

**STATE OF HAWAII**

**Enhanced 911 Board Meeting  
(Combined Meeting)  
Thursday, August 13, 2015  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
10:00 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. Formation of Executive Director Performance Evaluation committee-S.Schutte
    - ii. 2015 Legislative Investigative Committee update – Paul Ferreira
  - b. Technical Committee – Thalia Burns
    - i. Investigative Regulatory Committee – Marshall Kanehailua
    - ii. FCC
      - 1. Comments on Chairman Wheeler's Testimony.
      - 2. FCC 15-9 Location Accuracy Requirements Presentation – T. Ramirez.
    - iii. Text-2-911 update
    - iv. Others
  - c. Finance Committee – Kiman Wong
    - i. Acknowledgement of new & returning committee members.
    - ii. Review of Monthly Cash Flow & Budget Financial report
      - 1. FY 2015 Final June 2015
      - 2. FY 2016 July 2015
    - iii. Others.
- VI. Executive Director's Report**

## **VII. PSAP Status Updates**

- a. Kauai – Mark Begley
- b. Oahu – Alan Nagata
- c. Molokai – D. Rickard
- d. Maui – J. Jakubczak
- e. Hawaii – Paul Ferreira

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

- a. 911 Timeline update
- b. Request for approval:
  - i. HPD requests modification of its FY 2016 approved workstation budget of \$65k to be partially expended for electrical & relocation of Viper equipment. The remainder of the unexpended budget will be applied toward the purchase of the originally budgeted workstations so as NTE the \$65k approved budget.
  - ii. MPD (1) - NENA Development Conference and Critical Issues Forum Training (Oct. 4-8, Austin, TX)-\$3,500.
- c. Others – Request approval for pCard Usage for office supplies.

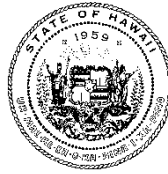
## **IX. Announcements**

- a. Meeting dates (10am – 12noon).
  - i. Thursday, September 10, 2015 (Combined meeting)
  - ii. Thursday, October 8, 2015 (Combined meeting)
  - iii. Thursday, November 12, 2015 (Combined meeting)
  - iv. Thursday, December 10, 2015 (Combined meeting)
- b. Others

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

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

## **XII. Adjournment**



## STATE OF HAWAII

### Enhanced 911 Board Meeting

(Combined Meeting)  
Thursday, August 13, 2015  
Kalanimoku Bldg., Room 322B  
1151 Punchbowl St., Honolulu  
10:00 am to 12:00 noon

**Board members present:** Paul Ferreira (Chair), Roy Irei, John Jakubczak, Kiman Wong, Lisa Hiraoka (Consumer Advocate Designee), Mark Begley, Thalia Burns, Ryan Freitas, Michael Otsuji (CIO Designee), and Steven Schutte.  
**Board members absent:** Jeff Riewer and Mark Wong.

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

**Guests:** Travis Ing (HawPD), Davlynn Racadio (MPD), Dean Rickard (MPD), Bonnie Young (MPD), Lavina Taovao (KPD), Rob Gausepohl (KPD), Victoria Garcia (DoD SWIC), Tim Jenkins (Intrado), Eric Guerrero (Intrado), Tony Ramirez (Akimeka), Randy Macadangdang (HPD), Alan Nagata (HPD), Ben Morgan (HT), Wayne Hirasa (SIC), Eleni Papakiristis (HT), Ahlan Leong (HPD), Diana Chun (ESD), Dave Beck (Pictometry) and Clement Chan (DIT).

### Meeting Minutes

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

- a. The meeting was called to order by the Board Chair at 11:30 am.
- b. Quorum was present.

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

- a. The Board Chair requested of those in attendance if anyone wishes to testify on any of agenda items to please come forward; no one came forward.

#### **III. Introductions**

- a. The Board Chair requested of those in attendance to please introduce themselves.

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

- a. The Board Chair requested that the board members review the meeting minutes of the July 9, 2015 meeting.

- b. Mr. Roy Irei motioned to approve the minutes of the July 9 meeting. The motion was seconded and approved by voice vote by all the board members present.

## V. Committee Updates by Committee Chairs

- a. Communications Committee – Steven Schutte
  - i. ***There were no additional updates from what was previously discussed during the communications committee meeting.***
  - ii. Formation of Executive Director Performance Evaluation committee-S.Schutte
  - iii. 2015 Legislative Investigative Committee update – Paul Ferreira
- b. Technical Committee – Thalia Burns
  - i. ***There were no additional updates from what was previously discussed during the communications committee meeting.***
  - ii. Investigative Regulatory Committee – Marshall Kanehailua
  - iii. FCC
    - 1. Comments on Chairman Wheeler’s Testimony.
    - 2. FCC 15-9 Location Accuracy Requirements Presentation – T. Ramirez.
  - iv. Text-2-911 update
  - v. Others
- c. Finance Committee – Kiman Wong
  - i. Mr. Kiman Wong congratulated the board and committee members for their continued support in maintaining spending within budgetary limits for FY 2015.
  - ii. ***There were no additional updates from what was previously discussed during the finance committee meeting.***
  - iii. Acknowledgement of new & returning committee members.
  - iv. Review of Monthly Cash Flow & Budget Financial report
    - 1. FY 2015 Final June 2015
    - 2. FY 2016 July 2015
  - v. Others.

## VI. Executive Director’s Report

- a. The Executive Director summarized the tasks that have been completed, started and planned. The major tasks completed included the:
  - i. Transition from TKC to state employees for Board administrative staff.
  - ii. Search underway for Administrative Assistant.
  - iii. Completion of FCC Annual Report.
  - iv. Successful accounting close for FY 2015.
  - v. NASNA/NENA Conferences
  - vi. Transition of e911 website from AKIMEKA to DAGS.

- b. Tasks that have been started include:
  - i. FY 2015 Independent CPA audit completion.
  - ii. Continuation of the Administrative Assistant search.
  - iii. Prepaid legislation committee support.
- c. Planned tasks include:
  - i. Website timeline of human interest success stories.
  - ii. Annual Report to the Legislature.
  - iii. Update of Bylaws.
  - iv. NENA interim Conference networking

## **VII. PSAP Status Updates**

- a. Kauai – Mark Begley – No updates
- b. Oahu – Alan Nagata - No updates
- c. Molokai – Dean Rickard – No updates
- d. Maui – John Jakubczak – No updates
- e. Hawaii – Paul Ferreira – No updates from what was previously discussed during the Joint Committee meeting.

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

- a. 911 Timeline update – no updates at this time.
- b. Request for approval:
  - i. HPD requests modification of its FY 2016 approved workstation budget of \$65k to be partially expended for electrical & relocation of Viper equipment. The remainder of the unexpended budget will be applied toward the purchase of the originally budgeted workstations so as NTE the \$65k approved budget.
    - 1. No board approval was required.
  - ii. MPD (1) - NENA Development Conference and Critical Issues Forum Training (Oct. 4-8, Austin, TX)-\$3,500.
    - 1. Mr. Roy Irei motioned to approve the attendance at the NENA Dev. Conf. and Critical Issues Forum Training for one MPD member in the amount of \$3,500. The motion was seconded and approved by voice vote by all board members in attendance.
- c. Others – Request approval for pCard usage for office supplies.

- i. Mr. Roy Irei motioned to approve the pCard usage by the Executive Director for a maximum limit of \$10,000 per month with the stipulation that the Board be advised of all purchases made with the pCard. The motion was seconded and approved by voice vote by all board members in attendance.

**IX. Announcements**

a. Meeting dates (10am – 12noon).

- i. Thursday, September 10, 2015 (Combined meeting)
- ii. Thursday, October 8, 2015 (Combined meeting)
- iii. Thursday, November 12, 2015 (Combined meeting)
- iv. Thursday, December 10, 2015 (Combined meeting)
  - 1. The Board Chair acknowledged that the board meeting scheduled for November 12 follows a state holiday on November 11. If anyone feels this may prevent attendance, please let the Executive Director know so possible rescheduling may be done.

b. Others - none

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

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

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

- a. Executive session was not required.

**XII. Adjournment:** The meeting was adjourned by voice vote at 11:50am

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

| <b>Budget Analysis</b>              |                |               |                      |                             |
|-------------------------------------|----------------|---------------|----------------------|-----------------------------|
| <b>FY 2015-16</b>                   | <b>Actuals</b> |               | <b>Annual Budget</b> | <b>% of Budget Expended</b> |
|                                     | <b>July</b>    | <b>FY-T-D</b> |                      |                             |
| <b><i>Receipts:</i></b>             |                |               |                      |                             |
| Enhanced 911 Surcharge Collection   | 777,640        |               | 9,252,500            | -                           |
| Interest Income                     |                |               | 2,500                | -                           |
|                                     |                |               |                      |                             |
| <i>Receipts</i>                     | 777,640        |               | 9,255,000            | -                           |
| <b><i>Disbursements:</i></b>        |                |               |                      |                             |
| New & Emerging Tech. Training       | 1,402          |               | (246,650)            | -                           |
| Non-Recurring Expenses              |                |               | (2,719,400)          | -                           |
| Recurring Expenses:                 |                |               |                      |                             |
| Administration                      | (190)          |               | (1,103,700)          | -                           |
| Maintenance                         | 1              |               | (2,474,524)          | -                           |
| Telecommunications                  | (69,795)       |               | (2,146,289)          | -                           |
| Other                               |                |               | (7,600)              | -                           |
|                                     |                |               | -                    |                             |
| <i>Disbursements</i>                | (68,582)       |               | (8,698,163)          | -                           |
|                                     |                |               |                      |                             |
| <i>Net Receipts/(Disbursements)</i> | 709,058        | -             | 556,837              |                             |
|                                     |                |               |                      |                             |
| <b>Cash Flow Analysis</b>           |                |               |                      |                             |
|                                     |                |               |                      |                             |
| <i>Net Receipts/(Disbursements)</i> | 709,058        | -             |                      |                             |
|                                     |                |               |                      |                             |
| Encumbrance Paydowns:               |                |               |                      | Encumb. Bal.                |
| FY 2011 (Kauai)                     | (104,166)      |               |                      | 314,834                     |
| FY 2012 (HFD/EDS/HPD)               | (59,415)       |               |                      | 692,018                     |
| FY 2014                             | (198)          |               |                      | 1,521,408                   |
| FY 2015                             | (704,841)      |               |                      | 3,825,768                   |
| Accounts Receivable (Offset)        |                |               |                      | 2,952                       |
| Net Encumbrance Adds/(Paydown)      | (868,619)      | -             |                      |                             |
| Net Cash Inflow/(Outflow)           | (159,561)      | -             |                      |                             |
|                                     |                |               |                      |                             |
| Bank Balance Analysis:              |                |               |                      |                             |
| ADD: July 1, 2015 Beginning Balance | 16,789,216     |               |                      |                             |
| Net Bank Balance                    | 16,629,655     |               |                      |                             |
| Outstanding Ecumb/Accruals          | (6,354,027)    |               |                      |                             |
| Unencumbered Cash Balance           | 10,275,628     |               |                      |                             |

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

| <b>MONTH OF JULY 2015</b>                    | <b>Hawaii<br/>PSAP</b> | <b>Kauai<br/>PSAP</b> | <b>Maui<br/>PSAP</b> | <b>Molokai<br/>PSAP</b> | <b>Oahu<br/>PSAP</b> | <b>ADMIN</b> | <b>TOTAL</b> |
|----------------------------------------------|------------------------|-----------------------|----------------------|-------------------------|----------------------|--------------|--------------|
| <b>Total RECEIPTS</b>                        | -                      | -                     | -                    | -                       | -                    | 777,640      | 777,640      |
| <b>DISBURSEMENTS:</b>                        |                        |                       |                      |                         |                      |              |              |
| <b>6200 New&amp;Emerg. Tech Train.</b>       |                        |                       |                      |                         |                      |              |              |
| 6201 911 Goes to WashDC                      | 0                      | 0                     | 0                    | 0                       | 0                    | 0            | 0            |
| 6212 NASNA Conference                        | 0                      | 0                     | 0                    | 0                       | 0                    | 33           | 33           |
| 6214 Nena Conference                         | (2,588)                | 2,090                 | -                    | -                       | (1,070)              | 132          | (1,435)      |
| 6228 HxGN Live Hexagon Conf                  | -                      | -                     | -                    | -                       | -                    | -            | -            |
| <b>Total 6200 New&amp;Emerg. Tech Train.</b> | (2,588)                | 2,090                 | -                    | -                       | (1,070)              | 165          | (1,402)      |
| <b>6400 RECURRING EXPENSES</b>               |                        |                       |                      |                         |                      |              |              |
| <b>6401 ADMINISTRATION</b>                   |                        |                       |                      |                         |                      |              |              |
| 6401.08 Board Member Travel                  | -                      | -                     | -                    | -                       | -                    | -            | -            |
| 6401.12 NASNA Dues                           | -                      | -                     | -                    | -                       | -                    | 150          | 150          |
| 6401.15 WSP Cost Recovery                    |                        |                       |                      |                         |                      |              |              |
| 6401.0101 Sprint/Nextel                      | -                      | -                     | -                    | -                       | -                    | -            | -            |
| <b>Total 6401.15 WSP Cost Recovery</b>       | -                      | -                     | -                    | -                       | -                    | -            | -            |
| 6401.20 RCUH Contract                        | -                      | -                     | -                    | -                       | -                    | -            | -            |
| 6402.21 Cell Phone Charges                   | -                      | -                     | -                    | -                       | -                    | 110          | 110          |
| 6402.22 Office Supplies                      | -                      | -                     | -                    | -                       | -                    | (69)         | (69)         |
| <b>Total 6401 ADMINISTRATION</b>             | -                      | -                     | -                    | -                       | -                    | 190          | 190          |
| <b>6402 MAINTENANCE</b>                      |                        |                       |                      |                         |                      |              |              |
| 6402.02 Imagery Lic Agree                    | -                      | -                     | -                    | -                       | -                    | -            | -            |
| 6402.07 0011 9-1-1MSAG Maint.                | 0                      | -                     | -                    | -                       | (1)                  | -            | (0)          |
| 6402.08 CAD Maintenance                      | (0)                    | -                     | -                    | -                       | -                    | -            | (0)          |
| <b>Total 6402 MAINTENANCE</b>                | (0)                    | -                     | -                    | -                       | (1)                  | -            | (1)          |
| <b>6403 Other RECURRING</b>                  |                        |                       |                      |                         |                      |              |              |
| <b>6403.01 Telcom Charges</b>                |                        |                       |                      |                         |                      |              |              |
| 6403.0102 Long Distance                      | (3)                    | (59)                  | (110)                | (35)                    | -                    | -            | (207)        |
| 6403.0109 Telcom Trunk                       | 0                      | (9,283)               | (0)                  | -                       | 78,907               | -            | 69,624       |
| 6403.0112 HPD CML Viper-Kapolei              | -                      | -                     | -                    | -                       | -                    | -            | -            |
| 6403.0113 HPDCMLViper-Alapai                 | -                      | -                     | -                    | -                       | -                    | -            | -            |
| 6403.0114 SD Viper (OSL) (3)                 | -                      | -                     | -                    | -                       | 377                  | -            | 377          |
| <b>Total 6403.01 Telcom Charges</b>          | (2)                    | (9,342)               | (110)                | (35)                    | 79,284               | -            | 69,795       |
| <b>Total 6403 Other RECURRING</b>            | (2)                    | (9,342)               | (110)                | (35)                    | 79,284               | -            | 69,795       |
| <b>Total 6400 RECURRING EXPENSES</b>         | (2)                    | (9,342)               | (110)                | (35)                    | 79,283               | 190          | 69,985       |
| <b>Total DISBURSEMENTS</b>                   | (2,590)                | (7,251)               | (110)                | (35)                    | 78,214               | 355          | 68,582       |



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

|                                    |                |                |          |                |                  |               |                  |                |
|------------------------------------|----------------|----------------|----------|----------------|------------------|---------------|------------------|----------------|
| <i>FY 2011 Encumbrances:</i>       | Oahu           | Maui           | Molokai  | Kauai          | Hawaii           | Admin         | Total            | July Paydown   |
| CAD Upgrade:                       |                |                |          | 314,834        |                  |               | 314,834          | 104,166        |
| <i>FY 2012 Encumbrances:</i>       |                |                |          |                |                  |               | -                |                |
| CAD Upgrades:                      |                |                |          |                |                  |               |                  |                |
| EMS/FIRE                           | (3,374)        |                |          |                |                  |               | (3,374)          | 59,415         |
| HPD                                | 695,392        |                |          |                |                  |               | 695,392          | -              |
| <b>Total FY 2012 Encumbrances</b>  | <b>692,018</b> | <b>-</b>       |          | <b>-</b>       | <b>-</b>         | <b>-</b>      | <b>692,018</b>   | <b>59,415</b>  |
| <i>FY 2014 Accruals</i>            |                |                |          |                |                  |               |                  |                |
| CAD Upgrade                        |                |                |          |                | 1,500,000        |               | 1,500,000        | -              |
| AG Legal Expenses for IRC          |                |                |          |                |                  | 21,408        | 21,408           | 198            |
| <b>Total FY 2014 Encumbrances</b>  | <b>-</b>       | <b>-</b>       | <b>-</b> | <b>-</b>       | <b>1,500,000</b> | <b>21,408</b> | <b>1,521,408</b> | <b>198</b>     |
| <i>FY 2015 Encumbrances</i>        |                |                |          |                |                  |               |                  |                |
| CAD Upgrade                        |                |                |          |                | 2,300,000        |               | 2,300,000        |                |
| HPD Smart911 S/W                   | 76,400         |                |          |                |                  |               | 76,400           |                |
| Imagery License                    |                |                |          |                | 926,400          |               | 926,400          |                |
| Kauai ADC                          |                |                |          | 1,564          |                  |               | 1,564            | 305,436        |
| Board Travel                       |                |                |          |                |                  | 1,445         | 1,445            | 4,555          |
| NENA                               |                | 10,500         |          |                |                  |               | 10,500           | 34,485         |
| NASNA                              |                |                |          |                |                  |               | -                | 650            |
| 911 Goes to WA                     |                | 7,000          |          |                |                  |               | 7,000            | -              |
| HxGN Live Hexagon Conf             |                | 6,600          |          |                |                  |               | 6,600            | -              |
| WSP Cost Recovery -SprintNextel    |                |                |          |                |                  | 35,000        | 35,000           | -              |
| MSAG                               |                | 18,795         |          |                |                  |               | 18,795           | 178,585        |
| CAD Maint                          |                |                |          |                |                  |               | -                | 66,309         |
| HT Telcom Trunk                    |                |                |          |                |                  |               | -                | 102,114        |
| HPD CML Viper-Kapolei              | 41,650         |                |          |                |                  |               | 41,650           | -              |
| HPD CML Viper-ALAPAI               | 7,200          |                |          |                |                  |               | 7,200            | -              |
| CML Viper (OSL)                    |                |                |          |                |                  |               | -                | 2,973          |
| Imagery Lic Agree                  |                | 387,888        |          |                |                  |               | 387,888          | -              |
| Office Supplies                    |                |                |          |                |                  |               | -                | 110            |
| RCUH Contract                      |                |                |          |                |                  | 5,328         | 5,328            | 9,243          |
| HT Long Distance                   |                |                |          |                |                  |               | -                | 379            |
|                                    |                |                |          |                |                  |               | -                | -              |
| <b>Total Encumbrances/Accruals</b> | <b>125,250</b> | <b>430,783</b> | <b>-</b> | <b>1,564</b>   | <b>3,226,400</b> | <b>41,772</b> | <b>3,825,768</b> | <b>704,841</b> |
| <b>Totals</b>                      | <b>817,268</b> | <b>430,783</b> | <b>-</b> | <b>316,397</b> | <b>4,726,400</b> | <b>63,180</b> | <b>6,354,027</b> | <b>868,619</b> |

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

| FY 2016 STRATEGIC BUDGET PLAN          | HAWAII<br>PSAP | OAHU<br>PSAP | MAUI<br>PSAP | Molokai<br>PSAP | KAUAI<br>PSAP | ADMIN     | New &<br>Emerging<br>Technology<br>Training | TOTAL     | Board<br>Approval<br>Date |
|----------------------------------------|----------------|--------------|--------------|-----------------|---------------|-----------|---------------------------------------------|-----------|---------------------------|
| Approved FY 2016 Strategic Budget Plan | 992,547        | 2,577,329    | 946,873      | 65,335          | 3,065,729     | 1,103,700 | 246,650                                     | 8,998,163 | 6/9/2015                  |
| Board Approved Changes:                |                |              |              |                 |               |           |                                             |           |                           |
| Executive Director (1) - APCO          |                |              |              |                 |               | 3,000     | (3,000)                                     |           | 6/9/2015                  |
| Board member (1) - APCO                |                |              |              |                 |               | 3,000     | (3,000)                                     |           | 6/9/2015                  |
| Oahu DIT (1) - APCO                    |                | 3,000        |              |                 |               |           | (3,000)                                     |           | 6/9/2015                  |
| HPD (2+1 Board member) - APCO          |                | 10,500       |              |                 |               |           | (10,500)                                    |           | 7/15/2015                 |
| MPD (2) - APCO                         |                |              | 7,000        |                 |               |           | (7,000)                                     |           | 7/15/2015                 |
| KPD (2) - APCO                         |                |              |              |                 | 7,000         |           | (7,000)                                     |           | 7/15/2015                 |
| HawPD (2) - APCO                       | 7,000          |              |              |                 |               |           | (7,000)                                     |           | 7/15/2015                 |
| HawPD (2) - APCO (retracted)           | (7,000)        |              |              |                 |               |           | 7,000                                       |           | 7/15/2015                 |
| HFD (1) - APCO                         |                | 3,000        |              |                 |               |           | (3,000)                                     |           | 7/15/2015                 |
| HawPD Imagery Adjustment               | (300,000)      |              |              |                 |               |           |                                             | (300,000) | 7/15/2015                 |
|                                        |                |              |              |                 |               |           |                                             | -         |                           |
| Totals                                 | 692,547        | 2,593,829    | 953,873      | 65,335          | 3,072,729     | 1,109,700 | 210,150                                     | 8,698,163 |                           |

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

| FY 2016 JULY (1 mo.)                |                          | Hawaii PSAP |               |                        |
|-------------------------------------|--------------------------|-------------|---------------|------------------------|
|                                     |                          | 1 mos       | ANNUAL Budget | \$ Over/(UNDER) Budget |
| <b>Total RECEIPTS</b>               |                          | -           |               |                        |
| <b>DISBURSEMENTS</b>                |                          |             |               |                        |
| 6200 New & Emerg. Tech Train.       |                          |             |               |                        |
| 6201                                | 911 Goes to WashDC       | -           |               |                        |
| 6204                                | APCO Conference          | -           |               |                        |
| 6205                                | E-911 PSAP Forum         | -           |               |                        |
| 6212                                | NASNA Conference         | -           |               |                        |
| 6213                                | Navigator                |             |               |                        |
| 6213.01                             | EMS user train           | -           |               |                        |
| Total 6213 Navigator                |                          | -           |               |                        |
| 6214                                | Nena Conference          | (2,588)     |               | (2,588)                |
| 6222                                | TriTech CAD Users        |             |               |                        |
| 6222.01                             | EMS Users                | -           |               |                        |
| 6222.02                             | HFD Users                | -           |               |                        |
| Total 6222 TriTech CAD Users        |                          | -           |               |                        |
| 6229                                | NG911 Text2911 Refresh   |             |               |                        |
| 6229.01                             | Haw PD                   | -           |               |                        |
| Total 6229 NG911 Text2911 Refresh   |                          | -           | -             | -                      |
| 6230                                | Other Training           |             |               |                        |
| 6230.01                             | HPD (O/T)                | -           |               |                        |
| 6230.02                             | HFD/ESD (O/T)            | -           |               |                        |
| Total 6230 Other Training           |                          | -           |               |                        |
| Total 6200 New & Emerg. Tech Train. |                          | (2,588)     | -             | (2,588)                |
| 6300 Non-RECURRING                  |                          |             |               |                        |
| 6301                                | CAD Replac/Upgrade       |             |               |                        |
| 6301.05                             | Kauai Police Dept        | -           |               |                        |
| 6301.06                             | Maui PD                  | -           |               |                        |
| 6301.07                             | So. Maui Buildout        | -           |               |                        |
| Total 6301 CAD Replac/Upgrade       |                          | -           |               |                        |
| 6303                                | Computers                |             |               |                        |
| 6303.23                             | HPD SMART911 S/W         | -           |               |                        |
| 6303.24                             | PRI Install              | -           |               |                        |
| 6303.25                             | Workstation              | -           |               |                        |
| Total 6303 Computers                |                          | -           |               |                        |
| Total 6300 Non-RECURRING            |                          | -           |               |                        |
| 6400 RECURRING EXPENSES             |                          |             |               |                        |
| 6402 MAINTENANCE                    |                          |             |               |                        |
| 6402.02                             | Imagery Lic Agree        | -           | -             | -                      |
| 6402.05                             | Logging Record Maint     | -           |               |                        |
| 6402.07                             | 0011 9-1-1MSAG Maint.    | 0           | 307,647       | (307,647)              |
| 6402.08                             | CAD Maintenance          | (0)         | 68,752        | (68,752)               |
| 6402.13                             | Software Maintenance     |             |               |                        |
| 6402.131                            | Integrgraph DB S/W Maint | -           | 4,604         | (4,604)                |
| Total 6402.13 Software Maintenance  |                          | -           | 4,604         | (4,604)                |
| Total 6402 MAINTENANCE              |                          | (0)         | 381,003       | (381,003)              |
| 6403 Other RECURRING                |                          |             |               |                        |
| 6403.01                             | Telcom Charges           |             |               |                        |
| 6403.0102                           | Long Distance            | (3)         | 1,200         | (1,203)                |
| 6403.0109                           | Telcom Trunk             | 0           | 306,344       | (306,344)              |
| 6403.0111                           | Wiring Alt Dispatch      | -           |               |                        |
| 6403.0112                           | HPD CML Viper-Kapolei    | -           |               |                        |
| 6403.0114                           | SD Viper (OSL) (3)       | -           |               |                        |
| 6403.0115                           | Text-to-911 Service      | -           | 4,000         | (4,000)                |
| 6403.0116                           | Alt PSAP Call Route      | -           |               |                        |
| Total 6403.01 Telcom Charges        |                          | (2)         | 311,544       | (311,546)              |
| 6403.02                             | EMS Tower Lease          | -           |               |                        |
| Total 6403 Other RECURRING          |                          | (2)         | 311,544       | (311,546)              |
| Total 6400 RECURRING EXPENSES       |                          | (2)         | 692,547       | (692,549)              |
| Total DISBURSEMENTS                 |                          | (2,590)     | 692,547       | (695,137)              |

