%	0	0.00%
FEB	4,738	706	14.90%	3,102	65.47%	50.06%	49.94%	129	2.72%	27	0.57%	0	0.00%	774	16.34%	0	0.00%
MAR																	
APR																	
MAY																	
JUNE																	
JULY																	
AUG																	
SEPT																	
OCT																	
NOV																	
DEC																	
YTD	9,893	1,496		6,451				305		48		0		1593		0	
MON AVG	4,947	748	15.11%	3,226	65.22%	49.23%	50.77%	153	3.07%	24	0.49%	0	0.00%	797	16.11%	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 0.57% - Statewide average excluding Military = 0.24%*

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

FYI…..FOR YOUR INFORMATION

FYI ………... For Your Information				
911 VoIP Calls Statewide has increased significantly since January 2014.				
COUNTY	January 2014		January 2015	
	Total Calls	% of 911 Calls	Total Calls	% of 911 Calls
Hawaii County	9	0.04%	807	4.20%
Kauai County	7	0.14%	176	3.41%
Maui County	0	0.00%	277	2.33%
Oahu Civilian	178	0.22%	2,939	3.57%
Statewide Total	194		4,199	
Statewide average of 911 Wireless Calls (2014) = 66.94% vs all other types of 911 Calls				
Statewide average of 911 Wireless Calls (2014) initial class of service Phase I = 53.99%				

NOTE:

- All numbers and calculations do not include the Military PSAPs.

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

WIRELESS PSAP TESTING – FEBRUARY 2015

KAUAI COUNTY - FEBRUARY 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 February 2105.

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – FEBRUARY 2015

KAUAI COUNTY	9-1-1 NET REQUESTS						
	MSAG TRANSACTIONS						
2015	Total	Change	Combined	Delete	Insert	Split	Customer Addresses Affected
FEBRUARY	88	77	2	1	2	6	1,064

MSAG CURRENT MONTH NOTES:

A total of Ninety (**90**) MSAG transactions were processed in 9-1-1 Net during the month of February 2015. Eighty-eight (**88**) requests were processed relating to the MSAG database, and two (**2**) requests relating to the ALI database (see ALI Transaction chart on next page). There were **1,064** 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	88	77	2	1	2	6	1,064
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	**97**	**84**	**2**	**2**	**3**	**6**	**1,180**
AVG PER MONTH	**49**	**42**	**1**	**1**	**2**	**3**	**590**

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

ALI TRANSACTIONS CURRENT MONTH – FEBRUARY 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
FEB	2	2	0	0	211	211	0

Definitions
(A) **T**elephone **N**umber **C**hange **R**equest - Represents address corrections on a specific TN or group of TNs. These "invalid" TNs usually have an associated ESN 499 attached to them which indicates the need for validation.
(B) **A**utomatic **L**ocation **I**nformation **D**iscrepancy **R**ecord - 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) **V**oice **o**ver **I**nternet **P**rotocol **D**iscrepancy **R**ecord - Represents an address discrepancy discovered during a live 9-1-1 call, from a VoIP phone. These record corrections are treated with a higher priority and should be processed within 72 hours as a general guideline per Time Warner Operations Center. MSR tracking effective April 2014.

ALI TRANSACTIONS CURRENT MONTH NOTES:

Two (**2**) Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 499 clean-up effort. There were no ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net.

OPEN DISCREPANCY RECORDS STATUS:

- **There are 211 Open TN CR Transactions as of February 28, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

The Open TN CR transactions are a direct result of the ESN 499 clean-up and are awaiting approval from Hawaiian Telcom, Inc. Akimeka continues to monitor and track the progress of the Referred records. Once a telephone number is submitted to Intrado for correction, it must be verified against HT records and/or approved by the customer. Intrado's internal process requires calling each telephone customer individually for approval to update an address in the 9-1-1 database.