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

| FY 2016 JULY (1 mo.)                |                          | Kauai PSAP     |                  |                        |
|-------------------------------------|--------------------------|----------------|------------------|------------------------|
|                                     |                          | 1 mos          | ANNUAL Budget    | \$ Over/(UNDER) Budget |
| <b>Total RECEIPTS</b>               |                          | -              |                  |                        |
| <b>DISBURSEMENTS</b>                |                          |                |                  |                        |
| 6200 New & Emerg. Tech Train.       |                          |                |                  |                        |
| 6201                                | 911 Goes to WashDC       | -              |                  |                        |
| 6204                                | APCO Conference          | -              | 7,000            | (7,000)                |
| 6205                                | E-911 PSAP Forum         | -              |                  |                        |
| 6212                                | NASNA Conference         | -              |                  |                        |
| 6213                                | Navigator                |                |                  |                        |
| 6213.01                             | EMS user train           | -              |                  |                        |
| Total 6213 Navigator                |                          | -              |                  |                        |
| 6214                                | Nena Conference          | 2,090          |                  | 2,090                  |
| 6222                                | TriTech CAD Users        |                |                  |                        |
| 6222.01                             | EMS Users                | -              |                  |                        |
| 6222.02                             | HFD Users                | -              |                  |                        |
| Total 6222 TriTech CAD Users        |                          | -              |                  |                        |
| 6229                                | NG911 Text2911 Refresh   |                |                  |                        |
| 6229.01                             | Haw PD                   | -              |                  |                        |
| Total 6229 NG911 Text2911 Refresh   |                          | -              |                  |                        |
| 6230                                | Other Training           |                |                  |                        |
| 6230.01                             | HPD (O/T)                | -              |                  |                        |
| 6230.02                             | HFD/ESD (O/T)            | -              |                  |                        |
| Total 6230 Other Training           |                          | -              |                  |                        |
| Total 6200 New & Emerg. Tech Train. |                          | 2,090          | 7,000            | (4,910)                |
| 6300 Non-RECURRING                  |                          |                |                  |                        |
| 6301                                | CAD Replac/Upgrade       |                |                  |                        |
| 6301.05                             | Kauai Police Dept        | -              | 2,300,000        | (2,300,000)            |
| 6301.06                             | Maui PD                  | -              |                  |                        |
| 6301.07                             | So. Maui Buildout        | -              |                  |                        |
| Total 6301 CAD Replac/Upgrade       |                          | -              | 2,300,000        | (2,300,000)            |
| 6303                                | Computers                |                |                  |                        |
| 6303.23                             | HPD SMART911 S/W         | -              |                  |                        |
| 6303.24                             | PRI Install              | -              | 10,000           | (10,000)               |
| 6303.25                             | Workstation              | -              |                  |                        |
| Total 6303 Computers                |                          | -              | 10,000           | (10,000)               |
| Total 6300 Non-RECURRING            |                          | -              | 2,310,000        | (2,310,000)            |
| 6400 RECURRING EXPENSES             |                          |                |                  |                        |
| 6402                                | MAINTENANCE              |                |                  |                        |
| 6402.02                             | Imagery Lic Agree        | -              | 197,015          | (197,015)              |
| 6402.05                             | Logging Record Maint     | -              |                  |                        |
| 6402.07                             | 0011 9-1-1MSAG Maint.    | -              | 204,700          | (204,700)              |
| 6402.08                             | CAD Maintenance          | -              |                  |                        |
| 6402.13                             | Software Maintenance     |                |                  |                        |
| 6402.131                            | Integrgraph DB S/W Maint | -              |                  |                        |
| Total 6402.13 Software Maintenance  |                          | -              |                  |                        |
| Total 6402 MAINTENANCE              |                          | -              | 401,715          | (401,715)              |
| 6403                                | Other RECURRING          |                |                  |                        |
| 6403.01                             | Telcom Charges           |                |                  |                        |
| 6403.0102                           | Long Distance            | (59)           | 480              | (539)                  |
| 6403.0109                           | Telcom Trunk             | (9,283)        | 111,398          | (120,681)              |
| 6403.0111                           | Wiring Alt Dispatch      | -              | 237,736          | (237,736)              |
| 6403.0112                           | HPD CML Viper-Kapolei    | -              |                  |                        |
| 6403.0114                           | SD Viper (OSL) (3)       | -              |                  |                        |
| 6403.0115                           | Text-to-911 Service      | -              | 4,100            | (4,100)                |
| 6403.0116                           | Alt PSAP Call Route      | -              | 300              | (300)                  |
| Total 6403.01 Telcom Charges        |                          | (9,342)        | 354,014          | (363,356)              |
| 6403.02                             | EMS Tower Lease          | -              |                  |                        |
| Total 6403 Other RECURRING          |                          | (9,342)        | 354,014          | (363,356)              |
| Total 6400 RECURRING EXPENSES       |                          | (9,342)        | 755,729          | (765,071)              |
| <b>Total DISBURSEMENTS</b>          |                          | <b>(7,251)</b> | <b>3,072,729</b> | <b>(3,079,980)</b>     |

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

|                                    |                          | Maui PSAP    |                      |                               |
|------------------------------------|--------------------------|--------------|----------------------|-------------------------------|
| <b>FY 2016 JULY (1 mo.)</b>        |                          | <b>1 mos</b> | <b>ANNUAL Budget</b> | <b>\$ Over/(UNDER) Budget</b> |
| <b>Total RECEIPTS</b>              |                          | -            |                      |                               |
| <b>DISBURSEMENTS</b>               |                          |              |                      |                               |
| 6200 New&Emerg. Tech Train.        |                          |              |                      |                               |
| 6201                               | 911 Goes to WashDC       | -            |                      |                               |
| 6204                               | APCO Conference          | -            | 7,000                | (7,000)                       |
| 6205                               | E-911 PSAP Forum         | -            |                      |                               |
| 6212                               | NASNA Conference         | -            |                      |                               |
| 6213                               | Navigator                |              |                      |                               |
| 6213.01                            | EMS user train           | -            |                      |                               |
| Total 6213 Navigator               |                          | -            |                      |                               |
| 6214                               | Nena Conference          | -            |                      |                               |
| 6222                               | TriTech CAD Users        |              |                      |                               |
| 6222.01                            | EMS Users                | -            |                      |                               |
| 6222.02                            | HFD Users                | -            |                      |                               |
| Total 6222 TriTech CAD Users       |                          | -            |                      |                               |
| 6229                               | NG911 Text2911 Refresh   |              |                      |                               |
| 6229.01                            | Haw PD                   | -            |                      |                               |
| Total 6229 NG911 Text2911 Refresh  |                          | -            |                      |                               |
| 6230                               | Other Training           |              |                      |                               |
| 6230.01                            | HPD (O/T)                | -            |                      |                               |
| 6230.02                            | HFD/ESD (O/T)            | -            |                      |                               |
| Total 6230 Other Training          |                          | -            |                      |                               |
| Total 6200 New&Emerg. Tech Train.  |                          | -            | 7,000                | (7,000)                       |
| 6300 Non-RECURRING                 |                          |              |                      |                               |
| 6301                               | CAD Replac/Upgrade       |              |                      |                               |
| 6301.05                            | Kauai Police Dept        | -            |                      |                               |
| 6301.06                            | Maui PD                  | -            | 82,000               | (82,000)                      |
| 6301.07                            | So. Maui Buildout        | -            | 200,000              | (200,000)                     |
| Total 6301 CAD Replac/Upgrade      |                          | -            | 282,000              | (282,000)                     |
| 6303                               | Computers                |              |                      |                               |
| 6303.23                            | HPD SMART911 S/W         | -            |                      |                               |
| 6303.24                            | PRI Install              | -            |                      |                               |
| 6303.25                            | Workstation              | -            |                      |                               |
| Total 6303 Computers               |                          | -            |                      |                               |
| Total 6300 Non-RECURRING           |                          | -            | 282,000              | (282,000)                     |
| 6400 RECURRING EXPENSES            |                          |              |                      |                               |
| 6402                               | MAINTENANCE              |              |                      |                               |
| 6402.02                            | Imagery Lic Agree        | -            |                      |                               |
| 6402.05                            | Logging RecordMaint      | -            |                      |                               |
| 6402.07                            | 0011 9-1-1MSAG Maint.    | -            | 233,393              | (233,393)                     |
| 6402.08                            | CAD Maintenance          | -            | 170,000              | (170,000)                     |
| 6402.13                            | Software Maintenance     |              |                      |                               |
| 6402.131                           | Integrgraph DB S/W Maint | -            |                      |                               |
| Total 6402.13 Software Maintenance |                          | -            |                      |                               |
| Total 6402 MAINTENANCE             |                          | -            | 403,393              | (403,393)                     |
| 6403                               | Other RECURRING          |              |                      |                               |
| 6403.01                            | Telcom Charges           |              |                      |                               |
| 6403.0102                          | Long Distance            | (139)        | 366                  | (505)                         |
| 6403.0109                          | Telcom Trunk             | 29           | 257,914              | (257,885)                     |
| 6403.0111                          | WiringAltDispatch        | -            |                      |                               |
| 6403.0112                          | HPD CML Viper-Kapolei    | -            |                      |                               |
| 6403.0114                          | SD Viper (OSL) (3)       | -            |                      |                               |
| 6403.0115                          | Text-to-911 Service      | -            | 3,200                | (3,200)                       |
| 6403.0116                          | Alt PSAP Call Route      | -            |                      |                               |
| Total 6403.01 Telcom Charges       |                          | (110)        | 261,480              | (261,590)                     |
| 6403.02                            | EMS Tower Lease          | -            |                      |                               |
| Total 6403 Other RECURRING         |                          | (110)        | 261,480              | (261,590)                     |
| Total 6400 RECURRING EXPENSES      |                          | (110)        | 664,873              | (664,983)                     |
| Total DISBURSEMENTS                |                          | (110)        | 953,873              | (953,983)                     |

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

|                               |                                    |                        |  |      | Molokai PSAP |               |                        |
|-------------------------------|------------------------------------|------------------------|--|------|--------------|---------------|------------------------|
| FY 2016 JULY (1 mo.)          |                                    |                        |  |      | 1 mos        | ANNUAL Budget | \$ Over/(UNDER) Budget |
| Total RECEIPTS                |                                    |                        |  |      | -            |               |                        |
| DISBURSEMENTS                 |                                    |                        |  |      |              |               |                        |
| 6200 New&Emerg. Tech Train.   |                                    |                        |  |      |              |               |                        |
|                               | 6201                               | 911 Goes to WashDC     |  |      | -            |               |                        |
|                               | 6204                               | APCO Conference        |  |      | -            |               |                        |
|                               | 6205                               | E-911 PSAP Forum       |  |      | -            |               |                        |
|                               | 6212                               | NASNA Conference       |  |      | -            |               |                        |
|                               | 6213                               | Navigator              |  |      |              |               |                        |
|                               | 6213.01                            | EMS user train         |  |      | -            |               |                        |
|                               | Total 6213 Navigator               |                        |  |      | -            |               |                        |
|                               | 6214                               | Nena Conference        |  |      | -            |               |                        |
|                               | 6222                               | TriTech CAD Users      |  |      |              |               |                        |
|                               | 6222.01                            | EMS Users              |  |      | -            |               |                        |
|                               | 6222.02                            | HFD Users              |  |      | -            |               |                        |
|                               | Total 6222 TriTech CAD Users       |                        |  |      | -            |               |                        |
|                               | 6229                               | NG911 Text2911 Refresh |  |      |              |               |                        |
|                               | 6229.01                            | Haw PD                 |  |      | -            |               |                        |
|                               | Total 6229 NG911 Text2911 Refresh  |                        |  |      | -            |               |                        |
|                               | 6230                               | Other Training         |  |      |              |               |                        |
|                               | 6230.01                            | HPD (O/T)              |  |      | -            |               |                        |
|                               | 6230.02                            | HFD/ESD (O/T)          |  |      | -            |               |                        |
|                               | Total 6230 Other Training          |                        |  |      | -            |               |                        |
|                               | Total 6200 New&Emerg. Tech Train.  |                        |  |      | -            |               |                        |
| 6300 Non-RECURRING            |                                    |                        |  |      |              |               |                        |
|                               | 6301                               | CAD Replac/Upgrade     |  |      |              |               |                        |
|                               | 6301.05                            | Kauai Police Dept      |  |      | -            |               |                        |
|                               | 6301.06                            | Maui PD                |  |      | -            |               |                        |
|                               | 6301.07                            | So. Maui Buildout      |  |      | -            |               |                        |
|                               | Total 6301 CAD Replac/Upgrade      |                        |  |      | -            |               |                        |
|                               | 6303                               | Computers              |  |      |              |               |                        |
|                               | 6303.23                            | HPD SMART911 S/W       |  |      | -            |               |                        |
|                               | 6303.24                            | PRI Install            |  |      | -            |               |                        |
|                               | 6303.25                            | Workstation            |  |      | -            |               |                        |
|                               | Total 6303 Computers               |                        |  |      | -            |               |                        |
|                               | Total 6300 Non-RECURRING           |                        |  |      | -            |               |                        |
| 6400 RECURRING EXPENSES       |                                    |                        |  |      |              |               |                        |
| 6402 MAINTENANCE              |                                    |                        |  |      |              |               |                        |
|                               | 6402.02                            | Imagery Lic Agree      |  |      | -            |               |                        |
|                               | 6402.05                            | Logging Record Maint   |  |      | -            |               |                        |
|                               | 6402.07                            | 0011 9-1-1MSAG Maint.  |  |      | -            |               |                        |
|                               | 6402.08                            | CAD Maintenance        |  |      | -            |               |                        |
|                               | 6402.13                            | Software Maintenance   |  |      |              |               |                        |
|                               | 6402.131                           | Integraph DB S/W Maint |  |      | -            |               |                        |
|                               | Total 6402.13 Software Maintenance |                        |  |      | -            |               |                        |
|                               | Total 6402 MAINTENANCE             |                        |  |      | -            |               |                        |
| 6403 Other RECURRING          |                                    |                        |  |      |              |               |                        |
|                               | 6403.01                            | Telcom Charges         |  |      |              |               |                        |
|                               | 6403.0102                          | Long Distance          |  | (35) | 57           |               | (92)                   |
|                               | 6403.0109                          | Telcom Trunk           |  | -    | 64,478       |               | (64,478)               |
|                               | 6403.0111                          | WiringAltDispatch      |  | -    |              |               |                        |
|                               | 6403.0112                          | HPD CML Viper-Kapolei  |  | -    |              |               |                        |
|                               | 6403.0114                          | SD Viper (OSL) (3)     |  | -    |              |               |                        |
|                               | 6403.0115                          | Text-to-911 Service    |  | -    | 800          |               | (800)                  |
|                               | 6403.0116                          | Alt PSAP Call Route    |  | -    |              |               |                        |
|                               | Total 6403.01 Telcom Charges       |                        |  |      | (35)         | 65,335        | (65,370)               |
|                               | 6403.02                            | EMS Tower Lease        |  | -    |              |               |                        |
|                               | Total 6403 Other RECURRING         |                        |  |      | (35)         | 65,335        | (65,370)               |
| Total 6400 RECURRING EXPENSES |                                    |                        |  |      | (35)         | 65,335        | (65,370)               |
| Total DISBURSEMENTS           |                                    |                        |  |      | (35)         | 65,335        | (65,370)               |

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

|                             |                                    |                        |                |   | Oahu PSAP |               |                        |
|-----------------------------|------------------------------------|------------------------|----------------|---|-----------|---------------|------------------------|
| FY 2016 JULY (1 mo.)        |                                    |                        |                |   | 1 mos     | ANNUAL Budget | \$ Over/(UNDER) Budget |
| Total RECEIPTS              |                                    |                        |                |   | -         |               |                        |
| DISBURSEMENTS               |                                    |                        |                |   |           |               |                        |
| 6200 New&Emerg. Tech Train. |                                    |                        |                |   |           |               |                        |
|                             | 6201                               | 911                    | Goes to WashDC | - |           |               |                        |
|                             | 6204                               | APCO Conference        |                |   | -         | 16,500        | (16,500)               |
|                             | 6205                               | E-911 PSAP Forum       |                |   | -         |               |                        |
|                             | 6212                               | NASNA Conference       |                |   | -         |               |                        |
|                             | 6213                               | Navigator              |                |   |           |               |                        |
|                             | 6213.01                            | EMS user train         |                |   | -         |               |                        |
|                             | Total 6213 Navigator               |                        |                |   | -         |               |                        |
|                             | 6214                               | Nena Conference        |                |   | (1,070)   |               |                        |
|                             | 6222                               | TriTech CAD Users      |                |   |           |               |                        |
|                             | 6222.01                            | EMS Users              |                |   | -         |               |                        |
|                             | 6222.02                            | HFD Users              |                |   | -         |               |                        |
|                             | Total 6222 TriTech CAD Users       |                        |                |   | -         |               |                        |
|                             | 6229                               | NG911 Text2911 Refresh |                |   |           |               |                        |
|                             | 6229.01                            | Haw PD                 |                |   | -         |               |                        |
|                             | Total 6229 NG911 Text2911 Refresh  |                        |                |   | -         |               |                        |
|                             | 6230                               | Other Training         |                |   |           |               |                        |
|                             | 6230.01                            | HPD (O/T)              |                |   | -         |               |                        |
|                             | 6230.02                            | HFD/ESD (O/T)          |                |   | -         |               |                        |
|                             | Total 6230 Other Training          |                        |                |   | -         |               |                        |
|                             | Total 6200 New&Emerg. Tech Train.  |                        |                |   | (1,070)   | 16,500        | (17,570)               |
| 6300 Non-RECURRING          |                                    |                        |                |   |           |               |                        |
|                             | 6301                               | CAD Replac/Upgrade     |                |   |           |               |                        |
|                             | 6301.05                            | Kauai Police Dept      |                |   | -         |               |                        |
|                             | 6301.06                            | Maui PD                |                |   | -         |               |                        |
|                             | 6301.07                            | So. Maui Buildout      |                |   | -         |               |                        |
|                             | Total 6301 CAD Replac/Upgrade      |                        |                |   | -         |               |                        |
|                             | 6303                               | Computers              |                |   |           |               |                        |
|                             | 6303.23                            | HPD SMART911 S/W       |                |   | -         | 62,400        | (62,400)               |
|                             | 6303.24                            | PRI Install            |                |   | -         |               |                        |
|                             | 6303.25                            | Workstation            |                |   | -         | 65,000        | (65,000)               |
|                             | Total 6303 Computers               |                        |                |   | -         | 127,400       | (127,400)              |
|                             | Total 6300 Non-RECURRING           |                        |                |   | -         | 127,400       | (127,400)              |
| 6400 RECURRING EXPENSES     |                                    |                        |                |   |           |               |                        |
|                             | 6402                               | MAINTENANCE            |                |   |           |               |                        |
|                             | 6402.02                            | Imagery Lic Agree      |                |   | -         | 250,000       | (250,000)              |
|                             | 6402.05                            | Logging RecordMaint    |                |   | -         | 60,775        | (60,775)               |
|                             | 6402.07                            | 0011 9-1-1MSAG Maint.  |                |   | (1)       | 577,638       | (577,639)              |
|                             | 6402.08                            | CAD Maintenance        |                |   | -         | 400,000       | (400,000)              |
|                             | 6402.13                            | Software Maintenance   |                |   |           |               |                        |
|                             | 6402.131                           | Integraph DB S/W Maint |                |   | -         |               |                        |
|                             | Total 6402.13 Software Maintenance |                        |                |   | -         |               |                        |
|                             | Total 6402 MAINTENANCE             |                        |                |   | (1)       | 1,288,413     | (1,288,414)            |
|                             | 6403                               | Other RECURRING        |                |   |           |               |                        |
|                             | 6403.01                            | Telcom Charges         |                |   |           |               |                        |
|                             | 6403.0102                          | Long Distance          |                |   | -         |               |                        |
|                             | 6403.0109                          | Telcom Trunk           |                |   | 78,907    | 947,000       | (868,093)              |
|                             | 6403.0111                          | WiringAltDispatch      |                |   | -         |               |                        |
|                             | 6403.0112                          | HPD CML Viper-Kapolei  |                |   | -         | 140,916       | (140,916)              |
|                             | 6403.0114                          | SD Viper (OSL) (3)     |                |   | 377       | 54,000        | (53,623)               |
|                             | 6403.0115                          | Text-to-911 Service    |                |   | -         | 12,000        | (12,000)               |
|                             | 6403.0116                          | Alt PSAP Call Route    |                |   | -         |               |                        |
|                             | Total 6403.01 Telcom Charges       |                        |                |   | 79,284    | 1,153,916     | (1,074,632)            |
|                             | 6403.02                            | EMS Tower Lease        |                |   | -         | 7,600         | (7,600)                |
|                             | Total 6403 Other RECURRING         |                        |                |   | 79,284    | 1,161,516     | (1,082,232)            |
|                             | Total 6400 RECURRING EXPENSES      |                        |                |   | 79,283    | 2,449,929     | (2,370,646)            |
| Total DISBURSEMENTS         |                                    |                        |                |   | 78,214    | 2,593,829     | (2,515,615)            |

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

|                                              |                        | ADMIN        |                      |                               |
|----------------------------------------------|------------------------|--------------|----------------------|-------------------------------|
| <b>FY 2016 JULY (1 mo.)</b>                  |                        | <b>1 mos</b> | <b>ANNUAL Budget</b> | <b>\$ Over/(UNDER) Budget</b> |
| <b>Total RECEIPTS</b>                        |                        | 777,128      |                      |                               |
| <b>DISBURSEMENTS</b>                         |                        |              |                      |                               |
| 6200 New&Emerg. Tech Train.                  |                        |              |                      |                               |
| 6201                                         | 911 Goes to WashDC     | -            | 33,500               | (33,500)                      |
| 6204                                         | APCO Conference        | -            | 6,000                | (6,000)                       |
| 6205                                         | E-911 PSAP Forum       | -            | 35,000               | (35,000)                      |
| 6212                                         | NASNA Conference       | 33           | 2,650                | (2,617)                       |
| 6213                                         | Navigator              |              |                      |                               |
| 6213.01                                      | EMS user train         | -            | 8,000                | (8,000)                       |
| <b>Total 6213 Navigator</b>                  |                        | -            | 8,000                | (8,000)                       |
| 6214                                         | Nena Conference        | 132          | 45,000               | (44,868)                      |
| 6222                                         | TriTech CAD Users      |              |                      |                               |
| 6222.01                                      | EMS Users              | -            | 10,000               | (10,000)                      |
| 6222.02                                      | HFD Users              | -            | 22,000               | (22,000)                      |
| <b>Total 6222 TriTech CAD Users</b>          |                        | -            | 32,000               | (32,000)                      |
| 6229                                         | NG911 Text2911 Refresh |              |                      |                               |
| 6229.01                                      | Haw PD                 | -            | 6,000                | (6,000)                       |
| <b>Total 6229 NG911 Text2911 Refresh</b>     |                        | -            | 6,000                | (6,000)                       |
| 6230                                         | Other Training         |              |                      |                               |
| 6230.01                                      | HPD (O/T)              | -            | 32,000               | (32,000)                      |
| 6230.02                                      | HFD/ESD (O/T)          | -            | 16,000               | (16,000)                      |
| <b>Total 6230 Other Training</b>             |                        | -            | 48,000               | (48,000)                      |
| <b>Total 6200 New&amp;Emerg. Tech Train.</b> |                        | 165          | 216,150              | (215,985)                     |
| 6400 RECURRING EXPENSES                      |                        |              |                      |                               |
| 6401 ADMINISTRATION                          |                        |              |                      |                               |
| 6401.01                                      | Exec Dir. Services     | -            | 198,000              | (198,000)                     |
| 6401.02                                      | ElectronSignatur       | -            | 250                  | (250)                         |
| 6401.05                                      | Audit Expense          | -            | 13,025               | (13,025)                      |
| 6401.06                                      | Bank Charge            | -            | 50                   | (50)                          |
| 6401.08                                      | Board Member Travel    | -            | 25,000               | (25,000)                      |
| 6401.09                                      | DB&F Assessments       |              |                      |                               |
| 6401.0101                                    | DB&F Admin. Assess     | -            | 155,000              | (155,000)                     |
| 6401.0102                                    | DB&F Rev Assessment    | -            | 462,625              | (462,625)                     |
| <b>Total 6401.09 DB&amp;F Assessments</b>    |                        | -            | 617,625              | (617,625)                     |
| 6401.12                                      | NASNA Dues             | 150          | 150                  | -                             |
| 6401.13                                      | Parking Permits        | -            | 400                  | (400)                         |
| 6401.15                                      | WSP Cost Recovery      | -            | 70,000               | (70,000)                      |
| 6401.17                                      | ADA Compliance         | -            | 200                  | (200)                         |
| 6401.19                                      | Public Education       | -            | 30,000               | (30,000)                      |
| 6402.21                                      | Cell Phone Charges     | 110          |                      |                               |
| 6402.22                                      | Office Supplies        | (69)         | 4,000                | (4,069)                       |
| 6402.23                                      | NG911 Transition Plan  | -            | 145,000              | (145,000)                     |
| <b>Total 6401 ADMINISTRATION</b>             |                        | 190          | 1,103,700            | (1,103,510)                   |
| <b>Total 6400 RECURRING EXPENSES</b>         |                        | 190          | 1,103,700            | (1,103,510)                   |
| <b>Total DISBURSEMENTS</b>                   |                        | 355          | 1,319,850            | (1,319,495)                   |



# Oahu Civilian E9-1-1 Status Report

*July 1, 2015 – July 31, 2015*

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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July 1, 2015 - July 31, 2015

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# Oahu Civilian E9-1-1 Status Report

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# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JULY 2015

(Source: Intrado Viper)

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

| 9-1-1 Primary PSAP Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
|--------------------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| Honolulu City & County PSAPs   |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls With No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls        |                  |
| 2015                           | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Other Calls | % of Total Calls |
| July                           | 88,272                      | 20,567                | 23.30%           | 64,880                | 73.50%           | 51.02%                   | 22.48%                   | 2,781             | 3.15%            | 44                       | 0.05%            | 2,159              | 2.45%            | 13,150                 | 14.90%           | 748                | 0.85%            |

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Primary PSAP Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
|--------------------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|----------------------------|------------------|
| Honolulu City & County PSAPs   |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP Calls        |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls                |                  |
| 2015                           | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Total Call Received | % of Total Calls |
| JAN                            | 82,328                      | 19,792                | 24.04%           | 59,531                | 72.31%           | 49.23%                   | 23.08%                   | 2,939             | 3.57%            | 66                       | 0.08%            | 2,171              | 2.64%            | 11,306                 | 13.73%           | 618                        | 0.75%            |
| FEB                            | 77,047                      | 18,699                | 24.27%           | 55,782                | 72.40%           | 49.78%                   | 22.62%                   | 2,504             | 3.25%            | 62                       | 0.08%            | 1,790              | 2.32%            | 10,656                 | 13.83%           | 600                        | 0.78%            |
| MAR                            | 82,861                      | 19,837                | 23.94%           | 60,232                | 72.69%           | 50.43%                   | 22.26%                   | 2,751             | 3.32%            | 41                       | 0.05%            | 2,286              | 2.76%            | 11,822                 | 14.27%           | 674                        | 0.81%            |
| APR                            | 79,337                      | 18,532                | 23.36%           | 58,075                | 73.20%           | 49.98%                   | 23.22%                   | 2,674             | 3.37%            | 56                       | 0.07%            | 1,135              | 1.43%            | 11,885                 | 14.98%           | 625                        | 0.79%            |
| MAY                            | 82,466                      | 19,339                | 23.45%           | 60,142                | 72.93%           | 52.21%                   | 20.72%                   | 2,936             | 3.56%            | 49                       | 0.06%            | 1,895              | 2.30%            | 12,616                 | 15.30%           | 597                        | 0.72%            |
| JUNE                           | 82,356                      | 19,338                | 23.48%           | 60,169                | 73.06%           | 51.41%                   | 21.65%                   | 2,800             | 3.40%            | 49                       | 0.06%            | 1,989              | 2.42%            | 12,172                 | 14.78%           | 643                        | 0.78%            |
| JULY                           | 88,272                      | 20,567                | 23.30%           | 64,880                | 73.50%           | 51.02%                   | 22.48%                   | 2,781             | 3.15%            | 44                       | 0.05%            | 2,159              | 2.45%            | 13,150                 | 14.90%           | 748                        | 0.85%            |
| AUG                            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
| SEPT                           |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
| OCT                            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
| NOV                            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
| DEC                            |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                            |                  |
| YTD                            | 574,667                     | 136,104               |                  | 418,811               |                  |                          |                          | 19,385            |                  | 367                      |                  | 13,425             |                  | 83,607                 |                  | 4,505                      |                  |
| MON AVG                        | 82,095                      | 19,443                | 23.69%           | 59,830                | 72.87%           | 50.58%                   | 22.29%                   | 2,769             | 3.37%            | 52                       | 0.06%            | 1,918              | 2.33%            | 11,944                 | 14.54%           | 644                        | 0.78%            |

#### NOTE:

- **\*Calls with no Ali 0.05% - Statewide average = 0.29%**
- **Wireline totals for February and March have been adjusted per HPD audit.**

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – JULY 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 |
| July | 76,613                      | 86.79%           | 22,000                    | 40,219                        | 1,244                 | 13,150                  | 2,918                       | 3.31%            | 107                   | 0                       |

| 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 |
| 7,909                          | 8.96%            | 728                   | 116                     | 84                             | 0.10%            | 80                    | 10                      |

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

| 2015    | 9-1-1 Call Volume by Agency    |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
|---------|--------------------------------|------------------|------------------------|----------------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|-----------------------------|------------------|--------------------|----------------------|
|         | Honolulu Police Department     |                  |                        |                            |                    |                      | Honolulu Fire Department    |                  |                    |                      | Emergency Medical Services  |                  |                    |                      | Ocean Safety                |                  |                    |                      |
|         | Number of Total Calls Received | % of Total Calls | No. of Emergency Calls | No. of Non Emergency Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls | No. of Total Calls Received | % of Total Calls | No. of Admin Calls | No. of Dropped Calls |
| JAN     | 70,213                         | 85.28%           | 19,601                 | 38,128                     | 1,178              | 11,306               | 2,597                       | 3.15%            | 122                | 0                    | 8,814                       | 10.71%           | 787                | 110                  | 86                          | 0.10%            | 84                 | 4                    |
| FEB     | 65,139                         | 84.54%           | 18,691                 | 34,812                     | 980                | 10,656               | 2,552                       | 3.31%            | 83                 | 0                    | 8,679                       | 11.26%           | 652                | 89                   | 77                          | 0.10%            | 75                 | 3                    |
| MAR     | 70,656                         | 85.27%           | 19,470                 | 38,194                     | 1,170              | 11,822               | 2,954                       | 3.57%            | 108                | 0                    | 8,517                       | 10.28%           | 949                | 86                   | 60                          | 0.07%            | 59                 | 16                   |
| APR     | 69,768                         | 87.94%           | 20,453                 | 36,574                     | 856                | 11,885               | 2,223                       | 2.80%            | 89                 | 0                    | 6,686                       | 8.43%            | 156                | 154                  | 35                          | 0.04%            | 34                 | 6                    |
| MAY     | 70,935                         | 86.02%           | 19,049                 | 38,315                     | 955                | 12,616               | 2,788                       | 3.38%            | 65                 | 0                    | 8,077                       | 9.79%            | 808                | 118                  | 69                          | 0.08%            | 67                 | 14                   |
| JUNE    | 71,011                         | 86.22%           | 19,609                 | 38,121                     | 1,109              | 12,172               | 2,767                       | 3.36%            | 102                | 0                    | 7,867                       | 9.55%            | 712                | 82                   | 68                          | 0.08%            | 66                 | 1                    |
| JULY    | 76,613                         | 86.79%           | 22,000                 | 40,219                     | 1,244              | 13,150               | 2,918                       | 3.31%            | 107                | 0                    | 7,909                       | 8.96%            | 728                | 116                  | 84                          | 0.10%            | 80                 | 10                   |
| AUG     |                                |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| SEPT    |                                |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| OCT     |                                |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| NOV     |                                |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| DEC     |                                |                  |                        |                            |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |                             |                  |                    |                      |
| YTD     | 494,335                        |                  | 138,873                | 264,363                    | 7,492              | 83,607               | 18,799                      |                  | 676                | 0                    | 56,549                      |                  | 4,792              | 755                  | 479                         |                  | 465                | 54                   |
| MON AVG | 70,619                         | 86.01%           | 19,839                 | 37,766                     | 1,070              | 11,944               | 2,686                       | 3.27%            | 97                 | 0                    | 8,078                       | 9.85%            | 685                | 108                  | 68                          | 0.08%            | 66                 | 8                    |

## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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### PSAP OPERATION NOTES:

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>2015 YTD (year to date) percentage of Wireless 911 calls:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <b>Statewide average of Wireless 911 calls = 67.51%*</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| <b>How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.                                                                                                                                                                                                                                                                                                                                                                            |  |
| The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.                                                                                                                                                                                                                                                                                                                                                               |  |
| When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling. |  |
| Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| * Statewide averages does <b>not</b> include the Military 911 Call Volumes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| ** Source :CTIA ..Cellular Telephone Industries Association : <a href="http://wireless911.com/">http://wireless911.com/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

## WIRELESS PSAP TESTING – JULY 2015

| OAHU CIVILIAN - JULY 2015 |        |              |                |            |                |           |
|---------------------------|--------|--------------|----------------|------------|----------------|-----------|
| Date                      | WSP    | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments: |
| 7/8/2015                  | Sprint | 1            | 4              | Oahu PSAP  | Pass           |           |
|                           |        |              |                |            |                |           |
|                           |        |              |                |            |                |           |

## NOTES:

- There was one (1) scheduled 911 Test call for the Oahu Civilian PSAP in July 2015.



## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JULY 2015

| OAHU<br>CIVILIAN | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                  | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015             | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JULY             | 1,327              | 1,283  | 4        | 17     | 2      | 21    | 78,788                      |

#### MSAG CURRENT MONTH NOTES:

A total of **1,532** MSAG transactions were processed in 9-1-1 Net during the month of July 2015. **1,327** requests were processed relating to the MSAG database, and **205** requests relating to the ALI database (see ALI Transaction chart on next page). There were **78,788** customer ANI/ALI (telephone/address) records updated as a direct result.

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

| OAHU<br>CIVILIAN | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                  | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015             | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN              | 40                 | 25     | 2        | 13     | 0      | 0     | 405                         |
| FEB              | 7                  | 4      | 0        | 2      | 1      | 0     | 202                         |
| MAR              | 715                | 694    | 1        | 7      | 1      | 12    | 20,371                      |
| APR              | 1,014              | 988    | 7        | 3      | 5      | 11    | 25,238                      |
| MAY              | 869                | 850    | 1        | 2      | 2      | 14    | 16,168                      |
| JUNE             | 1,087              | 1,039  | 1        | 8      | 3      | 36    | 38,630                      |
| JULY             | 1,327              | 1,283  | 4        | 17     | 2      | 21    | 78,788                      |
| AUG              |                    |        |          |        |        |       |                             |
| SEPT             |                    |        |          |        |        |       |                             |
| OCT              |                    |        |          |        |        |       |                             |
| NOV              |                    |        |          |        |        |       |                             |
| DEC              |                    |        |          |        |        |       |                             |
| TOTAL YTD        | 5,059              | 4,883  | 16       | 52     | 14     | 94    | 179,802                     |
| AVG PER MONTH    | 723                | 698    | 2        | 7      | 2      | 13    | 25,686                      |

## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – JULY 2015

| OAHU<br>CIVILIAN |       | 9-1-1 NET REQUESTS         |            |             |                                                    |        |         |
|------------------|-------|----------------------------|------------|-------------|----------------------------------------------------|--------|---------|
|                  |       | ALI TRANSACTIONS SUBMITTED |            |             | Open Discrepancy Records<br>as of Report Month End |        |         |
| 2015             | TOTAL | TN CR (A)                  | ALI-DR (B) | VoIP DR (C) | TN CR                                              | ALI-DR | VoIP DR |
| JULY             | 205   | 204                        | 1          | 0           | 263                                                | 0      | 0       |

| Definitions                                                                                                                                                                                                                                                                                                                                             |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| (A) <b>Telephone Number Change Request</b> - 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) <b>Automatic Location Information Discrepancy Record</b> - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.                                                                      |  |
| (C) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

**204** Telephone Number Change Requests (TN CR) and one (1) ALI-DR was 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 263 Open Telephone Number Change Requests as of July 31, 2015.**
- **Refer to chart in the next section "TNCR Current Status"**

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

**There are zero (0) Open ALI-DRs as of July 31, 2015.**

**There are zero (0) Open VoIP DRs as of July 31, 2015.**

## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

| OAHU<br>CIVILIAN |       | 9-1-1 NET REQUESTS         |        |         |                                                    |        |         |
|------------------|-------|----------------------------|--------|---------|----------------------------------------------------|--------|---------|
|                  |       | ALI TRANSACTIONS SUBMITTED |        |         | Open Discrepancy Records<br>as of Report Month End |        |         |
| 2015             | TOTAL | TN CR                      | ALI-DR | VoIP DR | TN CR                                              | ALI-DR | VoIP DR |
| JAN              | 155   | 153                        | 2      | 0       | 328                                                | 0      | 0       |
| FEB              | 139   | 139                        | 0      | 0       | 245                                                | 0      | 0       |
| MAR              | 517   | 516                        | 1      | 0       | 242                                                | 0      | 0       |
| APR              | 670   | 669                        | 1      | 0       | 285                                                | 0      | 0       |
| MAY              | 24    | 23                         | 1      | 0       | 275                                                | 0      | 0       |
| JUNE             | 79    | 79                         | 0      | 0       | 467                                                | 0      | 0       |
| JULY             | 205   | 204                        | 1      | 0       | 263                                                | 0      | 0       |
| AUG              |       |                            |        |         |                                                    |        |         |
| SEPT             |       |                            |        |         |                                                    |        |         |
| OCT              |       |                            |        |         |                                                    |        |         |
| NOV              |       |                            |        |         |                                                    |        |         |
| DEC              |       |                            |        |         |                                                    |        |         |
| TOTAL YTD        | 1,789 | 1,783                      | 6      | 0       |                                                    |        |         |
| AVG PER<br>MONTH | 256   | 255                        | 1      | 0       |                                                    |        |         |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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<br>(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                                                                                          | 263                                     | 8                                              | 171                                       | 84                          |

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 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 **July 31, 2015**:

| MSAG COMMUNITY<br>(In Order of Effort) | MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII |                              |                            |                                                                                                                 | GIS UPDATES                     |                                     |
|----------------------------------------|------------------------------------------------------|------------------------------|----------------------------|-----------------------------------------------------------------------------------------------------------------|---------------------------------|-------------------------------------|
|                                        | TARGET<br>START DATE                                 | TARGET<br>COMPLETION<br>DATE | AKIMEKA<br>COMPLETION DATE | NOTES/COMMENTS                                                                                                  | DATE GIS<br>DELIVERED<br>TO HPD | DATE GIS<br>LOADED TO<br>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<br>behind schedule due to<br>approved special requests                                 | 10/31/14                        | 11/07/14                            |
| Kahaluu                                | 10/27/14                                             | 11/04/14                     | 10/29/14                   |                                                                                                                 |                                 |                                     |
| Kaaawa                                 | 11/05/14                                             | 11/07/14                     | 10/31/14                   |                                                                                                                 |                                 |                                     |
| Punaluu                                | 11/10/14                                             | 11/11/14                     | 11/05/14                   |                                                                                                                 | 11/14/14                        | 11/21/14                            |
| Hauula                                 | 11/12/14                                             | 11/17/14                     | 11/06/14                   |                                                                                                                 |                                 |                                     |
| Laie                                   | 11/18/14                                             | 11/24/14                     | 11/14/14                   |                                                                                                                 |                                 |                                     |
| Kahuku                                 | 11/25/14                                             | 12/02/14                     | 11/25/14                   |                                                                                                                 | 11/28/14                        | 12/08/14                            |
| Sunset                                 | 12/03/14                                             | 12/10/14                     | 12/08/14                   |                                                                                                                 | 12/12/14                        | 12/18/14                            |
| Haleiwa                                | 12/12/14                                             | 12/24/14                     | 01/14/15                   | There are many farming and<br>cane roads that require<br>lengthy and detailed editing,<br>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                   |                                                                                                                 | 02/19/15                        | 02/25/15                            |
| Mokuleia                               | 01/30/15                                             | 02/05/15                     | 02/12/15                   |                                                                                                                 |                                 |                                     |
| Kalaniana'ole Hwy Project              | 02/09/15                                             | 03/04/15                     | 02/19/15                   |                                                                                                                 |                                 |                                     |
| Makaha                                 | 03/05/15                                             | 03/12/15                     | 02/17/15                   |                                                                                                                 |                                 |                                     |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

| MSAG COMMUNITY<br>(In Order of Effort) | MSAG COMMUNITY AND STREET SEGMENT SWEEP -- PHASE VII |                              |                            |                | GIS UPDATES                     |                                     |
|----------------------------------------|------------------------------------------------------|------------------------------|----------------------------|----------------|---------------------------------|-------------------------------------|
|                                        | TARGET<br>START DATE                                 | TARGET<br>COMPLETION<br>DATE | AKIMEKA<br>COMPLETION DATE | NOTES/COMMENTS | DATE GIS<br>DELIVERED<br>TO HPD | DATE GIS<br>LOADED TO<br>CAD BY HPD |
| Waianae                                | 03/13/15                                             | 03/24/15                     | 03/09/15                   |                | 03/20/15                        | 04/02/15                            |
| Mali                                   | 03/25/15                                             | 04/02/15                     | 03/17/15                   |                |                                 |                                     |
| Nanakuli                               | 04/03/15                                             | 04/13/15                     | 03/27/15                   |                | 04/06/15                        | 04/17/15                            |
| Makakilo                               | 04/14/15                                             | 04/28/15                     | 04/15/15                   |                | 04/17/15                        | 04/29/15                            |
| Kapolei                                | 04/29/15                                             | 05/21/15                     | 05/19/15                   |                | 5/1/2015,<br>5/15/2015          |                                     |
| Kalaheo                                | 05/22/15                                             | 06/08/15                     | 06/08/15                   |                | 06/12/15                        | 06/25/15                            |
| Ewa Beach                              | 06/09/15                                             | 07/27/15                     | 07/24/15                   |                | 06/26/15                        | 07/13/15                            |
| Iroquois                               | 07/28/15                                             | 08/03/15                     | 07/27/15                   |                | 07/10/15                        | 07/14/15                            |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

### MAPPING LAYERS UPDATED (PART I)

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

| OAHU CIVILIAN                                                                          |                                  |                    |                                                                                   |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|-----------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                     |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                   |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                   |
| Address Points                                                                         | 7/30/2015                        |                    | Spatially corrected seventy-six (76) address points in Maili                      |
|                                                                                        | 7/29/2015                        |                    | Spatially corrected one hundred sixty-seven (167) address points in Maili         |
|                                                                                        | 7/29/2015                        |                    | Populated ESN field for address points in ESNs 129 & 130                          |
|                                                                                        |                                  | 07/24/15           |                                                                                   |
|                                                                                        | 7/24/2015                        |                    | Populated ESN field for address points in ESNs 131, 132, 150, 152, 153            |
|                                                                                        | 7/23/2015                        |                    | Deleted twenty-four (24) address points in Mililani                               |
|                                                                                        | 7/23/2015                        |                    | Spatially corrected two hundred thirty-four (234) address points in Mililani      |
|                                                                                        | 7/22/2015                        |                    | Added one hundred sixty (160) new address points in Kapolei                       |
|                                                                                        | 7/22/2015                        |                    | Spatially corrected two (2) address points in Ewa Beach                           |
|                                                                                        | 7/22/2015                        |                    | Added one (1) new address point in Ewa Beach                                      |
|                                                                                        | 7/20/2015                        |                    | Added eleven (11) new address points in Kahala                                    |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected three (3) address points in Kahala                            |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected one (1) address point in Waianae                              |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new address point in Hawaii Kai                                     |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new common place in Ford Island per the GIS corrections spreadsheet |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new address point in Ford Island                                    |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected one (1) address point in Kalihi                               |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected one (1) address point in McCully                              |
|                                                                                        | 7/17/2015                        |                    | Spatially corrected forty-three (43) address points in Ewa Beach                  |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected two hundred fifty-three (253) address points in Maili         |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected fifty-two (52) address points in Ewa Beach                    |
|                                                                                        | 7/14/2015                        |                    | Added apartment number to two hundred forty (240) addresses in Ewa Beach          |
|                                                                                        | 7/13/2015                        |                    | Deleted two (2) address points in Ewa Beach                                       |
|                                                                                        | 7/13/2015                        |                    | Spatially corrected sixty-six (66) address points in Ewa Beach                    |
|                                                                                        | 7/13/2015                        |                    | Added routing ID to sixty-six (66) address points in Ewa Beach                    |
|                                                                                        | 7/13/2015                        |                    | Added building number to sixty-three (63) address points in Ewa Beach             |
|                                                                                        |                                  | 07/10/15           |                                                                                   |
|                                                                                        | 7/10/2015                        |                    | Spatially corrected seven (7) address points in Ewa Beach                         |
|                                                                                        | 7/10/2015                        |                    | Added routing ID to one (1) address point in Ewa Beach                            |
|                                                                                        | 7/10/2015                        |                    | Added alias to one (1) address point in Ewa Beach                                 |
|                                                                                        | 7/10/2015                        |                    | Added one (1) new address point in Ewa Beach                                      |
|                                                                                        | 7/9/2015                         |                    | Added one (1) new address point in Waialua                                        |
|                                                                                        | 7/9/2015                         |                    | Deleted two (2) address points in Maili                                           |
|                                                                                        | 7/9/2015                         |                    | Spatially corrected two hundred seventy-four (274) address points in Maili        |
|                                                                                        | 7/7/2015                         |                    | Added one (1) new address point in Ewa Beach                                      |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART II)

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

| OAHU CIVILIAN                                                                          |                                  |                    |                                                                           |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|---------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                             |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                           |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                           |
| Address Points                                                                         | 7/7/2015                         |                    | Added two (2) new address points in Maili                                 |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected sixty-nine (69) address points in Maili               |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected eleven (11) address points in Laie                    |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected nineteen (19) address points in Kaneohe               |
|                                                                                        | 7/2/2015                         |                    | Deleted one (1) address point in Kaneohe                                  |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected one hundred sixty-two (162) address points in Kaneohe |
| Airports                                                                               |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Bridges                                                                                |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Building Footprints                                                                    |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Bus Stops                                                                              |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Churches                                                                               |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Coastal Names                                                                          |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Coastline                                                                              |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Common Places                                                                          |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Correctional Facilities                                                                |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |
| Emergency Callboxes                                                                    |                                  |                    |                                                                           |
|                                                                                        |                                  |                    |                                                                           |



# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART III)

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

| OAHU CIVILIAN                                                                          |                                  |                       |                                |
|----------------------------------------------------------------------------------------|----------------------------------|-----------------------|--------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS<br>Delivered | Other/Remarks                  |
|                                                                                        | Date Created/<br>Edits Performed |                       |                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |                                |
| Emergency Operation<br>Centers                                                         |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| Emergency Shelters                                                                     |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| ESZ/ESN                                                                                | 7/29/2015                        |                       | Corrected ESN 129/130 boundary |
|                                                                                        |                                  | 07/24/15              |                                |
|                                                                                        |                                  | 07/10/15              |                                |
|                                                                                        | 7/9/2015                         |                       | Corrected ESN 138/139 boundary |
|                                                                                        | 7/8/2015                         |                       | Corrected ESN 127/128 boundary |
|                                                                                        | 7/6/2015                         |                       | Corrected ESN 128/129 boundary |
| Fire Beats                                                                             |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| Fire Districts                                                                         |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| Fire Response Areas                                                                    | 7/29/2015                        |                       | Corrected STA8/STA10 boundary  |
|                                                                                        |                                  | 07/24/15              |                                |
|                                                                                        |                                  | 07/10/15              |                                |
|                                                                                        | 7/9/2015                         |                       | Corrected STA43/STA24 boundary |
|                                                                                        | 7/8/2015                         |                       | Corrected STA8/STA30 boundary  |
| Fire Stations                                                                          |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| Food & Beverage                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| Gas Stations                                                                           |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
| Gate Codes                                                                             |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |
|                                                                                        |                                  |                       |                                |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 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 GIS<br>Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                       |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |               |
| Government Buildings                                                                   |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Harbors                                                                                |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Helipads                                                                               |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hiking Trails                                                                          |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hospitals                                                                              |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hydrants                                                                               |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Hyrdology Layers:<br>Dams<br>Ponds<br>Streams<br>Waterfalls                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Incident Response<br>Areas                                                             |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Lodging                                                                                |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Major Roads                                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |
| Medic Beats                                                                            |                                  |                       |               |
|                                                                                        |                                  |                       |               |
|                                                                                        |                                  |                       |               |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART V)

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

| OAHU CIVILIAN                                                                          |                                  |                    |                                                                                      |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                        |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                      |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                      |
| Medic Districts                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Medic Response Areas                                                                   |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Medic Stations                                                                         |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Medical Facilities                                                                     |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Milepost Markers                                                                       |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| MSAG Communities                                                                       |                                  | 07/24/15           |                                                                                      |
|                                                                                        | 7/15/2015                        |                    | Corrected Salt Lake/Moanalua V boundary                                              |
|                                                                                        |                                  | 07/10/15           |                                                                                      |
|                                                                                        | 7/8/2015                         |                    | Corrected boundaries for three (3) MSAG Communities: Salt Lake, Aliamanu, Mapunapuna |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Net Junctions                                                                          |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Ocean Rescue Boundaries                                                                |                                  | 07/24/15           |                                                                                      |
|                                                                                        | 7/24/2015                        |                    | Corrected OS Mobile Responder 403 boundary                                           |
|                                                                                        | 7/16/2015                        |                    | Corrected boundaries for two (2) OS response areas                                   |
|                                                                                        |                                  | 07/10/15           |                                                                                      |
| Ocean Safety                                                                           |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Parcels                                                                                |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Parks                                                                                  |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 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 GIS Delivered | Other/Remarks                                                                          |                                                      |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                        |                                                      |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                        |                                                      |
| Parks Polygon                                                                          |                                  |                    |                                                                                        |                                                      |
|                                                                                        |                                  |                    |                                                                                        |                                                      |
|                                                                                        |                                  |                    |                                                                                        |                                                      |
| Points of Interest                                                                     | 7/29/2015                        |                    | Populated ESN field for common places in ESNs 129 & 130                                |                                                      |
|                                                                                        |                                  | 07/24/15           |                                                                                        |                                                      |
|                                                                                        | 7/24/2015                        |                    | Populated ESN field for common places in ESNs 131, 132, 152, 153                       |                                                      |
|                                                                                        | 7/23/2015                        |                    | Spatially corrected twenty-four (24) common places in Mililani                         |                                                      |
|                                                                                        | 7/23/2015                        |                    | Added thirty-one (31) new common places in Mililani                                    |                                                      |
|                                                                                        | 7/22/2015                        |                    | Spatially corrected three (3) common places in Ewa Beach                               |                                                      |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new common place in Kahala per the GIS corrections spreadsheet           |                                                      |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected thirteen (13) common places in Kahala                              |                                                      |
|                                                                                        | 7/20/2015                        |                    | Corrected name for one (1) common place in Manoa per the GIS corrections spreadsheet   |                                                      |
|                                                                                        | 7/20/2015                        |                    | Corrected name for one (1) common place in Kahaluu per the GIS corrections spreadsheet |                                                      |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new common place in Waianae per the GIS corrections spreadsheet          |                                                      |
|                                                                                        | 7/20/2015                        |                    | Deleted one (1) common place in Hawaii Kai                                             |                                                      |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new common place in Hawaii Kai per the GIS corrections spreadsheet       |                                                      |
|                                                                                        | 7/20/2015                        |                    | Deleted one (1) common place in Ewa Beach per the GIS corrections spreadsheet          |                                                      |
|                                                                                        | 7/20/2015                        |                    | Updated name for one (1) common place in Kalihi per the GIS corrections spreadsheet    |                                                      |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected one (1) common place in McCully                                    |                                                      |
|                                                                                        | 7/20/2015                        |                    | Updated name for one (1) common place in McCully per the GIS corrections spreadsheet   |                                                      |
|                                                                                        | 7/17/2015                        |                    | Spatially corrected forty-two (42) common places in Ewa Beach                          |                                                      |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected fifty-one (51) common places in Ewa Beach                          |                                                      |
|                                                                                        | 7/16/2015                        |                    | Added one (1) new common place in Ewa Beach                                            |                                                      |
|                                                                                        |                                  | 07/10/15           |                                                                                        |                                                      |
|                                                                                        |                                  | 7/7/2015           |                                                                                        | Added one (1) new common place in Ewa Beach          |
|                                                                                        |                                  | 7/7/2015           |                                                                                        | Spatially corrected three (3) common places in Maili |
|                                                                                        |                                  | 7/2/2015           |                                                                                        | Spatially corrected one (1) common place in Kaneohe  |
| Police Beats                                                                           |                                  | 07/24/15           |                                                                                        |                                                      |
|                                                                                        | 7/16/2015                        |                    | Corrected Police Beat 551 according to the HPD written Policies and Procedures         |                                                      |
|                                                                                        |                                  | 07/10/15           |                                                                                        |                                                      |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART VII)

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

| OAHU CIVILIAN                                                                          |                                  |                    |                                                                                |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                  |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                |
| Police Beats                                                                           | 7/8/2015                         |                    | Corrected Police Beat 550 according to the HPD written Policies and Procedures |
|                                                                                        | 7/6/2015                         |                    | Corrected Police Beat 384 according to the HPD written Policies and Procedures |
| Police Districts                                                                       |                                  |                    |                                                                                |
|                                                                                        | 7/2/2015                         |                    | Corrected district 5/3 boundary                                                |
| Police Response Areas                                                                  |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
| Police Stations                                                                        |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
| Post Offices                                                                           |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
| Schools                                                                                |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
|                                                                                        |                                  |                    |                                                                                |
| Street Centerlines                                                                     | 7/31/2015                        |                    | Spatially corrected one hundred twenty-eight (128) street segments in Waipahu  |
|                                                                                        | 7/31/2015                        |                    | Corrected range for one (1) street segment in McCully                          |
|                                                                                        | 7/30/2015                        |                    | Split one (1) street segment in Waipahu                                        |
|                                                                                        | 7/30/2015                        |                    | Spatially corrected one hundred thirteen (113) street segments in Waipahu      |
|                                                                                        | 7/29/2015                        |                    | Populated ESN fields for street segments in ESNs 129 & 130                     |
|                                                                                        | 7/29/2015                        |                    | Corrected street name for two (2) street segments in Aiea                      |
|                                                                                        | 7/29/2015                        |                    | Spatially corrected two (2) street segments in Aiea                            |
|                                                                                        | 7/29/2015                        |                    | Spatially corrected forty-four (44) street segments in Waipahu                 |
|                                                                                        | 7/28/2015                        |                    | Spatially corrected seventy-eight (78) street segments in Waipahu              |
|                                                                                        | 7/28/2015                        |                    | Split two (2) street segments in Waipahu                                       |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected ninety-six (96) street segments in Iroquois                |
|                                                                                        |                                  | 07/24/15           |                                                                                |
|                                                                                        | 7/24/2015                        |                    | Populated ESN fields for street segments in ESNs 131, 132, 152, 153            |
|                                                                                        | 7/24/2015                        |                    | Spatially corrected eleven (11) street segments in Iroquois                    |
|                                                                                        | 7/24/2015                        |                    | Split one (1) segment of Acacia Rd at the Pearl City/Manana community boundary |
|                                                                                        | 7/22/2015                        |                    | Added street ranges to eighteen (18) street segments in Kapolei                |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 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.