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

There are no Open ALI-DRs as of February 28, 2015

There are no Open VoIP DRs as of February 28, 2015

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

KAUAI COUNTY		9-1-1 NET REQUESTS					
		ALI TRANSACTIONS SUBMITTED			Open Discrepancy Records as of Report Month End		
2015	TOTAL	TN CR	ALI-DR	VoIP DR	TN CR	ALI-DR	VoIP DR
JAN	69	69	0	0	201	0	0
FEB	2	2	0	0	211	211	0
MAR							
APR							
MAY							
JUNE							
JULY							
AUG							
SEPT							
OCT							
NOV							
DEC							
TOTAL YTD	71	71	0	0			
AVG PER MONTH	36	36	0	0			

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – FEBRUARY, 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	211	29	53	129

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

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – FEBRUARY 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 Created/** **Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**		
		02/26/15	
	2/26/2015		Spatially corrected six (6) address points in Kilauea.
	2/20/2015		Spatially corrected eight (8) address points in Kilauea.
	2/20/2015		Spatially corrected thirty-seven (37) address points in Lihue.
	2/19/2015		Corrected ESN attributes to eighty-three (83) street segments in Kapaa.
	2/19/2015		Corrected ESN attributes to one hundred thirty (130) street segments in Wailua.
	2/19/2015		Corrected ESN attributes to nine (9) street segments in Waipouli.
		02/12/15	
	2/12/2015		Added eight (8) address points in Kalihiwai.
	2/12/2015		Corrected address to three (3) address points (5480 Kahiliholo Rd 1, 6238 Kahiliholo Rd 1 and 3069 Kaohe Rd 1) in Kalihiwai.
	2/12/2015		Spatially corrected three (3) address points (4980, 5202 and 5265 Kahiliholo Rd) in Kalihiwai.
Address Points	2/11/2015		Added four (4) address points (4700 J, 5545 1M, 5545 2M and 6131 Kahiliholo Rd) in Kalihiwai.
	2/11/2015		Corrected address to one (1) address point (2550 Halaulani Rd C) in Kalihiwai.
	2/11/2015		Corrected routing id to ninety-three (93) address points in Princeville.
	2/11/2015		Spatially corrected six (6) address points in Kalihiwai.
	2/10/2015		Spatially corrected two (2) address points (4397 and 4425 Anahola Rd) in Anahola.
	2/10/2015		Spatially corrected two (2) address points (40820 and 40856 Kuhio Hwy) in Waipouli.
	2/10/2015		Spatially corrected three (3) address points (4807, 4809 and 4811 Nonou Rd) in Wailua.
	2/10/2015		Spatially corrected two (2) address points (4410 Hookui Rd and 2330 Kolo Rd) in Kilauea.
	2/10/2015		Spatially corrected thirteen (13) address points in Kapaa.
	2/4/2015		Added one (1) address (101 Quarry Dr) in Eleele.
Airports			

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART II)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Bridges			
Building Footprints			
Bus Stops			
Churches			
Coastal Names			
Coastline			
Common Places			
Correctional Facilities			
Emergency Callboxes			
Emergency Operation Centers			
Emergency Shelters			

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART III)

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

	KAUAI COUNTY		
Type of Layer	**Akimeka GIS Server** **Date Created/ Edits Performed**	**Date GIS Delivered**	**Other/Remarks**
	CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)		
ESZ/ESN		02/26/15	
	2/23/2015		Corrected boundary to two (2) ESNs (ESNs 417 and 418).
	2/23/2015		Added three (3) IRAs (223453, 823456 and 823453).
	2/23/2015		Corrected boundary to eight (8) IRAs.
Fire Beats			
	2/23/2015		Corrected boundary to two (2) Fire Beats (Beats 5 and 6).
Fire Districts			
Fire Response Areas			
Fire Stations			
Food & Beverage			
Gas Stations			
Gate Codes			
Government Buildings			
Harbors			
Helipads			
Hiking Trails			

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART IV)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
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	2/23/2015		Corrected boundary to two (2) Medic Beats (Medic Beats 21 and 23).
Medic Districts			
Medic Response Areas			
Medic Stations			
Medical Facilities			

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART V)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE (Listed Alphabetically)			
Milepost Markers			
MSAG Communities			
Net Junctions			
Ocean Rescue Boundaries			
Ocean Safety			
Parcels			
Parks			
Parks Polygon			
Points of Interest		02/26/15	
	2/20/2015		Added one (1) new point of interest (McDonalds) in Lihue.
	2/20/2015		Spatially corrected six (6) points of interest in Waimea.
	2/20/2015		Spatially corrected two (2) points of interest (Red Hot Mamas and Wainiha) in Wainiha.
	2/20/2015		Spatially corrected ten (10) points of interest in Waipouli.
	2/19/2015		Spatially corrected two (2) points of interest (Kauai Choy Village and Pizza Hut Waipouli) in Waipouli.
Police Beats		02/12/15	
	2/23/2015		Corrected boundary to two (2) Police Beats (Beats 450 and 456).