| OAHU CIVILIAN                                                                          |                                  |                    |                                                                                               |                                                                                          |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                                 |                                                                                          |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                               |                                                                                          |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                               |                                                                                          |
| Street Centerlines                                                                     | 7/22/2015                        |                    | Split nine (9) street segments in Ewa Beach                                                   |                                                                                          |
|                                                                                        | 7/22/2015                        |                    | Added twenty-six (26) ingresses in Ewa Beach                                                  |                                                                                          |
|                                                                                        | 7/20/2015                        |                    | Split two (2) street segments in Hawaii Kai                                                   |                                                                                          |
|                                                                                        | 7/20/2015                        |                    | Added one (1) new street segment in Hawaii Kai per the GIS corrections spreadsheet            |                                                                                          |
|                                                                                        | 7/20/2015                        |                    | Corrected street name for two (2) street segments in Aiea per the GIS corrections spreadsheet |                                                                                          |
|                                                                                        | 7/17/2015                        |                    | Added twelve (12) ingresses in Ewa Beach                                                      |                                                                                          |
|                                                                                        | 7/17/2015                        |                    | Split one (1) segment of Ft Weaver Rd in Ewa Beach                                            |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Deleted two (2) segments of Ala Napunani in Moanalua V                                        |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Corrected one way code for four (4) street segments in Moanalua V                             |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Split one (1) segment of White Plains St in Kalaeloa                                          |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected three (3) street segments in Salt Lake                                    |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Split two (2) segments of Ala Kapuna in Moanalua V                                            |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected nineteen (19) street segments in Moanalua V                               |                                                                                          |
|                                                                                        | 7/16/2015                        |                    | Split one (1) segment of Kaimalie St in Ewa Beach                                             |                                                                                          |
|                                                                                        | 7/15/2015                        |                    | Consolidated four (4) street segments in Ewa Beach                                            |                                                                                          |
|                                                                                        | 7/15/2015                        |                    | Added forty-nine (49) street segments in Ewa Beach                                            |                                                                                          |
|                                                                                        | 7/14/2015                        |                    | Split two (2) street segments in Ewa Beach                                                    |                                                                                          |
|                                                                                        | 7/14/2015                        |                    | Added one hundred sixteen (116) ingresses in Ewa Beach                                        |                                                                                          |
|                                                                                        | 7/13/2015                        |                    | Added fifty-four (54) ingresses in Ewa Beach                                                  |                                                                                          |
|                                                                                        | 7/13/2015                        |                    | Split one (1) segment of Hoomahana St in Ewa Beach                                            |                                                                                          |
|                                                                                        |                                  | 07/10/15           |                                                                                               |                                                                                          |
|                                                                                        | 7/10/2015                        |                    |                                                                                               | Added nineteen (19) new street segments in Ewa Beach                                     |
|                                                                                        | 7/9/2015                         |                    |                                                                                               | Consolidated two (2) segments of Kapolei Pkwy in Ewa Beach                               |
|                                                                                        | 7/9/2015                         |                    |                                                                                               | Split four (4) street segments in Ewa Beach                                              |
|                                                                                        | 7/9/2015                         |                    |                                                                                               | Added thirty-one (31) new street segments in Ewa Beach                                   |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Corrected one-way code for seven (7) street segments in Mapunapuna                       |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Corrected one-way code for eleven (11) street segments in Moanalua V                     |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Corrected one-way code for four (4) street segments in Salt Lake                         |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Spatially corrected two (2) street segments at the Aliamanu/Salt Lake community boundary |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Spatially corrected two (2) street segments at the Aliamanu/Aiea community boundary      |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Spatially corrected seven (7) street segments in Salt Lake                               |
|                                                                                        | 7/8/2015                         |                    |                                                                                               | Spatially corrected six (6) street segments in Aliamanu                                  |
|                                                                                        | 7/7/2015                         |                    |                                                                                               | Consolidated two (2) segments of Arizona Rd in Ewa Beach                                 |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART IX)

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

| OAHU CIVILIAN                                                                          |                                  |                    |                                                                                    |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                      |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                    |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                    |
| Street Centerlines                                                                     | 7/7/2015                         |                    | Deleted one (1) segment of Ft Weaver Rd in Ewa Beach                               |
|                                                                                        | 7/7/2015                         |                    | Deleted seven (7) street segments in Ewa Beach                                     |
|                                                                                        | 7/7/2015                         |                    | Split four (4) street segments in Ewa Beach                                        |
|                                                                                        | 7/7/2015                         |                    | Added six (6) new street segments in Ewa Beach                                     |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected fifty-one (51) street segments in Ewa Beach                    |
|                                                                                        | 7/6/2015                         |                    | Spatially corrected seventeen (17) street segments in Ewa Beach                    |
|                                                                                        | 7/2/2015                         |                    | Corrected parity for two (2) segments of Hui OO Pl in Kaneohe                      |
|                                                                                        | 7/2/2015                         |                    | Consolidated two (2) segments of Center Dr in Hale Moku                            |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected two (2) street segments at the Aiea/Airport community boundary |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected two (2) street segments in Aiea                                |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected four (4) street segments in Airport                            |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected nine (9) street segments in Hale Moku                          |
|                                                                                        | 7/1/2015                         |                    | Spatially corrected fifty-three (53) street segments in Ewa Beach                  |
| Subdivisions                                                                           |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
| Tow Jurisdictions                                                                      |                                  |                    |                                                                                    |
|                                                                                        | 7/6/2015                         |                    | Corrected tow zone 3/5 boundary                                                    |
|                                                                                        |                                  |                    |                                                                                    |
| Tsunami Evacuation Zones                                                               |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
| Tsunami Heights                                                                        |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
| Waste Water Plants                                                                     |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
|                                                                                        |                                  |                    |                                                                                    |
| WSP Cell Sectors                                                                       | 7/30/2015                        |                    | Per VZW CRS                                                                        |
|                                                                                        | 7/29/2015                        |                    | Per VZW CRS                                                                        |
|                                                                                        | 7/27/2015                        |                    | Per ATT CRS                                                                        |
|                                                                                        |                                  | 07/24/15           |                                                                                    |
|                                                                                        |                                  | 07/10/15           |                                                                                    |
|                                                                                        | 7/9/2015                         |                    | Per SPPCS CRS                                                                      |
|                                                                                        | 7/6/2015                         |                    | Per VZW CRS                                                                        |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 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.*

| OAHU CIVILIAN                                                                          |                                  |                    |               |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|---------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                    |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |               |
| WSP Cell Towers                                                                        | 7/30/2015                        |                    | Per VZW CRS   |
|                                                                                        | 7/29/2015                        |                    | Per VZW CRS   |
|                                                                                        | 7/27/2015                        |                    | Per ATT CRS   |
|                                                                                        |                                  | 07/24/15           |               |
|                                                                                        |                                  | 07/10/15           |               |
|                                                                                        | 7/9/2015                         |                    | Per SPPCS CRS |
|                                                                                        | 7/6/2015                         |                    | Per VZW CRS   |



# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVE

### GIS KEY ACTIVITIES/UPDATES

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

| Date      | Key Activities/Updates                                                                                                                                                                                                                                    |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7/27/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                              |
| 7/24/2015 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD                                                                                                                                                                 |
| 7/24/2015 | Street Centerlines, Address Points, Display Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas to HFD, EMS, and Ocean Safety for TriTech CAD                                                                          |
| 7/24/2015 | 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 |
| 7/20/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                              |
| 7/13/2015 | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                              |
| 7/10/2015 | Street Centerlines, Common Places, Police Beats, MSAG Communities to HPD for Motorola CAD                                                                                                                                                                 |
| 7/10/2015 | Street Centerlines, Address Points, Display Address Points, Fire Response Areas, Medic Response Areas, Ocean Safety Response Areas to HFD, EMS, and Ocean Safety for TriTech CAD                                                                          |
| 7/10/2015 | 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 |
| 7/6/2015  | Cell Towers and Cell Sectors for GeoComm at HPD, HFD and EMS                                                                                                                                                                                              |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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## 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.

There were no updates during the month of July 2015 to report.

## POLICE BEATS CORRECTIONS

### Background

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

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

### Status to Date

Based on HPD PMT's confirmation, Akimeka continued to make corrections to the Police Beats during the month of July 2015. Akimeka corrected boundaries for three (3) Police Beats (384, 550, and 551) and performed routine maintenance on several other Police Beat boundaries.

### Upload Process

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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## ESN PROJECT

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

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

| MSAG<br>COMMUNITY | MSAG COMMUNITY ESN PROJECT continued |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
|-------------------|--------------------------------------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------|--------|-------------------|-----------------------|
|                   | TARGET<br>START DATE                 | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | ESN # | Status | NOTES<br>COMMENTS | TOTAL MSAG<br>RECORDS |
| Airport           | 08/10/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Catlin Pk         | 08/11/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Miller Pk         | 08/11/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Halsey T          | 08/11/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Radford T         | 08/11/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Salt Lake         | 08/12/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Mapunapuna        | 08/13/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Moanaloa V        | 08/14/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Kalihi            | 08/17/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Nuuanu            | 08/26/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Punchbowl         | 08/31/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Downtown          | 09/02/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Kakaako           | 09/02/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Ala Moana         | 09/03/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Honolulu          | 09/04/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Makiki            | 09/08/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Manoa             | 09/10/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| McCully           | 09/16/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Kahala            | 09/18/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Kapahulu          | 09/22/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Kaimuki           | 09/23/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Waialae           | 09/29/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Aina Haina        | 10/01/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Waikiki           | 10/05/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |
| Hawaii Kai        | 10/07/15                             |       |        |       |        |       |        |       |        |       |        |       |        |                   |                       |

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPFLEX DEPLOYMENT

During the month of July 2015, Intrado moved forward with set schedule for MapFlex implementation for the Oahu PSAPs. The implementation primarily consisted of installations, server configuration etc. and did not include any requests for GIS data or upload procedures.

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

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
  - a. **Hawaii County** – July 7<sup>th</sup> and July 21<sup>st</sup>
  - b. **Maui County** – July 8<sup>th</sup> and July 22<sup>nd</sup>
  - c. **Kauai County** – July 9<sup>th</sup> and July 23<sup>rd</sup>

With regards to the Honolulu MapFlex implementation, there were some issues identified during the month of July 2015 pertaining to the Lat/Long information that was being delivered through the ANI/ALI on the VIPER.

On July 9<sup>th</sup>, 2015, HFD had notified Akimeka that during training with Intrado on the MapFlex system, they had identified inconsistent and non-standardized Lat/Long coordinates being delivered to the MapFlex. According to Intrado trainer, the MapFlex is hard coded to look for Lat/Longs first in the delivered ANI/ALI, using the MSAG Address as a secondary location in the case a Lat/Long does not exist.

1. For this issue, HFD had pulled a few MIS reports in hopes to identify a source of the issue. Included with this, was a MIS report for Maui County showing that their Lat/Longs were being delivered correctly in a correct decimal degree format.
  - a. Akimeka reviewed these reports and confirmed that the Lat/Longs in the MIS reports for Honolulu were not accurate or in a proper decimal degree format. This information was not coming from any of the GIS layers that were provided by Akimeka for the MapFlex. Akimeka confirmed that all point GIS layers that had Lat/Long fields were correctly formatted when provided for installation.
  - b. Akimeka reviewed the MIS report for Maui County and identified that these were correctly plotting and were using a proper decimal degree Lat/Long. Akimeka identified that the Lat/Long information was not coming from the ANI/ALI, because they were exactly matching with locations of Address Points provided by Akimeka. This indicates that the MapFlex does address matching with the ANI/ALI in the address field, however centers on the Address Point based on the Lat/Long and it is later produced in the MIS report.
2. Throughout July 2015, Intrado researched the root of the issue and on July 23<sup>rd</sup> it was identified by HFD that the Lat/Longs were being delivered correctly and plotting in the correct locations. One of Intrado's trainers followed up to report that the issue was purely driven from PowerMap and its default coordinate system. If the PowerMap system had been using a default coordinate system supporting decimal degree format, the issue would not have occurred. Settings were changed within the MapFlex and the issue was resolved. Throughout the remainder of July 2015, there were no further issues reported with this.

## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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### POWER911 (VIPER) UPDATE

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

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

### 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

July 1, 2015 - July 31, 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 on June 23, 2015 and July 7, 2015.

| Street Utility Check        |                          |           |          |                            |
|-----------------------------|--------------------------|-----------|----------|----------------------------|
|                             | First Report<br>06/01/13 | 6/23/2015 | 7/7/2015 | Improvements/Corrections   |
| Total Number of GIS Records | 26,602                   | 28,129    | 28,201   | Increased by 72 records    |
| Errors Identified           |                          |           |          |                            |
| Zero Errors                 | 5,112                    | 458       | 458      | No Change                  |
| 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                    | 2         | 0        | Decreased by 2 error       |
| Address Overlap Errors      | 423                      | 4         | 0        | Increased by 4 errors      |
| Flipped Link Errors         | 1,030                    | 520       | 527      | Increased by 1% (7 errors) |
| Total Errors                | 9,303                    | 984       | 985      | Increased by .1% (1 error) |

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.



## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

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

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

The database synchronization effort included comparing Oahu Civilian's 9-1-1 MSAG received from the 911 Database provider, Intrado on July 1, 2015, against the PSAP's 911 GIS Street Centerline data. A total number of **7,597** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2015 for the Oahu Civilian PSAP are reported below.

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

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## AUDIT SUMMARY RESULTS – 2015

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                        | Notes | As of October 1, 2014        |       | As of January 1, 2015       |       | As of April 1, 2015         |       | As of July 1, 2015          |       |
|----------------------------------------------------------------------------------------|-------|------------------------------|-------|-----------------------------|-------|-----------------------------|-------|-----------------------------|-------|
|                                                                                        |       | 9-1-1 MSAG<br>Dated 10-01-14 |       | 9-1-1 MSAG<br>Dated 1-01-15 |       | 9-1-1 MSAG<br>Dated 4-01-15 |       | 9-1-1 MSAG<br>Dated 7-01-15 |       |
|                                                                                        |       | # of<br>Records              | %     | # of<br>Records             | %     | # of<br>Records             | %     | # of<br>Records             | %     |
| Total 9-1-1 MSAG Records Reviewed                                                      |       | 7,524                        |       | 7,525                       |       | 7,541                       |       | 7,597                       |       |
| Less: 9-1-1 MSAG Exception Records                                                     | (1)   | 11                           | 0.1%  | 27                          | 0.4%  | 42                          | 0.6%  | 40                          | 0.5%  |
| Net 9-1-1 MSAG Records Eligible for Comparison                                         |       | 7,513                        |       | 7,498                       |       | 7,499                       |       | 7,557                       |       |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG -- GIS Match -- No Corrections Required) |       | 7,474                        | 99.5% | 7,476                       | 99.7% | 7,475                       | 99.7% | 7,547                       | 99.9% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required                                 | (2)   | 19                           | 0.3%  | 6                           | 0.1%  | 21                          | 0.3%  | 6                           | 0.1%  |
| 9-1-1 MSAG Record With No Matching GIS Record                                          | (3)   | 20                           | 0.3%  | 16                          | 0.2%  | 3                           | 0.0%  | 4                           | 0.1%  |
| Total 9-1-1 MSAG Records No Match                                                      |       | 39                           | 0.5%  | 22                          | 0.3%  | 24                          | 0.3%  | 10                          | 0.1%  |

**Objective:** NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the City & County of Honolulu (Civilian PSAPs) was completed as scheduled. The match rate improved from April 2015 with a 99.7% Match Rate to a 99.9% Match Rate as of July 2015

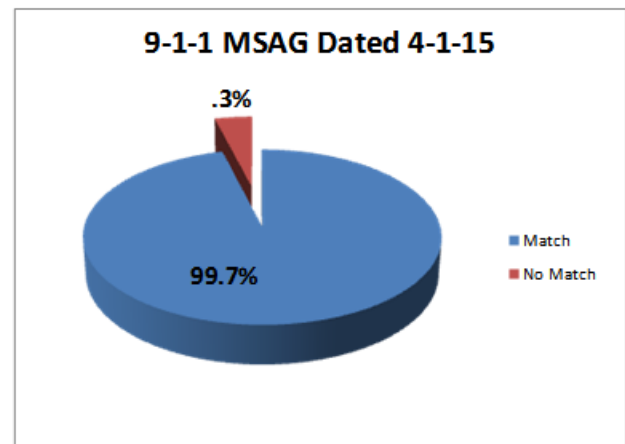
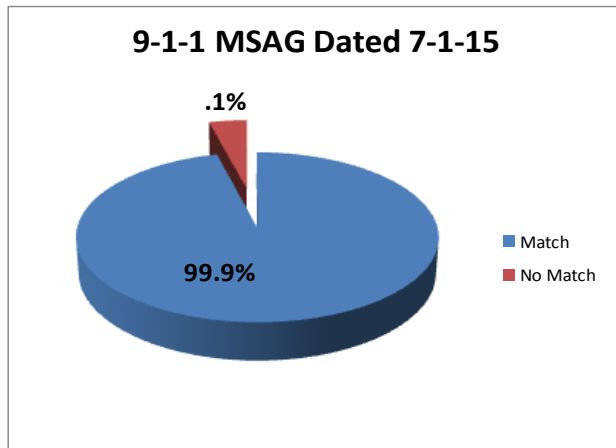
### NOTES:

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

# Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## AUDIT SUMMARY RESULTS – JULY 1, 2015 MSAG VS. APRIL 1, 2015 MSAG



**Oahu Civilian's level of accuracy or 9-1-1 Match percentage improved with a**

**99.9% as of July 1, 2015 compared to 99.7% as of April 1, 2015.**

**The majority of the remaining MSAG and GIS discrepancies are in the**

**Honolulu MSAG Community.**

- ❖ As agreed between HPD PMT and Akimeka, Akimeka would initially focus on the existing MSAG and GIS records to produce a match which will benefit the PSAP in the interim.
- ❖ This effort would not include the MSAG Communities project to implement the new MSAG Communities and associated GIS Street Centerlines. This would be handled as a separate project as identified and agreed to.
- ❖ As a result of the MSAG Community and Street Segment Sweep project, the majority of the remaining discrepancies resides in the Honolulu MSAG Community and will be addressed during the Phase V effort.
- ❖ The previously completed MSAG Communities as a result of the MSAG Community and Street Segment Sweep project are now considered part of ongoing maintenance.
- ❖ "MSAG - GIS Minor Corrections" decreased by **71%** (21 to 6) from April 2015 to July 2015. Low and high address ranges, odd/even combines, and street suffixes were adjusted in the MSAG to correspond with the GIS record. Although identified as a minor correction, customer telephone numbers (TNs) must be validated in 9-1-1Net prior to correcting the MSAG record to ensure the correction will not result in an orphan ALI Record or TN Fall-out.

## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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### AUDIT SUMMARY RESULTS – JULY 1, 2015 VS. APRIL 1, 2015 MSAG CONTINUED

- ❖ “MSAG Record With No GIS Record” increased from 3 to 4 from April 2015 to July 2015 respectively. MSAG records with no matching record were due primarily to the verification of the MSAG records against multiple GIS databases to determine if the roads are existing within City and County Honolulu. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the October 2015 re-analysis.
- ❖ “GIS MSAG Records With No Matching E9-1-1 MSAG Record” remained the same (5 to 5) from April 2015 to July 2015. Records with no matching record was due primarily to the verification of the MSAG records against the single source 9-1-1 GIS databases created by Akimeka from the multiple public safety agencies’ databases to determine if the roads exist within City & County of Honolulu and Military bases GIS records. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the October 2015 re-analysis.
- ❖ “GIS –Minor Corrections” decreased by **68%** (22 to 7) from April 2015 to July 2015. Low and high address ranges, street suffixes, and MSAG Community were adjusted in the GIS database to correspond with the MSAG record. Akimeka will research the discrepancy and ensure they are processed in 9-1-1Net prior to the October 2015 re-analysis.
- ❖ A constant effort to keep the databases synchronized and maintained are required to improve the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.

## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

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

Results of the Oahu Civilian data provided are as follows:

| OAHU<br>CIVILIAN | Invalid MSAG Records      |                                       |                           |                                       |                           |                                       |
|------------------|---------------------------|---------------------------------------|---------------------------|---------------------------------------|---------------------------|---------------------------------------|
|                  | 9-1-1 MSAG Dated 01-01-15 |                                       | 9-1-1 MSAG Dated 04-01-15 |                                       | 9-1-1 MSAG Dated 07-01-15 |                                       |
|                  | Number of<br>Records      | % of Total<br>Invalid MSAG<br>Records | Number of<br>Records      | % of Total<br>Invalid MSAG<br>Records | Number of<br>Records      | % of Total<br>Invalid MSAG<br>Records |
| <b>ESN 199</b>   | <b>193</b>                | <b>2.5%</b>                           | <b>154</b>                | <b>2.0%</b>                           | <b>143</b>                | <b>1.8%</b>                           |

These invalid MSAG records represent **1.8%** of the Total MSAG records for the City & County of Honolulu as of the July 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

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

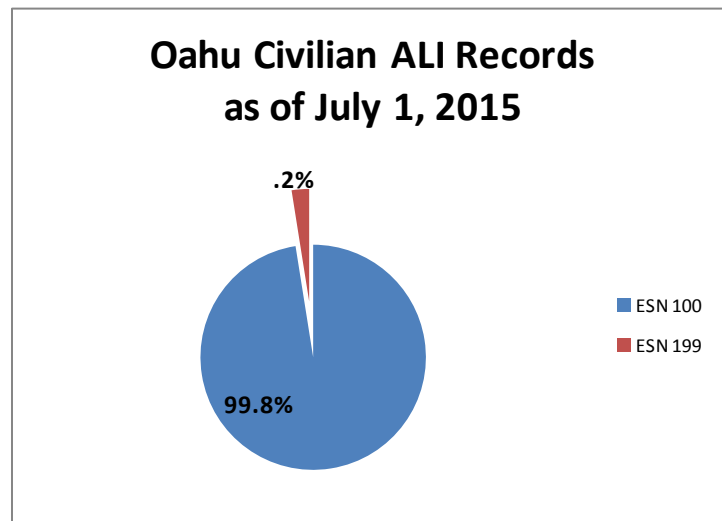
## Oahu Civilian E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for the City & County of Honolulu (Oahu Civilian). As of July 1, 2015, there are **770** ALI records with an assigned ESN of 199, representing **.2%** of the City & County of Honolulu (Oahu Civilian) total ALI records.

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



The number of Ali records with an ESN 199 records decreased by **19%** (954 to 770) from April 2015 to July 2015 respectively. The decrease was due primarily to Akimeka's effort to identify the invalid MSAG records and verify their correct locations against current County GIS data.

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

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

# Maui County E9-1-1 Status Report

*July 1, 2015 – July 31, 2015*



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

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## PSAP OPERATIONS

### 9-1-1 CALL VOLUME MAUI PSAP – JULY 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 |
| JULY              | 12,129                      | 2,378                 | 19.61%           | 8,004                 | 65.99%           | 59.86%                   | 40.14%                   | 326               | 2.69%            | 12                       | 0.10%            | 0                  | 0.00%            | 1,409                  | 11.62%           | 0           | 0.00%            |

### CALL VOLUME MAUI PSAP NOTES:

\*Calls with no Ali 0.10% - Statewide average = 0.29%

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

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI PSAP         |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2015              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 11,904                      | 2,411                 | 20.25%           | 7,697                 | 64.66%           | 61.96%                   | 38.04%                   | 277               | 2.33%            | 13                       | 0.11%            | 0                  | 0.00%            | 1,506                  | 12.65%           | 0           | 0.00%            |
| FEB               | 10,934                      | 2,340                 | 21.40%           | 6,977                 | 63.81%           | 63.15%                   | 36.85%                   | 255               | 2.33%            | 20                       | 0.18%            | 0                  | 0.00%            | 1,342                  | 12.27%           | 0           | 0.00%            |
| MAR               | 11,628                      | 2,451                 | 21.84%           | 7,479                 | 64.32%           | 63.14%                   | 36.86%                   | 307               | 2.64%            | 13                       | 0.11%            | 0                  | 0.00%            | 1,378                  | 11.85%           | 0           | 0.00%            |
| APR               | 11,486                      | 2,204                 | 19.19%           | 7,507                 | 65.36%           | 61.78%                   | 38.22%                   | 262               | 2.28%            | 20                       | 0.17%            | 0                  | 0.00%            | 1,493                  | 13.00%           | 0           | 0.00%            |
| MAY               | 11,182                      | 2,368                 | 21.18%           | 7,181                 | 64.22%           | 60.66%                   | 39.34%                   | 266               | 2.38%            | 18                       | 0.16%            | 0                  | 0.00%            | 1,349                  | 12.06%           | 0           | 0.00%            |
| JUNE              | 11,573                      | 2,261                 | 19.54%           | 7,599                 | 65.66%           | 59.36%                   | 40.64%                   | 287               | 2.48%            | 47                       | 0.41%            | 0                  | 0.00%            | 1,379                  | 11.92%           | 0           | 0.00%            |
| JULY              | 12,129                      | 2,378                 | 19.61%           | 8,004                 | 65.99%           | 59.86%                   | 40.14%                   | 326               | 2.69%            | 12                       | 0.10%            | 0                  | 0.00%            | 1,409                  | 11.62%           | 0           | 0.00%            |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 80,836                      | 16,413                |                  | 52,444                |                  |                          |                          | 1,980             |                  | 143                      |                  | 0                  |                  | 9,856                  |                  | 0           |                  |
| MON AVG           | 11,548                      | 2,345                 | 20.43%           | 7,492                 | 64.86%           | 61.42%                   | 38.58%                   | 283               | 2.45%            | 20                       | 0.18%            | 0                  | 0.00%            | 1,408                  | 12.20%           | 0.00        | 0.00%            |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 9-1-1 CALL VOLUME MOLOKAI PSAP – JULY 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 |
| JULY              | 359                         | 127                   | 35.38%           | 190                   | 52.92%           | 48.95%                   | 51.05%                   | 1                 | 0.28%            | 3                        | 0.84%            | 0                  | 0.00%            | 38                     | 10.58%           | 0           | 0.00%            |

## CALL VOLUME MOLOKAI PSAP NOTES:

\*Calls with no Ali 0.84% - Statewide average = 1.24%

## 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               | 470                         | 191                   | 40.64%           | 224                   | 47.66%           | 60.27%                   | 39.73%                   | 0                 | 0.00%            | 2                        | 0.43%            | 0                  | 0.00%            | 53                     | 11.28%           | 0           | 0.00%            |
| APR               | 295                         | 93                    | 31.53%           | 156                   | 52.88%           | 45.51%                   | 54.49%                   | 1                 | 0.34%            | 13                       | 4.41%            | 0                  | 0.00%            | 32                     | 10.85%           | 0           | 0.00%            |
| MAY               | 317                         | 109                   | 34.38%           | 157                   | 49.53%           | 50.96%                   | 49.04%                   | 3                 | 0.95%            | 20                       | 6.31%            | 0                  | 0.00%            | 28                     | 8.83%            | 0           | 0.00%            |
| JUNE              | 359                         | 99                    | 27.58%           | 225                   | 62.67%           | 55.56%                   | 44.44%                   | 1                 | 0.28%            | 2                        | 0.56%            | 0                  | 0.00%            | 32                     | 8.91%            | 0           | 0.00%            |
| JULY              | 359                         | 127                   | 35.38%           | 190                   | 52.92%           | 48.95%                   | 51.05%                   | 1                 | 0.28%            | 3                        | 0.84%            | 0                  | 0.00%            | 38                     | 10.58%           | 0           | 0.00%            |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 2,526                       | 930                   |                  | 1,269                 |                  |                          |                          | 6                 |                  | 44                       |                  | 0                  |                  | 277                    |                  | 0           |                  |
| MON AVG           | 361                         | 133                   | 36.47%           | 181                   | 50.40%           | 52.61%                   | 47.39%                   | 0.86              | 0.26%            | 6                        | 1.95%            | 0                  | 0.00%            | 39.571                 | 10.92%           | 0           | 0.00%            |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 9-1-1 CALL VOLUME (COMBINED MAUI & MOLOKAI PSAPS) – JULY 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 |
| JULY              | 12,488                      | 2,505                 | 20.06%           | 8,194                 | 65.61%           | 59.60%                   | 40.40%                   | 327               | 2.62%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,447                  | 11.59%           | 0           | 0.00%            |

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

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| MAUI COUNTY PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2015              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other Calls | % of Total Calls |
| JAN               | 12,275                      | 2,563                 | 20.88%           | 7,873                 | 64.14%           | 61.73%                   | 38.27%                   | 277               | 2.26%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,547                  | 12.60%           | 0           | 0.00%            |
| FEB               | 11,904                      | 2,499                 | 22.14%           | 7,118                 | 63.05%           | 63.00%                   | 37.00%                   | 255               | 2.26%            | 22                       | 0.19%            | 0                  | 0.00%            | 1,395                  | 12.36%           | 0           | 0.00%            |
| MAR               | 12,098                      | 2,642                 | 21.84%           | 7,703                 | 63.67%           | 63.05%                   | 36.95%                   | 307               | 2.54%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,431                  | 11.83%           | 0           | 0.00%            |
| APR               | 11,781                      | 2,297                 | 19.50%           | 7,663                 | 65.05%           | 61.45%                   | 38.55%                   | 263               | 2.23%            | 33                       | 0.28%            | 0                  | 0.00%            | 1,525                  | 12.94%           | 0           | 0.00%            |
| MAY               | 11,499                      | 2,477                 | 21.54%           | 7,338                 | 63.81%           | 60.45%                   | 39.55%                   | 269               | 2.34%            | 38                       | 0.33%            | 0                  | 0.00%            | 1,377                  | 11.97%           | 0           | 0.00%            |
| JUNE              | 11,932                      | 2,360                 | 19.78%           | 7,824                 | 65.57%           | 59.25%                   | 40.75%                   | 288               | 2.41%            | 49                       | 0.41%            | 0                  | 0.00%            | 1,411                  | 11.83%           | 0           | 0.00%            |
| JULY              | 12,488                      | 2,505                 | 20.06%           | 8,194                 | 65.61%           | 59.60%                   | 40.40%                   | 327               | 2.62%            | 15                       | 0.12%            | 0                  | 0.00%            | 1,447                  | 11.59%           | 0           | 0.00%            |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 83,977                      | 17,343                |                  | 53,713                |                  |                          |                          | 1,986             |                  | 187                      |                  | 0                  |                  | 10,133                 |                  | 0           |                  |
| MON AVG           | 11,997                      | 2,478                 | 20.82%           | 7,673                 | 64.42%           | 61.22%                   | 38.78%                   | 284               | 2.38%            | 27                       | 0.23%            | 0.00               | 0.00%            | 1,448                  | 12.09%           | 0           | 0.00%            |

### PSAP OPERATION NOTES:

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

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>2015 YTD (year to date) percentage of Wireless 911 calls:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <b>Statewide average of Wireless 911 calls = 67.51%*</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| <b>How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.                                                                                                                                                                                                                                                                                                                                                                            |  |
| The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.                                                                                                                                                                                                                                                                                                                                                               |  |
| When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling. |  |
| Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| * Statewide averages does <b>not</b> include the Military 911 Call Volumes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| ** Source :CTIA ..Cellular Telephone Industries Association : <a href="http://wireless911.com/">http://wireless911.com/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

## WIRELESS PSAP TESTING – JULY 2015

| MAUI COUNTY - JULY 2015 |        |              |                |            |                |                                    |
|-------------------------|--------|--------------|----------------|------------|----------------|------------------------------------|
| Date                    | WSP    | Sites Tested | Sectors Tested | Tested By: | Test Pass/Fail | Comments:                          |
| 7/23/2015               | Sprint | 1            | 1              | Maui PSAP  | Fail           | Sprint Tower not ready             |
| 7/24/2015*              | Sprint | 1            | 1              | Maui PSAP  | Pass           | After delays and several 911 calls |
|                         |        |              |                |            |                |                                    |

### NOTES:

- There was one (1) scheduled Wireless 911 Test in July 2015 for the Maui and Molokai PSAPs.
- \* Test was re-scheduled due to Vendor difficulties.

## Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JULY 2015

| MAUI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015           | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JULY           | 15                 | 12     | 0        | 1      | 2      | 0     | 290                         |

### MSAG CURRENT MONTH NOTES:

A total of 223 MSAG transactions were processed in 9-1-1 Net during the month of July 2015. Fifteen (15) requests were processed relating to the MSAG database, and **208** requests relating to the ALI database (see ALI Transaction chart on next page). There were 290 customer ANI/ALI (telephone/address) records updated as a direct result.

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

| MAUI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015           | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY        | 25                 | 6      | 1        | 4      | 14     | 0     | 102                         |
| FEBRUARY       | 26                 | 18     | 0        | 5      | 3      | 0     | 93                          |
| MARCH          | 12                 | 4      | 1        | 6      | 1      | 0     | 237                         |
| APRIL          | 21                 | 7      | 1        | 11     | 2      | 0     | 157                         |
| MAY            | 25                 | 19     | 1        | 3      | 2      | 0     | 257                         |
| JUNE           | 4                  | 0      | 0        | 2      | 1      | 1     | 71                          |
| JULY           | 15                 | 12     | 0        | 1      | 2      | 0     | 290                         |
| AUGUST         |                    |        |          |        |        |       |                             |
| SEPTEMBER      |                    |        |          |        |        |       |                             |
| OCTOBER        |                    |        |          |        |        |       |                             |
| NOVEMBER       |                    |        |          |        |        |       |                             |
| DECEMBER       |                    |        |          |        |        |       |                             |
| TOTAL YTD      | 128                | 66     | 4        | 32     | 25     | 1     | 1,207                       |
| AVG PER MONTH  | 18                 | 9      | 1        | 5      | 4      | 0     | 172                         |

## Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – JULY 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 |
| JULY        | 208   | 208                        | 0          | 0           | 943                                             | 0      | 0       |

| Definitions                                                                                                                                                                                                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| (A) <b>Telephone Number Change Request</b> - 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) <b>Automatic Location Information Discrepancy Record</b> - Represents an address discrepancy discovered during a live 9-1-1 call, from a landline. These record corrections are treated with a higher priority and should be processed within 48 hours as a general guideline.                                                                      |
| (C) <b>Voice over Internet Protocol Discrepancy Record</b> - 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:

**208** Telephone Number Change Requests (TN CR) transactions were processed as a result of the ESN 399 clean-up effort. There were no ALI Discrepancy Request (ALI DR) processed in 9-1-1 Net.

### OPEN DISCREPANCY RECORDS STATUS:

- **There are 943 Open TN CR Transactions as of July 31, 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 July 31, 2015**

**There are no Open VoIP DRs as of July 31, 2015**



## Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

| MAUI<br>COUNTY   |       | 9-1-1 NET REQUESTS         |        |         |                                                    |        |         |
|------------------|-------|----------------------------|--------|---------|----------------------------------------------------|--------|---------|
|                  |       | ALI TRANSACTIONS SUBMITTED |        |         | Open Discrepancy Records<br>as of Report Month End |        |         |
| 2015             | TOTAL | TN CR                      | ALI-DR | VoIP DR | TN CR                                              | ALI-DR | VoIP DR |
| JAN              | 92    | 91                         | 1      | 0       | 343                                                | 0      | 0       |
| FEB              | 45    | 44                         | 1      | 0       | 340                                                | 0      | 0       |
| MAR              | 215   | 212                        | 2      | 1       | 447                                                | 1      | 0       |
| APR              | 130   | 129                        | 1      | 0       | 446                                                | 0      | 0       |
| MAY              | 265   | 265                        | 0      | 0       | 577                                                | 0      | 0       |
| JUNE             | 226   | 226                        | 0      | 0       | 735                                                | 0      | 0       |
| JULY             | 208   | 208                        | 0      | 0       | 943                                                | 0      | 0       |
| AUG              |       |                            |        |         |                                                    |        |         |
| SEPT             |       |                            |        |         |                                                    |        |         |
| OCT              |       |                            |        |         |                                                    |        |         |
| NOV              |       |                            |        |         |                                                    |        |         |
| DEC              |       |                            |        |         |                                                    |        |         |
| TOTAL YTD        | 1,181 | 1,175                      | 5      | 1       |                                                    |        |         |
| AVG PER<br>MONTH | 169   | 168                        | 1      | 0       |                                                    |        |         |

## Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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<br>(Telephone Number Change Request (TNCR) Status) |                                                  |                                                      |                                                 |                                |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------|-------------------------------------------------|--------------------------------|
| PSAP                                                                                                   | TOTAL TNCR<br>RECORDS<br>SUBMITTED BY<br>AKIMEKA | OPENED TNCRS<br>PENDING FURTHER<br>ACTION BY INTRADO | OPENED TNCRS<br>REFERRED TO<br>TELCO BY INTRADO | TOTAL UNOPENED<br>TNCR RECORDS |
| MAUI                                                                                                   | 639                                              | 66                                                   | 47                                              | 526                            |
| MOLOKAI                                                                                                | 304                                              | 18                                                   | 19                                              | 267                            |
| TOTAL                                                                                                  | 943                                              | 84                                                   | 66                                              | 793                            |

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

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

### MAPPING LAYERS UPDATED (PART I)

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

| MAUI COUNTY                                                                            |                                  |                    |                                                                            |                                                                 |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|----------------------------------------------------------------------------|-----------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                              |                                                                 |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                            |                                                                 |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                            |                                                                 |
| Address Points                                                                         | 7/31/2015                        |                    | Spatially corrected one hundred thirty-three (133) address points in Kula  |                                                                 |
|                                                                                        | 7/30/2015                        |                    | Added two (2) addresses in Kahului                                         |                                                                 |
|                                                                                        | 7/30/2015                        |                    | Spatially corrected one (1) address in Kahului                             |                                                                 |
|                                                                                        | 7/30/2015                        |                    | Spatially corrected eleven (11) address points in Wailuku                  |                                                                 |
|                                                                                        | 7/30/2015                        |                    | Added one (1) address in Wailuku                                           |                                                                 |
|                                                                                        | 7/30/2015                        |                    | Added seven (7) address points in Kula                                     |                                                                 |
|                                                                                        | 7/30/2015                        |                    | Spatially corrected one hundred eleven (111) address points in Kula        |                                                                 |
|                                                                                        | 7/29/2015                        |                    | Added one (1) address in Kula                                              |                                                                 |
|                                                                                        | 7/29/2015                        |                    | Spatially corrected eighty-four (84) address points in Kula                |                                                                 |
|                                                                                        | 7/28/2015                        |                    | Spatially corrected one hundred seventy-eight (178) address points in Kula |                                                                 |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected sixty-nine (69) address points in Kula                 |                                                                 |
|                                                                                        | 7/24/2015                        |                    | Spatially corrected one (1) address point in Kula                          |                                                                 |
|                                                                                        |                                  | 07/22/15           |                                                                            |                                                                 |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Corrected Location Name for one (1) address in Haiku            |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Added one (1) address in Haiku                                  |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Added one (1) POI address per Maui Dispatch in Hana             |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Added one (1) address in Kaanapali                              |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Assigned House Numbers for two (2) POI address points in Paia   |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Added Location Name for one (1) address in Wailuku              |
|                                                                                        | 7/21/2015                        |                    |                                                                            | Removed MSG for two (2) address points per Maui Dispatch        |
|                                                                                        | 7/14/2015                        |                    |                                                                            | Added eight (8) addresses in Kula                               |
|                                                                                        | 7/14/2015                        |                    |                                                                            | Spatially corrected one (1) address point in Makawao            |
|                                                                                        | 7/14/2015                        |                    |                                                                            | Spatially corrected sixty-three (63) address points             |
|                                                                                        | 7/10/2015                        |                    |                                                                            | Added two (2) addresses in Kula                                 |
|                                                                                        | 7/10/2015                        |                    |                                                                            | Spatially corrected one (1) address point in Kula               |
|                                                                                        | 7/10/2015                        |                    |                                                                            | Spatially corrected one (1) address point in Waihee             |
|                                                                                        | 7/10/2015                        |                    |                                                                            | Added two (2) address points in Lahaina                         |
|                                                                                        |                                  | 07/08/15           |                                                                            |                                                                 |
|                                                                                        | 7/2/2015                         |                    |                                                                            | Spatially corrected forty (40) address points in Pukalani       |
|                                                                                        | 7/2/2015                         |                    |                                                                            | Added one (1) address in Pukalani                               |
|                                                                                        | 7/1/2015                         |                    |                                                                            | Spatially corrected sixty-eight (68) address points in Pukalani |
| Airports                                                                               |                                  |                    |                                                                            |                                                                 |
|                                                                                        |                                  |                    |                                                                            |                                                                 |
|                                                                                        |                                  |                    |                                                                            |                                                                 |
| Bridges                                                                                |                                  |                    |                                                                            |                                                                 |
|                                                                                        |                                  |                    |                                                                            |                                                                 |
|                                                                                        |                                  |                    |                                                                            |                                                                 |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART II)

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

| MAUI COUNTY                                                                            |                                  |                    |                                                                                        |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|----------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                          |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                        |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                        |
| Building Footprints                                                                    |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Bus Stops                                                                              |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Churches                                                                               |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Coastal Names                                                                          |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Coastline                                                                              |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Common Places                                                                          |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Correctional Facilities                                                                |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Emergency Callboxes                                                                    |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Emergency Operation Centers                                                            |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Emergency Shelters                                                                     |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| ESZ/ESN                                                                                | 7/14/2015                        |                    | Modified boundaries of ESN 322 and 323 to match spatially corrected street centerlines |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
| Fire Beats                                                                             |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |
|                                                                                        |                                  |                    |                                                                                        |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 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 GIS Delivered | Other/Remarks               |
|                                                                                        | Date Created/<br>Edits Performed |                    |                             |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                             |
| Fire Districts                                                                         |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Fire Response Areas                                                                    |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Fire Stations                                                                          |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Food & Beverage                                                                        |                                  | 07/22/15           |                             |
|                                                                                        | 7/13/2015                        |                    | Added eight (8) restaurants |
|                                                                                        |                                  | 07/08/15           |                             |
|                                                                                        | 7/6/2015                         |                    | Removed one (1) restaurant  |
| Gas Stations                                                                           |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Gate Codes                                                                             |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Government Buildings                                                                   |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Harbors                                                                                |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Helipads                                                                               |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Hiking Trails                                                                          |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Hospitals                                                                              |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
| Hydrants                                                                               |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |
|                                                                                        |                                  |                    |                             |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART IV)

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

| MAUI COUNTY                                                                            |                                  |                       |                                                                                             |
|----------------------------------------------------------------------------------------|----------------------------------|-----------------------|---------------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS<br>Delivered | Other/Remarks                                                                               |
|                                                                                        | Date Created/<br>Edits Performed |                       |                                                                                             |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |                                                                                             |
| Hyrdology Layers:<br>Dams<br>Ponds<br>Streams<br>Waterfalls                            |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Incident Response<br>Areas                                                             |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Lodging                                                                                |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Major Roads                                                                            |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Medic Beats                                                                            |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Medic Districts                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Medic Response Areas                                                                   |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Medic Stations                                                                         |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Medical Facilities                                                                     |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| Milepost Markers                                                                       |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
|                                                                                        |                                  |                       |                                                                                             |
| MSAG Communities                                                                       |                                  | 07/22/15              |                                                                                             |
|                                                                                        | 7/17/2015                        |                       | Added Kahoolawe and Molokini                                                                |
|                                                                                        | 7/14/2015                        |                       | Modified boundaries at Pukalani and Makawao to match spatially corrected street centerlines |
|                                                                                        |                                  | 07/08/15              |                                                                                             |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 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.*

| MAUI COUNTY                                                                            |                                  |                    |                                                                                                                                    |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                                                                      |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                                                                    |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                                                                    |
| Net Junctions                                                                          |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Ocean Rescue Boundaries                                                                |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Ocean Safety                                                                           |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Parcels                                                                                |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Parks                                                                                  |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Parks Polygon                                                                          |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Points of Interest                                                                     |                                  | 07/22/15           |                                                                                                                                    |
|                                                                                        | 7/10/2015                        |                    | Added forty-eight (48) POI, spatially corrected three (3) and changed one (1) name                                                 |
|                                                                                        |                                  | 07/08/15           |                                                                                                                                    |
|                                                                                        | 7/6/2015                         |                    | Added twenty-eight (28) POI, spatially corrected eight (8) POI and added telephone numbers for eight (8) POI at Maui Mall, Kahului |
| Police Beats                                                                           | 7/6/2015                         |                    | Removed one (1) restaurant                                                                                                         |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Police Districts                                                                       |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
| Police Response Areas                                                                  |                                  | 07/22/15           |                                                                                                                                    |
|                                                                                        | 7/14/2015                        |                    | Modified boundaries at RA 35, 36, and 38 to match spatially corrected street centerlines                                           |
|                                                                                        |                                  | 07/08/15           |                                                                                                                                    |
| Police Stations                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |
|                                                                                        |                                  |                    |                                                                                                                                    |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 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.*

| MAUI COUNTY                                                                            |                                  |                    |                                                                              |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                              |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                              |
| Post Offices                                                                           |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
| Schools                                                                                |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
| Street Centerlines                                                                     | 7/29/2015                        |                    | Partial spatial correction of three (3) street centerline segments           |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected ten (10) street centerline segments in Kula              |
|                                                                                        | 7/24/2015                        |                    | Spatially corrected nine (9) street centerline segments in Kula              |
|                                                                                        | 7/23/2015                        |                    | Spatially corrected thirteen (13) street centerline segments in Kula         |
|                                                                                        |                                  | 07/22/15           |                                                                              |
|                                                                                        | 7/22/2015                        |                    | Modified two (2) street centerline ranges in Pukalani                        |
|                                                                                        | 7/22/2015                        |                    | Spatially corrected eight (8) street centerline segments in Kula             |
|                                                                                        | 7/21/2015                        |                    | Spatially corrected thirteen (13) street centerline segments in Kula         |
|                                                                                        | 7/21/2015                        |                    | Modified two (2) street centerline range segments in Kula                    |
|                                                                                        | 7/17/2015                        |                    | Spatially corrected eleven (11) street centerlines in Kula                   |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected ten (10) street centerline segments in Kula              |
|                                                                                        | 7/15/2015                        |                    | Spatially corrected sixteen (16) street centerline segments in Kula          |
|                                                                                        | 7/15/2015                        |                    | Spatially corrected one (1) street centerline segment in Pukalani            |
|                                                                                        | 7/14/2015                        |                    | Spatially corrected twenty (20) street centerlines in Pukalani               |
|                                                                                        | 7/14/2015                        |                    | Added one (1) new street centerline in Kula                                  |
|                                                                                        | 7/13/2015                        |                    | Spatially corrected ten (10) street centerline segments in Pukalani          |
|                                                                                        | 7/13/2015                        |                    | Spatially corrected twelve (12) street centerline segments in Kula           |
|                                                                                        | 7/10/2015                        |                    | Spatially corrected one (1) street centerline segment in Pukalani            |
|                                                                                        | 7/9/2015                         |                    | Spatially corrected twenty (20) street centerline segments in Pukalani       |
|                                                                                        |                                  | 07/08/15           |                                                                              |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected two (2) street centerline segments in Pukalani           |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected seventeen (17) street centerline segments in Pukalani    |
|                                                                                        | 7/1/2015                         |                    | Spatially corrected twenty-seven (27) street centerline segments in Pukalani |
| Subdivisions                                                                           |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
| Tow Jurisdictions                                                                      |                                  |                    |                                                                              |
|                                                                                        | 7/31/2015                        |                    | Added 808 Towing                                                             |
|                                                                                        |                                  |                    |                                                                              |
| Tsunami Evacuation Zones                                                               |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |
|                                                                                        |                                  |                    |                                                                              |



## Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### MAPPING LAYERS UPDATED (PART VII)

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

| MAUI COUNTY                                                                            |                                  |                    |               |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|---------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                    |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |               |
| Tsunami Heights                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Waste Water Plants                                                                     |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| WSP Cell Sectors                                                                       | 7/31/2015                        |                    | Per ATT CRS   |
|                                                                                        |                                  | 07/22/15           |               |
|                                                                                        | 7/15/2015                        |                    | Per VZW CRS   |
|                                                                                        |                                  | 07/08/15           |               |
| WSP Cell Towers                                                                        | 7/31/2015                        |                    | Per ATT CRS   |
|                                                                                        |                                  | 07/22/15           |               |
|                                                                                        | 7/15/2015                        |                    | Per VZW CRS   |
|                                                                                        |                                  | 07/08/15           |               |

#### 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.

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

| Date      | Key Activities/Updates                                                                                                                                                                                                                                              |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7/22/2015 | Delivered the following data for a MapFlex update: Address Points, Food & Beverage, POI, Street Centerlines, WSP Cell Towers, WSP Cell Sectors, and Police Response Areas                                                                                           |
| 7/22/2015 | Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte, .ply and .map which included updated Address Points, POI, Street Centerlines, WSP Cell Towers and Police Response Areas                                               |
| 7/8/2015  | Delivered the following data for MapFlex: Address Points, Lodging, Food & Beverage, POI, Street Centerlines, WSP Cell Towers, WSP Cell Sectors, Police Response Areas, Fire Response Areas, Coastal Names and Churches                                              |
| 7/8/2015  | Delivered the following data for the Intergraph CAD map: Maui Cell Coverage .csv, .str, .rte, .ply and .map which included updated Address Points, Lodging, POI, Street Centerlines, WSP Cell Towers, Police Response Areas, Fire Response Areas, and Coastal Names |

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

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

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

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

During the month of July 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<br>Corrected/Modified/Added/Removed | Comments/Details                                                                                                                    |
| <b>Address Points</b>        | Addition                   | 27                                                    | Addresses assigned by DSA, DSA Address Layer, MSAG and field verifications                                                          |
|                              | Spatially Corrected        | 762                                                   | Corrected location of address point, recalculated x/y                                                                               |
|                              | Assigned House Number      | 2                                                     | Assigned HN to POI address point for MSAG                                                                                           |
|                              | Removed MSG                | 2                                                     | Removed Message for Intergraph                                                                                                      |
|                              | Neighborhood Info          | 0                                                     | Added Neighborhood Info                                                                                                             |
|                              | Location Name              | 2                                                     | Added or Changed Location Name                                                                                                      |
| <b>Response Boundaries</b>   | Spatially Corrected        | 7                                                     | Boundary corrections to match spatially corrected street centerlines. Layers include ESN, MSAG Community and Police Response Areas. |
|                              | Addition                   | 2                                                     | Added Kahoolawe and Molokini                                                                                                        |
|                              |                            |                                                       |                                                                                                                                     |
|                              |                            |                                                       |                                                                                                                                     |
| <b>Street Centerlines</b>    | Addition                   | 1                                                     | Added a street centerline segment                                                                                                   |
|                              | Range Segments             | 4                                                     | Modification of a range                                                                                                             |
|                              | Spatially Corrected        | 200                                                   | Corrected using Pictometry                                                                                                          |
|                              | Partial Spatial Correction | 3                                                     | Corrected using Pictometry                                                                                                          |
|                              | Flipped                    | 0                                                     | Corrected direction segment was drawn                                                                                               |

### 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

July 1, 2015 - July 31, 2015

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### INTERGRAPH CAD UPGRADE

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

1. Akimeka successfully delivered an updated Intergraph CAD map on July 8, 2015 which included:
  - a. Address Points, Coastal Names, Fire Response Areas, Lodging, Points of Interest, Police Response Areas, Street Centerlines, and WSP Cell Towers
  - b. .map, .str, .rte, .ply files, CAD Map Build database and Cell Coverage.csv
2. On July 22, 2015, the following data was prepared and delivered for an Intergraph CAD Map update:
  - a. Address Points, Points of Interest, Police Response Areas, Street Centerlines and WSP Cell Towers
  - b. The .map, .ply, .str, .rte, CAD Map Build database and Cell Coverage.csv were also delivered.

During August 2015, the Intergraph CAD map will continue to be delivered on a bi-monthly basis, which has been coordinated with all mapping system updates and synchronizations with other 911 databases.

### MAPFLEX DEPLOYMENT

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
  - a. **Hawaii County** – July 7<sup>th</sup> and July 21<sup>st</sup>
  - b. **Maui County** – July 8<sup>th</sup> and July 22<sup>nd</sup>
  - c. **Kauai County** – July 9<sup>th</sup> and July 23<sup>rd</sup>

## Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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### POWER911 (VIPER) UPDATE

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

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

### POWERMAP

During the May 14, 2015, 9-1-1 Communications Technical and Finance Committee it was discussed that with the successful implementation of the MapFlex system, the uploads for the PowerMap system are scheduled to be phased out by the end of May 2015.

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
  - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
  - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
  - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
  - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions, however the MapFlex is still not displaying the Phase I polygons for wireless calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.