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VI)

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

Type of Layer	Akimeka GIS Server Date Created/ Edits Performed	Date GIS Delivered	Other/Remarks
KAUAI COUNTY			
CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE **(Listed Alphabetically)**			
Police Districts			
Police Response Areas			
Police Stations			
Post Offices			
Schools			
Street Centerlines		02/26/15	
	2/26/2015		Spatially corrected seventy-nine (79) street segments in Kilauea.
	2/23/2015		Corrected ESN to seven (7) street segments in Wailua.
		02/12/15	
	2/12/2015		Spatially corrected seventeen (17) street segments in Kalihiwai.
	2/11/2015		Corrected range to two (2) street segments of Kuhio Hwy in Kalihiwai.
	2/11/2015		Spatially corrected four (4) street segments (one segment of Kahiliholo Rd, one segment of Kalihiwai Rd and two segments of Kuhio Hwy) in Kalihiwai.
	2/11/2015		Added ten (10) street segments and split one (1) street segment in Princeville.
	2/4/2015		Corrected range to one (1) segment of Quarry Dr in Eleele.
	2/4/2015		Added one (1) segment and split one (1) segment of Kapaka St in Princeville.
Subdivisions			

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

MAPPING LAYERS UPDATED (PART VII)

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

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)			
Tow Jurisdictions			
Tsunami Evacuation Zones			
Tsunami Heights			
Waste Water Plants			
WSP Cell Sectors			
WSP Cell Towers			

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.

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

GIS KEY ACTIVITIES/UPDATES

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

2/26/2015	Performed Powermap update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
2/26/2015	MapFlex deliverable with the following GIS layers: Address Points, Cell Sectors, Cell Towers, Common Places, ESN, Medic Response Areas, Police Response Areas and Street Centerlines.
2/25/2015	Prepared the following layers for a MapFlex deliverable: Address Points, Cell Sectors, Cell Towers, Common Places, ESN, Medic Response Areas, Police Response Areas and Street Centerlines.
2/25/2015	The MapFlex deliverable was unable to be delivered due to authentication error on Intrado's new SFTP site. Their engineer will be troubleshooting and get back to Akimeka in order to continue with the deliverable.
2/24/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, IRA, Geofile for IRA, WSP Cell Sectors, WSP Cell Towers, ESN, Police Beats and Medic Beats to GeoComm.
2/20/2015	Met with KPD to discuss implementation of new Police Beat 453 and new IRA into CAD.
2/12/2015	Performed Powermap Update which included: Address Points, Street Centerlines, WSP Cell Sectors, WSP Cell Towers and Points of Interest.
2/12/2015	Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors and WSP Cell Towers to GeoComm.
2/6/2015	Prepared thirty-seven (37) layers for a MapFlex Deliverable.
2/6/2015	MapFlex data including thirty-seven (37) GIS layers to Intrado's temporary FTP site.
	*note - the temporary FTP site is in lieu of the MapFlex FTP site that is used to do MapFlex updates, as it is still being configured by Intrado.

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

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 would assess the level of effort needed for finalizing the change. Also, after review by the Kauai Police Department, it was determined that there were minor boundary updates that needed to take place.

   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 also researched how many telephone numbers would be affected by the required changes due to the addition of four (4) new ESNs so that coordination with the telephone service providers could begin.

   e. In February 2015, approval was finalized from the Kauai Police Department and coordination with the telephone service providers was completed. The Police Beats layer and the affected ESN and IRA layers, as well as necessary changes to the Street Centerlines layer and MSAG Databases, were completed and the changes were uploaded into PowerMap and made available to the dispatchers and was also delivered to the FTP site to be used in the GeoComm system.

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.

Kauai County E9-1-1 Status Report
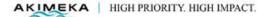
February 1, 2015 - February 28, 2015

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 February 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.

During the month of February 2015, Akimeka coordinated with the Kauai Police Department for final approval of GIS layers to be provided for the MapFlex system.