# Maui County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## SERVICE REQUESTS TRANSACTIONS

### OPEN SERVICE REQUESTS – MAUI PSAP JULY 2015

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

#### NOTE:

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

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

| MAUI PSAP       |          |          |          | SERVICE REQUEST CATEGORIES |          |          |          |
|-----------------|----------|----------|----------|----------------------------|----------|----------|----------|
| 2015            | TOTAL    |          | Open     | 911 Map                    |          | MSAG     |          |
|                 | Created  | Closed   |          | Created                    | Closed   | Created  | Closed   |
| 2014 Carryover* |          |          | 0        |                            |          |          |          |
| January         | 2        | 2        | 0        | 1                          | 1        | 1        | 1        |
| February        | 0        | 0        | 0        | 0                          | 0        | 0        | 0        |
| March           | 4        | 3        | 1        | 0                          | 0        | 4        | 3        |
| April           | 1        | 1        | 1        | 1                          | 1        | 0        | 0        |
| May             | 0        | 1        | 0        | 0                          | 0        | 0        | 1        |
| June            | 0        | 0        | 0        | 0                          | 0        | 0        | 0        |
| July            | 0        | 0        | 0        | 0                          | 0        | 0        | 0        |
| August          |          |          |          |                            |          |          |          |
| September       |          |          |          |                            |          |          |          |
| October         |          |          |          |                            |          |          |          |
| November        |          |          |          |                            |          |          |          |
| December        |          |          |          |                            |          |          |          |
| <b>TOTAL</b>    | <b>7</b> | <b>7</b> | <b>0</b> | <b>2</b>                   | <b>2</b> | <b>5</b> | <b>5</b> |

#### 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

July 1, 2015 - July 31, 2015

### OPEN SERVICE REQUESTS – MOLOKAI PSAP JULY 2015

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

#### NOTE:

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

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

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

#### 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

July 1, 2015 - July 31, 2015

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

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

## Next Scheduled Database Synchronization September 2015

AUDIT SUMMARY RESULTS – 2015 -- TBA

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

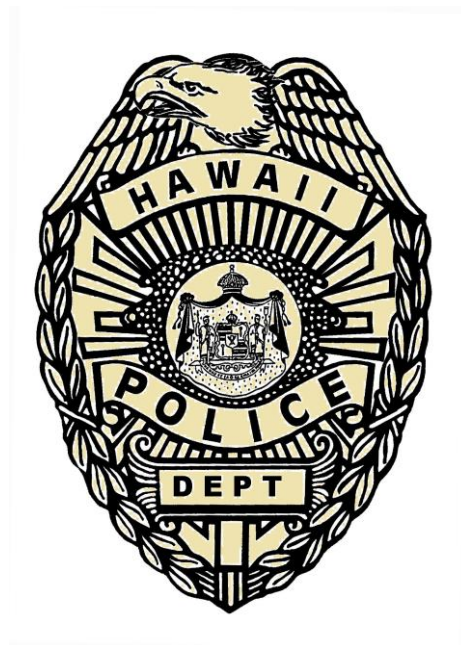
INVALID MSAG STREETS AND ADDRESS RANGES – ESN X99 RECORDS -- TBA

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT -- TBA



# Hawaii County E9-1-1 Status Report

*July 1, 2015 – July 31, 2015*



# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

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# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

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# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME HAWAII COUNTY PSAPS – JULY 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 |
| JULY                | 18,849                      | 3,787                 | 20.09%           | 12,622                | 66.96%           | 46.04%                   | 53.96%                   | 922               | 4.89%            | 15                       | 0.08%            | 0                  | 0.00%            | 1,503                  | 7.97%            | 0                  | 0.00%            |

### CALL VOLUME HAWAII COUNTY PSAP NOTES:

\*The percentage of Wireless Phase 2 calls (53.96%) has increased from the number of Wireless Phase 1 calls (46.04 %) in July 2015.

\*Call with no Ali = 0.08% - Statewide average = .29%

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Call Volume   |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
|---------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|--------------------|------------------|
| HAWAII COUNTY PSAPs |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls        |                  |
| 2015                | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | No. of Other Calls | % of Total Calls |
| JAN                 | 19,236                      | 4,158                 | 21.62%           | 12,597                | 65.49%           | 47.56%                   | 52.44%                   | 807               | 4.20%            | 4                        | 0.02%            | 0                  | 0.00%            | 1,670                  | 8.68%            | 0                  | 0.00%            |
| FEB                 | 17,222                      | 3,513                 | 20.40%           | 11,581                | 67.25%           | 46.45%                   | 53.55%                   | 707               | 4.11%            | 7                        | 0.04%            | 0                  | 0.00%            | 1,414                  | 8.21%            | 0                  | 0.00%            |
| MAR                 | 17,858                      | 3,765                 | 21.08%           | 11,972                | 67.04%           | 49.27%                   | 50.73%                   | 653               | 3.66%            | 3                        | 0.02%            | 0                  | 0.00%            | 1,465                  | 8.20%            | 0                  | 0.00%            |
| APR                 | 17,756                      | 3,483                 | 19.62%           | 11,998                | 67.57%           | 48.95%                   | 51.05%                   | 717               | 4.04%            | 9                        | 0.05%            | 0                  | 0.00%            | 1,549                  | 8.72%            | 0                  | 0.00%            |
| MAY                 | 18,561                      | 3,534                 | 19.04%           | 12,546                | 67.59%           | 50.22%                   | 49.78%                   | 727               | 3.92%            | 5                        | 0.03%            | 0                  | 0.00%            | 1,749                  | 9.42%            | 0                  | 0.00%            |
| JUNE                | 17,884                      | 3,522                 | 19.69%           | 12,135                | 67.85%           | 46.91%                   | 53.09%                   | 675               | 3.77%            | 6                        | 0.03%            | 0                  | 0.00%            | 1,546                  | 8.64%            | 0                  | 0.00%            |
| JULY                | 18,849                      | 3,787                 | 20.09%           | 12,622                | 66.96%           | 46.04%                   | 53.96%                   | 922               | 4.89%            | 15                       | 0.08%            | 0                  | 0.00%            | 1,503                  | 7.97%            | 0                  | 0.00%            |
| AUG                 |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| SEPT                |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| OCT                 |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| NOV                 |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| DEC                 |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |                    |                  |
| YTD                 | 127,366                     | 25,762                |                  | 85,451                |                  |                          |                          | 5,208             |                  | 49                       |                  | 0                  |                  | 10,896                 |                  | 0                  |                  |
| MON AVG             | 18,195                      | 3,680                 | 20.22%           | 12,207                | 67.11%           | 47.92%                   | 52.08%                   | 744               | 4.08%            | 7                        | 0.04%            | 0                  | 0.00%            | 1,557                  | 8.55%            | 0                  | 0.00%            |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

## 9-1-1 CALL VOLUME BY AGENCY – JULY 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 |
| July | 15,015                         | 79.66%           | 0                     | 1,456                             | 0                     | 2,331                          | 12.37%           | 0                     | 47                                | 0                     |

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

| 2015      | 9-1-1 Call Volume by Agency    |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
|-----------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|--------------------------------|------------------|-----------------------|-----------------------------------|-----------------------|
|           | Hawaii Police Department       |                  |                       |                                   |                       | Hawaii Fire Department         |                  |                       |                                   |                       |
|           | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls | Number of Total Calls Received | % of Total Calls | Number of Admin Calls | Number of Abandoned Dropped Calls | Number of Other Calls |
| January   | 15,080                         | 78.39%           | 0                     | 1,633                             | 0                     | 2,486                          | 12.92%           | 0                     | 37                                | 0                     |
| February  | 13,678                         | 79.42%           | 0                     | 1,394                             | 0                     | 2,130                          | 12.37%           | 0                     | 20                                | 0                     |
| March     | 15,722                         | 88.04%           | 0                     | 1,430                             | 0                     | 2,136                          | 11.96%           | 0                     | 35                                | 0                     |
| April     | 14,131                         | 79.58%           | 0                     | 1,521                             | 0                     | 2,076                          | 11.69%           | 0                     | 28                                | 0                     |
| May       | 14,600                         | 78.66%           | 0                     | 1,697                             | 0                     | 2,212                          | 11.92%           | 0                     | 52                                | 0                     |
| June      | 14,363                         | 80.31%           | 0                     | 1,519                             | 0                     | 1,975                          | 11.04%           | 0                     | 27                                | 0                     |
| July      | 15,015                         | 79.66%           | 0                     | 1,456                             | 0                     | 2,331                          | 12.37%           | 0                     | 47                                | 0                     |
| August    |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| September |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| October   |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| November  |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| December  |                                |                  |                       |                                   |                       |                                |                  |                       |                                   |                       |
| YTD       | 102,589                        |                  | 0                     | 10,650                            | 0                     | 15,346                         |                  | 0                     | 246                               | 0                     |
| MON AVG   | 14,656                         | 80.58%           | 0                     | 1,521                             | 0                     | 2,192                          | 12.04%           | 0                     | 35                                | 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

July 1, 2015 – July 31, 2015

## FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>2015 YTD (year to date) percentage of Wireless 911 calls:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <b>Statewide average of Wireless 911 calls = 67.51%*</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| <b>How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.                                                                                                                                                                                                                                                                                                                                                                            |  |
| The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.                                                                                                                                                                                                                                                                                                                                                               |  |
| When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling. |  |
| Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| * Statewide averages does <b>not</b> include the Military 911 Call Volumes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| ** Source :CTIA ..Cellular Telephone Industries Association : <a href="http://wireless911.com/">http://wireless911.com/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

## WIRELESS PSAP TESTING – JULY 2015

| HAWAII COUNTY - JULY 2015 |        |              |                |             |                |                                |
|---------------------------|--------|--------------|----------------|-------------|----------------|--------------------------------|
| Date                      | WSP    | Sites Tested | Sectors Tested | Tested By:  | Test Pass/Fail | Comments:                      |
| 7/31/2015                 | Sprint | 1            | 1              | Hawaii PSAP | Pass           | delayed due to tower not ready |
|                           |        |              |                |             |                |                                |
|                           |        |              |                |             |                |                                |

## NOTES:

- There was one (1) scheduled Wireless 911 Test for the month of July 2015.

## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

#### MSAG TRANSACTIONS CURRENT MONTH – JULY 2015

| HAWAII<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                  | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015             | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JULY             | 38                 | 23     | 0        | 10     | 3      | 3     | 520                         |

#### MSAG CURRENT MONTH NOTES:

A total of **352** MSAG transactions were processed in 9-1-1 Net during the month of July 2015. Thirty-eight (**38**) requests were processed relating to the MSAG database, and **314** requests relating to the ALI database (see ALI Transaction chart on next page). There were **520** customer ANI/ALI (telephone/address) records updated as a direct result.

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

| HAWAII<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|------------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                  | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015             | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JANUARY          | 86                 | 32     | 0        | 37     | 17     | 0     | 149                         |
| FEBRUARY         | 26                 | 5      | 1        | 9      | 9      | 2     | 109                         |
| MARCH            | 52                 | 10     | 3        | 33     | 5      | 1     | 180                         |
| APRIL            | 74                 | 8      | 0        | 55     | 11     | 0     | 276                         |
| MAY              | 32                 | 5      | 0        | 24     | 3      | 0     | 256                         |
| JUNE             | 45                 | 5      | 0        | 37     | 3      | 0     | 97                          |
| JULY             | 38                 | 23     | 0        | 10     | 3      | 2     | 520                         |
| AUGUST           |                    |        |          |        |        |       |                             |
| SEPTEMBER        |                    |        |          |        |        |       |                             |
| OCTOBER          |                    |        |          |        |        |       |                             |
| NOVEMBER         |                    |        |          |        |        |       |                             |
| DECEMBER         |                    |        |          |        |        |       |                             |
| TOTAL YTD        | 353                | 88     | 4        | 205    | 51     | 5     | 1,587                       |
| AVG PER MONTH    | 50                 | 13     | 1        | 29     | 7      | 1     | 227                         |



## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – JULY 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 |
| JULY          | 314   | 309                        | 3          | 2           | 836                                             | 1      | 0       |

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

### ALI TRANSACTIONS CURRENT MONTH NOTES:

**309** Telephone Number Change Requests (TN CR) transactions were processed with MSAG valid addresses, as a result of the ESN 299 clean-up effort. There were three (3) ALI Discrepancy Requests (ALI DR) processed in 9-1-1 Net, as the result of a 911 calls from residences in several communities. There were two (2) 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 836 Open TN CR Transactions as of July 31, 2015**
- **Refer to chart in the next section "TNCR Current Status"**

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

## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

### There is one (1) Open ALI-DR as of July 31, 2015

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

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

### There are no Open VoIP DRs as of July 31, 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           | 170   | 159                        | 10     | 1       | 474                                             | 3      | 0       |
| APR           | 252   | 248                        | 3      | 1       | 532                                             | 3      | 0       |
| MAY           | 377   | 377                        | 0      | 0       | 510                                             | 3      | 0       |
| JUNE          | 254   | 245                        | 9      | 0       | 665                                             | 2      | 0       |
| JULY          | 314   | 309                        | 3      | 2       | 836                                             | 1      | 0       |
| AUG           |       |                            |        |         |                                                 |        |         |
| SEPT          |       |                            |        |         |                                                 |        |         |
| OCT           |       |                            |        |         |                                                 |        |         |
| NOV           |       |                            |        |         |                                                 |        |         |
| DEC           |       |                            |        |         |                                                 |        |         |
| TOTAL YTD     | 1,553 | 1,505                      | 35     | 13      |                                                 |        |         |
| AVG PER MONTH | 222   | 215                        | 5      | 2       |                                                 |        |         |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

## TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY 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<br>(Telephone Number Change Request (TNCR) Status) |                                                  |                                                      |                                                 |                                |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------|-------------------------------------------------|--------------------------------|
| PSAP                                                                                                   | TOTAL TNCR<br>RECORDS<br>SUBMITTED BY<br>AKIMEKA | OPENED TNCRS<br>PENDING FURTHER<br>ACTION BY INTRADO | OPENED TNCRS<br>REFERRED TO<br>TELCO BY INTRADO | TOTAL UNOPENED<br>TNCR RECORDS |
| HAWAII                                                                                                 | 836                                              | 153                                                  | 58                                              | 625                            |

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

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

### MAPPING LAYERS UPDATED (PART I)

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

| HAWAII COUNTY                                                                          |                                  |                    |                                                                                                                |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|----------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                                                  |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                                                |
| Address Points                                                                         | 7/31/2015                        |                    | Spatially corrected twenty-three (23) address points in Hilo.                                                  |
|                                                                                        | 7/27/2015                        |                    | Corrected MSAG Community to two (2) address points in Holualoa.                                                |
|                                                                                        | 7/24/2015                        |                    | Added thirteen (13) address points in Waikoloa.                                                                |
|                                                                                        | 7/22/2015                        |                    | Added one (1) address point (431336 Poehana Pl) in Paauilo.                                                    |
|                                                                                        | 7/22/2015                        |                    | Spatially corrected forty-two (42) address points in Waikoloa.                                                 |
|                                                                                        |                                  | 07/21/15           |                                                                                                                |
|                                                                                        | 7/21/2015                        |                    | Spatially corrected sixteen (16) address points in Waikoloa.                                                   |
|                                                                                        | 7/17/2015                        |                    | Spatially corrected ten (10) address points in Hilo.                                                           |
|                                                                                        | 7/17/2015                        |                    | Corrected routing id to thirty-three (33) address points in Kamuela.                                           |
|                                                                                        | 7/16/2015                        |                    | Added two (2) address points (880111 Kai Ave and 891719 Milolii Rd) in Captain Cook.                           |
|                                                                                        | 7/16/2015                        |                    | Added one (1) new address point (292290 Old Mamalahoa Hwy) in Hakalau.                                         |
|                                                                                        | 7/16/2015                        |                    | Added seven (7) address points in Hilo.                                                                        |
|                                                                                        | 7/16/2015                        |                    | Added one (1) address point (750961 Kamila Pl) in Holualoa.                                                    |
|                                                                                        | 7/16/2015                        |                    | Added one (1) address point (450433 Maile St) in Honokaa.                                                      |
|                                                                                        | 7/16/2015                        |                    | Added two (2) address points (282691 and 282695 Kahalono Rd) in Honomu.                                        |
|                                                                                        | 7/16/2015                        |                    | Added three (3) address points (734500 Hane St, 731688 Hao St and 734580 Konale Pl) in Kailua Kona.            |
|                                                                                        | 7/16/2015                        |                    | Added two (2) address points (651174 Kahawai St and 645336 Kipahele St) in Kamuela.                            |
|                                                                                        | 7/16/2015                        |                    | Added one (1) address point (540572 Honomakau Rd) in Kapaau.                                                   |
|                                                                                        | 7/16/2015                        |                    | Added ten (10) address points in Keaau.                                                                        |
|                                                                                        | 7/16/2015                        |                    | Added thirteen (13) address points in Kurtistown.                                                              |
|                                                                                        | 7/16/2015                        |                    | Added one (1) address point (362304 Puualaea Homestead Rd) in Laupahoehoe.                                     |
|                                                                                        | 7/16/2015                        |                    | Added seven (7) address points in Mountain View.                                                               |
|                                                                                        | 7/16/2015                        |                    | Added four (4) address points (946471 Ahi Rd, 946510 Keoki Rd, 946270 Makai St and 946329 Puka St) in Naalehu. |
|                                                                                        | 7/16/2015                        |                    | Added two (2) address points (928628 King Kamehameha Blvd and 929227 Paradise Pkwy) in Ocean View.             |
|                                                                                        | 7/16/2015                        |                    | Added two (2) address points (421470 Kalapahapuu Rd and 442533 Keahua Rd) in Paauilo.                          |
|                                                                                        | 7/16/2015                        |                    | Added ten (10) address points in Pahoa.                                                                        |
|                                                                                        | 7/16/2015                        |                    | Added sixteen (16) address points in Volcano.                                                                  |
|                                                                                        | 7/16/2015                        |                    | Spatially corrected sixty-four (64) address points in Kamuela.                                                 |
|                                                                                        | 7/14/2015                        |                    | Spatially corrected one hundred sixty-one (161) address points in Kamuela.                                     |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 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.

| HAWAII COUNTY                                                                          |                                  |                    |                                                                                      |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                        |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                      |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                      |
| Address Points                                                                         |                                  | 07/07/15           |                                                                                      |
|                                                                                        | 7/7/2015                         |                    | Added twenty-seven (27) address points in Hilo.                                      |
|                                                                                        | 7/7/2015                         |                    | Added two (2) address points (160172 Wiliama St B and 160172 Wiliama St C) in Keaau. |
|                                                                                        | 7/7/2015                         |                    | Corrected location name to one (1) address point (160510 Volcano Rd) in Keaau.       |
|                                                                                        | 7/7/2015                         |                    | Corrected address to (1) address point (160172 Wiliama St A) in Keaau.               |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected nine (9) address points in Keaau.                                |
|                                                                                        | 7/6/2015                         |                    | Added alias to four (4) address points in Captain Cook.                              |
|                                                                                        | 7/6/2015                         |                    | Corrected address to one (1) address point (826147 Muliwai Pl) in Captain Cook.      |
|                                                                                        | 7/6/2015                         |                    | Added one (1) address point (281640 Old Mamalahoa Hwy) in Honomu.                    |
|                                                                                        | 7/6/2015                         |                    | Added one (1) address point (181157 Ueyama Village Rd) in Mountain View.             |
|                                                                                        | 7/6/2015                         |                    | Added one (1) address point (270211 B Rd) in Papaikou.                               |
|                                                                                        | 7/6/2015                         |                    | Deleted one (1) address point (826417 Muliwai Pl) in Captain Cook.                   |
|                                                                                        | 7/2/2015                         |                    | Added one (1) address point (450664 Na Kamalii Pl) in Honokaa.                       |
|                                                                                        | 7/2/2015                         |                    | Added one (1) address point (951179 Kaalaiki Rd) in Naalehu.                         |
| Airports                                                                               |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Bridges                                                                                |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Building Footprints                                                                    |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Bus Stops                                                                              |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Churches                                                                               |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Coastal Names                                                                          |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
| Coastline                                                                              |                                  |                    |                                                                                      |
|                                                                                        | 7/29/2015                        |                    | Corrected boundary to Coastline.                                                     |
|                                                                                        |                                  |                    |                                                                                      |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 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 GIS Delivered | Other/Remarks                                                  |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                |
| Common Places                                                                          |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Correctional Facilities                                                                |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Emergency Callboxes                                                                    |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Emergency Operation Centers                                                            |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Emergency Shelters                                                                     |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| ESZ/ESN                                                                                |                                  |                    |                                                                |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) ESNs (217 and 224).            |
|                                                                                        | 7/29/2015                        |                    | Corrected boundaries to ten (10) ESNs.                         |
| Fire Beats                                                                             |                                  |                    |                                                                |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) fire beats (2 and 10).         |
|                                                                                        | 7/29/2015                        |                    | Corrected boundaries to seven (7) fire beats.                  |
|                                                                                        |                                  |                    |                                                                |
| Fire Districts                                                                         |                                  |                    |                                                                |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) fire districts (2 and 10).     |
| Fire Response Areas                                                                    |                                  |                    |                                                                |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) fire response areas (2 and 8). |
|                                                                                        |                                  |                    |                                                                |
| Fire Stations                                                                          |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Food & Beverage                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 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.*

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

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 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 GIS Delivered | Other/Remarks                                                      |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                    |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                    |
| Major Roads                                                                            |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Beats                                                                            |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Districts                                                                        |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medic Response Areas                                                                   | 7/30/2015                        |                    | Corrected boundaries to two (2) medic response areas (1 and 10).   |
|                                                                                        | 7/29/2015                        |                    | Corrected boundaries to eight (8) medic response areas.            |
| Medic Stations                                                                         |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Medical Facilities                                                                     |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Milepost Markers                                                                       |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| MSAG Communities                                                                       |                                  |                    |                                                                    |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) MSAG Communities (Hilo and Pahoa). |
|                                                                                        | 7/29/2015                        |                    | Corrected boundaries to eleven (11) MSAG Communities.              |
|                                                                                        | 7/28/2015                        |                    | Corrected boundaries to twelve (12) MSAG Communities.              |
|                                                                                        | 7/27/2015                        |                    | Corrected boundary to ten (10) MSAG Communities.                   |
| Net Junctions                                                                          |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |
| Ocean Rescue Boundaries                                                                | 7/30/2015                        |                    | Corrected boundaries to six (6) ocean rescue boundaries.           |
|                                                                                        |                                  |                    |                                                                    |
| Ocean Safety                                                                           |                                  |                    |                                                                    |
|                                                                                        |                                  |                    |                                                                    |



# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 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 GIS Delivered | Other/Remarks                                                                                                                                   |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                                                                                 |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                                                                                 |
| Parcels                                                                                |                                  |                    |                                                                                                                                                 |
|                                                                                        |                                  |                    |                                                                                                                                                 |
| Parks                                                                                  |                                  |                    |                                                                                                                                                 |
|                                                                                        |                                  |                    |                                                                                                                                                 |
| Parks Polygon                                                                          |                                  |                    |                                                                                                                                                 |
|                                                                                        |                                  |                    |                                                                                                                                                 |
| Points of Interest                                                                     |                                  | 07/21/15           |                                                                                                                                                 |
|                                                                                        |                                  | 07/07/15           |                                                                                                                                                 |
|                                                                                        | 7/7/2015                         |                    | Deleted one (1) point of interest (Emmas Mexican Food) in Keaau.                                                                                |
|                                                                                        | 7/7/2015                         |                    | Corrected address to two (2) points of interest (Keaau Learning Center and Shipman Park) in Keaau.                                              |
|                                                                                        | 7/7/2015                         |                    | Spatially corrected sixteen (16) points of interest in Keaau.                                                                                   |
|                                                                                        | 7/6/2015                         |                    | Spatially corrected seven (7) points of interest in Honomu.                                                                                     |
|                                                                                        | 7/6/2015                         |                    | Corrected address to three (3) points of interest (Good Shepard Roman Catholic Church, Honomu Gym and Park, Honomu Hongwanji School) in Honomu. |
|                                                                                        | 7/6/2015                         |                    | Spatially corrected three (3) points of interest (Hawaiian Volcano Observatory, Kilauea Field Station, Thomas A Jaggar Museum) in HVNP.         |
|                                                                                        | 7/6/2015                         |                    | Corrected name to one (1) point of interest (Thomas A Jaggar Museum) in HVNP.                                                                   |
|                                                                                        | 7/6/2015                         |                    | Spatially corrected seventeen (17) points of interest in Keaau.                                                                                 |
|                                                                                        | 7/6/2015                         |                    | Corrected address to three (3) points of interest (Keaau Community Center, Keaau Holy Rosary Church and Puna Power Plant) in Keaau.             |
|                                                                                        | 7/6/2015                         |                    | Corrected address to one (1) point of interest (Mountain View Park) in Mountain View.                                                           |
|                                                                                        | 7/2/2015                         |                    | Added one (1) point of interest (Kau Auto Repair) in Naalehu.                                                                                   |
| Police Beats                                                                           |                                  |                    |                                                                                                                                                 |
|                                                                                        | 7/30/2015                        |                    | Corrected boundary to one (1) police beat (838).                                                                                                |
|                                                                                        | 7/29/2015                        |                    | Corrected boundaries to three (3) police beats (140, 230 and 231).                                                                              |
| Police Districts                                                                       |                                  |                    |                                                                                                                                                 |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) police districts (1 and 8).                                                                                     |
| Police Response Areas                                                                  |                                  |                    |                                                                                                                                                 |
|                                                                                        | 7/30/2015                        |                    | Corrected boundaries to two (2) police response areas (139 and 838).                                                                            |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 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.*

| HAWAII COUNTY                                                                          |                                  |                    |                                                                                                                                |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                                                                  |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                                                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                                                                |
| Police Stations                                                                        |                                  |                    |                                                                                                                                |
|                                                                                        |                                  |                    |                                                                                                                                |
|                                                                                        |                                  |                    |                                                                                                                                |
| Post Offices                                                                           |                                  |                    |                                                                                                                                |
|                                                                                        |                                  |                    |                                                                                                                                |
|                                                                                        |                                  |                    |                                                                                                                                |
| Schools                                                                                |                                  |                    |                                                                                                                                |
|                                                                                        |                                  |                    |                                                                                                                                |
|                                                                                        |                                  |                    |                                                                                                                                |
| Street Centerlines                                                                     | 7/31/2015                        |                    | Spatially corrected five (5) street segments in Kamuela.                                                                       |
|                                                                                        | 7/29/2015                        |                    | Corrected elevation to two (2) street segments of Hawaii Belt Rd in Hakalau.                                                   |
|                                                                                        | 7/29/2015                        |                    | Corrected range to one (1) segment of Hawaii Belt Rd in Laupahoehoe.                                                           |
|                                                                                        | 7/29/2015                        |                    | Corrected range to one (1) segment of Hawaii Belt Rd in Papaaloa.                                                              |
|                                                                                        | 7/28/2015                        |                    | Deleted one (1) segment of Ainaloa Dr in Kurtistown.                                                                           |
|                                                                                        | 7/28/2015                        |                    | Spatially corrected five (5) street segments in Kealahou.                                                                      |
|                                                                                        | 7/28/2015                        |                    | Corrected range to one (1) segment of Ainaloa Dr.                                                                              |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected two (2) street segments (Kemole Alanui and Makahalau Alanui) in Kamuela.                                   |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected two (2) street segments of Mamalahou Hwy in Kealahou.                                                      |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected one (1) segment of Mamalahou Hwy in Keauhou.                                                               |
|                                                                                        | 7/24/2015                        |                    | Spatially corrected thirty-one (31) street segments in Kamuela.                                                                |
|                                                                                        | 7/24/2015                        |                    | Added one (1) segment of Kawaihae Rd and split two (2) segments (one of Kawaihae Rd and one of Kohala Mountain Rd) in Kamuela. |
|                                                                                        | 7/23/2015                        |                    | Added thirteen (13) and split five (5) street segments in Kamuela.                                                             |
|                                                                                        | 7/22/2015                        |                    | Spatially corrected thirty-one (31) street segments in Kamuela.                                                                |
|                                                                                        | 7/22/2015                        |                    | Spatially corrected thirty-nine (39) street segments in Waikoloa.                                                              |
|                                                                                        |                                  | 07/21/15           |                                                                                                                                |
|                                                                                        | 7/17/2015                        |                    | Spatially corrected six (6) street segments in Kamuela.                                                                        |
|                                                                                        | 7/17/2015                        |                    | Added thirty-eight (38) and split five (5) street segments in Kamuela.                                                         |
|                                                                                        | 7/15/2015                        |                    | Added one (1) segment of Kamila Pl and split one (1) segment of Mamalahou Hwy in Holualoa.                                     |
|                                                                                        | 7/15/2015                        |                    | Corrected range to three (3) street segments (Kamila Pl and Mamalahou Hwy) in Holualoa.                                        |
|                                                                                        |                                  | 07/07/15           |                                                                                                                                |
|                                                                                        | 7/6/2015                         |                    | Corrected range to two (2) street segments of Muliwai Pl in Captain Cook.                                                      |
|                                                                                        | 7/6/2015                         |                    | Spatially corrected two (2) street segments of Muliwai Pl in Captain Cook.                                                     |

# Hawaii County E9-1-1 Status Report

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## MAPPING LAYERS UPDATED (PART VIII)

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

| HAWAII COUNTY                                                                          |                                  |                    |                                                                                     |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|-------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                       |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                     |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                     |
| Street Centerlines                                                                     | 7/6/2015                         |                    | Split one (1) street segment of Muliwai Pl in Captain Cook.                         |
|                                                                                        | 7/6/2015                         |                    | Corrected range to three (3) street segments of Ueyama Village Rd in Mountain View. |
| Subdivisions                                                                           |                                  |                    |                                                                                     |
|                                                                                        |                                  |                    |                                                                                     |
| Tow Jurisdictions                                                                      |                                  |                    |                                                                                     |
|                                                                                        |                                  |                    |                                                                                     |
| Tsunami Evacuation Zones                                                               |                                  |                    |                                                                                     |
|                                                                                        |                                  |                    |                                                                                     |
| Tsunami Heights                                                                        |                                  |                    |                                                                                     |
|                                                                                        |                                  |                    |                                                                                     |
| Waste Water Plants                                                                     |                                  |                    |                                                                                     |
|                                                                                        |                                  |                    |                                                                                     |
| WSP Cell Sectors                                                                       | 7/27/2015                        |                    | Per ATT CRS                                                                         |
|                                                                                        |                                  | 07/21/15           |                                                                                     |
|                                                                                        | 7/8/2015                         |                    | Per VZW CRS                                                                         |
|                                                                                        |                                  | 07/07/15           |                                                                                     |
| WSP Cell Towers                                                                        | 7/27/2015                        |                    | Per ATT CRS                                                                         |
|                                                                                        |                                  | 07/21/15           |                                                                                     |
|                                                                                        | 7/8/2015                         |                    | Per VZW CRS                                                                         |
|                                                                                        |                                  | 07/07/15           |                                                                                     |

# Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

| Date     | Key Activities/Updates                                                                                                                            |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 07/21/15 | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines. |
| 07/07/15 | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places and Street Centerlines. |

## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

### 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 **July 16, 2015**. Results are as follows:

| HAWAII COUNTY                 | Address Points Layer | Street Centerlines Layer |
|-------------------------------|----------------------|--------------------------|
| New Addresses Added           | 85                   |                          |
| Addresses Removed             | 0                    |                          |
| Address Street Name Changes   | 0                    |                          |
| Address Street Number Changes | 0                    |                          |
| New Street Segments Added     |                      | 1                        |
| 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

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

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

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

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

During the month of July 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                                                                                           |
| <b>Address Points</b>        | New Address Points      | 133 Added                                          | Throughout County in 20 Communities                                                                        |
|                              | Spatial Correction      | 325 Corrected                                      | Corrected location of Address Point, recalculated x/y; majority were located in Kamuela, Waikoloa and Hilo |
|                              | Address                 | 2 Corrected                                        | Addresses were in Captain Cook and Keaau                                                                   |
|                              | Location Name           | 1 Corrected                                        | Address was in Keaau                                                                                       |
|                              | Deleted                 | 1 Removed                                          | Address was in Captain Cook                                                                                |
|                              | Alias                   | 4 Added                                            | Addresses were in Captain Cook                                                                             |
|                              | MSAG Community          | 2 Corrected                                        | Addresses were in Holualoa                                                                                 |
|                              | Routing ID              | 33 Corrected                                       | Addresses were in Kamuela                                                                                  |
| <b>Response Boundaries</b>   | ESN                     | 11 Corrected                                       | Throughout County                                                                                          |
|                              | Fire Beats              | 9 Corrected                                        | Throughout County                                                                                          |
|                              | Fire Districts          | 2 Corrected                                        | Fire Districts 2 and 10                                                                                    |
|                              | Fire Response Areas     | 2 Corrected                                        | Fire Response Areas 2 and 10                                                                               |
|                              | Medic Response Areas    | 8 Corrected                                        | Throughout County                                                                                          |
|                              | Police Beats            | 4 Corrected                                        | Police Beats 140, 230, 231 and 838                                                                         |
|                              | Police Districts        | 2 Corrected                                        | Police Districts 1 and 8                                                                                   |
|                              | Police Response Areas   | 2 Corrected                                        | Police Response Areas 139 and 838                                                                          |
| <b>Street Centerlines</b>    | Ocean Rescue Boundaries | 6 Corrected                                        | All six Ocean Rescue Boundaries                                                                            |
|                              | New Streets             | 53 Added                                           | Majority of streets were in Kamuela                                                                        |
|                              | Spatial Correction      | 124 Corrected                                      | Majority of streets were in Kamuela and Waikoloa                                                           |
|                              | Range/Parity            | 11 Corrected                                       | Majority of streets were in Holualoa and Mountain View                                                     |
|                              | Split                   | 14 Corrected                                       | Majority of streets were in Kamuela                                                                        |
|                              | Deleted                 | 1 Removed                                          | Street was in Kurtistown                                                                                   |
|                              | Elevation               | 2 Corrected                                        | Streets were in Hakalau                                                                                    |

## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

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### NOTE:

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

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### LAVA FLOW AND ALTERNATE ROUTES

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

1. In light of the potential consequences to public safety from the current lava flow heading toward Pahoa, Akimeka created two new layers to support the PSAP, “Lava Flows” and “Alternate Routes Lower Puna” to be utilized by the PSAPs.
  - a. Akimeka created the layer “Lava Flows”, which details the up-to-date progress of the lava flow as well as the flow forecast just prior to the GIS deliverable.
  - b. Akimeka also created the layer “Alternate Routes Lower Puna”, which displays the alternate routes in Lower Puna in the event Hwy 130 becomes obstructed by the lava flow.
  - c. The two new layers were first uploaded into PowerMap on September 23<sup>rd</sup> 2014 and have been available to the dispatchers since that time.
  - d. During July 2015, Akimeka continued to monitor the activity of the lava flow and there was no reported activity to include into the GIS layers during that time.
  - e. Akimeka will continue to monitor the activity of the lava flow and will update the Lava Flows layer as necessary. Akimeka will also monitor the status of the Chain of Craters Road and will add it to the Alternate Routes Lower Puna layer if and when it is rebuilt and available as an alternate route.
  - f. Due to the vital importance involved in staying apprised of the lava flow progress heading toward Pahoa and the Pacific Ocean, Akimeka will deliver the Lava Flows and Alternate Routes Lower Puna layers into MapFlex more frequently than the regularly scheduled MapFlex deliverables if necessary.

## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

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### MAPFLEX DEPLOYMENT

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
  - a. **Hawaii County** – July 7<sup>th</sup> and July 21<sup>st</sup>
  - b. **Maui County** – July 8<sup>th</sup> and July 22<sup>nd</sup>
  - c. **Kauai County** – July 9<sup>th</sup> and July 23<sup>rd</sup>

### POWER911 (VIPER) UPDATE

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

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

### POWERMAP

During the May 14, 2015, 9-1-1 Communications Technical and Finance Committee it was discussed that with the successful implementation of the MapFlex system, the uploads for the PowerMap system are scheduled to be phased out by the end of May 2015.

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
  - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
  - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
  - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
  - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions, however the MapFlex is still not displaying the Phase I polygons for wireless calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.



## Hawaii County E9-1-1 Status Report

July 1, 2015 – July 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JULY 2015

| # | Date     | Ticket # | Description     | Category | Urgency | Comments                                |
|---|----------|----------|-----------------|----------|---------|-----------------------------------------|
| 1 | 08/19/14 | 716      | Updated Address | MSAG     | Normal  | Submitted to Intrado for Correction. RN |
|   |          |          |                 |          |         |                                         |
|   |          |          |                 |          |         |                                         |

Note\* There is one (1) opened service requests pending for July 2015.

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

| HAWAII          |           |           |          | SERVICE REQUEST CATEGORIES |          |           |           |
|-----------------|-----------|-----------|----------|----------------------------|----------|-----------|-----------|
| 2015            | TOTAL     |           | Open     | 911 Map                    |          | MSAG      |           |
|                 | Created   | Closed    |          | Created                    | Closed   | Created   | Closed    |
| 2014 Carryover* |           |           | 6        |                            |          |           |           |
| January         | 6         | 10        | 2        | 0                          | 0        | 6         | 10        |
| February        | 7         | 7         | 2        | 0                          | 0        | 7         | 7         |
| March           | 14        | 12        | 4        | 0                          | 0        | 14        | 12        |
| April           | 4         | 5         | 3        | 0                          | 0        | 4         | 5         |
| May             | 0         | 0         | 3        | 0                          | 0        | 0         | 0         |
| June            | 7         | 8         | 2        | 0                          | 0        | 7         | 8         |
| July            | 5         | 6         | 1        | 0                          | 0        | 5         | 6         |
| August          |           |           |          |                            |          |           |           |
| September       |           |           |          |                            |          |           |           |
| October         |           |           |          |                            |          |           |           |
| November        |           |           |          |                            |          |           |           |
| December        |           |           |          |                            |          |           |           |
| <b>TOTAL</b>    | <b>43</b> | <b>48</b> | <b>1</b> | <b>0</b>                   | <b>0</b> | <b>43</b> | <b>48</b> |

#### 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

July 1, 2015 – July 31, 2015

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

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

## Next Scheduled Database Synchronization Report – August 2015

AUDIT SUMMARY RESULTS – AUGUST 2015 - TBA

AUDIT SUMMARY RESULTS COMPARISON – AUGUST 2015 VS. MAY 1, 2015 - TBA

AUDIT SUMMARY RESULTS - TBA

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

AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT - TBA

# Kauai County E9-1-1 Status Report

*July 1, 2015 – July 31, 2015*



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

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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# Kauai County E9-1-1 Status Report

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# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 1. PSAP OPERATIONS

### 9-1-1 CALL VOLUME – JULY 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 |
| JULY              | 5,022                       | 741                   | 14.76%           | 3,382                 | 67.34%           | 47.40%                   | 52.60%                   | 158               | 3.15%            | 18                       | 0.36%            | 0                  | 0.00%            | 723                    | 14.40%           | 0           | 0.00%            |

### 9-1-1 CALL VOLUME – CALENDAR YEAR 2015

| 9-1-1 Call Volume |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
|-------------------|-----------------------------|-----------------------|------------------|-----------------------|------------------|--------------------------|--------------------------|-------------------|------------------|--------------------------|------------------|--------------------|------------------|------------------------|------------------|-------------|------------------|
| KAUAI PSAP        |                             | Wireline              |                  | Wireless              |                  |                          |                          | VOIP              |                  | Calls with No ALI        |                  | Admin Calls        |                  | Abandoned Calls        |                  | Other Calls |                  |
| 2015              | Total 9-1-1 Calls Processed | No. of Wireline Calls | % of Total Calls | No. of Wireless Calls | % of Total Calls | % of Wireless WPH1 Calls | % of Wireless WPH2 Calls | No. of VoIP Calls | % of Total Calls | No. of Calls with No ALI | % of Total Calls | No. of Admin Calls | % of Total Calls | No. of 9-1-1 Abandoned | % of Total Calls | Other       | % of Total Calls |
| JAN               | 5,155                       | 790                   | 15.32%           | 3,349                 | 64.97%           | 48.40%                   | 51.60%                   | 176               | 3.41%            | 21                       | 0.41%            | 0                  | 0.00%            | 819                    | 15.89%           | 0           | 0.00%            |
| FEB               | 4,738                       | 706                   | 14.90%           | 3,102                 | 65.47%           | 50.06%                   | 49.94%                   | 129               | 2.72%            | 27                       | 0.57%            | 0                  | 0.00%            | 774                    | 16.34%           | 0           | 0.00%            |
| MAR               | 4,365                       | 715                   | 16.38%           | 2,823                 | 64.67%           | 46.33%                   | 53.67%                   | 154               | 3.53%            | 15                       | 0.34%            | 0                  | 0.00%            | 658                    | 15.07%           | 0           | 0.00%            |
| APR               | 4,471                       | 767                   | 17.15%           | 2,846                 | 63.65%           | 50.14%                   | 49.86%                   | 134               | 3.00%            | 16                       | 0.36%            | 0                  | 0.00%            | 708                    | 15.84%           | 0           | 0.00%            |
| MAY               | 4,024                       | 599                   | 14.89%           | 2,685                 | 66.72%           | 50.73%                   | 49.27%                   | 107               | 2.66%            | 9                        | 0.22%            | 0                  | 0.00%            | 624                    | 15.51%           | 0           | 0.00%            |
| JUNE              | 5,830                       | 626                   | 10.74%           | 3,813                 | 65.40%           | 52.37%                   | 47.63%                   | 149               | 2.56%            | 26                       | 0.45%            | 0                  | 0.00%            | 1,216                  | 20.86%           | 0           | 0.00%            |
| JULY              | 5,022                       | 741                   | 14.76%           | 3,382                 | 67.34%           | 47.40%                   | 52.60%                   | 158               | 3.15%            | 18                       | 0.36%            | 0                  | 0.00%            | 723                    | 14.40%           | 0           | 0.00%            |
| AUG               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| SEPT              |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| OCT               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| NOV               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| DEC               |                             |                       |                  |                       |                  |                          |                          |                   |                  |                          |                  |                    |                  |                        |                  |             |                  |
| YTD               | 33,605                      | 4,944                 |                  | 22,000                |                  |                          |                          | 1007              |                  | 132                      |                  | 0                  |                  | 5,522                  |                  | 0           |                  |
| MON AVG           | 4,801                       | 706                   | 14.88%           | 3,143                 | 65.46%           | 49.35%                   | 50.65%                   | 144               | 3.00%            | 19                       | 0.39%            | 0                  | 0.00%            | 789                    | 16.27%           | 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 0.36% - Statewide average = 0.29%

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

FYI.....FOR YOUR INFORMATION

| FYI ..... For Your Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <b>2015 YTD (year to date) percentage of Wireless 911 calls:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |  |
| <b>Hawaii County 67.11% - Kauai County 65.46% - Maui County 64.42% - Honolulu Civilian 73.06%</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
| <b>Statewide average of Wireless 911 calls = 67.51%*</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  |
| <b>How will the FCC's new Wireless E911 Location Accuracy requirements improve wireless 9-1-1 location information?</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |  |
| For first responders, the FCC's new rules will help find wireless 9-1-1 callers faster and more accurately than we do today using a "dispatchable location," which means street address plus the floor, suite number or apartment number and a new, aggressive 50 meter accuracy benchmark for all outdoor and indoor wireless 9-1-1 calls.                                                                                                                                                                                                                                                                                                                                                                            |  |
| The wireless industry's constant innovation and evolution of network- and handset based technologies has enabled additional opportunities to improve 9 1 1 location accuracy, particularly indoors.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| While many Americans use location based service (LBS) technologies every day, such as apps that tell you the closest Italian restaurant, the wireless industry will harness LBS technologies, including Wi-Fi® and Bluetooth beacons that are available across the country, to improve 9-1-1 location information for wireless 9-1-1 calls made indoors.                                                                                                                                                                                                                                                                                                                                                               |  |
| When a wireless caller makes a 9-1-1 call, the wireless network will connect the voice call and simultaneously launch numerous "data stream" processes to determine a caller's location utilizing the latest LBS technologies, including Wi-Fi and Bluetooth beacons. Thus, a 9-1-1 call taker would know that, for example, the 9-1-1 call was placed from within a few feet of a Wi-Fi router registered to a coffee shop at a particular street address. This information will be automatically transmitted to a 9-1-1 call center in a short amount of time, often in less than 10 seconds. Similar to the current process, individual 9-1-1 call center equipment and processes will determine the call handling. |  |
| Improvements to wireless 9-1-1 location accuracy both outdoors and indoors will also be found from innovative satellite and network based technologies.**                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| * Statewide averages does <b>not</b> include the Military 911 Call Volumes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |
| ** Source :CTIA ..Cellular Telephone Industries Association : <a href="http://wireless911.com/">http://wireless911.com/</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  |

## WIRELESS PSAP TESTING – JULY 2015

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

### NOTES:

- There was no scheduled Wireless 911 testing for the month of July 2105.

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### 2. MSAG (MASTER STREET ADDRESS GUIDE)

CURRENT MONTH – JULY 2015

| KAUAI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|-----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                 | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015            | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JULY            | 48                 | 26     | 5        | 4      | 2      | 11    | 1,212                       |

#### MSAG CURRENT MONTH NOTES:

A total of **50** MSAG transactions were processed in 9-1-1 Net during the month of July 2015. Forty-eight (48) 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 **1,212** customer ANI/ALI (telephone/address) records updated as a direct result.

| KAUAI<br>COUNTY | 9-1-1 NET REQUESTS |        |          |        |        |       |                             |
|-----------------|--------------------|--------|----------|--------|--------|-------|-----------------------------|
|                 | MSAG TRANSACTIONS  |        |          |        |        |       |                             |
| 2015            | Total              | Change | Combined | Delete | Insert | Split | Customer Addresses Affected |
| JAN             | 9                  | 7      | 0        | 1      | 1      | 0     | 116                         |
| FEB             | 88                 | 77     | 2        | 1      | 2      | 6     | 1,064                       |
| MAR             | 3                  | 0      | 0        | 3      | 0      | 0     | 35                          |
| APR             | 11                 | 2      | 0        | 2      | 6      | 1     | 58                          |
| MAY             | 7                  | 3      | 0        | 2      | 2      | 0     | 117                         |
| JUNE            | 4                  | 2      | 0        | 1      | 1      | 0     | 130                         |
| JULY            | 48                 | 26     | 5        | 4      | 2      | 11    | 1,212                       |
| AUG             |                    |        |          |        |        |       |                             |
| SEPT            |                    |        |          |        |        |       |                             |
| OCT             |                    |        |          |        |        |       |                             |
| NOV             |                    |        |          |        |        |       |                             |
| DEC             |                    |        |          |        |        |       |                             |
| TOTAL YTD       | 170                | 117    | 7        | 14     | 14     | 18    | 2,732                       |
| AVG PER MONTH   | 24                 | 17     | 1        | 2      | 2      | 3     | 390                         |



## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### ALI TRANSACTIONS CURRENT MONTH – JULY 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 |
| JULY         | 2     | 2                          | 0          | 0           | 226                                             | 0      | 0       |

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

### ALI TRANSACTIONS CURRENT MONTH NOTES:

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 226 Open TN CR Transactions as of July 31, 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

July 1, 2015 - July 31, 2015

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

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

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

| KAUAI<br>COUNTY  |       | 9-1-1 NET REQUESTS         |        |         |                                                    |        |         |
|------------------|-------|----------------------------|--------|---------|----------------------------------------------------|--------|---------|
|                  |       | ALI TRANSACTIONS SUBMITTED |        |         | Open Discrepancy Records<br>as of Report Month End |        |         |
| 2015             | TOTAL | TN CR                      | ALI-DR | VoIP DR | TN CR                                              | ALI-DR | VoIP DR |
| JAN              | 69    | 69                         | 0      | 0       | 201                                                | 0      | 0       |
| FEB              | 2     | 2                          | 0      | 0       | 211                                                | 211    | 0       |
| MAR              | 35    | 35                         | 0      | 0       | 227                                                | 0      | 0       |
| APR              | 28    | 28                         | 0      | 0       | 220                                                | 0      | 0       |
| MAY              | 60    | 60                         | 0      | 0       | 277                                                | 0      | 0       |
| JUNE             | 108   | 108                        | 0      | 0       | 283                                                | 0      | 0       |
| JULY             | 2     | 2                          | 0      | 0       | 226                                                | 0      | 0       |
| AUG              |       |                            |        |         |                                                    |        |         |
| SEPT             |       |                            |        |         |                                                    |        |         |
| OCT              |       |                            |        |         |                                                    |        |         |
| NOV              |       |                            |        |         |                                                    |        |         |
| DEC              |       |                            |        |         |                                                    |        |         |
| TOTAL YTD        | 304   | 304                        | 0      | 0       |                                                    |        |         |
| AVG PER<br>MONTH | 43    | 43                         | 0      | 0       |                                                    |        |         |

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### TNCR (TELEPHONE NUMBER CHANGE REQUEST) CURRENT STATUS – JULY, 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<br>(Telephone Number Change Request (TNCR) Status) |                                                  |                                                      |                                                 |                                |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------|-------------------------------------------------|--------------------------------|
| PSAP                                                                                                   | TOTAL TNCR<br>RECORDS<br>SUBMITTED BY<br>AKIMEKA | OPENED TNCRS<br>PENDING FURTHER<br>ACTION BY INTRADO | OPENED TNCRS<br>REFERRED TO<br>TELCO BY INTRADO | TOTAL UNOPENED<br>TNCR RECORDS |
| KAUAI                                                                                                  | 226                                              | 41                                                   | 53                                              | 132                            |

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

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## 3. GEOGRAPHIC INFORMATION SYSTEM (GIS) – JULY 2015

### MAPPING LAYERS UPDATED (PART I)

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

| KAUAI COUNTY                                                                           |                                  |                    |                                                                                                        |  |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------------------------------------------------------|--|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                                          |  |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                                        |  |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                                        |  |
| Address Points                                                                         | 7/31/2015                        |                    | Added five (5) address points in Waipouli.                                                             |  |
|                                                                                        | 7/31/2015                        |                    | Added one (1) address point (3000 Kalihiwai Valley Rd) in Kalihiwai.                                   |  |
|                                                                                        | 7/31/2015                        |                    | Spatially corrected one (1) address point (40771 Kuhio Hwy) in Waipouli.                               |  |
|                                                                                        | 7/30/2015                        |                    | Deleted one (1) address point (36420 Omao Rd B) in Omao.                                               |  |
|                                                                                        | 7/30/2015                        |                    | Added one (1) address point (6100 Kawaihau Rd) in Kapaa.                                               |  |
|                                                                                        | 7/30/2015                        |                    | Added one (1) address point (3094 Poipu Rd) in Koloa.                                                  |  |
|                                                                                        | 7/27/2015                        |                    | Added twenty-one (21) address points in Kapaa.                                                         |  |
|                                                                                        | 7/27/2015                        |                    | Added twenty (20) address points in Port Allen.                                                        |  |
|                                                                                        | 7/27/2015                        |                    | Corrected address to one (1) address point (4800 Kawaihau Rd A) in Kapaa.                              |  |
|                                                                                        | 7/27/2015                        |                    | Spatially corrected one (1) address point (4800 Kawaihau Rd A) in Kapaa.                               |  |
|                                                                                        |                                  | 07/23/15           |                                                                                                        |  |
|                                                                                        | 7/20/2015                        |                    | Corrected address to one (1) address point (1790 Makaleha Pl A) in Kapaa.                              |  |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected twenty-one (21) address points in Anahola.                                         |  |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected ninety-four (94) address points in Kapaa.                                          |  |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected eleven (11) address points in Kealia.                                              |  |
|                                                                                        | 7/20/2015                        |                    | Spatially corrected four (4) address points in Moloaa.                                                 |  |
|                                                                                        | 7/13/2015                        |                    | Corrected MSAG Community and ESN to nine (9) address points in Waipouli.                               |  |
|                                                                                        | 7/10/2015                        |                    | Corrected MSAG Community and ESN to three (3) address points (4567, 4570 and 4571) in Hanapepe.        |  |
|                                                                                        |                                  | 07/09/15           |                                                                                                        |  |
|                                                                                        | 7/8/2015                         |                    | Spatially corrected one (1) address point (4264 Ala Muku Pl) in Kilauea.                               |  |
|                                                                                        | 7/8/2015                         |                    | Added four (4) address points in Kilauea.                                                              |  |
|                                                                                        | 7/8/2015                         |                    | Corrected location name to one (1) address point (3800 Kamehameha Rd) in Princeville.                  |  |
|                                                                                        | 7/8/2015                         |                    | Spatially corrected two (2) address points (4480 Ka Haku Rd and 3800 Kamehameha Rd) in Princeville.    |  |
|                                                                                        | 7/8/2015                         |                    | Corrected address to two (2) address points (4480 Ka Haku Rd and 3890 Kamehameha Rd 3) in Princeville. |  |
|                                                                                        | 7/8/2015                         |                    | Added sixty-four (64) address points in Princeville.                                                   |  |
|                                                                                        | 7/6/2015                         |                    | Added one (1) address point (10605 Kaumualii Hwy) in Pakala.                                           |  |
|                                                                                        | 7/2/2015                         |                    | Corrected MSAG Community and ESN to two (2) address points in Lawai.                                   |  |
|                                                                                        | 7/2/2015                         |                    | Corrected MSAG Community and ESN to two (2) address points in Koloa.                                   |  |
|                                                                                        | 7/2/2015                         |                    | Spatially corrected one (1) address point (5335 Koloa Rd) in Koloa.                                    |  |
|                                                                                        | 7/1/2015                         |                    | Corrected MSAG Community and ESN to five (5) address points in Anahola.                                |  |
|                                                                                        | 7/1/2015                         |                    | Corrected MSAG Community to thirteen (13) address points in Kalihiwai.                                 |  |
| Airports                                                                               |                                  |                    |                                                                                                        |  |
|                                                                                        |                                  |                    |                                                                                                        |  |

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART II)

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

| KAUAI COUNTY                                                                           |                                  |                       |                                                     |
|----------------------------------------------------------------------------------------|----------------------------------|-----------------------|-----------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS<br>Delivered | Other/Remarks                                       |
|                                                                                        | Date Created/<br>Edits Performed |                       |                                                     |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                       |                                                     |
| Bridges                                                                                |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Building Footprints                                                                    |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Bus Stops                                                                              |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Churches                                                                               |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Coastal Names                                                                          |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Coastline                                                                              |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Common Places                                                                          |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Correctional Facilities                                                                |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Emergency Callboxes                                                                    |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Emergency Operation<br>Centers                                                         |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| Emergency Shelters                                                                     |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
|                                                                                        |                                  |                       |                                                     |
| ESZ/ESN                                                                                |                                  | 07/23/15              |                                                     |
|                                                                                        | 7/14/2015                        |                       | Corrected boundaries to two (2) ESNs (428 and 429). |
|                                                                                        | 7/13/2015                        |                       | Corrected boundaries to sixteen (16) ESNs.          |

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART III)

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

| KAUAI COUNTY                                                                           |                                  |                    |                                                                |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|----------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                  |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                |
| ESZ/ESN                                                                                | 7/10/2015                        |                    | Corrected boundaries to seventeen (17) ESNs.                   |
|                                                                                        |                                  | 07/09/15           |                                                                |
|                                                                                        | 7/9/2015                         |                    | Corrected boundaries to thirteen (13) ESNs.                    |
|                                                                                        | 7/8/2015                         |                    | Corrected boundaries to four ESNs (440, 441, 442 and 447).     |
|                                                                                        | 7/2/2015                         |                    | Corrected boundaries to four (4) ESNs (428, 431, 434 and 435). |
|                                                                                        | 7/1/2015                         |                    | Corrected boundary to twenty-one (21) ESNs.                    |
| Fire Beats                                                                             |                                  | 07/23/15           |                                                                |
|                                                                                        | 7/13/2015                        |                    | Corrected boundaries to three (3) Fire Beats (4, 5 and 6).     |
|                                                                                        | 7/10/2015                        |                    | Corrected boundaries to two (2) Fire Beats (5 and 6).          |
|                                                                                        |                                  | 07/09/15           |                                                                |
|                                                                                        | 7/1/2015                         |                    | Corrected boundary to two (2) Fire Beats (4 and 5).            |
| Fire Districts                                                                         |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Fire Response Areas                                                                    |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Fire Stations                                                                          |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Food & Beverage                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Gas Stations                                                                           |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Gate Codes                                                                             |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Government Buildings                                                                   |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
| Harbors                                                                                |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |
|                                                                                        |                                  |                    |                                                                |

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART IV)

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

| KAUAI COUNTY                                                                           |                                  |                    |                                                        |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                          |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                        |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                        |
| Helipads                                                                               |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Hiking Trails                                                                          |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Hospitals                                                                              |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Hydrants                                                                               |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Hyrdology Layers:<br>Dams<br>Ponds<br>Streams<br>Waterfalls                            |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Incident Response Areas                                                                |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Lodging                                                                                |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Major Roads                                                                            |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Medic Beats                                                                            |                                  | 07/09/15           |                                                        |
|                                                                                        | 7/1/2015                         |                    | Corrected boundary to two (2) Medic Beats (20 and 24). |
|                                                                                        |                                  |                    |                                                        |
| Medic Districts                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
| Medic Response Areas                                                                   |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |
|                                                                                        |                                  |                    |                                                        |

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART V)

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

| KAUAI COUNTY                                                                           |                                  |                    |                                                                                         |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|-----------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                           |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                         |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                         |
| Medic Stations                                                                         |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Medical Facilities                                                                     |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Milepost Markers                                                                       |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| MSAG Communities                                                                       |                                  | 07/23/15           |                                                                                         |
|                                                                                        | 7/14/2015                        |                    | Corrected boundaries to two (2) MSAG Communities (Koloa and Poipu).                     |
|                                                                                        | 7/13/2015                        |                    | Corrected boundaries to fourteen (14) MSAG Communities.                                 |
|                                                                                        | 7/10/2015                        |                    | Corrected boundaries to sixteen (16) MSAG Communities.                                  |
|                                                                                        |                                  | 07/09/15           |                                                                                         |
|                                                                                        | 7/9/2015                         |                    | Corrected boundaries to twelve (12) MSAG Communities.                                   |
|                                                                                        | 7/8/2015                         |                    | Corrected boundaries to five (5) MSAG Communities.                                      |
|                                                                                        | 7/2/2015                         |                    | Corrected boundaries to four (4) MSAG Communities (Kalaheo, Koloa, Kukuiula and Lawai). |
|                                                                                        | 7/1/2015                         |                    | Corrected boundary to eighteen (18) MSAG Communities.                                   |
| Net Junctions                                                                          |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Ocean Rescue Boundaries                                                                |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Ocean Safety                                                                           |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Parcels                                                                                |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Parks                                                                                  |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
| Parks Polygon                                                                          |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |
|                                                                                        |                                  |                    |                                                                                         |



# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART VI)

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

| KAUAI COUNTY                                                                           |                                  |                    |                                                                                       |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|---------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                         |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                       |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                       |
| Points of Interest                                                                     | 7/31/2015                        |                    | Deleted one (1) point of interest (Pizza Hut Waipouli) in Waipouli.                   |
|                                                                                        | 7/31/2015                        |                    | Added four (4) points of interest in Waipouli.                                        |
|                                                                                        | 7/31/2015                        |                    | Spatially corrected two (2) points of interest in Waipouli.                           |
|                                                                                        | 7/31/2015                        |                    | Corrected address to one (1) point of interest (Shivalik Indian Cuisine) in Waipouli. |
|                                                                                        | 7/31/2015                        |                    | Corrected address to one (1) point of interest (Goo Farms) in Kalihiwai.              |
|                                                                                        | 7/31/2015                        |                    | Spatially corrected one (1) point of interest (Goo Farms) in Kalihiwai.               |
|                                                                                        |                                  | 07/23/15           |                                                                                       |
|                                                                                        |                                  | 07/09/15           |                                                                                       |
|                                                                                        |                                  | 7/8/2015           |                                                                                       |
|                                                                                        | 7/8/2015                         |                    | Spatially corrected five (5) points of interest in Kokee.                             |
| Police Beats                                                                           |                                  | 07/23/15           |                                                                                       |
|                                                                                        | 7/13/2015                        |                    | Corrected boundaries to five (5) Police Beats.                                        |
|                                                                                        | 7/10/2015                        |                    | Corrected boundaries to two (2) Police Beats (250 and 356).                           |
|                                                                                        |                                  | 07/09/15           |                                                                                       |
|                                                                                        | 7/2/2015                         |                    | Corrected boundaries to two (2) Police Beats (350 and 356).                           |
|                                                                                        | 7/1/2015                         |                    | Corrected boundary to four (4) Police Beats (250, 256 350 and 356).                   |
| Police Districts                                                                       |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
| Police Response Areas                                                                  |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
| Police Stations                                                                        |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
| Post Offices                                                                           |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
| Schools                                                                                |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
|                                                                                        |                                  |                    |                                                                                       |
| Street Centerlines                                                                     | 7/31/2015                        |                    | Added fourteen (14) and split one (1) street segment in Kapaa.                        |
|                                                                                        |                                  | 07/23/15           |                                                                                       |
|                                                                                        | 7/15/2015                        |                    | Spatially corrected one (1) segment of Ko Rd in Eleele.                               |
|                                                                                        | 7/15/2015                        |                    | Spatially corrected one (1) segment of Ko Rd in Hanapepe.                             |
|                                                                                        | 7/15/2015                        |                    | Spatially corrected two (2) segments of Halewili Rd in Kalaheo.                       |

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART VII)

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

| KAUAI COUNTY                                                                           |                                  |                                                           |                                                                                                |
|----------------------------------------------------------------------------------------|----------------------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered                                        | Other/Remarks                                                                                  |
|                                                                                        | Date Created/<br>Edits Performed |                                                           |                                                                                                |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                                                           |                                                                                                |
| Street Centerlines                                                                     | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Kuhio Hwy in Kalihiwai.                                 |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected two (2) segments of Kuhio Hwy in Kilauea.                                  |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Ala Kinoiki Rd in Koloa.                                |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Omao Rd in Lawai.                                       |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Rice St in Lihue.                                       |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Kuhio Hwy in Moloaa.                                    |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected three (3) street segments (Niumalu Rd and Rice St) in Nawiliwili.          |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected two (2) segments of Niumalu Rd in Niumalu.                                 |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Kaumualii Hwy in Olokele.                               |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Omao Rd in Omao.                                        |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected two (2) segments of Kaumualii Hwy in Pakala.                               |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Ala Kinoiki Rd in Poipu.                                |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Kuhio Hwy in Wailua.                                    |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Kaumualii Hwy in Waimea.                                |
|                                                                                        | 7/15/2015                        |                                                           | Spatially corrected one (1) segment of Kuhio Hwy in Waipouli.                                  |
|                                                                                        | 7/13/2015                        |                                                           | Spatially corrected nine (9) street segments in Kalaheo.                                       |
|                                                                                        | 7/13/2015                        |                                                           | Spatially corrected eleven (11) street segments in Koloa.                                      |
|                                                                                        | 7/13/2015                        |                                                           | Corrected MSAG Community, ESN and Police to two (2) segments of Ninini Point St in Nawiliwili. |
|                                                                                        | 7/13/2015                        |                                                           | Split one (1) street segment of Omao Rd in Omao.                                               |
|                                                                                        | 7/13/2015                        |                                                           | Split one (1) street segment of Kuhio Hwy in Waipouli.                                         |
|                                                                                        | 7/13/2015                        |                                                           | Split one (1) street segment of Kuhio Hwy in Wailua.                                           |
|                                                                                        | 7/13/2015                        |                                                           | Split one (1) street segment of Omao Rd in Lawai.                                              |
|                                                                                        | 7/13/2015                        |                                                           | Spatially corrected five (5) street segments in Eleele.                                        |
|                                                                                        | 7/13/2015                        |                                                           | Corrected MSAG Community and ESN to two (2) street segments of Kaumualii Hwy in Eleele.        |
|                                                                                        | 7/13/2015                        |                                                           | Corrected MSAG Community and ESN to two (2) street segments of Kaumualii Hwy in Port Allen.    |
|                                                                                        | 7/13/2015                        |                                                           | Spatially corrected eight (8) street segments in Numila.                                       |
|                                                                                        | 7/13/2015                        |                                                           | Split one (1) street segment of Kapule Hwy in Hanamaulu.                                       |
|                                                                                        | 7/10/2015                        |                                                           | Spatially corrected two (2) street segments of Kuia Rd in Koloa.                               |
|                                                                                        | 7/10/2015                        |                                                           | Split one (1) street segment of Poipu Rd in Koloa.                                             |
|                                                                                        | 7/10/2015                        |                                                           | Split one (1) street segment of Kaumualii Hwy in Waimea.                                       |
| 7/10/2015                                                                              |                                  | Split one (1) street segment of Ko Rd in Hanapepe.        |                                                                                                |
| 7/10/2015                                                                              |                                  | Split one (1) street segment of Niumalu Rd in Nawiliwili. |                                                                                                |
| 7/10/2015                                                                              |                                  | Split one (1) street segment of Niumalu Rd in Niumalu.    |                                                                                                |
| 7/10/2015                                                                              |                                  | Split one (1) street segment of Kaumualii Hwy in Pakala.  |                                                                                                |

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## MAPPING LAYERS UPDATED (PART VIII)

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

| KAUAI COUNTY                                                                           |                                  |                    |                                                                                      |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|--------------------------------------------------------------------------------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks                                                                        |
|                                                                                        | Date Created/<br>Edits Performed |                    |                                                                                      |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |                                                                                      |
| Street Centerlines                                                                     | 7/10/2015                        |                    | Spatially corrected three (3) street segments (Halewili Rd and Quarry Dr) in Eleele. |
|                                                                                        | 7/10/2015                        |                    | Split one (1) street segment of Ko Rd in Eleele.                                     |
|                                                                                        | 7/10/2015                        |                    | Spatially corrected one (1) street segment of Halewili Rd in Numila.                 |
|                                                                                        | 7/10/2015                        |                    | Split one (1) street segment of Kapule Hwy in Kapaia.                                |
|                                                                                        | 7/10/2015                        |                    | Split one (1) street segment of Kapule Hwy in Lihue.                                 |
|                                                                                        | 7/10/2015                        |                    | Split one (1) segment of Kaumualii Hwy in Kekaha.                                    |
|                                                                                        | 7/10/2015                        |                    | Split one (1) segment of Kaumualii Hwy in Mana.                                      |
|                                                                                        | 7/10/2015                        |                    | Split one (1) segment of Poipu Rd in Kukuiula.                                       |
|                                                                                        | 7/10/2015                        |                    | Split one (1) segment of Lawai Rd in Kukuiula.                                       |
|                                                                                        | 7/10/2015                        |                    | Split one (1) segment of Lawai Rd in Poipu.                                          |
|                                                                                        | 7/10/2015                        |                    | Split one (1) segment of Poipu Rd in Poipu.                                          |
|                                                                                        |                                  | 07/09/15           |                                                                                      |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Kuhio Hwy in Anahola.                                       |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Kuhio Hwy in Kalihiwai.                                     |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Kuhio Hwy in Kealia.                                        |
|                                                                                        | 7/9/2015                         |                    | Split two (2) segments of Kuhio Hwy in Kilauea.                                      |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Ala Kinoiki Rd in Koloa.                                    |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Kuhio Hwy in Moloaa.                                        |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Kaumualii Hwy Olokele.                                      |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Kaumualii Hwy in Pakala.                                    |
|                                                                                        | 7/9/2015                         |                    | Split one (1) segment of Ala Kinoiki Rd in Poipu.                                    |
|                                                                                        | 7/8/2015                         |                    | Split one (1) segment of Rice St in Nawiliwili.                                      |
|                                                                                        | 7/2/2015                         |                    | Split one (1) segment of Laoho Rd in Kalaheo.                                        |
|                                                                                        | 7/2/2015                         |                    | Split one (1) segment of Laoho Rd in Lawai.                                          |
|                                                                                        | 7/2/2015                         |                    | Corrected MSAG Community and ESN to one (1) segment of Laoho Rd in Lawai.            |
|                                                                                        | 7/2/2015                         |                    | Corrected MSAG Community, ESN and Police to one (1) segment of Koloa Rd in Koloa.    |
|                                                                                        | 7/1/2015                         |                    | Corrected MSAG Community and ESN to two (2) street segments of Papaa Rd in Anahola.  |
|                                                                                        | 7/1/2015                         |                    | Corrected MSAG Community to one (1) street segment of Kalihiwai Rd in Kalihiwai.     |
| Subdivisions                                                                           |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |
|                                                                                        |                                  |                    |                                                                                      |

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 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.*

| KAUAI COUNTY                                                                           |                                  |                    |               |
|----------------------------------------------------------------------------------------|----------------------------------|--------------------|---------------|
| Type of Layer                                                                          | Akimeka GIS Server               | Date GIS Delivered | Other/Remarks |
|                                                                                        | Date Created/<br>Edits Performed |                    |               |
| CRITICAL 9-1-1 PUBLIC SAFETY LAYERS FOR DISPATCH & RESPONSE<br>(Listed Alphabetically) |                                  |                    |               |
| Tow Jurisdictions                                                                      |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Tsunami Evacuation Zones                                                               |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Tsunami Heights                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| Waste Water Plants                                                                     |                                  |                    |               |
|                                                                                        |                                  |                    |               |
|                                                                                        |                                  |                    |               |
| WSP Cell Sectors                                                                       |                                  | 07/09/15           |               |
|                                                                                        | 7/2/2015                         |                    | Per VZW CRS   |
|                                                                                        |                                  |                    |               |
| WSP Cell Towers                                                                        |                                  | 07/09/15           |               |
|                                                                                        | 7/2/2015                         |                    | Per VZW CRS   |
|                                                                                        |                                  |                    |               |

#### 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.

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## GEOGRAPHIC INFORMATION SYSTEM (GIS) NARRATIVES

### GIS KEY ACTIVITIES/UPDATES

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

| Date      | Key Activities/Updates                                                                                                                                                                                                                     |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7/23/2015 | Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, WSP Cell Sectors, WSP Cell Towers, ESN, MSAG Communities, Fire Beats and Police Beats to GeoComm.                                                  |
| 7/23/2015 | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, ESN, MSAG Communities, Fire Response Areas and Police Response Areas.                       |
| 7/9/2015  | MapFlex deliverable which included the following updated layers: Address Points, Cell Sectors, Cell Towers, Common Places, Street Centerlines, ESN, MSAG Communities, Fire Response Areas, Medic Response Areas and Police Response Areas. |
| 7/9/2015  | Address Points, Street Centerlines, Geofile for Street Centerlines, Points of Interest, Geofile for Points of Interest, WSP Cell Sectors, WSP Cell Towers, ESN, MSAG Communities, Medic Beats, Fire Beats and Police Beats to GeoComm.     |

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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### GPS DATA COLLECTION AND SITE VERIFICATION

During the month of June 2015, Akimeka deployed one of their GIS Analysts to Kauai to collect and verify data that could only be acquired and verified while on location.

1. During June 2015, Akimeka initiated a data collection and verification plan, in order to verify and acquire data that could only be conducted through on-site visits.
  - a. Akimeka's GIS Analyst was on Kauai for two full days; on June 22<sup>nd</sup> and June 23<sup>rd</sup> to collect missing addresses, verify specific address locations, collect new street centerline segments and verify specific street centerline segments with high-tech GPS equipment.
  - b. During this process, Akimeka collected 245 total addresses throughout Kauai, verified that numerous addresses, collected four street centerline segments, verified several other street centerlines
  - c. During the month of July 2015, the data that was collected and verified on June 22<sup>nd</sup> and June 23<sup>rd</sup> was finished being incorporated into the GIS data and was delivered into MapFlex and made available to the dispatchers and was also delivered to the FTP site to be used in the GeoComm system.

### MAPFLEX DEPLOYMENT:

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

1. Akimeka delivered GIS data to the MapFlex system on the following dates in July 2015
  - a. **Hawaii County** – July 7<sup>th</sup> and July 21<sup>st</sup>
  - b. **Maui County** – July 8<sup>th</sup> and July 22<sup>nd</sup>
  - c. **Kauai County** – July 9<sup>th</sup> and July 23<sup>rd</sup>

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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### POWER911 (VIPER) UPDATE

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

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

### POWERMAP

During the May 14, 2015, 9-1-1 Communications Technical and Finance Committee it was discussed that with the successful implementation of the MapFlex system, the uploads for the PowerMap system are scheduled to be phased out by the end of May 2015.

1. The phase out plan for uploads to PowerMap included the disconnection of the dedicated circuits from Akimeka's office in Kihei, Maui to Hawaii County, Maui County, and Kauai County on May 31, 2015.
  - a. This meant that Akimeka would no longer have a connection to the PowerMap at each Neighbor Island to perform uploads and that there will be no technical support of PowerMap. The phasing out of PowerMap was due to the system surpassing its expected lifecycle and it had remained in service for more than 8 years.
2. The phase out plan also included Akimeka's assistance in the removal of GIS data which contains proprietary information to the PSAPs that must be cared for and also includes IPR information from Akimeka.
  - a. Akimeka was on site to perform the data removal of PowerMap in **Maui County** on June 12, 2015. Six (6) PowerMap positions were cleaned during this process.
  - b. Akimeka was on site to perform the data removal of PowerMap in **Kauai County** on June 23, 2015. Six (6) PowerMap positions were cleaned during this process.
  - c. **Hawaii County** IT was previously scheduled to remove the PowerMap positions during the month of July 2015, so that Akimeka can assist in cleaning the positions, however the MapFlex is still not displaying the Phase I polygons for wireless calls, so HPD will be keeping the PowerMap positions until this can be corrected by Intrado.

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### 4. SERVICE REQUESTS TRANSACTIONS

#### OPEN SERVICE REQUESTS – JULY 2015

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

#### NOTE:

There are no open service requests for July 2015.

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

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

#### 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

July 1, 2015 - July 31, 2015

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

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

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

The database synchronization effort included comparing Kauai County's 9-1-1 MSAG received from the 911 Database provider, Intrado on April 1, 2015, against its 9-1-1 GIS Street Centerline data. A total number of **1,290** 9-1-1 MSAG records were reviewed in the audit and analyzed. Results of the database synchronization audit completed on July 1, 2015 for Kauai County are reported below.

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

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

# Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

## AUDIT SUMMARY RESULTS – 2015

| 9-1-1 MSAG TO GIS STREET CENTERLINE<br>AUDIT COMPARISON RESULTS                        | Notes | As of October 1 , 2014       |       | As of January 1 , 2015      |        | As of April 1 , 2015        |       | As of July 1 , 2015         |        |
|----------------------------------------------------------------------------------------|-------|------------------------------|-------|-----------------------------|--------|-----------------------------|-------|-----------------------------|--------|
|                                                                                        |       | 9-1-1 MSAG<br>Dated 10-01-14 |       | 9-1-1 MSAG<br>Dated 1-01-15 |        | 9-1-1 MSAG<br>Dated 4-01-15 |       | 9-1-1 MSAG<br>Dated 7-01-15 |        |
|                                                                                        |       | # of<br>Records              | %     | # of<br>Records             | %      | # of<br>Records             | %     | # of<br>Records             | %      |
| Total 9-1-1 MSAG Records Reviewed                                                      |       | 1,271                        |       | 1,275                       |        | 1,280                       |       | 1,290                       |        |
| Less: 9-1-1 MSAG Exception Records                                                     | (1)   | 63                           | 5.0%  | 64                          | 5.0%   | 64                          | 5.0%  | 67                          | 5.2%   |
| Net 9-1-1 MSAG Records Eligible for Comparison                                         |       | 1,208                        |       | 1,211                       |        | 1,216                       |       | 1,223                       |        |
| Total 9-1-1 MSAG Records Match<br>(9-1-1 MSAG -- GIS Match -- No Corrections Required) |       | 1,205                        | 99.8% | 1,211                       | 100.0% | 1,214                       | 99.8% | 1,223                       | 100.0% |
| 9-1-1 MSAG -- GIS No Match - Minor Correction Required                                 | (2)   | 3                            | 0.2%  | 0                           | 0.0%   | 2                           | 0.2%  | 0                           | 0.0%   |
| 9-1-1 MSAG Record With No GIS Record                                                   | (3)   | 0                            | 0.0%  | 0                           | 0.0%   | 0                           | 0.0%  | 0                           | 0.0%   |
| Total 9-1-1 MSAG Records No Match                                                      |       | 3                            | 0.2%  | 0                           | 0.0%   | 2                           | 0.2%  | 0                           | 0.0%   |

**Objective:** NENA Recommended Match Rate = 98%

The two-way (MSAG – GIS) database synchronization audit for the Kauai County was completed as scheduled. The match rate improved from April 2015 with a 99.8% Match Rate to a 100% Match Rate as of July 2015.

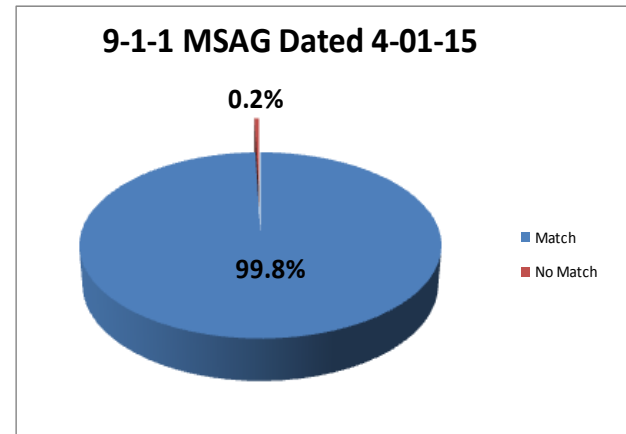
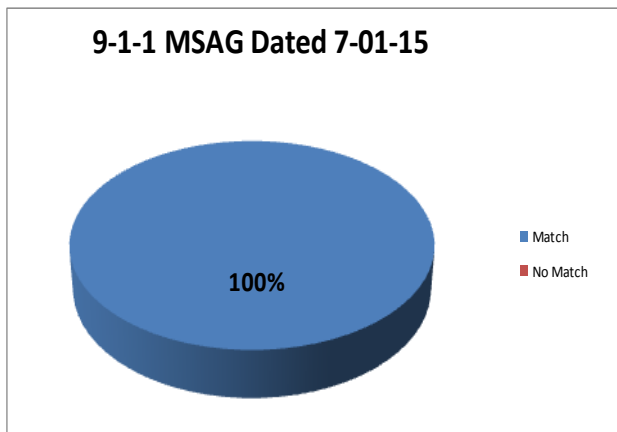
### NOTES:

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

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### AUDIT SUMMARY RESULTS – JULY 1, 2015 MSAG VS. APRIL 1, 2015 MSAG



**Kauai County level of accuracy or 9-1-1 Match percentage improved with a 100% as of July 1, 2015 compared to 99.8% as of April 1, 2015**

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

- ❖ Akimeka continues to work with Kauai County GIS and Planning departments to validate streets and communities.
- ❖ In achieving and exceeding the NENA minimum match rate of 98% for data accuracy, Kauai County is ready for Next Generation 9-1-1 (NG9-1-1) from a database perspective.
- ❖ A constant effort to keep the databases synchronized and maintained are required to ensure the level of accuracy of the E9-1-1 databases each time an MSAG or GIS record is “last modified”.
- ❖ “MSAG record that doesn’t match the GIS” improved by **100%** (2 to 0) records that don’t match the GIS. This is a result in which MSAG records submitted in 9-1-1 Net were not completed prior to the end of the month.
- ❖ “MSAG record with missing GIS record” reminded consistent with zero (0) records falling under section.
- ❖ “MSAG Records Corrections Required” improved by **100%** (2 to 0) records with minor MSAG corrections. MSAG records were combined, split, and high/low ranges have been changed to match the Street Centerlines.
- ❖ Accurate location and GIS information will ensure proper dispatching and response in a timely manner for all Public Safety agencies.
- ❖ All the hard work to maintain and synchronize the E9-1-1 databases is validated when a life and/or property is saved.
- ❖ Coordinating the clean-up of the ALI discrepancy records associated with an assigned ESN of 499 with the respective Service Providers is needed to ensure all records are MSAG valid.

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

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

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

Results of the data provided are as follows:

| KAUAI   | Invalid MSAG Records     |                                 |                           |                                 |                           |                                 |
|---------|--------------------------|---------------------------------|---------------------------|---------------------------------|---------------------------|---------------------------------|
|         | 9-1-1 MSAG Dated 1-01-15 |                                 | 9-1-1 MSAG Dated 04-01-15 |                                 | 9-1-1 MSAG Dated 07-01-15 |                                 |
|         | Number of Records        | % of Total Invalid MSAG Records | Number of Records         | % of Total Invalid MSAG Records | Number of Records         | % of Total Invalid MSAG Records |
| ESN 499 | 61                       | 4.6%                            | 56                        | 4.2%                            | 50                        | 3.7%                            |

These invalid MSAG records represent **3.7%** of the Total MSAG records for Kauai County as of the July 1, 2015 MSAG as compared to **4.2%** as of the April 1, 2015 MSAG. The individual ALI records associated with these records are provided below.

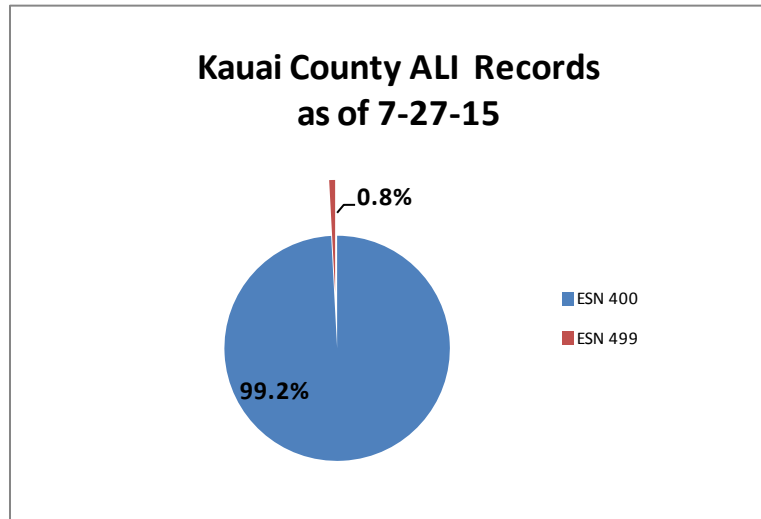
The decrease in the number of invalid MSAG records is a result of Akimeka's research and validation of telephone numbers (TNs) assigned an invalid MSAG address. In order for a TN to be corrected, Akimeka submits the update to the Service Provider via Intrado for approval.

## Kauai County E9-1-1 Status Report

July 1, 2015 - July 31, 2015

### AUTOMATIC LOCATION IDENTIFICATION (ALI) DISCREPANCY REPORT

As part of Akimeka's ongoing database synchronization efforts, Akimeka reviewed and summarized the ALI discrepancies by community in 9-1-1Net for Kauai County. As of July 27, 2015, there are **212** ESN 499 ALI records, representing **0.8%** of Kauai County's Total ALI records. The number of ESN 499 ALI records was further reduced by **47%** (398 to 212) from April 27, 2015 to July 27, 2015 respectively.



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

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