1. On February 6, Akimeka prepared a total of thirty-seven (37) GIS layers to be delivered to Intrado for configuration and implementation in the MapFlex system. The GIS layers that were provided, include all of the displayed GIS layers currently within the PowerMap.
   a. Akimeka delivered the GIS data layers to Intrado's temporary FTP site as a means of getting the data updated in the MapFlex.
2. On February 5, 2015, prior to the delivery of GIS data, Akimeka received confirmation from Intrado that the FTP site used for this delivery was a temporary site and the MapFlex secure FTP was not established yet.
3. On February 7, 2015, Intrado requested that if Akimeka had specific symbology for the PSAPs they were interested in using, they should send it to Intrado to use for MapFlex.
   (a) Akimeka replied that the specific symbology should be customized with each of the PSAPs and their operations in mind. Akimeka does not have a preference on which colors the symbology is displayed and relayed to Intrado that it would be best to involve the PSAPs in the configuration process.
4. On February 23, 2015, Intrado notified Akimeka that they were moving forward with the new MapFlex FTP site and requested that Akimeka send a "sample" map update for one of the sites they are working on; Hawaii, Maui, or Kauai.
   (a) Akimeka attempted to connect using the provided IP address and was unable to gain access.

MAPFLEX DEPLOYMENT: CONTINUED

  (b) Akimeka followed up with Intrado to request additional connection information with ports, and ftp credentials. In addition, Akimeka requested additional information on the delivery processes associated with MapFlex, such as:

  (i) Does each delivery within MapFlex require a complete refresh or only updated layers?

  (ii) Are there specific file names and locations needed to pull updates?

  (iii) What is the update process that takes place within MapFlex?

  (iv) Is there a specific time the update takes place?

  (v) What are the notification processes that the updates were successful?

  (vi) What is the test/validation processes the PSAP should be informed of?

  (vii) How are discrepancies reported in the procedure and to whom?

5. On February 25, 2015, Akimeka was invited to join a conference call with staff from Intrado qualified to help answer questions and to gain access to the new MapFlex secure FTP site.

  (a) Intrado's Sr. Systems Administrator provided information on ports and credentials that were required to get access.

  (b) Little information was provided during the conference on the specific operations that take place within the MapFlex in order to pull updates, however it was replayed that there will be an automated delivery process where a script will identify when new GIS layers are placed on the secure FTP site. Once the layers are identified as new, the layers will be pulled from the FTP site, a simple validation process ran, and placed on the MapFlex server where it will then be pushed to the workstation. There is currently no automation on notifications and no procedure on reporting discrepancies. There is a roll back procedure if there are errors that are identified in the GIS data. The MapFlex will hold onto 5 sets of data. If there is an issues that is identified, the data can be rolled back manually. Currently there is no automation with this.

6. Subsequent to the conference call, Akimeka attempted to connect to the secure FTP site on February 25, 2015, and was unsuccessful.

  (a) After additional coordination with Intrado's Sr. System Administrator, Akimeka was able to gain access on February 26, 2015.

7. On February 26, 2015, Akimeka successfully delivered the same updated GIS layers for the MapFlex system via new secure FTP site, that were included in the February 25, 2015 deliverable for PowerMap.

  (a) This ensures that if the GIS data delivered for MapFlex is made available to dispatch, it will be consistent with the PowerMap.

4. SERVICE REQUESTS TRANSACTIONS

OPEN SERVICE REQUESTS – FEBRUARY 2015

#	Date	Ticket #	Description	Category	Urgency	Comments
			None			

NOTE:

There are no open service requests for February 2015.

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

2015	KAUAI		Open	SERVICE REQUEST CATEGORIES			
	TOTAL			911 Map		MSAG	
	Created	Closed		Created	Closed	Created	Closed
2014 Carryover*			0				
January	0	0	0	0	0	0	0
February	0	0	0	0	0	0	0
March							
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

Kauai County E9-1-1 Status Report

February 1, 2015 - February 28, 2015

5. E9-1-1 DATABASE SYNCHRONIZATION

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

Next Database Synchronization Report – April 2015

AUDIT SUMMARY RESULTS – TBA

AUDIT SUMMARY RESULTS – JANUARY 1, 2015 MSAG VS. APRIL 1, 2015 - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA